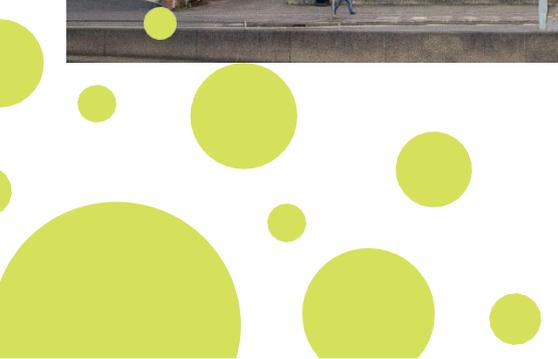




New Home Guide

Graham Court, 36 St. Johns Road, Watford, WD17 1BY



Contents

Introduction.....	1
When you move in	2
Meter Readings	
Redecorating	
Insurance	
Water	3
Your Water Supply	
Your Hot Water Supply	
Leaks	
Heating	4
Your Heating System	
How does it work?	
Adjusting the water temperature from your hot water taps	
Caring for the MVHR Unit	5
Filter maintenance	
Annual Servicing	
Meters	6
Electrical supply	7
Your Electrical Supply	
Consumer Control Unit	
If a circuit has switched 'OFF'	8
Lighting	9
If a light circuit fails	
Electrical Services	10
Television	
Telephones and Fibre Optic	

Contents continued

Fixtures and Fittings	11
Windows and Blinds	12
Plumbing and Sanitary Ware	13
Ceilings, fans and alarms	
Fire Safety	14
Evacuation	
Maintaining your home	15
Works and Decoration to your home	
Damp and Settling Cracks	
Controlling Condensation	
Cleaning Kitchens and Bathrooms	17
External Areas	
Thrive Reporting	18

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 **@thrivinghomes**



Introduction

Welcome

Welcome to your new home. We have prepared this manual to help you to settle in. Please take some time to read the information provided for your safety and to help you become familiar with your new home.

To make this manual easier to use, we have first included a 'When you move in' section, which offers some important information that you will need to be aware of when you move into your new home.

You will then find a section on each utility or piece of equipment that you may use, with information on their location, how they work and on how to deal with some common issues.

The section titled 'Maintaining your home' offers some simple steps you can take to keep your home in good condition.

When you move into your new home you will find various leaflets supplied by the manufacturers and installers of the equipment in your home. We advise that you keep all of this literature in a safe place, together with this manual so that you can refer to it in the future.

When you move in

Meter Readings

On the day you receive your keys, meter readings will be taken and should be sent to your utility providers Scottish Power and Affinity Water.

Electric Meter Reading:	
Water Meter Reading:	
Date of Reading:	

Information on Services Suppliers

Details and telephone numbers of the service suppliers you are connected to at present are contained in this handbook.

You will need to contact the service suppliers to let them know the date you moved in and provide them with the meter readings. You have the right to change the utility supplier of electricity should you wish to do so but we would request you advise us of any changes.

Council Tax - As you will be responsible for Council Tax please advise Watford Council of your move in date. counciltax@watford.gov.uk

Redecorating

We would request that as the property is newly built and still settling in, you refrain from hanging wallpaper or decorating the walls as this could affect the defects period stipulated by the builder and cause issues when the end of defects inspections are carried out. Please also avoid changing any fixtures or fittings during the first 12 months, e.g. light fittings, or shower heads. The builder will not be responsible for rectifying any problems if you have made any changes.

Your ceiling has been painted with Dulux - Matt Emulsion - White.

Your Walls have been painted with Dulux Matt Emulsion - White Mist

Insurance

Thrive Homes is responsible for insuring the structure of your home but this insurance does not cover your personal possessions.

Thrive 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, storm, flood and other risks, as soon as you move in

Water

Your Water Supply

Cold water is supplied by **Affinity Water (0345 357 2402)** through an underground pipe to your home. The pipe is fitted with a stop valve located within the riser cupboard in the communal area with your meter. This allows the water company to switch off the water in an emergency.

You will also have a stopcock located in the hall cupboard of your apartment to enable you to switch off the water to your home in an emergency. There is also a stopcock in the ceiling outside of your property for emergency purposes.



A typical stopcock

NOTE:

It is important to know where the stopcock is so that you can turn off the water in an emergency.

If there is no water when you move in, you may have to open the stopcock.

Your Hot Water Supply

Hot water is provided on demand via the mega flow water cylinder.

The hot water temperature is regulated by using the thermostatic control located within the hallway cupboard near to your hot water cylinder.

Leaks

Major Leaks

- 1. Turn off the water services stopcock immediately.**
- 2. Inform Thrive Homes of the problem immediately on 0800 917 6077**

Heating

Your Heating System

How does it work?

Your new home is fitted with an electric panel heater features CapSense controls and offers a highly intuitive user interface that allows for complete control over the temperature of your room for maximum comfort.



The LCD display and six touch-sensitive buttons enable easy usability and have an optional sound when pressed, for greater accessibility. The temperature display is also colour-coded to assist the visually impaired.



Should a window or door be left open accidentally, the Monterey will detect a sudden change in temperature and postpone heating. Once the window or door has been closed, the heater will resume normal operation. This technology ensures that the output from the heater is reduced when heat is escaping from a room, avoiding wastage and saving you money. Please see the maintenance information on the next page.

Adjusting water temperature from your hot water taps

The hot water temperature is regulated by using the thermostatic control.

Heating

Caring for the MVHR Unit

Heat recovery units, by their very nature, require regular maintenance. The Sentinel Kinetic has been designed to facilitate access to enable maintenance to be carried out easily.

Filter Maintenance

Item	Action
Fan Filters :	<p>When the unit displays “Check filters”. This is a reminder to ensure that the filters are not so dirty that they are blocking the airflow or allowing dirt to pass through. The rate at which the filters become dirty will vary hugely depending on the environment and the activity within the property.</p> <ol style="list-style-type: none">1. Open the filter flaps and remove the 2 filters.2. Clean gently by tapping or carefully using a vacuum cleaner if necessary.3. Replace the filters4. Close the filter flaps.5. To Reset the filter service time:<ol style="list-style-type: none">i) press and hold both buttons for 5 seconds until “Reset Filter?” is shown.ii) Press ‘set’ to confirm reset “Filter Reset” will be shown.

This should be checked every 3 – 6 months. Please see link to YouTube “How To” video. <https://youtu.be/PqcOeHVmPoQ>

Annual Servicing

The unit should be serviced annually in order to provide optimum performance. Further details can be found within the Instruction manual in your Handover pack.

Heating

Meters

Your home has a water meter and electric meter to measure your usage of these utilities.
Your water meter is located in the riser cupboard in the communal area accessible to residents.

Water Meter



Electric Meter



Electrical supply

Your Electricity Supply



The electricity to your home is supplied by **Scottish Power (0800 027 0072)** your electricity comes in underground and rises to the meter which is located within your utilities cupboard within your apartment.

The amount of electricity you use is measured at this meter, and your bill calculated from the reading. From here the electricity supply passes into your property and immediately into a Consumer Control Unit.

NOTE: If any of the meter seals are tampered with by any unauthorised person this could render you liable to prosecution, a fine and disconnection from the supply.

Consumer Control Unit –

This is your Consumer Control Unit (CCU):

The CCU splits the incoming electrical supply into the various electrical circuits around your home.

The CCU contains:

- an RCD (Residual Current Device)

DANGER:

DO NOT ATTEMPT TO DISMANTLE OR TAMPER WITH THE CONSUMER CONTROL UNIT

This is the Residual Current Device (RCD).

Switching the RCD to the 'OFF' position will isolate **ALL** the electrical supply to your home.

The RCD is also designed to switch 'OFF' (to 'trip') if there is a surge in the electricity supply, which helps to prevent serious damage or injury.



Electrical supply

This is an example of a Miniature Circuit Breaker (MCB).

Individual electrical circuits in your home are provided with an MCB; each MCB is clearly labelled inside the lid of the consumer unit to help you identify the circuits.

MCBs can also allow you to isolate individual circuits should this become necessary.

For example, if you need to change a light bulb, you can avoid tripping the circuit by switching 'OFF' the appropriate MCB.

If a circuit is overloaded or an appliance develops a fault, the MCB protecting that circuit will switch to the 'OFF' position automatically.



If a circuit has switched 'OFF'

If the reason for this is not clear:

1. **Unplug all appliances on that particular circuit.**
2. **Switch the MCB back to the 'ON' position.**
3. **Plug each appliance back in one by one. When the MCB switches to the 'OFF' position again you have identified the faulty appliance.**

DANGER:

DO NOT use any suspect appliance before consulting a qualified electrician.

4. **If the MCB still fails to remain in the ON position a fault may exist in the electrical circuit itself and you may need to seek further assistance from a qualified electrician. Please inform Thrive Homes on 0800 917 6077**

Lighting

If a light circuit fails

The lighting circuit may switch to the 'OFF' position if a bulb blows. If this happens you should follow this procedure:

1. Check using a torch whether the light circuit MCB is in the OFF position.
2. Switch the MCB (the circuit breaker) to the 'ON' position.
3. Identify the faulty bulb.
4. It is important to then switch 'OFF' the MCB.
5. Replace the faulty bulb safely.
6. Switch MCB to the 'ON' position.

If there is no faulty bulb apparent or if the MCB will not stay ON, you may need to seek further assistance from a qualified electrician. In this instance, please contact Thrive on enquiries@thrivehomes.org.uk or telephone 0800 917 6077

Electrical Services

Televisions

Your home is supplied with a television aerial. TV outlet points are provided in your home.



You will receive all Freeview channels but you will have to subscribe to a provider, such as Virgin Media. Virgin Media is pre-wired within the property and connected to a communal satellite dish located on the roof to receive digital, terrestrial TV signals and DAB radio.

NOTE:

Do not install any other satellite dishes to the exterior of the building or your balcony.

Telephones and Fibre Optic

Your home has been pre-wired to provide British Telecom and Open Reach fibre Optic connection points. If you decide to have a home telephone installed you should make arrangements directly with your chosen provider. The Master Socket Is located in the living room, with a slave (2nd) socket in the master bedroom.



As the first occupier of the property you are responsible for any costs associated with the initial connection. If you wish the 2nd socket connected it is important you inform the engineer as you may have to pay for a 2nd connection fee.

Fixtures and Fittings

NOTE:

Fully integrated cooker hood has are installed in the kitchen.



Fixtures and Fittings

Windows

Your windows are double-glazed, and the above ground floor windows are fitted with a restrictor for safety reasons. It is your responsibility to ensure the window restrictor is used to keep yourself and other household members or visitors safe.

Blinds

Blinds have been installed in all the windows. It is your responsibility to ensure these are kept clean and they will not be replaced if broken or misused.

Fixtures and Fittings

Plumbing and Sanitary Ware

Human waste and toilet paper are the only things you should flush down your toilet. All other items must be disposed of elsewhere, as they could result in blockages to soil pipes and sewers.

This is especially important as your home is connected to a pumped sewerage and drainage solution.

Ceilings, fans and alarms

Ceilings are formed from plasterboard sheets fixed to the bottom of the timber joists.

DANGER: You should NOT fix anything to the ceilings as they often conceal electrical cables and pipework.

Extractor vents/ MVHR:

Your home is fitted with a mechanical extract fan to the kitchen and bathroom.

Please refer to the instruction booklet included with this Manual for use and cleaning.



Smoke alarm:

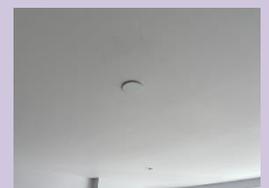
Your home is provided with smoke and heat alarms, which work on the mains electricity. It also has a built-in battery giving a standby facility. The instruction booklet includes information on how to test and clean your smoke and heat alarms. More information can be found on our website **Smoke alarms – Thrive Homes**.

It is your responsibility to maintain the alarm in good working order throughout the year, please don't disconnect it as it has been installed for your safety. If you are experiencing any issues with your alarms or are unsure please contact us.



Heat Detection:

Your home is fitted with a sprinkler system. In the event of an activation, water will disburse from the ceiling sprinklers, the system is monitored 24/7 and at no point should residents tamper with any safety equipment.



Fire Safety

Your apartment is fitted with a sprinkler system. In the event of fire, the system is triggered automatically by a heat detector releasing a water from the ceiling sprinkler.

The sprinkler system should be maintained annually, Churches Fire will require access in the first year of occupation to maintain the system.

Evacuation

What to do in the event of a fire

If a fire starts in your flat:

1. Get everyone out, if the fire has started in your flat.
2. Close the door behind you and leave the building.
3. When you are safe, call 999.

Do not use the lift in the event of a fire, please use the stairs and keep the stairwells clear when exiting to allow the fire services to use safely.

If a fire starts in another part of the building:

1. Stay put unless your flat is affected by fire or smoke and dial 999 immediately.

Measures including fire protection within floors, walls and doors to each flat are in place to reduce potential fire and building safety risks to our customers.

By staying put you:

Reduce the risk of entering a smoky corridor unnecessarily and possibly being overwhelmed by smoke.

Allow fire fighters to tackle the fire safely and quickly without being delayed by residents coming down the stairs.

Personal Emergency Evacuation Plans (PEEP's)

If in the event of an emergency, you would need assistance to evacuate your home safely, please contact us via email fire@thrivehomes.org.uk so we can work with you to develop an evacuation plan. This will be shared with the local fire and rescue service

Maintaining your home

Works and Decoration to your home

If you purchase a share of the property and wish to make changes (beyond general painting and decorating) you must seek permission from Thrive Homes. As the property has been newly built and is still settling, please refrain from hanging wallpaper or other decorations as this may affect the defects period stipulated by the Builder and may cause issues when the end of defects inspections are carried out

Damp and Settling Cracks

A considerable amount of water is used in the building of a new home and can take up to a year for a building to completely dry out.

To remove any dampness in this time, please ventilate your home evenly and warm your home gradually, using slightly higher heating levels.

As the plaster dries out, some small cracks may appear. Drying-out cracks usually appear where different materials connect to each other, such as on doorframes or where walls join the ceiling. The builder is usually only responsible for repairing cracks that are wider than a £1 coin.

Controlling Condensation

If you notice moisture appearing on your walls or appliances this may be condensation. Condensation will occur on cold surfaces, especially during cold weather or where there is little air movement.

You should look for condensation:

- In corners
- On or near windows
- In or behind wardrobes and cupboards
- On north facing walls and furniture

NOTE:

Damp can encourage the growth of mould and can increase the risk of respiratory illness.

Maintaining your home

Reduce Condensation

DO: Ensure any window vents remain open and unblocked at all times

DO: Keep all rooms warm and ventilated

DO: Keep heating on continuously on a low setting in very cold weather as intermittent heating will cause condensation.

DO: Cover pans and close doors when cooking

DO NOT: use portable gas or paraffin heaters

DO NOT: Place large items of furniture against external walls, pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and furniture.

Simple ways to reduce condensation

- Mop up as much as possible
- Heat the room slowly (please avoid intense blasts of heat)
- Open a window
- Shut the door to the room

NOTE:

It is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating.

Maintaining your home

Cleaning Kitchens and Bathrooms

Tiles: Areas where water is used such as baths and basins, have been provided with ceramic wall and vinyl flooring which require a little maintenance with a suitable bathroom cleaner.

To clean your floor we recommend that the floor is regularly swept to prevent grit or debris scratching the floor. Cleaning the floor with a damp mop and cleaning solution.

External Areas

Pets are not allowed to use the external areas of the building or your property, they must be kept inside or on a lease or in a crate.

You will be given two fobs to access the main building, in the unlikely event that these do not work there is a code, the code is: A2212

**Two bin stores are located at the entrance of the road before you reach the properties. There will be a code to get into the bin stores, the code is: C1984
Collection day for the bins will be Thursday**

There is also bike stores located at the front of the building. There will be a code to get into the cycle stores, the code is: C2019

These codes are subject to change when Thrive deemed needed. Thrive will contact you if any codes are changed.

Thrive Reporting

What do I do if I spot a problem within my new home?

We hope you are happy in your new home, however there are occasions where there may be problems that occur and we would like to assure you that we will rectify issues that fall within the responsibility of the Thrive Homes during the early period of living in your new home. Alternatively, you can email enquiries@thrivehomes.org.uk.

If it is an urgent matter, such as a leak, please call Thrive on 0800 917 6077. If this call is outside of our office hours, your calls will be diverted to our Out of Office provider. Calls will be treated as an emergency only in the following circumstances:

- Complete failure of the heating/hot water system
- Water Leak
- Complete failure of electrics
- Flooding caused by blocked drains

Complaints

Our Complaints Procedure is open to all tenants and leaseholders, or a representative acting on their behalf. We can't deal with complaints relating to matters which are more than six months' old.

To make a complaint, please contact Thrive's customer service team on complaints@thrivehomes.org.uk or ring **0800 917 6077** or talk to any member of Thrive.

We hope we can resolve your complaint satisfactorily, if not, you can request that the complaint proceeds to Appeal. For more information on our complaints procedure, please see our website www.thrivehomes.org.uk or ask for a copy of our leaflet