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INTRODUCTION

Internal Refurbishments

Your home has been refurbished and designed with great care. We hope you are pleased with the changes to your home. This handbook has been written to advise you on how to get the best from the works we have carried out.

Your Landlord's Details:

Landlord's Telephone No:

KCTMO :

[REDACTED]

Repairs & Emergencies:

KCTMO Repairs :

[REDACTED]

Useful Numbers:

National Grid:

[REDACTED]

(www.nationalgrid.com/uk)

British Gas 24 Hour emergency:

EDF Energy:

[REDACTED]

Primary Contractor Construction Company Details:

Builder's Name:

Rydon

Builder's Address:

Rydon House
Station Road
Forest Row
East Sussex
RN18 5DD

GAS, ELECTRIC & WATER EMERGENCIES

If an emergency happens, you can get help from your Landlord, KCTMO.

Electrical Emergency

The consumer service unit is located in the kitchen in the bottom cupboard on the right hand side of the sink. It controls the electrical installations. It contains a number of MCB's (miniature circuit breakers). The separate red switch cuts off the whole of the electrical supply to your home.

You may find that from time to time, one of the MCB'S or RCBO'S "trips out" on the board. This will generally be due to a fault on one or more of the circuits, an appliance or it may occur when a light bulb blows. This is designed to happen as a protection device and is not a cause for concern.

Each of the circuits in your home is on a separate MCB; lighting will be on one MCB, kitchen will be on another, sockets will be on another etc, and are clearly labelled – cooker etc.

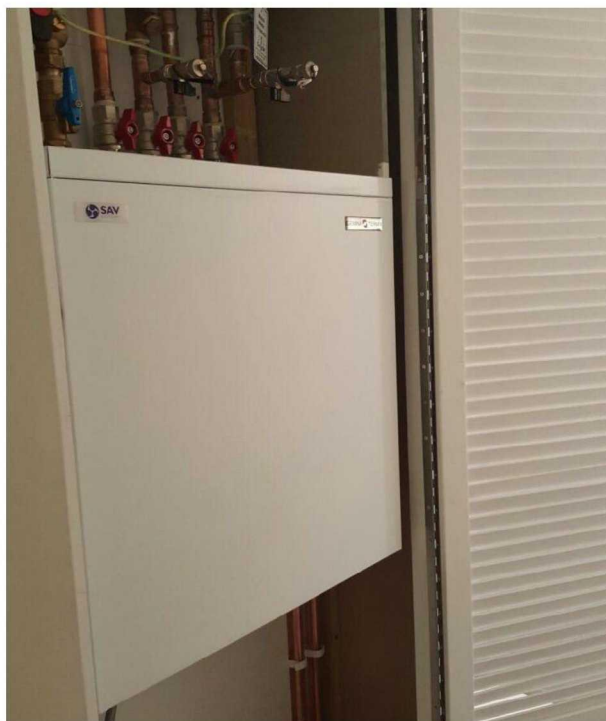
Pushing the switch to the down position turns off the electricity.



CENTRAL HEATING & HOT WATER

The heating and hot water in your home is supplied by the communal boiler; this is brought into your home by the heat interface unit (HIU). This system provides you with complete control of your heating and hot water all year round.

Heat interface unit (HIU)



Temperature and Energy Control

Previously the only way you could control the temperature within your home was to open windows and no heating was provided during the summer months (May to September).



The thermostat is a TP5000 Si range RF and is located on your living room wall (Please see the thermostat and user guide towards the back of this booklet).

CENTRAL HEATING & HOT WATER



The thermostat controls the temperature within the lounge but if you would like other rooms in your home to be at a different temperature you can use the radiator valves that have been fitted.

If the heating is switched on by the programmer these can be adjusted for each radiator with 5 being the warmest and 0 being off.

In an Emergency - Turning Off Your Water Supply

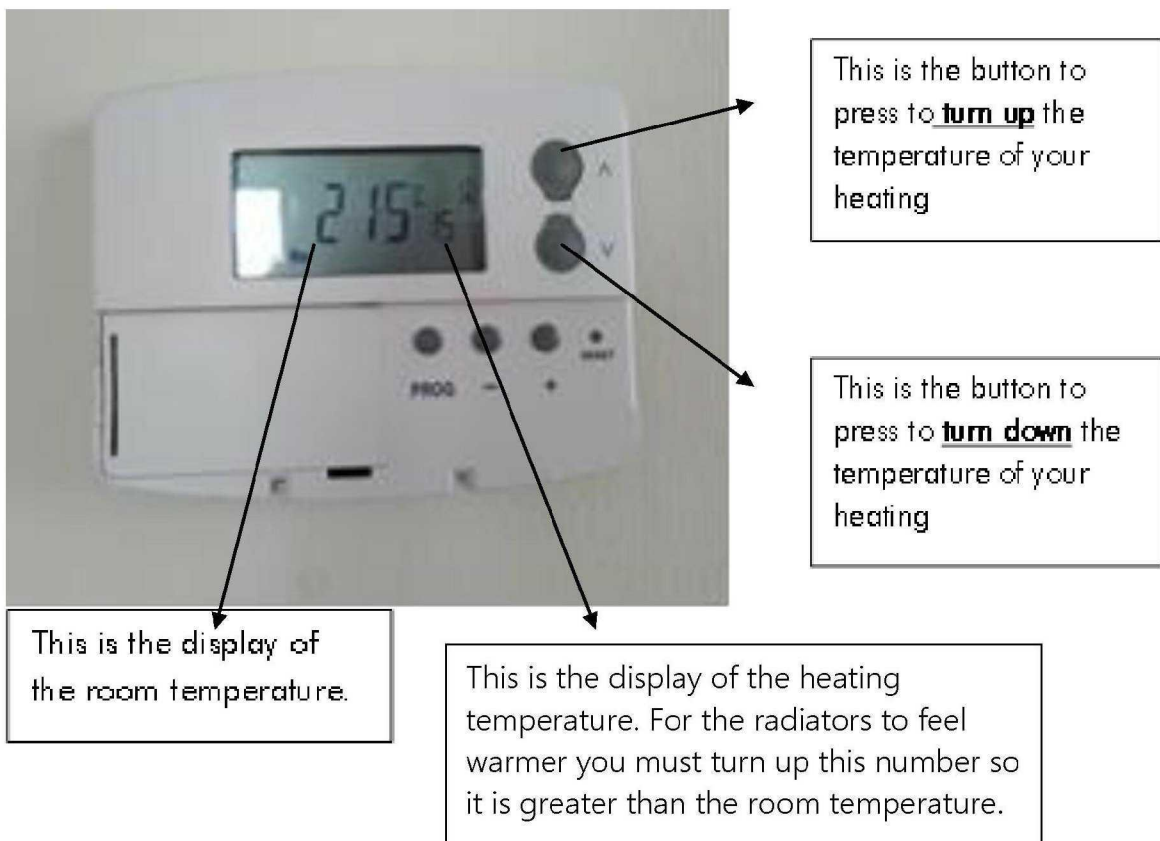
If you need to turn the water off in your home for any reason a new stopcock has been fitted above the HIU and within the fitted cupboard as shown on the handover process and is labelled 'mains water stopcock'.



CENTRAL HEATING & HOT WATER

Simple Thermostat Guide

As part of the handover process we have already visited your home to set up the thermostat and show you how to use it. Here is a simple guide for ongoing use.



Further information

- The thermostat is a battery operated system that communicates wirelessly to the HIU for your heating.
- We have already set the date, day and time for you but if you need to alter this please see p17 & 18 of the user instructions.

CENTRAL HEATING & HOT WATER

- We have already set the timings you want your heating to come on and off at, but if you want to change the pre-set programmes please see p19 of the user instructions.
- If you wish you can keep your heating on constantly and the temperature will be controlled by the room stat or the individual radiator TRV's.

Please see additional manual for information on your heating and hot water

KITCHEN FACILITIES

Kitchen Facilities

The kitchen is fitted with base units, wall units and a stainless steel sink, with laminated worktops and tiled splash backs.

13 Amp socket outlets have been provided for your electrical appliances.



Heat Detectors

Not all fires produce smoke, so you have been provided with a heat detector in the kitchen. This will detect heat from a cooker left or from an appliance within the room where there is a sharp rise in temperature. This will bleep like a fire alarm when activated. This is not linked to the smoke detector. Smoke detectors in all rooms bar bathrooms and shower rooms.



KITCHEN FACILITIES

Kitchen Extractor Fan

As well as the new heating and hot water system, an automatic extractor fan has been fitted in your kitchen. This helps to control the level of moisture in your home to prevent condensation.

There are two switches fixed to the wall next to the fan. The upper switch turns the power on and the lower switch is for a boost facility.

For example if you need to empty the room of cooking smells press the boost button which will increase the fan speed for around two minutes.

Please note the upper switch, isolation switch, should be left on at all times to help manage moisture within your home preventing condensation.



BATHROOM FACILITIES

Bathroom Facilities

Your bathroom and WC has been fitted with new facilities. These include:



Toilet – The toilets that have been fitted in your home have a dual flush mechanism on the top. This allows you to use a small flush or larger flush, saving you water!

Thermostatic bath and Shower mixer taps – The taps are thermostatic to ensure constant bath filling or showering temperatures.



SAVING ENERGY

Running Taps

Did you know that running taps uses 10 litres of water every minute and with dripping taps, one drop per second wastes 25 litres per day!

- Make sure you do not leave taps dripping. Replace any faulty washers and ball valves as soon as you can.
- Use a glass or mug to clean your teeth.
- Put a bowl in the kitchen sink to collect any run-off water, such as when you are washing vegetables. Then use it to water your garden or house plants.
- Fill a jug with water and keep it in the fridge – this saves running the tap until the water is cold.
- When cleaning, fill a basin or bucket instead of rinsing cloths under a running tap.

Baths y showers!

- A standard shower uses 35 litres every 5 minutes.
- An average depth bath to fill uses 80 litres.

Automatic washing machines

- An automatic washing machine uses between 70 and 120 litres of water each cycle.
- Avoid wasting water by making sure you have a full load each time you use it, or use the special half load setting.
- If buying a new machine, look for the energy efficient label. This will show you how much water and electricity it uses.

Dishwashers

- A dishwasher uses 60 litres of water each time it is used.
- Make sure it is only used with a full load.
- Pre-rinsing the dishes (especially under a running tap) is not always necessary and is very wasteful.

Try implementing these handy water-related energy tips at home. These quick fixes take little to no time at all!

In the shower – If you have to mix your hot water with cold, your thermostat may be up too high and you are wasting energy. Why heat up water just to cool it down? Simply adjust the thermostat in your water heater to your perfect temperature.

CLEANING & MAINTENANCE

CLEANING AND MAINTAINING YOUR HOME

- Floor surfaces should be cleaned with water and mild detergent e.g. washing up liquid. Do not use abrasive cleaners.
- Vinyl flooring - DO NOT apply polishes to these surfaces, as this will impair the slip resistance and could be hazardous.
- Bathroom sanitary ware - Basins and sinks should only be cleaned with recommended products (e.g. CIF/Ajax cream or similar cleaners) to avoid damaging their surfaces. DO NOT use abrasive cleaners to clean bath, toilet, cistern or basin as this could scratch and damage the surface.
 - Use recognised names such as CIF or FLASH.
- DO NOT use scouring, gritty powders or bleach on any of the sanitary ware or the kitchen sink.
- Bleach should NOT be mixed with lavatory cleaners.

CLEANING & MAINTENANCE

Although your home has already been inspected and passed, it is possible that unforeseen problems may occur after completion. Should you have any problems, please the repairs team on the Freephone number [REDACTED] who will ensure that swift action is taken to inspect and remedy them.

Approximately twelve months after completion of the building works, an appointment will be made with you and your home will be jointly inspected by a Rydon representative and KCTMO to identify any defects that may still be outstanding and require rectification. Your co-operation at this stage will be appreciated.

In the event of an emergency outside normal working hours, you must notify KCTMO on [REDACTED]

Please note that the emergency services will only make things safe for you and if possible the normal repair will usually be carried out the following day.