

# Home User Guide

## Dahlia House

## Peridot House

Built by Persimmon Homes in  
Forge Wood

Dahlia House Camellia Close Forge Wood Crawley RH10 3PF	Flat number	Plot Number
	1	134
	2	137
	3	135

Peridot House Camellia Close Forge Wood Crawley RH10 3PF	Flat number	Plot Number
	1	143
	2	140
	3	141
	4	144
	5	142
	6	145
	7	146
	8	149

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## Welcome to your new Home

Welcome to your new home in the new neighbourhood of Forge Wood.

## New Home Information

### Setting up utility accounts

You will need to register with the service suppliers **as soon as you move in**.

You will need **your full postal address and post code**. You may also need the meter serial number which can be found on the meter.

Utility Suppliers

#### Electricity

Current supplier British Gas 0333 202 9802

#### Gas

Current supplier British Gas 0333 202 9802

[www.britishgas.co.uk](http://www.britishgas.co.uk)

#### Water

Independent Water Networks Tel. 0292 0028 711

[www.iwnl.co.uk](http://www.iwnl.co.uk)

#### Location of meters

Gas: found externally in a brown ground mounted box. The gas valve is in the meter box. The flats are identified by the plot number written on the meter.	Electricity: This can be found in a cupboard on your landing. This is opened by a FB2 Key	Water: Found in the footpath at the front of the building
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**Insurance**

Crawley Borough Council is the freeholder of the property and insures the structure of the building. The council does not insure you for either the contents of your home or your personal possessions so cannot be responsible for any of these.

We therefore strongly advise that you arrange a comprehensive home contents insurance policy. For more information see the Home User Guide, pages 6.1 (t)-6.8 (h)-11.3

## Reporting defects

The building contractor is responsible for any problems with the property arising within the first 12 months. Defects should be reported to Crawley Repairs Team who will then contact the contractor.

Telephone 01293 438111

email [housing.repairs@crawley.gov.uk](mailto:housing.repairs@crawley.gov.uk)

[www.crawley.gov.uk/repairs](http://www.crawley.gov.uk/repairs)

No repairs or other works within or to the property should be carried out without the knowledge and prior approval of Crawley Borough Council

## **Final Defects inspection**

Shortly before the end of the one-year defects liability period you will be contacted in order to







Plastic bags are not recyclable recycling should be put into the RED Top bins loose, clean and dry. Shredded paper, glass cookware and mirrors, as well as plastic food containers should all go in black bags as rubbish.

The Council also provides a special collection service for bulky items and green bin garden waste service (there is a charge for these). Call 01293 438772 to find out more about rubbish and recycling services.

## Heating and hot water

### Gas boiler

A gas fired condensing system boiler is installed providing central heating and hot water to your home.

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### **Residual Current Circuit Breaker (RCCB)**

When this is in 'Off' position, only those circuits to the right hand side of the RCCB (i.e. socket outlet circuits) are then isolated (DEAD) from the electrical supply.

### **Miniature Circuit Breakers (MCBs)**

The MCBs are labelled in the inside the consumer unit. They are very sensitive and will switch off (trip) if there is a fault in any of your own appliances. If this happens, disconnect all appliances, switch on the MCB and replace appliances one at a time until the MCB switches off again, disconnect this appliance and then switch on again. Get professional advice on the offending appliance.

When these are in the 'Off' position only the individual circuits connected to the current breakers are then isolated (DEAD) from the electrical supply.

If the system keeps turning the electricity off and you have not been able to locate the fault and you should report this to the Crawley Repairs Team. Telephone Number 01293 438592.

### **Lighting**

If a light bulb blows it can trip the MCB. Check with the aid of a torch whether the circuit breaker is in the 'OFF' position. Then switch the circuit breaker to 'ON' position and find the faulty bulb. Switch 'OFF' the circuit breaker to replace the bulb, don't forget to turn the circuit breaker back on.

If you discover that a bulb has gone, please note that it is your responsibility to replace this.

### **Fuses**

There are electric sockets/outlets in all rooms except the bathroom and toilet

### Carbon Monoxide Detector

Your home is supplied with a carbon monoxide detector which is mains operated with a battery back up and is fitted in the kitchen.

The alarm will beep on the unit if there are any traces of carbon monoxide. If this happens please call the repTw 3.793 00 Tc 0 Tw 3.13 0 Td( )Tj-0.002 TcC430TJ0

3.13 backTw w happens

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## Decorating

The walls have