Home User Guide

For

House Name
Street
City
Postcode

Contents of User Guide

All information contained herein is valid at the time of preparation and the date of issue. Changes arising in building usage, legislation etc. will necessitate revisions to be made in order to retain the manuals validity and usefulness.

1. Welcome

This Home Users Guide has been prepared to help you become familiar with your new home quickly and easily.

It contains information on how to look after your new home, how to report certain types of problems, initial gas, electricity and water supply information details of your home's Code for Sustainable Homes rating, as well as advice on safety and security. We have also included technical help and practical tips on D.I.Y, energy saving and recycling.

When you move into your new home you will be given various leaflets supplied by the manufacturers and installers of the equipment in your home. Please keep all this information in a safe place, together with this handbook so that you can refer to it in the future.

Nothing in this document can be construed or implied as a warranty. Your rights under the NHBC warranty are not affected. xxxxxx cannot be held responsible for problems which may arise as a result of any owner/occupier failing to uphold the recommendations offered here.

The information in this Home Users Guide is correct at the time of issue. xxxxx cannot be held liable for any future changes which may invalidate its contents.

What to do now:

Read this entire booklet thoroughly.

Follow the guidance provided, particularly the **Moving In** section, making sure you carry out an internal inspection of your home.

2. Your Property

Your House benefits from automated secure wrought iron gates with a video entry phone leading to a generous gravelled carriage driveway and ample forecourt parking, accessing a double garage.

The Ground Floor enjoys superb lateral living space of approx. 4,954 ft^2. The magnificent entrance hallway boasts tumbled marble floors and a stunning central triple height space. This is complemented by the elegant elliptical main staircase that sweeps up to each level. A formal drawing room and dining room with spacious bay windows flank each side of the hallway. The sumptuous walnut and hand painted kitchen through double doors is designed by David Linley and has polished granite worktops. Overlooking the southerly landscaped gardens, a family room adjoins the kitchen which can be sectioned off by sliding doors.

The orangery wing spreads to the south-east, where the study, a guest cloakroom and orangery media rooms are located. A clever secret door within the bookshelves connects the study with the formal drawing room. The large media room has a long skylight overhead, a full width contemporary glass wall and bi-fold doors leading out to the rear terrace. This amazing flexible space is designed to be multi-purpose and can be converted into a cinema room in seconds at the touch of a button. Concealed drop down blinds and a skylight blind darken the room, while a 2m wide cinema screen emerges from the ceiling. A 65” LED Samsung TV is also recessed into bespoke media cabinetry in addition to the cinema projector on the ceiling.

A feature curved wing containing build-in cupboards to the west of the central hallway leads to the leisure facilities of the property. These include a large gym and indoor swimming pool both with expansive bi-fold doors that lead out to the south facing terraces and gardens. The pool benefits from dedicated shower, WC and changing facilities.

Accessed via the curved connecting wing, is the wide double garage, a second guest WC and a fully self-contained luxury flat over the garage, with kitchen/living room, double bedroom and en-suite.

A main feature of your house is the flow of natural daylight throughout the house, be it from all the windows or through the two skylights flooding light through the two galleried atriums spanning the three levels.

The signature area in this property lies on the first floor in the form of the opulent master suite which resembles a presidential suite in a five star hotel. The double doors off the hallway lead to the private master living room with French doors out to the rear balcony overlooking the gardens. To the right, the sumptuous master bedroom boasts 4 sets of French doors opening out to the private balconies.

To the left of the private master living room, the dressing room is comprehensively fitted with bespoke hand-painted wardrobes and central island units designed by Richard Baker. Double doors opening into a luxuriously appointed master bathroom offering his and hers vanities, free-standing polished nickel plated bath, separate enclosed shower and separate enclosed WC and bidet. The walls and floor are beautifully tiled with marble slabs.

There are two further double bedrooms with luxurious en suite bathrooms/shower rooms to this level also each with bespoke Richard Baker fitted wardrobes offering ample storage space.

The second floor offers a further 1506 ft^2 and benefits from a further large bedroom suite with dressing room and en suite bathroom, two further double bedrooms, both with built-in cupboard space. There is also a full family bathroom and a well-equipped laundry room including Miele washing machine and tumble dryer. This level is especially suitable for young children with a live-in nanny. A secondary laundry area is located on the ground floor within the garage.

There is a user-friendly house audio system enabling music and digital radio to be broadcast in various rooms. It is made up of 8 x Sonos Connect interconnected system installed in principal rooms. This allows for full independent control to each of these principal rooms. Therefore, someone can wake up to the news in the bedroom, while their partner listens to music in the master sitting room and a different channel playing in the Kitchen etc. All audio is delivered through discreet wall or ceiling mounted B+W speakers and the system is fully expandable to other rooms if required. The system can be fully controlled via remote or mobile phone app.

There is a whole house dual CAT6 system currently configured for internet access throughout. This can be configured for hardwired high capacity broadband in all rooms, internet phone, inter-room phone, internet TV, etc. All rooms also have TV aerial, and Sat cable points

The whole house is covered by a Barking Dog alarm system with access pads and can be expanded further using the CAT 6 system and connected to a police linked central monitoring service.

The property has been constructed to extremely high energy efficiency standards including a solar panel system that has the capacity to generate 7.4Kw and may benefit from an annual grant of circa £1,000 per year, plus 50% of the value of the unused power generated.

The lighting throughout is also highly energy efficient, in keeping with the latest Code 4 of the Code for Sustainable Homes requirements The lighting control system is a programmable multi-function scene setting system.

The house also has a rainwater harvesting system that provides grey water to flush WCs and feed garden irrigation system.

There is a whole garden and beds automated watering system fed from a 10,000L tank located under the rear lawn.

The property benefits from a 10-year LABC new homes warranty; there is also a specialist concierge service for the first year after purchase that would be available to assist with any potential teething problems.

3. Part 1 – Operational Issues

3.1. Environmental Strategy / Design and Features

Code for Sustainable Homes Rating

Your home has been designed to meet a Code for Sustainable Homes rating of Level 4. A copy of the final Code certificate will be issued to you in due course.

Design Strategy

Great care has been taken to create a sustainable and attractive home. A variety of ecologically friendly features have been incorporated within the design to reduce the running costs of your property and limit the burden on unsustainable resources.

Special Features

The house benefits from ecological features such as solar water heating, a mechanical ventilation heat recovery system, Rainwater Harvesting System, PV Panels, high levels of insulation and 75% energy efficient lighting. These features will help to reduce the running costs of your property and all contribute to the Code for Sustainable Homes rating of Level 4 which the house is on target to achieve.

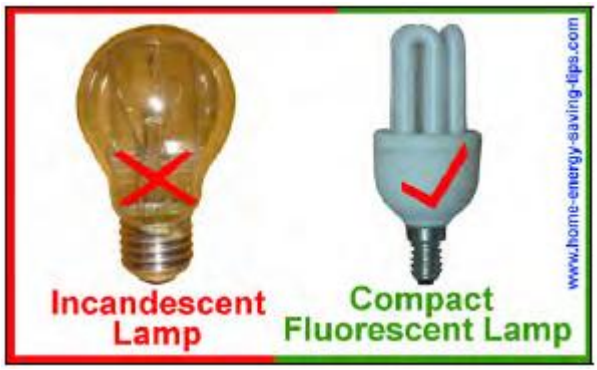
Solar Water Heating

Heating water is one of the biggest users of energy in most homes – accounting for between 20 and 25% of usage. Installing solar panels to heat domestic water is estimated to saved around £50 a year off the bill for the average gas heated home and avoid over 300kg of CO2 emissions.
Furthermore, solar hot water systems require only a yearly check by their owner and are very easy to operate.

Mechanical Ventilation Heat Recovery System

Mechanical heat recovery is a process of heating a cool air supply by warm, recovered air from your domestic appliances. Controlled domestic, not only controls the required air exchange rate, but because of this ensures a healthy and comfortable form of heating, integrated with local outside air. Warm air is not exhausted by opening a window but transfers most of its heat to the supply air in the heat recovery exchanger before being exhausted.

Energy Efficient Lighting



75% of your lighting is energy efficient. The high thermal performance of your property could mean that up to 75% of your total fuel costs, 33% of CO2 emissions and approximately 20% of total energy use will result from lighting.

According to the Energy Savings Trust, the average 20W CFL as opposed to a 100W tungsten bulb can save in the region of £78.14.

PV Panels

PV Panels have been installed to the roof. The Photovoltaic (PV) system works by converting energy from the sun into electricity. This electricity is then fed directly into the existing consumer unit of your property where it can be used. The electricity generated is free and has no carbon emissions.

PV Panel Inverter & Shut Off Valves

3.2. Energy

Your Home and Global Warming

Global warming is often mentioned in the news but what is it? The earth is surrounded by an atmosphere which keeps it at a constant temperature. Certain gases released into the atmosphere make it work more like a blanket, trapping heat in. These are known as greenhouse gases.

There is evidence that the earth is heating faster than ever before because we produce too many of these harmful greenhouse gases. For example, the nine warmest summers in the UK since records began have occurred in the last ten years.

Carbon dioxide (CO2) is the most harmful of the greenhouse gases and almost half of the UK's CO2 actually comes from the things we do every day. Surprisingly, we produce more of it in our homes than when we drive. In 2004, 24% of the UK's total CO2 emissions came from energy we use to heat, light and power our homes.

As well as saving the earth, it is estimated that the average household could also save £300 a year in energy bills by being more energy efficient.

Heat your Home for Less

A few simple steps could result in your home costing less to heat, as well as producing less of the harmful CO2 emissions. According to the Energy Savings Trust you should:

- Turn your thermostat down by 1°C as this can cut more than 10 percent from the average central heating bill.
- Close your curtains at night and make sure they are tucked behind the radiators (saves £15 a year)
- Close windows when the heating is on – but remember to leave vents open to prevent condensation.
- Wear warm clothes when indoors during winter months.
- If you have gas central heating use it for your hot water in summer and winter, as it is generally cheaper than using an electric immersion heater.
- Set heating controls so that your property is not heating when you are going out for long periods of time.
- If you have adjustable radiator valves, turn them down (but not off) in rooms not in use.
- If you have a gas boiler, make sure it is serviced annually. An efficient boiler is a cheaper boiler to run.

Lighten your Bills when you Light your Home

In most homes, lighting accounts for around 10 to 15 percent of an electricity bill.

If everyone in the UK installed one energy saving light bulb, we'd save enough harmful CO2 to fill the Royal Albert Hall nearly 2,000 times!

According to the Energy Savings Trust:

- Energy saving light bulbs use 70 percent less energy than normal light bulbs but are just as bright.
- Switching from a standard bulb to an energy saving bulb can reduce your electricity bill by up to £9 a year.
- Remember to turn the lights off when you leave a room – no matter what kind of bulb you have – this can save you £7.50 a year.

75% of your home's lighting is supplied by dedicated low energy lights. The average life of a CFL is 8-15 times longer than that of traditional bulbs. While the purchase price of a CFL is typically 3 to 10 times greater than a traditional bulb, the extended lifetime and reduced running cost more than compensates for this.

Use your Kettle to Stop your Bills Boiling Over

You can help save energy in many ways around the home even when making yourself a cup of tea, coffee or soup! It's easy to use your kettle efficiently and save money.

- Only put as much water as you need when boiling the kettle but always cover the element.
- Remove lime scale in your kettle by leaving in a cup of vinegar overnight. Kettle elements coated in lime scale use more energy. Remember to wash the vinegar out before the next use!
- Use a pan for boiling water instead of boiling a kettle. This is more efficient and saves time.

Washing Savings

Washing and drying your clothes can be a costly business – but it needn't be. A few seconds of preparation could help you save energy and money when you do your laundry.

- Modern washing powders and liquids work just as well at lower temperatures. According to the Energy Savings Trust, washing at 40°C will use a third less electricity than a 60°C.
- Run the washing machine with full loads.
- Let clothes dry naturally if at all possible using the rotary dryer in your garden.

Say Goodbye to Standby!

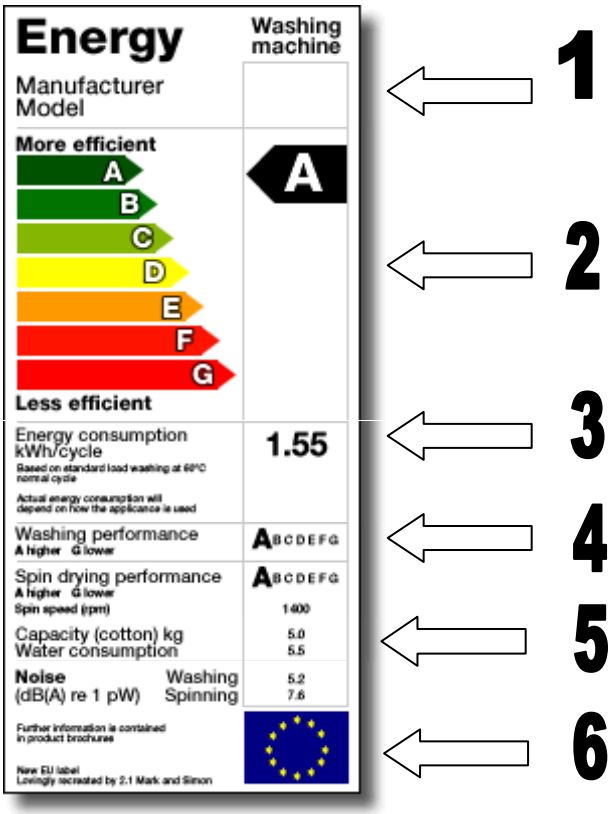
How many of us leave appliances plugged in all the time? If chargers for devices such as mobile phones, laptops and MP3 players were unplugged when not in use, the UK could save enough electricity each year to power 115,000 homes.

- Almost a billion pounds worth of electricity is wasted in the UK every year by people leaving appliances on standby.
- Don't leave appliances on standby or on charge unnecessarily. Once they are fully charged or not in use switch them off.

Look for the Logo and Lower Your Bills

An easy way to ensure you save energy when you buy new appliances is to look for the energy saving logo. You can find it on a wide range of products.

- The EU energy label rates products from A+ (the most efficient/least energy used), down to G (the least efficient/most energy used).
- By law the label must be shown on all refrigeration and laundry appliances, dishwashers, electric ovens and light bulb packaging.
- An energy saving washing machine needs two-thirds of the energy of an old inefficient model.
- An 'A' rated washing machine will cost less than seven pence worth of electricity per cycle (if you use the economy cycle recommended by the manufacturer) and save on the amount of water used.



1 Confirms the manufacturer's name and the product model number. Check this is the same as the model you have chosen.

2 This section gives the product an energy rating, from A (the most efficient) to G (the least efficient). Refrigeration products have an additional rating up to A++.

3 The more efficient the product, the less energy it uses, and the more money you will save (and you will also be helping the environment). Energy efficient products do not compromise on performance.

This section shows the energy consumption and running costs of the product. This is measured in how much electricity is used under standard conditions to run the appliance, measured in kilowatt hours per year (KWh/year) for refrigeration appliances or in kilowatt hours per cycle (KWh/cycle) for washing machines and other appliances.

You can work out the average annual running cost (and therefore savings compared to a less efficient appliance) by multiplying the kilowatt per hour consumption figure by 7.9 pence (the average cost per unit of electricity). For example:

	OLD APPLIANCE	**NEW APPLIANCE**
Energy consumption in KWh/year)	500	300
Annual running cost at 7.9p per KWh	£40	£24
Saving		£16

Actual savings will always depend on how you use an appliance and how much you pay for your electricity.

4 Laundry and dishwashing labels have ratings for washing, spin and/ or drying performance. The ratings are in the A-G indicator format, similar to those used for overall energy ratings.

These ratings are based on standard industry tests, and the test cycle used is on the label. An 'A' rating is best.

A washing machine with good spin-drying scores will save money and time on tumble drying.

5 A range on information may be provided here, depending on the product. This is to help you choose the best product for you. For example, you may prefer a washer with lower water consumption, especially if your water supply is metered.

6 The label does not have to provide information about the noise an appliance generates, but this can be used to help you choose the quietest model. A lower number means that the appliance produces less noise.

If the label does not show the noise the appliance produces, check the brochure for the product.

For further advice on any of the energy saving tips in this section, visit www.energysavingstrust.org.uk/myhome or call 0800 512012

Operating your Solar Hot Water System Efficiently

The system consists of solar collectors, a pump, a control unit, connecting pipes, plus the normal hot water tank.

The principle is straightforward. When the sun is shining, water is pumped through the solar panel and is heated by solar energy. This heated water then flows through a heat exchanger, warming the water stored in the hot water cylinder. Where necessary, your gas boiler provides backup.

An electric controller constantly compares the temperature of the solar collectors with the temperature of the water in the cylinder. Whenever the collectors are hotter than the cylinder, the controller switches on the system's circulating pump.

In the summer the water in the cylinder can reach an estimated 80 degrees Celsius within half a day, and the insulation on the cylinder will keep the water hot for the next day.

Over the course of a year your solar hot water system will supply roughly 60% of your hot water requirements. The remainder will be supplied by your conventional gas boilers.

However, this figure depends on a number of factors:

- How much interest you take in how the system works and how you adapt to make the most of the free hot water e.g. having showers in the morning rather than the evening
- If your control panel does not allow you to programme the hot water and central heating separately, you may not get the maximum benefit from the solar panels when the heating is turned on.
- If your dishwasher and/or washing machine are coldfill they will still have to heat the water using electricity, and will not use solar heated water.

Research commission by Viridian Solar has confirmed the significance of the householder's behaviour on the performance of the solar hot water system. Its panels installed in six housing association properties were monitored by the Building Research Establishment over a 12 month period. Energy savings in heating hot water varied from a lowest of 26% to a highest of 70%. The average was 50% which is an average saving of 1,200 kWh of energy per year.

3.3. Water Use

3.3.1. A Fresh Approach to Saving Water

Here in the UK, the issue of water is becoming a really important issue. As our weather has become warmer our underground reserves of water have started to dry up. It is now important that we learn to respect the way in which we use water every day.

The following advice can assist in reducing your daily water use:

- Your toilet has a 4/2 litre dual flush and you should use the low flush wherever possible. According to the Energy Savings Trust, you could save as much as 2,000 litres per person per year.
- Turn off the tap when you brush your teeth.
- You have a water butt in your garden to collect rainwater, use it for washing your car and watering your plants in the evening to prevent evaporation.
- Taking a five minute shower uses 60 percent less water than bathing.
- With regards to your hot water tank, set the cylinder thermostat at 60°C/140°F.
- Turn off dripping taps – or get them repaired. If you leave a tap dripping it will produce enough water to fill half a bath every week.
- Wash your car by hand – it saves water compared to using a hosepipe.
- Check for water leaks on a regular basis.

3.3.2. Rain Water Harvesting System

A rainwater Harvesting System has been installed in the Garden. See Operation & Maintenance Manuals for Further Information.

3.4. Recycling and Waste

The contact details for the refuse and recycling collections operated by The Royal Borough of Kingston upon Thames are as follows:

• Website: http://www.kingston.gov.uk/info/200232/contact_us/778/contact_us-environment_and_waste

• Telephone: 020 8547 5002

• Post: Guildhall
2 High Street
Kingston upon Thames
KT1 1EU

Refuse and Recycling Collection Service

Current Domestic Refuse Collection

Day: Monday
Week: Every two weeks for Landfill refuse (wheelie bin).

Bank holiday details: Your collection crew work on Public Holidays, so please place your containers out for collection on your usual collection day. The only exception to this is the weeks after Christmas and New Year when collections maybe made between one and three days later than usual.

Current Household Recycling Collection

Day: Monday
Week: Every week for recycling.

Bank holiday details: Your collection crew work on Public Holidays, so please place your containers out for collection on your usual collection day. The only exception to this is the weeks after Christmas and New Year when collections maybe made between one and three days later than usual.

Assisted Collections

Request an assisted collection

If you're disabled or aren't well enough to put your recycling and rubbish containers out on collection day, we can help.

We run an assisted collection service for residents. Fill in the online form to request an assisted collection.

If you're having a lot of difficulty using the containers, we can talk with you about other options.

Internal Recycling Facilities

Your new home is fitted with internal recycling bins under the kitchen sink.

Compost Bins

Your property contains a 300l composting bin for home composting. This bin is made entirely from recycled materials.

Waste and Resources Action Programme (WRAP)

WRAP helps homeowners, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change.

WRAP's mission is to help develop markets for resources that would otherwise become waste. Further information on recycling and sustainable waste disposal can be accessed from their website at: http://www.wrap.org.uk/

Sustainable Waste Tips

We recommend the Reduce, Reuse and Recycle method for sustainable waste management. This is as follows:

REDUCE
Do not buy items with excess packaging
Do not buy disposable items where reusable options exist
Take your own bags with you when you go shopping
Donate old magazines to dentists/doctors waiting rooms
Buying concentrated products that use less packaging
Removing your name from junk mail lists
Buying a compost bin

REUSE
By using items again and again e.g. plastic cups and bottles, bags and jars
By repairing broken items
By reusing envelopes
By using refillable instead of disposable pens
By donating old computers to community groups or schools
By donating old clothes to charitable organisations

RECYCLE	
WASTE TYPE	**APPROACH**
Glass	Use bottle banks
Clothes and linen	Take to charity shops such as Oxfam or put into a clothes bank provided by the Salvation Army
Metal cans	Take to can banks
Tools/furniture/toys	Check out the Furniture Reuse Network at www.frn.org.uk
Plastic	Check out www.plasticsrecycling.info and www.recoup.org
Electronic equipment	Donate anything to charities, schools or community groups. Check out www.computersforcharity.org.uk
Buy recycled/eco-friendly products	Check out www.recycledproducts.org.uk or www.naturalcollection.com and www.greenchoices.org

Recycling Centre

Chapel Mill Road (off Villiers Road)
Kingston
KT1 3GZ

The Villiers Road Household Reuse and Recycling Centre (HRRC) - more commonly known by most residents as 'the tip' - is there to help you reuse, recycle or dispose of household waste that cannot be collected by the kerbside collection services.

Opening Times

Summer (British summer time)

- Monday - Friday: 7.30am to 7pm
- Saturday: 7.30am to 4pm
- Sunday: 9am-4pm
- Public holidays: 9am-4pm
- The centre is closed on Christmas Day Boxing Day and New Year's Day

Winter (Greenwich meantime)

- Monday - Friday: 7.30am to 4.30pm
- Saturday: 7.30am to 4pm
- Sunday: 9am-1pm
- Public holidays: 9am-4pm
- The centre is closed on Christmas Day Boxing Day and New Year's Day

What you Can Take

- Paper and magazines (including shredded paper)
- Books
- Cardboard
- Video tapes, DVDs
- Plastic bottles
- Rigid plastics
- Glass bottles and jars (mixed colours)
- Sheet glass
- Food and drink cans
- Scrap metal
- Green garden waste
- Wood, MDF, ply etc.
- Textiles, clothes and shoes
- Fibre-backed carpet
- Waste engine oil
- Cooking oil
- Car batteries and domestic batteries
- Fluorescent tubes and long-life bulbs
- Large electrical goods
- Small electrical appliances
- Computer equipment

- Mattresses
- Non-recyclable household waste

What you Can't Take

- Commercial waste - including waste resulting from any form of employment or commercial enterprise
- Waste from any property other than from your own home.
- Hazardous waste - including tyres, asbestos, gas bottles, oil based paint and chemicals
- Construction waste - whether you have made home improvements yourself or hired a contractor to do this on your behalf, items generated from construction are not classed as 'household waste'. Bricks, timber, tiles plasterboard, soil, paving stones and any other material used in the construction of your home or garden should not be brought to the site in large quantities. Residents making repeat visits to dispose of this type of waste will be turned away. If you have a large amount of this type of waste to dispose of you should consider hiring a skip or private contractor to remove it for you.

3.5. Sustainable DIY

Before carrying out any home improvements, consider using sustainable and environmentally friendly materials and methods:

- Re-use materials from other parts of your home where possible, such as shelving removed from one room and put up in another.
- Before starting any improvement works, calculate the exact amount of materials you will need to buy to reduce wastage, for example buying three sheets of plywood when you only actually need two is not very efficient.
- Use locally sourced materials to reduce the emissions produced in transportation, for example using materials manufactured in the UK rather than those air-freighted thousands of miles from abroad.
- Use materials with the least environmental impact, for example use certified timber produced in sustainable forests rather than rainforest timber. The Forestry Stewardship Council can give more information about sustainable timber:

  Address:
  FSC International Center, Charles-de-Gaulle 5, 53113
  Bonn, Germany
  Phone: ++49 (228) 367 660
  Website: http://www.fsc.org/en

- Consider the durability of improvements and materials to ensure that any improvements will last as long as possible
- Use recycled materials, or materials with some recycled content wherever possible. WRAP can provide information on recycling and sustainable waste disposal and can be contacted at:

The Old Academy, 21 Horse fair, Banbury, Oxon, OX16 0AH, telephone 01295 819900, www.wrap.org.uk

- Use paints and finishes with a low-VOC or zero-VOC rating
- Paints and finishes release low level toxic emissions into the air for years after application. The source of these toxins is a variety of Volatile Organic Compounds, or VOCs. Until recently, VOCs were essential to the performance of the paint, but low-VOC and zero-VOC paints and finishes are now available. These new paints are durable, cost-effective and less harmful to human and environmental health
- Contact the Environment Agency for more information about sustainable home improvements:

  Midlands Regional Office, Sapphire East, 550 Streetsbrook Road, Solihull, West Midlands, B91 1QT

  Thames Regional Office, Kings Meadow House, Kings Meadow Road, Reading, Berkshire, RG1 8DQ

  Telephone Number: 08708 506 506
  Website: www.environment-agency.gov.uk

3.6. Emergency Information

3.6.1. Smoke & Heat Alarms

The smoke & heat alarms in your home are connected to the mains electricity, and have a battery back-up. Please test the system regularly.

Do not paint your alarm. Do not allow paint, water or dust to contaminate your alarm.

Regularly check that the green mains indicator light on the cover is lit.

Test weekly - press and hold the test button on the alarm for 10 seconds. The alarm will sound loudly and the red light on the cover should flash rapidly. All the other interconnected alarms should sound.

If alarm beeps once every 40 seconds for over 20 minutes, the battery is probably depleted and must be replaced.

If a nuisance alarm occurs, press the test/hush button to silence the alarm for 10 minutes.

Clean your alarm regularly. This will reduce the risk of false alarms.

Remove or completely cover your alarm when decorating to prevent dust or other contamination damaging the unit.

3.6.2. Carbon Monoxide Detectors

Your carbon monoxide detector checks the carbon monoxide levels every minute. The alarm circuitry is automatically monitored and warns if a fault develops. A Test / Hush button confirms that the horn and electronics are working and silences alarms caused by transient CO levels. The alarm will automatically sound again after 4 minutes if high levels of CO are still present.

Regularly check that the green mains power light is on. If it is off check the wiring, fuse, circuit breakers etc. Test the unit weekly by pressing the Test / Hush button for at least 5 seconds, the horn will then sound. Immediately the unit is powered the red and amber lights will flash once to show they are operational.

3.6.3. Service Points

3.6.3.1. Electricity

Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work. Battery operated detectors can be purchased from DIY stores. Also be careful when digging in the garden, in case there are cables or pipes buried near the surface.

The meter belongs to the electricity supply company and must not be tampered with.

The electrical circuits in your home are protected by a residual current device (RCD). If there is an earth fault caused by the connection of faulty appliances or damage to circuit cables, the RCD will operate. If the RCD operates, remove all appliances from the socket outlets, and reconnect the RCD by pushing the switch to the on position. If the RCD holds, reconnect the appliances previously connected one at a time. The faulty appliance will cause the RCD to break again. If the RCD fails to hold with no appliances connected, call a registered Electrician.

Each electrical circuit in your home is also protected by a miniature circuit breaker (MCB), and to identify the circuits, each is labelled inside the lid of the consumer unit. These operate where the circuit is overloaded. Switching the main switch on the consumer unit to off will isolate the electrical supply to your home.

Levels 1 & 2 Consumer Unit

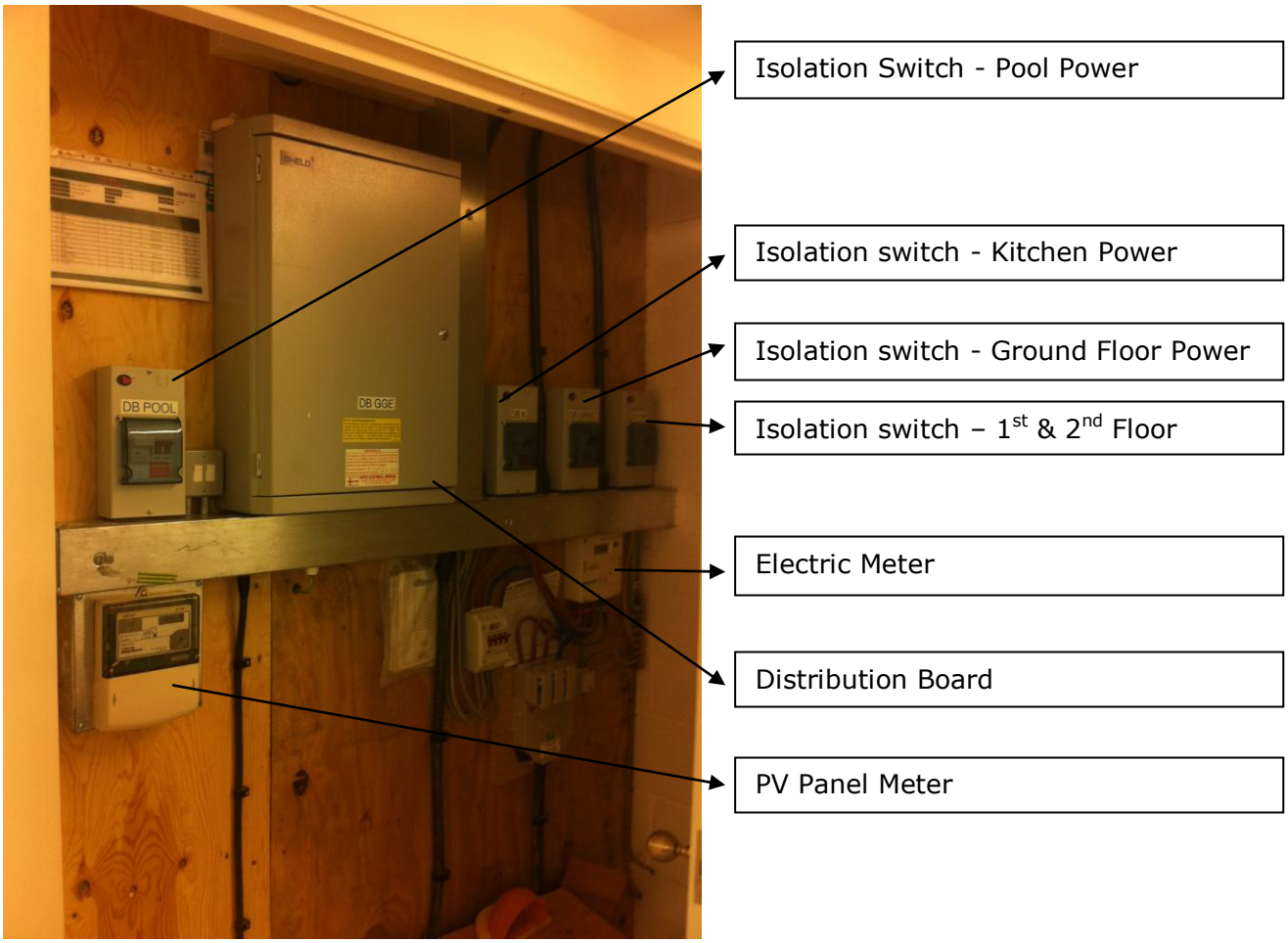
Pool Consumer Unit

If a circuit is overloaded, a faulty piece of electrical equipment is used or there is damage to a cable, the circuit will switch off. If it is not known why there was a short circuit, switch the MCB back to on. If the switch will not stay on, you should establish if there is a faulty appliance by removing each one, one at a time, and switching the MCB back on after each.

The MCB may also operate if a bulb blows. Insert a correctly rated bulb and reset the MCB.

If the MCB will not stay on, and you cannot find the fault, please contact a registered Electrician.

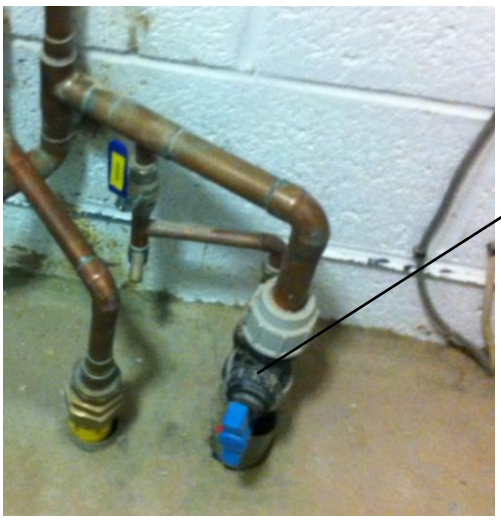
Your MPAN number is xxxxxx.



Garage Electrical Cupboard

3.6.4. Water

Water is supplied from an underground service pipe that is fitted with a stop valve at the boundary to your property for use by the water company in an emergency. As it enters your home, its flow is controlled by the main stop valve which is often within the kitchen sink unit. This allows the supply to be cut-off for maintenance or in an emergency.



Incoming Mains Water Shut-Off Valve in Garage

Shut-Off Valves under Each Sink

Stop valves allow you to shut off sections of the water system if there is a leak or if you need to change a washer or make alterations. All stop valves should be kept easily accessible and operated at least once a year to keep them in good working order.

Hot and cold water supply pipes have been provided for a washing machine. Normally, the pipes end with simple lever operated valves, colour coded (blue for cold; red for hot) to make the connection to your appliance straightforward.

Drain valves enable the water system to be emptied of water. Water systems must not be drained until all forms of water heater have been switched off and solid fuel boilers put out and allowed to cool.

If waste is not emptying down the drains easily, and you suspect a blockage, call a registered plumber.

3.6.5. Gas

If you suspect a gas leak, turn the gas off at the meter, extinguish all naked flames, open all doors and windows and do not operate electrical switches.

Call Transco on their free emergency number - 0800 111 999

Gas Meter Box – The Main Incoming Gas Shut-Off is located with the Gas Meter inside the Gas Meter Box.

Your MPRN number is: xxxxxxxxxx

3.7. Links, References & Further Information

3.7.1. The Energy Savings Trust

Reducing your Fuel and Water Bills

Contact the Energy Savings Trust for more information about running your home efficiently:

Energy Savings Trust

Address: Energy Savings Trust, 21 Dartmouth Street, London, SW1H 9BP

Telephone Number: 0845 727 7200
Website: www.est.org.uk/myhome

3.7.2. Local Authority

The Royal Borough of Kingston upon Thames
Guildhall
2 High Street
Kingston upon Thames
KT1 1EU

Tel: 020 8547 5000
Web: www.kingston.gov.uk

3.7.3. Principal Contractor

Your Property was built by:

xxxxxxxxx

3.7.4. Concierge Service

During the first year, Surrey Hills Concierge will liaise between you and any sub contractors to trouble shoot any operating problems within the house should they ever arise.

This Concierge Service will include:

1. Personal face to face introduction either before or shortly after moving in date.
2. Weekly courtesy telephone call in the first 4 weeks, every 2 weeks from week 5 to 12 and then monthly to the end of the 12 month period.
3. 6 day telephone/email concierge service to respond to buyer's queries or notification of any house teething problems
4. Out of hours emergency contact for any serious problems
5. Prompt response to all legitimate teething problems and if required, contact relevant contractor.
6. Manage the problem remedy/repair and keep all parties regularly informed of progress

Contact Details

xxxxxxxxxx

3.7.5. Provision of Information in Alternative Formats

If you require this document in an alternative language, on cassette tape/CD or if large type/Braille would be useful then please contact xxxxxxxxx.

4. Part 2 – Site and Surroundings

4.1. Recycling and Waste

See Section 2.4.

4.2. Sustainable (Urban) Drainage Systems (SUDS)

A Soakaway System has been installed externally to the Front of the Property on the site boundary.

A soakaway is where surface water from your roof or driveway is piped to a large underground pit filled with gravel within the boundary of your property, normally 10 to 15 feet away from the foundations.

Surface water is rainwater which falls on your property or water from outside activities such as car washing or patio cleaning.

The surface water from most properties drains into a public sewer, but if your surface water drains to a soakaway, you may be entitled to a rebate on your sewerage bill.

Your sewerage service is supplied by either Thames Water; please contact them to discuss your bill.

4.3. Public Transport

Public transport available locally:

Local bus stops	Most Bus Stops are on Coombe Lane. See the Next Page for Bus Route Map
Local train/ tube stations	Wimbledon Park Station See the Next Page for Bus Route Map
Local Car Parks	Kingston Gate Car Park Richmond, Greater London
Park and ride	www.parkandride.net
Local car sharing schemes	Arrange via liftshare (see below)

For more information about transport, contact the following organisations or your local authority:

National Travel line
Telephone: 0870 608 2 608
Website: www.traveline.org.uk

National Rail
Telephone: 08457 48 49 50 OR
Text phone: 0845 60 50 600
Website: www.nationalrail.co.uk

Sustrans (sustainable transport, cycle storage, safe routes to school and cycle networks)
Telephone: 0845 113 00 65
Website: www.sustrans.org.uk

National Park and Ride
Website: www.parkandride.net

Lift Share (UK's largest car sharing scheme – others are available)

Address: liftshare.com ltd
Butterfly Hall
Attleborough
Norfolk
NR17 1AB

Telephone: 08700 780225
Website: www.liftshare.org

4.4. Local Amenities

The following local amenities are available:

Super Market	ASDA 142 London Rd Kingston upon Thames London KT2 6QL
Postal Facilities	Kings Road Post Office 161 Park Road Kingston upon Thames KT2 6DQ
Banks	HSBC Bank plc 90 Eden St, London, Kingston upon Thames Surrey KT1 1DJ
	Barclays Bank PLC 2 High St, Town Centre, New Malden KT3 4HF
	Lloyds TSB Bank PLC 94-96 High St, Town Centre, New Malden KT3 4EX
	Nationwide Building Society Branch 55 Eden St, Kingston upon Thames, Surrey KT1 1BW
	Halifax 101 High St, New Malden, Surrey KT3 4BW
	NatWest Bank 64 High St, New Malden KT3 4HB
Pharmacy	Boots 140A London Rd, Kingston upon Thames Surrey KT2 6QL
	Groves Pharmacy 171 Clarence Ave, New Malden, Surrey, KT3 3TX
Schools	Holy Cross Preparatory School George Rd, Kingston upon Thames, Greater London KT2 7NU
	Canbury School Kingston Hill, Kingston upon Thames, Surrey KT2 7LN
	Coombe Girls' School Clarence Ave, New Malden, Surrey KT3 3TU
	Coombe Boys School College Gardens, Blake's Lane, New Malden, Surrey, KT3 6NU
Medical centres	The Groves Medical Centre 171 Clarence Ave, New Malden, Surrey KT3 3TX
Dentists	The Groves Dental Centre 72 Coombe Rd, Town Centre, New Malden KT3 4QS
	Pearl Dental Clinic 5 Vale Parade, London SW15 3PS
Leisure Centres	Malden Centre Blagdon Rd, Town Centre, New Malden KT3 4AF
	Goals Wimbledon Beverley Way, New Malden, Surrey KT3 4PH
Community Centres	Barnfield Youth & Community Centre Kingston upon Thames, Greater London

Places of Worship	Saint Paul's Church, Kingston Hill Queen's Rd, Kingston upon Thames, Surrey KT2 7SF
	St John The Baptist C Of E Church Robin Hood Lane, London SW15 3PY
	Christ Church New Malden Greater London
	Kingdom Hall Jehovah's Witnesses Kingston upon Thames, Greater London
	Kingston Muslim Association 55 E Rd, Kingston upon Thames KT2 6EJ
	Wimbledon & District Synagogue 1 Queensmere Rd, London, Greater London SW19 5QD
Park	Cannizaro Park SW19 4UE
Public Houses	Royal Oak 90 Coombe Rd, New Malden, Surrey KT3 4RD
	The Albert Pub & Dining 57 Kingston Hill, Norbiton, Surrey KT2 7PX
	The Park Tavern 19 New Rd, Kingston upon Thames, Surrey KT2 6AP
Places of Interest/ Cultural Value	Kingston Museum Wheatfield Way Kingston upon Thames KT1 2PS Tel: 020 8547 5006
Areas of beauty/ wildlife/ conservation	Cannizaro Park SW19 4UE
Allotments	Kingston Vale Leisure Gardeners' Association Robin Hood Way, Kingston Vale, London SW15
Farmers Markets or organic food basket schemes	Twickenham Farmers' Market Holly Road Car Park, (behind M & S Simply Food), Twickenham TW1 4HF

Contact your local authority for more information about local amenities.

Check local newspapers for information about local events, farmers markets or services, such as organic food basket schemes.

4.5. Responsible Purchasing

Low Energy/Low Water White Goods

The purchase of white goods with the highest ratings under the EU Energy Labelling Scheme assists with reducing energy and water usage.

Energy efficiency	The more efficient the product, the less energy it needs. 'A' rated products are the most efficient and 'G' rated the least efficient.
Water Conservation	To help you choose a water efficient model, here are details of roughly how much water typical appliances use: • Washing machines: 30-100 litres per wash programme (based on a wash load capacity of 5kg) • Washer-dryer: 60-200 litres per wash and drying programme (based on a wash load capacity of 5kg) • Dishwasher: 10-30 litres per wash (based on an 8 place setting) • Dishwasher: 10-50 litres per wash (based on a 12 place setting)
Light bulbs	In addition to the standard A-G scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the bulb in watts and the average life of the bulb in hours.
Economic Savings	Actual savings depend on how you use the products and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load. Use economy and low temperature settings, and spin dry clothes well before you tumble dry. Ensure that fridges and freezers are installed well away from cookers.

Low Energy Lighting

In most homes, lighting accounts for around 10 to 15 percent of an electricity bill. If everyone in the UK installed one energy saving light bulb, we'd save enough harmful CO2 to fill the Royal Albert Hall nearly 2,000 times!

- Energy saving light bulbs use 70 percent less energy than normal light bulbs but are just as bright.
- Switching from a standard bulb to an energy saving bulb can reduce your electricity bill by up to £9 a year.
- Remember to turn the lights off when you leave a room – no matter what kind of bulb you have – this can save you £7.50 a year.

Sustainable Timber Procurement

Sustainable timber means that the tree harvested will be replaced with another tree, whether naturally grown or planted. 'Sustainable timber' means that regardless of the extraction of individual trees, the forest maintains its ecological function as part of important climate and water cycles.

Independent verification and forest certification are the most workable ways for the trade to ensure legal and sustainable timber. There are many certification schemes such as FSC, PEFC, MTCC or SFI.

To guarantee customers that the certified goods they buy are genuinely the products of a well-managed forest, a Chain of Custody Certification is required. The Chain of Custody system enables to trace back the certified timber from the end user to the source forest. It requires that certified products are identified, segregated and accompanied by appropriate documentation at all stages. A certified company must prove that it does have an effective control system to trace back its raw material through processing, transformation and distribution, to the certified source.

Organic and Local Produce

The local food movement is a collaborative effort to build locally based and self-reliant economies. Non-local food is often seen as a result of corporate management policies, lack of care for the environment and poor working conditions. For many, local food is unprocessed and can directly be enjoyed by the local shop and customer. Local food reduces transport costs, processing, packaging and the need for advertising.

Since the early 1990s organic farming has grown by around 20%. It's a heavily regulated industry. Food is grown without the use of pesticides, fertilizers and additives. Organic farm is thus less damaging to the environment and studies have shown that they are associated with higher yields, greater nutrient value and increased energy efficiency.

Farmers' Markets

The produce sold at farmers' markets is renowned for being fresh and locally grown. Your nearest farm market is at Twickenham Farmers' Market, Holly Road Car Park, (behind M & S Simply Food), Twickenham TW1 4HF.

4.6. Emergency Information

A&E Info and Minor Injuries Clinic	Kingston Hospital Galsworthy Road Kingston Upon Thames Surrey KT2 7QB Tel: 020 8546 7711 Fax: 020 8547 2182 Website: www.kingstonhospital.nhs.uk
Fire Station	In an Emergency Dial **999** New Malden Fire Station 180 Burlington Rd, Greater London KT3 4RW
Police Station	In an Emergency Dial **999** New Malden Police Station Malden Hill 020 7230 1212
If you smell gas (at any time)	0800 111 999

4.7. Links, References & Further Information

4.7.1. Sustrans

Sustrans (sustainable transport, cycle storage, safe routes to school and cycle networks)
Telephone: 0845 113 00 65
Website: www.sustrans.org.uk

4.7.2. Local Authority

The Royal Borough of Kingston upon Thames
Guildhall
2 High Street
Kingston upon Thames
KT1 1EU

Tel: 020 8547 5000
Web: www.kingston.gov.uk

Refer to Section 4.1 for Information on Waste and Recycling.

4.7.3. Local Transport Providers

See Section 3.3.

4.7.4. Local Amenities

See Section 3.4.

5. Part 3 – General Information

Today's new homes include a great many improvements in construction that have been introduced over the years, but your new home still needs to be run-in gently for the first few months. This is because bricks, timber, plaster and other materials generally absorb water during construction.

As the home is lived in and heated it dries out. As it dries out, the wood and plaster in particular may shrink, causing small cracks to appear. These cracks are not structurally important and are covered in the normal process of redecoration.

Because cracks are inevitable the builders are not obliged to rectify them unless they are larger than 3mm in width.

New buildings often take a long time before they are fully dried out. While this is happening they need heat and extra ventilation. During the first winter of occupation most houses and flats require gentle heat over more hours than they may need in subsequent winters. Allowance should be made for this. The builder will repair any very large cracks caused by this process at the end of the defects period. If at all possible, try to avoid any decorating during the first year, especially using wallpaper as it is very difficult to assess the extent of any cracking if the walls have been papered over, for example. The external walls have been thermally designed to reduce the ingression of condensation.

CARE MUST BE TAKEN NOT TO PUNCTURE THE EXTERNAL WALLS

5.1. Minimise Cracking

By taking the following steps you should be able to reduce occurrence of cracking due to shrinkage:

1. Avoid large temperature differences during the day by setting your heating controls at a comfortably low level for longer periods (instead of shorter periods on a higher heat). This allows your home to gradually warm up.
2. Encourage ventilation by opening windows and internal doors whenever you reasonably can.
3. Keep kitchen and bathroom doors closed when cooking or washing as these activities create a lot of water vapour, which should not be allowed to spread to other rooms in your house. Ensure that the extractor fans are on when you wash or cook and open a window where appropriate.

5.2. Preventing Condensation

Condensation is steam or water vapour that turns into water by condensing on cold surfaces, and next to shrinkage is often the most common problem in new homes. It can damage clothes, bedding, floor coverings, decorations and the home itself if mould growth takes hold on walls and ceilings. Homes that are heated and ventilated intermittently are more likely to suffer condensation problems. The moisture in the air comes from a number of sources within the house – water vapour is produced in relatively large quantities from normal day to day activities such as washing and drying clothes, personal washing and cooking.

To help deal with condensation you should take the following steps:

Produce Less Moisture

Ordinary daily activities produce a lot of moisture. Be conscious of minimising the amount of moisture you produce when for example boiling kettles, running baths, and cooking.

- Use lids on all pans when cooking (this saves fuel too).
- If possible, dry clothes outside or in a cool area of the premises – this latter suggestion may sound strange but less moisture will be held in the air at any one time.
- Do not use paraffin heaters (they produce a lot of water vapour).
- Wipe up wet surfaces after use e.g. bathroom tiles, kitchen worktops and sinks.

Ventilate to Remove Moisture

You can ventilate your home without making draughts.
Some ventilation is needed to get rid of the moisture that is produced all the time. Consider having a window ajar when someone is in the room.

You need much more ventilation in the kitchen during cooking so you should open a nearby window. Close the kitchen and bathroom doors when these rooms are in use.

This stops the moisture reaching other rooms, especially the bedrooms that are often colder and more likely to suffer from condensation.

Cupboards and wardrobes can be ventilated by opening and closing doors to circulate the air. Avoid putting too many things in them as this can stop the air circulation. Leave a space between the back of the furniture and walls and if possible do not position wardrobes, beds and large pieces of furniture touching external walls.

You should also:

- While drying clothes indoors, ventilate the room.
- After a bath or shower, try to ventilate the room to the outside, not to the rest of the home – opening a window (and closing the door) and/or allowing the extractor fan will help.
- Make sure the extractor fans or passive ventilation is operative. Extractor fans often have an air moisture switch so that they operate automatically while the moisture in the air is above a set amount.

5.3. Efflorescence

This is another sign of drying out that may appear as white deposits on outside walls. This is caused by salts coming out of the wall materials. On external walls the efflorescence will eventually disappear. This should not occur on internal walls. Efflorescence can often be removed from external walls using phosphoric acid. After application the acid dilution is neutralised with a mild and diluted detergent, and then rinsed thoroughly with water.

5.4. Moving In

When you move in to your new home, you must:

1) Register as a Customer for Services

Call the following services to register as the customer for your home. You will probably need to give the relevant meter reading numbers.

- Electricity & Gas are both provided by British Gas. For Account Enquiries please contact 0800 048 0202 quoting your Meter No & Meter Reading.

- Water is provided by Thames Water.
    - Meter number is xxxxxxxxx
    - Call Thames Water on 0845 9200 888 and one of their team will be able to help. Thames Water lines are open from 8am to 8pm, Monday to Friday, from 8am to 1pm on Saturday and closed on Sunday and bank holidays

- Counsel Tax – The Royal Borough of Kingston upon Thames, Guildhall 2, High Street, Kingston upon Thames, KT1 1EU. Tel: 020 8547 5000

5.5. About Your Home

5.5.1. Heating and Hot Water

Type of Heating	Gas Fired Central Heating System & Underfloor Heating System
Type of Hot Water	Solar Hot Water System/Gas Fired Boiler & Hot Water Cylinder

If your heating or hot water is not functioning correctly, consult the instruction manual in your home to ensure that the system is being operated correctly.

Underfloor Heating Controller

Heating and Hot Water Programmer

Hot Water Blending Valve

5.5.2. Irrigation System

Irrigation System Controller

An Irrigation System has been installed in the Garden. Please refer to O&M Manual for Operating Procedures & Care and Maintenance Procedures.

5.5.3. Telephone

Telephone points have been supplied in your living room and in some cases in the main bedroom. To connect, you will need to contact a telecommunications company such as British Telecom.

5.5.4. Television / Satellite Installation

To receive television broadcast with analogue signal, plug your television into the aerial sockets provided. To receive digital broadcasts, you will need to use a set top digital box along with your television or use a digital television. Many channels are available with no ongoing subscription (freeview), just the initial purchase of the digital box or television.

To receive satellite programmes, you need to contact a satellite supplier to purchase the satellite box and card. You will not need a separate satellite dish but can plug into the socket provided.

To receive FM or DAB radio, plug the appropriate appliance into the socket provided.

5.5.5. Ventilation

Your home may have features to help ventilate the property:

A Whole House Ventilation System has been installed into your home. The system should operate continuously, and only be stopped for maintenance/service.

Remember never to cover air vents.

Mechanical Ventilation Heat Recovery System Controls

5.6. Cleaning and Maintenance Summary Guide

If your home has any of the following features, the following should be used as a guide for cleaning and maintenance.

	Item	Location	Cleaning/ maintenance	Recommended Frequency
Floors	Vinyl Sheet Flooring	Bathrooms, WCs and Kitchen	Sweep and clean with warm water and detergent. Do not use a scourer	Weekly
Walls	Glazed Tiles	WCs, Bathrooms and Kitchens	Wash down with warm water and weak detergent. Rinse with clean water and polish with a soft cloth	Weekly
	Emulsion Paint	All Rooms	Wash down with warm water and weak detergent. Rinse with clean water	Monthly
Ceilings	Emulsion Paint	All Rooms	Dust	Weekly
Sanitary Fittings	WCs, Wash basin, Bath	WCs/ Bathroom	Clean with recommended liquid cleaner. Do not use a scourer	Weekly
	Shower curtain	Bathroom	Hand wash with warm water and mild detergent. Rinse with clean water	Monthly
Glass	Windows	All Rooms	Wash down with warm water and weak detergent. Rinse with clean water	Monthly
Woodwork		All Rooms	Wash down with warm water and weak detergent. Rinse with clean water	Monthly
Marble			Cleaning only HOT WATER. No abrasives to be used, no Domestos or Bleaches Lime and Lemon Juice will discolour the stone Any cleaner used must be PH neutral	Weekly
Ironmongery		All Rooms	Clean with warm soapy water applied with a cloth or leather. Dry and polish with a soft dry cloth	Monthly

5.7. Construction, Safety & Improvements to your Home

5.7.1. Internal Walls

Internal walls between rooms in your home could be built in block work or from timber or metal framing. Block work walls can be finished in plaster or plasterboard dry lining. Timber framed walls are generally finished in plasterboard.

It is not uncommon for some internal walls to be load bearing, so do not remove them or make alterations to them without the advice of a Structural Engineer.

5.7.2. Wall Fixings

Very light items can be fixed to all kinds of wall by using adhesives to the manufacturer's instructions, but be careful. The adhesion normally has to be to the paint which covers the walls and the bond can be no stronger than the adhesion of the paint to the wall.

Before attempting to fix heavy items to walls, it is important to find out how they are built. Find out yourself by tapping the wall to see if it sounds hollow. It if does sound hollow, and your home is of masonry construction, the wall is likely to be dry lined, with plasterboard on masonry.

It is possible that walls dividing rooms may be timber or metal framed partitions with plasterboard on vertical 'studs'. Making several trial holes through the plasterboard with a bradawl or very small drill bit will reveal the position of the timber or metal frame or whether there is a masonry wall close behind. Otherwise walls will be of plastered masonry.
If in doubt, use a battery operated timber stud detector. Some models can also detect electric cables and pipe work. These are available to buy at DIY stores.

Be careful when nailing or drilling into walls and ceilings to avoid contact with any pipes or electric cables that may lie beneath the surface. These cables usually rise vertically from the switch or socket location.

To make a fixing in a plastered masonry wall, drill a hole through the plaster into the masonry; insert a proprietary wall plug, screw through the article to be fixed into the plug. The plug, screw and the masonry drill should all be compatible.

Fixing to a dry lined wall is done in much the same way as fixing to a solid wall but the fixing device must cross the small cavity behind the plasterboard and penetrate well into the solid wall behind. Suitable proprietary fixing devices are available.

For heavy weights such as kitchen cabinets or bookshelves, you should find the timber or metal frame behind the plasterboard, as explained above, and screw into that. If the frame is not in a suitable place, it may be necessary to spread the load by screwing a piece of wood into and across two studs and fixing into that. Alternatively if there is no stud where you particularly want a fixing, and the fixing is to carry a relatively light load, then you can fix just to the plasterboard using cavity fixings. These form an anchorage behind the plasterboard facing.

Plastic cavity plugs and a wide range of toggle devices are available. For timber framed external walls, choose a cavity fixing which seals the hole drilled in the plasterboard.

5.7.3. Electrics

Electrical work should only be undertaken by a 'qualified' person. Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work. Battery operated detectors can be purchased from DIY stores. Also be careful when digging in the garden, in case there are cables or pipes buried near the surface.

All repairs and maintenance after the 12 month Defects Liability Period are your responsibility. Any works should be carried out by a qualified and approved contractor.

Do not run telephone or data cables too close to main wiring circuits and avoid contact between wiring and certain materials, in particular polystyrene insulation. Do not lay insulation over cables where cables have been selected without this possibility in mind. Only replace outdoor sockets with fittings designed for outdoor use.

We recommend that Sockets not be overloaded using multiple adaptors.

Cords feeding pendant light fittings should always be replaced with flex with the necessary temperature rating, and light fittings should be checked to ensure they are not too heavy for the ceiling or luminaire support couplers if fitted.

Combustible material should be kept away from concentrated sources of heat, such as from spot lights fitted into cabinets.

5.7.4. Floors

Ground floors can be of solid concrete resting directly on the ground or built as a suspended floor with airspace beneath. Suspended floors are made either of timber or concrete. Both are common.

The space below a suspended ground floor is ventilated through air bricks built into the outer walls. These air bricks should be kept clear and not blocked with soil.

Upper floors may be of traditional timber joist construction or, particularly in the case of flats, of concrete construction. Steel beams may also be used to support wide-spanning floors.

When laying carpet, perimeter grippers are easily fixed to timber flooring but are not appropriate with concrete floors where double-sided tape is easier.

Threshold strips may be needed to hold the edge of a carpet or cover the junction between different floor finishes. They can be screw-fixed directly into timber flooring but need to be screwed into a fixing plug when there is a concrete floor.

Always check for buried pipes and cables with a detector before drilling into floors.

5.7.5. Damp-Proof Courses and Air Bricks

If soil or other garden material is piled up against the outside walls, it may cover the damp-proof course and cause rising damp. Keep soil and paving at least 150mm (6 inches) below the damp proof course.

If air bricks are covered, dry rot can occur if you have a suspended timber floor, because under-floor ventilation is blocked, as mentioned earlier.

5.7.6. Ceilings

Ceilings are usually of the same basic construction as timber framed partition walls.

Locate the timber joists and only fix to them.

Heavy weights should not be suspended from the ceiling.

Do not perforate the ceiling as it provides sound and fire separation protection.

5.7.7. Curtain Tracks

A timber batten may have been provided above each window for fixing curtain track or blinds.

5.7.8. Doors

Many doors are made with a thin facing of compressed board or plywood on a skeletal honeycomb core within a timber frame. Items such as coat hooks can be fixed to these doors with the same sort of cavity devices that are used for fixing to plasterboard. However, make sure that the door thickness will accommodate the plug or toggle fitting when inserted and fully tightened.

5.7.9. Windows

Your property will have double glazed windows. Replacement of a double glazing unit should be done by a specialist. Do not drill or nail into window frames.

5.7.10. Permanent Screen Protection

Permanent screen protection in front of glazing should not be removed. Guarding in front of glass in critical locations is designed to prevent collision with the glass and sometimes also to prevent falls from a height.

All guarding must not have gaps greater than 75mm and not have horizontal elements that may encourage occupants, and especially young children, to climb over.

5.7.11. Stairs

Guarding and handrails should not be removed.

No gap in the guarding or stairs should exceed 100mm, as a young child could fall through a gap and be held fast by only their head. Replacement guarding should not include horizontal elements that may encourage a child to climb over.

Landings should be kept clear of permanent obstructions.

5.7.12. Other guarding

Guarding should not be removed from ramps, floors, balconies and/ or roofs. There should be no gaps greater than 100mm, as a young child may fall and be held fast by only their head. There should be no horizontal elements that might encourage a child to climb over the guarding.

5.7.13. Roofs

The roof of your home may be sloping (pitched) and have a loft. Do not enter the loft space. The loft is designed for maintenance access only and is not to be used for storage.

Tiles on sloping roofs are brittle and easily cracked. They are not designed to take a person's weight. Anyone working on the roof (for example to install a television aerial) must use a roof ladder.

Flat roofs are also not designed to take heavy loads and can be easily damaged. Do not allow window cleaners or decorators to use the roof for access without protecting the surface from ladders and other equipment. Stone chippings on the roof are there to protect the felt from strong sunlight, do not remove them.

Do not leave the loft hatch open. It will only allow warm moist air to enter the loft, wasting heat and increasing the risk of condensation.

5.7.14. Gardens

Please do not remove any plants or trees from the landscaping scheme as these could be part of planning requirements.

If you have a garden, you may intend to plant trees. It is important that trees are not planted too close to the walls of your property, underground cable and sewer lines and overhead power cables.

Trees should be planted according to the following approximate distances:

Height of fully grown tree	Minimum distance tree should be planted from wall of house	Minimum distance tree should be planted from corner of house
Up to 25' (7.5m)	6'-10' (1.8m-3m)	5'-8' (1.5m-2.5m)
25'-50' (7.5m-15m)	10'-15' (3m-4.5m)	8'-12' (2.5m-3.5m)
50'+ (15m+)	15'-20' (4.5m-6m)	10'-15' (3m-4.5m)

Height of fully grown tree	Minimum distance tree should be planted from underground utility & sewer lines
0'-30' (0m-9m)	0' (0m)
30'-50' (9m-15m)	35' (10.5m)
50'+ (15m+)	50' (15m)

Height of fully grown tree	Minimum distance tree should be planted from overhead power cables
0'-20' (0m-6m)	0'-17' (0m-5m)
20'-40' (6m-12m)	17'-65' (5m-20m)
40'+ (12m+)	65' (20m)

Before planting trees also ensure:

- That the tree will have enough space when fully grown
- That the tree will not obstruct the air flow to chimneys
- That the view from windows will not be blocked
- That drivers' vision will not be obstructed
- That you consider your neighbours. Do not plant trees, and in particular fast growing trees, that will block your neighbours light or view.

Tree planting can be used to help conserve energy in your home. Planting deciduous trees (those that lose their leaves in winter) on the west, south or east of your home will help to shade the property from the summer sun, keeping it cooler and reducing the need to use cooling fans or air conditioning units. Planting evergreen trees (those that do not lose their leaves in winter) to the north of your home will block the winter wind, keeping the home warmer. Homes lose or gain most of their warmth through the windows so ensure trees shade windows rather than walls if possible.

Remember to plant trees and other plants that are suitable for the climate and conditions of your garden. Ideally trees should be planted in the autumn after leaf drop or in the early spring before bud break.

5.7.15. Internal Decorations

5.7.15.1. Walls and Ceilings

The builder will have painted the walls of your home with a light paint which lets moisture work itself out during the drying period. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, after the 12 month defects period and after walls have dried out. When you redecorate, use a filler to make good any minor gaps and plaster cracks which have arisen from normal drying-out and shrinkage.

When you redecorate ceilings, 'Artex' and other similar plastic compound finishes should never be sanded or washed - lightly brush them before painting. Then, use one or two coats of emulsion. Never apply water to these ceilings until after they have been painted - the texture may be spoilt if you do. If, later on, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too rigorously, otherwise the surface may be damaged.

5.7.15.2. Woodwork

New woodwork absorbs a lot of paint or stain so the first painting of a home may not give as good a finish as later repainting.

5.7.15.3. Ironmongery

Try not to paint hinges on doors and windows - this prevents them working efficiently.
Use an aerosol release spray to ease stiff hinges. This will also stop squeaks.

5.8. Home Security

Tips from the Police

- Make sure that the contents of your home are adequately insured against fire and theft and that any terms about declaring valuable items etc. are complied with.
- Whenever you leave your home - even to visit a neighbour for a short time - make sure that all doors and windows, including those in garages and sheds, are securely locked.
- If your front door can be locked by a key from the inside, make sure you have a spare key in a convenient place near the front door so that you can get out quickly in an emergency.
- Do not leave a window, even an upper storey window, open for a pet. If a cat can get through a window, a burglar probably can as well.
- Do not leave ladders, steps or other equipment visible in the garden.
- Make your back garden private and secure, lock rear entry gates and plant prickly shrubs against walls and fences where access is possible.
- Keep front hedges and fences no more than waist high, so that neighbours can see your front and side doors.

When You Are Away

When you are away from the house, try to make it look occupied.

- Leave the lights on in the evening (but not just hall or landing lights). Get a neighbour to come in and switch them on, or use an automatic time switch.
- Remember to cancel papers, milk and other regular deliveries before going on holiday.
- Arrange for a neighbour or friend to cut your grass and generally keep an eye on the home while you are away.
- Never leave valuable and easily transportable items like video units or car keys where they can be seen by looking through a window. The temptation may prove too much for a passing burglar.
- Hide small valuable items like jewellery or take them to your bank before going on holiday.

6. Appendix

7. Detailed Table of Contents