

Home User Guide

Hitchcock House

**Built by Persimmon Homes
in Forge Wood**

Hitchcock House Honour Way Crawley RH10 3YG	Flat number	Plot Number	Floor
	1	189	GF
	2	190	GF
	3	188	GF
	4	191	1F
	5	192	1F
	6	193	1F
	7	194	2F
	8	195	2F
9	196	2F	

	176	1F
20	177	1F

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Welcome to your new Home

Welcome to your new home in the new neighbourhood of Forge Wood. Local shops and a community centre as well as a new access road are all planned for the future, so you will be able to see your new local community grow.

We hope the information in this pack helps you to settle in and understand how things work so you can enjoy your home.

Useful numbers

Crawley Homes

Housing Officers

Tegen Jones and Natalie Beale

01293 438238

Tegen - 07880 080661 or Natalie - 07584 615164

tegen.jones@crawley.gov.uk

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 insurance policy covering you for fire, burglary, housebreaking, storm, flood and other risks as soon as you move in.

The council has arranged with Thistle Tenant Risks a special scheme for tenants called Crystal. Call them for a quote on 0345 450 7286 or email: crystal@thistleinsurance.co.uk

Telephone

Telephone connection points have been provided in your home with the Central Communications Box.

If you decide to have a telephone installed, you should make all arrangements direct with your chosen telephone provider, there may be a charge for this.

NB: no account is set up until you contact your chosen provider.

Television (a EMCTZoufweidwzpe)(ph)CTZc Uw t)tchaup 8UTd ()Tj9c 03c 07c 07w 00d (pr)0(v)

Visitors

Visitors wishing to gain access to the building should press the call button on the door entry panel for the flat number they want. You can answer the call, identify them and, if you are happy to let them in, release the door so they can enter.

Occupants

When a visitor presses the call button from outside, the control unit will sound to alert you to the call. You can answer the call, identify them and, if you are happy to let them in, release the door so they can enter.

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 W/d r/d # (d 8 w 0 0 8 (n) s 8 (t) 8 (er) 10 c 0 w 20 d () Tj 0 j 0 c o

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 repairs

If you require this document in another format please