

# Home User Guide

## Bastable Street

Built by Taylor Wimpey in Forge Wood

Bastable Street Crawley RH10 2AB	House number	Plot Number	Type
	6	292	End Terrace
	5	293	Mid Terrace
	4	294	End Terrace
	3	295	Semi-detached
	2	296	Semi-detached
	24	313	Semi-detached - 3 Storey
	23	314	Semi-detached - 3 Storey
	22	315	Semi-detached - 3 Storey
	21	316	Semi-detached - 3 Storey
	20	317	Detached
	19	326	End Terrace
	18	327	Mid Terrace
	17	328	End Terrace
	16	329	End Terrace
	15	330	Mid Terrace
	14	331	End Terrace
	13		
	10	335	Semi-detached
	9	336	Semi-detached

For parking bay allocation see individual plans



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Welcome

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## New Home Information

When you move into your new home find out where the various items are. This may help you get to them quickly in an emergency.

### Location of Equipment



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### **Final Defects inspection**

Shortly before the end of the one-year defects liability period you will be contacted in order to arrange an appointment for your home to be inspected. During this visit a list will be made of any outstanding issues covered by the builder's guarantee and you will have the opportunity to highlight any outstanding issues. Although the visit may involve you taking some time off work, the final inspection is very important, as it is the last opportunity for the contractor to rectify any minor faults with your new home.

### **Grounds Maintenance**

Preim are the Estate Management Company who are responsible for t M M2j-0.162 Tw T

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There are three main ways in which you can help to prevent condensation :

1. Try to produce less moisture in the air, i.e. by covering pots and pans when cooking and drying clothes in an externally ventilated or condensing tumble dryer.
2. Try to restrict the moisture to the room within which it is created, i.e. close doors to bathrooms when running hot baths etc.
3. Ventilation, i.e. extract fans, keep trickle vents in the open position at all times, opening windows generally when necessary.

Moisture is produced by many day to day activities which are undertaken within your home, especially during cooking and washing. It is important to make sure that your home is well ventilated at all times to remove this moisture from the air.

When the outside temperature is below freezing during the daylight hours condensation can form on the inside of windows.



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## Efflorescence

Another effect of drying out on a new property can be the appearance of a white deposit on external walls. This is caused by natural salts coming out of the wall materials and is quite normal.

## Cracks and movement

Due to the process of drying out you will experience movement in the walls of the property as it 'settles'. This can result in cracks appearing, plug sockets moving, even items fixed with screws to the wall may work themselves loose over the 12 month defect period.

The contractors will be asked back after the 12 month period, to check over the property and rectify any significant problems which have arisen due to the drying out process.

If you believe the defect needs to be looked at urgently, rather than waiting until the end of the defect period, please contact Crawley Repairs Team on 01293 438592 immediately.

## Heating and hot water

### Gas boiler

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

The boiler is located in the kitchen and will be serviced each year with the essential gas safety check.

### Programmer

The heating and hot water systems are controlled by a programmer that allows you to switch your system on and off at times that suit you. Your home has two programmable zones, so you can set the heating to come on and off at different times for upstairs and downstairs.

**Please see the user guide for instructions.**

### Thermostatic radiator valves

Temperature controlling thermostatic radiator valves (TRVs) are on all radiators except to the radiator, nearest to the room thermostat. These allow for radiators to be set to different temperatures. To make sure they work properly, do not allow the sensor head to be shielded by curtains, furniture, etc.

## Electricity

Your consumer unit (fusebox) is in the utility cupboard by the front door.

Electricity is potentially very dangerous. DO NOT rely on the local light switch or pull cord switch for isolation. ALWAYS SWITCH OFF the appropriate circuit breaker before changing any lamps or doing any electrical work.

You must not attempt any work to the consumer unit. This would first require the disconnection of power by your electricity supplier. Breaking of the seals within the meter cupboard will render you liable to prosecution and to the disconnection of your supply.

### Power failure

If there is a total loss of electricity in your home, check first to see if your neighbours still have their electricity or if there is a general power cut in the area. If there is a general power cut call 105 for information.

If the power has failed to your property check the switches in your consumer unit.

If you have a pay as you go meter check that you have credit on it.



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## Living in your home

### Loft

No storage of items in the loft of your home is allowed. If you do access the loft this is at your own risk and is not recommended as the loft space contains elements of the PV system and high levels of insulation.

### Decorating

The walls have been painted with emulsion paint. Further coats of emulsion and oil-based paints or wallpaper can be used for decoration at a later date, once the walls have dried out. When you redecorate, use decorator's filler to make good any minor gaps and plaster cracks, which have arisen from normal drying out and shrinkage.

Please do not carry out any decoration until the end of the 12 month defect liability period has been completed. Your property will be inspected at this time and any decorative defects will be made good by the contractor.

### Flooring

When laying carpets, do not use nails as these could pierce any pipework under the floor. Carpet and underlay will help reduce noise within your property.

### Fixings

For small pictures use a steel pin and hook. A cable detector will give positive recognition of cables and is available from DIY shops. A 6" vertical strip should be left fixing free around electrical outlets. If using power tools to drill holes make sure you are protected by a circuit breaker.

DO NOT put wall fixtures directly above or below light switches or electric sockets. There is a danger that you may drill through an electric cable.

### Windows

Some windows above ground floor have over rideable restrictors. Open these by partially opening the window and gently pushing the catch down.

### Front door

To lock the door from inside your home, turn the handle up to engage the locking mechanism, then turn the thumb turn to lock. To unlock, turn the thumb turn in the opposite direction, and press the handle down.

When you leave your home, Lift the handle to engage the locking mechanism, and then turn the key to lock. If the lock does not turn make sure the handle is pushed upwards fully.

### Overflows and warning pipes

If you notice water dripping or flowing from an overflow or warning pipe, you should call the defects line on 01293 438111. It may indicate that a system needs attention.

### Gardens

If you have a garden you are responsible for maintaining it please check the plan of your property to see which areas are your responsibility. Shown by the red line on your plan.

The shrubs, bushes and trees that have been planted are part of the site landscaping and are NOT to be removed.

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## Cycle Storage

There is a secure cycle storage point fitted in the shed in your garden (if applicable).

## Smoke and or heat detectors

Mains-operated smoke detectors are fitted in your home. The units are fitted with a back-up battery which will in time require replacing. A bleeping noise will sound once every 40 seconds for over 20 minutes if the battery is losing power.

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### Blockages

#### Kitchen

If a blockage occurs in the sink when it is full of water then try to remove it with a suction plunger – this will force the water up and down the waste pipe. You can minimize the risk of blockages by not putting fat down the drain as it solidifies when cooled. Instead, once it has cooled, transfer it to an empty carton or bottle and throw it in the bin.

#### Bathroom

The most common cause of blockages in the bathroom are build ups of hair and soap scum, this will become noticeable when the water drains away more slowly. Sometimes the obstruction can be removed by using a piece of bent wire to fish out the material from the plug hole. Please note that this should be done gently to avoid damaging the waste pipe.

Blockages found to be caused by materials that should not be flushed, e.g. non-disposable wet wipes, nappies, cleaning wipes etc. will be traced back to the household causing the blockage and any costs associated with the clearance of the blockage will be charged accordingly.

#### External sewer system

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## Home information and user guides

- Fibre Integrated Reception System information
- OFNL service providers (including seethelight)
- Sky Q handout
- Ideal Logic combi boiler guide
- Danfoss Heating Programmer Guide
- CO Alarm User Guide
- Deta Smoke / Heat Detector User Guide
- Unity CV2 GIP ventilation