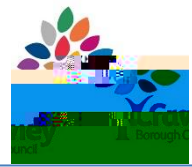


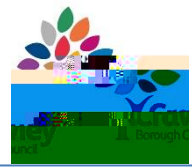
Home User Guide

1 to 27



Welcome

Welcome to your new home in the new neighbourum



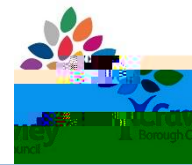
New home information

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

Location of Equipment

Water Stopcock Either In a storage cupboard or under the sink.	Water Meter External in the path outside the block	Electric Meter Electric meters can be found in a cupboard on your landing. Meters are marked with plot numbers. You will need to use an FB2 key to access this cupboard
Gas Meter Found externally on the wall The gas valve is in the meter box. The flats are identified by the plot number written on the meter.		Consumer Unit (Fuse box) In cupboard

Gas boiler



How to report a defect

Taylor Wimpey, the building contractor who carried out the construction, is responsible for any faults in their work for a period of twelve months from the date the property was completed / handed over to Crawley Borough Council (this is known as the defects liability period).

The defects period does not cover accidental damage or vandalism or minor shrinkage and cracking within the drying out period.

Report defects as soon as possible to Crawley Repairs Team

Telephone 01293 438111

E-mail housing.repairs@crawley.gov.uk

www.crawley.gov.uk/repairs

Make it clear that you are reporting a defect in a new home. Alternatively, you can go to www.crawley.gov.uk/repairs to fill out an on-line repair form, however please do not use this for emergencies.

All defects must be reported to the council and not to any contractors on site.

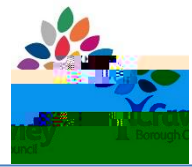
Crawley Borough Council will report the fault to the contractor on your behalf. The contractor will then contact you to arrange an appointment to carry out the works within a specific timescale.

Residents must keep any loose or broken parts to their home where practical in order for the contractor to re-fix them. If loose parts are mislaid, the contractor may not be able to replace them. This would mean that the full replacement would have to be charged to the resident.

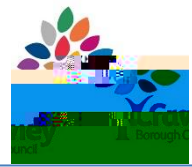
Before contacting the council please refer to the information contained in this guide and in particular the most common problems.

Common Problems

Problem	Action	See page
No heating	Check the programmer thermostat, boiler and TRVs are correctly set and if you have a pre-payment meter that there is money on it.	13
Partial or complete loss of power to your home	Make sure it's not a power cut that has also affected your neighbours. Check the consumer control unit to make sure that the Residual Current Device (RCD) and any circuit breakers are in the off position.	13
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.	14
Excessive condensation; mould in cupboards	See the section on moisture and ventilation.	6
Smoke detector beeping	Hush button may be jammed. There may be a fault with the unit. Check	



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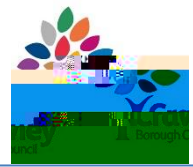


Bin store

There is a bin store for the use of all residents of the block of flats, which contains separate large wheeled bins for general waste and recycling. It can be found at the rear of the block and is secured with a digital lock.

The access code to the bin store is given to you with your keys.

Please securely tie your rubbish bags before putting them into the bins. Do not leave bags of rubbish in the stairwell and other communal areas. Please also make sure that only

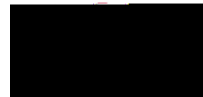


Fixings

All of the walls within your property are formed from timber framing (studwork)

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Unplug all of the appliances
Switch off all of the kitchen sockets.
Open the consumer unit lid and push the switch back up (please note you sometimes have to push the switch all the way down before you can push it back up).
The RCD should now stay on. If it does not, check that all appliances are unplugged - every socket needs to be clear.
One by one plug the appliances back in and switch each appliance on until the system trips again.
Whichever appliance trips the RCD needs to be unplugged.
Turn the RCD back on.
Seek professional advice regarding the faulty appliance or replace it

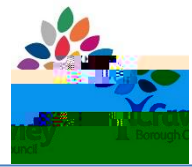
Miniature Circuit Breakers (MCBs)

The MCBs are labelled on the inside of the consumer unit. Each miniature circuit breaker controls an electrical circuit within your home. If there is a fault on any of the individual circuits or if the circuit gets overloaded, the circuit breaker will operate (trip). Sometimes a lamp or bulb blowing can cause the circuit breaker to trip.

In the event that the MCB unit trips follow this simple process to turn the power back on:

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Water Meter

Each flat has a separate water meter. This is in the path at the front of the property. Each meter is labelled with the plot number. Monitoring your usage of water via your water meter can assist in identifying a leak at an early stage.

An external mains stopcock is located in a cupboard in the communal area on the ground floor which if turned off will stop the water supply to the whole of the flat.

An emergency stopcock is also located within your flat either in a cupboard or under the kitchen sink; this also turns off the water from the mains. In the event of a leak the stopcock should be turned off.