



New Home Manual

Riverside Mill, Two Waters,
Hemel Hempstead
HP3 9WB



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 @thrivinghomes



Introduction

Welcome

Welcome to your new home. We have prepared this manual to help you to settle into your new home. 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 – British Gas and Affinity Water

Gas Meter Reading:

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 give them the current meter readings. You have the right to change utility supplier of gas and electricity should you wish to do so, but we would request you advise us of any changes.

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.

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 **AffinityWater** (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 the apartment to enable you to switch off the water to your home in an emergency.



Atypical 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 supplied on demand via the combination gas fired boiler.

The hot water temperature is controlled by the boiler and is pre set.

Leaks

Major Leaks

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

Minor leaks (e.g. dripping taps or valves)

Inform Qualitas Inspection Services of the problem by email:
aftercare@qisl.co.uk

Heating & Gas

Your heating system

How does it work?

Your new home is fitted with a hot water central heating system comprising a high efficiency natural gas Baxi Potterton boiler, radiators and controls. Water heated by the boiler is pumped around the radiators through pipework that is concealed within the floors and walls.



Operating instructions for your central heating system will be provided in separate booklet(s).

Your Baxi Potterton boiler has a Honeywell programmer in the lounge that allows you to turn the heating on and off, to set your preferred temperature and to adjust the settings to suit your requirements as to what time of day the central heating comes on and turns off. You can program the heating to stay on longer in the winter months for example.



Adjusting room temperature

Thermostatic radiator valves are provided to regulate individual room temperatures.

Adjusting water temperature from your hot water taps

As your boiler is a combination boiler, you can control the temperature of your water to your sink and wash hand basins by adjusting the setting on your boiler. The hot water to your bath and shower are regulated by blender valves.

NOTE:

In cold weather we recommend that the heating is kept on continuously at a low temperature. This will prevent your boiler from becoming damaged by frost.

Heating & Gas

Gas Supply

The gas to your home is supplied by British Gas (0333 202 9802), pipe work is routed externally from the meter box at the perimeter of the building. The emergency gas lever cut off control for the gas service is located inside the meter box and isolates the gas supply to the boiler and hob, there is a second shut off valve located either below the boiler within a base unit or in the second bedroom.

Connecting a Gas Cooker

NOTE: Your apartment comes equipped with a fully integrated gas hob, electric oven and cooker hood

Gas Leaks



WARNING:

If you can smell gas or suspect a gas leak at your property:

1. Call the National Gas Emergency helpline immediately on 0800 111 999.
2. Do not search for leaks with a naked flame or switch lights on.
3. Turn off the gas at the meter and open the windows.

Heating & Gas

Gas Safety Check

Thrive Homes will carry out an annual gas check. This service is free and compulsory by law. All our engineers are Gas Safe registered. Find out more at thrivehomes.org.uk, You will be issued with a Landlord Gas Safety Record which is valid for one year.

You must allow Thrive access to carry out this service, as this is an important safety check governed by Gas Safe regulations.

Meters

Your home has a water meter, gas 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.

A typical water meter



Gas Meter



Electric Meter



Electrical supply

Your electricity supply



The electricity to your home is supplied by British Gas (0333 202 9802), your electricity comes in underground and rises to the meter point located within the riser cupboard on the floor you are on.

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 an 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)
- MCBs (Miniature Circuit Breakers)

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 Qualitas Inspection Services on aftercare@qisl.co.uk**

Electrical appliances

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 Sky. Sky Q is prewired within the apartment 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 apartment has been pre-wired to provide Open Reach Fibre Optic. Connection points have been provided in your home and are pre-wired. If you decide to have a telephone installed, you should make arrangements directly with your chosen provider. The master socket is located in the living room and the equipment is located in the hall cupboard.



As the first occupier of the property you are responsible for the costs associated with the initial connection.

Electrical appliances

Fully integrated gas hob, electric oven and cooker hood are installed. Thrive Homes will register them to activate the guarantees. Do not attempt to repair or remove these appliances.

Washing machines, dishwashers and other appliances.

NOTE: Fully integrated washing machine, dishwasher and fridge freezers are installed. Thrive Homes will register them to activate the guarantees. Do not attempt to repair or remove these appliances.

Other fixtures and fittings

Your property will be provided with floor coverings, window blinds and white goods (washing machine, dishwasher, fridge freezer, hob, oven and extractor hood).

These will remain the property of Thrive Homes during your tenancy period and the ownership will transfer over to you, should you purchase a share in the property.

As a tenant, it is your responsibility to keep the property in good order and as your landlord Thrive Homes is responsible for maintaining the property under the terms of the Tenancy.

Walls and wall fixtures

DANGER:

DO NOT put wall fixtures directly above or below light switches or electric sockets. You may penetrate an electric cable, which can be very dangerous.

Different fixing methods are required for different types of wall construction.

Type of wall	Suitable fixtures	Recommended fixings
External walls Your external walls are of Metsec, two layers of plasterboard.	Large items can be fitted	Please check your fittings are suitable for this type of wall before fitting any large items.
Internal partitions These are formed from timber or metal framing to which plasterboard is fixed	Lightweight objects only, e.g. wall mirrors, small pictures	Use hollow wall cavity fixings Use steel pin and hook
Party walls These are constructed in a similar way to the external walls	Large items can be fitted	Please check your fittings are suitable for this type of wall before fitting any large items.

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.

Do not attempt to clean any external windows above the ground floor.

Fire Safety

Your apartment is fitted with a Plumis Automist fire suppression system. In the event of fire, the system is triggered automatically by a ceiling mounted detector releasing a dense fog of water mist from the Automist scanner nozzle located in the bedrooms and living room.

Please ensure you do not obstruct the Automist Scanner by putting bookcases or other items in front of the system.

For more information visit www.plumis.co.uk/automist/fireprotection

EVACUATION

What to do in the event of a fire

If a fire starts in your flat:

1. Get everyone out.
2. Close the door behind you and leave the building.
3. When you are safe, call 999.

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.

Maintenance and Safety Checks

As your Landlord, there are a number of regular services we will carry out to your property during your tenancy. These are as follows:

- **Gas servicing:** every year, one of our qualified Gas Safe engineers will carry out a service and you will be provided with a copy of the certificate.
- **Electrical safety checks:** every five years, one of our qualified electricians will carry out an electrical safety check and you will be provided with a copy of the certificate.
- **Plumis Automist System:** each year a maintenance and safety inspection will be carried out on the system and you will be contacted to arrange a convenient appointment.
- **Home Plan:** every Thrive property receives an annual Home Plan visit; an opportunity to see how you are and check the condition of the property. You can find out more at: thrivehomes.org.uk/homeplan
- **Fire safety inspections:** for your safety, Thrive will require access to inspect your flat entrance door at six monthly intervals to ensure all is in good working order. We contact you and arrange a convenient appointment.

Works and Decoration to your home

As a tenant it is your responsibility to keep the property in good order and as your landlord, Thrive Homes is responsible to maintaining the property under the terms of the Tenancy Agreement.

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 decoration as this may affect the defects period stipulated by the Builder and may cause issues when the end of defects inspections are carried out.

Other 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.

Ceilings, fans, CO detectors and alarms

Ceilings are formed from plasterboard sheets fixed to the bottom of the Jyrock MF System.

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

Extractor vents:

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. 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



Thrive Homes will test your smoke alarm as part of your annual Gas Safety Check. It is your responsibility to maintain the alarm in good working order throughout the year, please do not 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.

Plumis Misting System:

Your home is fitted with a plumis misting system. In the event of a fire automist will spray a fine mist of water. If it does go off and you need to stop it there is a stop button on the pump.



Maintaining your home

Damp and settling cracks

A considerable amount of water is used in the building of new homes. It can take as long as 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 timber and 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

To reduce condensation:

DO:	ensure the trickle vents in the window frames remain open and unblocked at ALL times.
DO:	keep all rooms warm and ventilated.
DO:	keep the heating on all the time in very cold weather as intermittent heating will cause condensation.
DO:	keep the heating on at a low setting if you are out all day in cold weather.
DO:	ensure that any tumble dryers are vented outside (unless it is of the condensing type) and that the room is adequately ventilated when using a tumble dryer.
DO:	cover pans and close doors when cooking.
DO NOT:	ever use portable gas or paraffin heaters.
DO NOT:	place large items of furniture against the external walls, pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and the furniture.

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.

Cleaning kitchens and bathrooms

Tiles:

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

Floors:

Your home is also provided with low maintenance Amtico Spacia, Nordic Oak flooring in the kitchen, living room and hallway, and Minoli Foster flooring in the bathroom, while the bedrooms are fitted with Manx Tomkinson twist carpet in colour Cloud.

To clean your Amtico floor we recommend the following procedure:

- Ensure that the floor is swept regularly to prevent grit or other debris cutting or scratching the floor.
- Clean the flooring with a damp mop and cleaning solution.

Externally:

Two bin stores are located at the entrance of the road before you reach the properties.

There is also a bike store located next to the bin store, as well as behind the first set of parking spaces as you come into the road.

Parking bays:

Parking spaces are provided at the front of the building as well as adjacent to.

Reporting

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

Each and every home is different - that's what makes a house a home. Your Thrive Home has been individually built and handcrafted by human beings, not robots!

However, occasionally there may be problems that occur and we would like to reassure you that we are here to rectify any of those issues that fall within the responsibility of Thrive Homes during the early period of living in your new home.

If this should occur, please report it to **aftercare@qisl.co.uk** or telephone **0800 032228** as soon as possible and we will endeavour to attend within a reasonable timeframe.

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.

Thrive Homes complaints resolution procedure:

- Acknowledgement
- Investigation
- Action
- Closure
- Appeal

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.