

Welcome to your new home in Ifield Road

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257 Ifield Rd	Plot 1	The City West Side RH11 7HX
259 Ifield Rd	Plot 2	
261 Ifield Rd	Plot 5	
263 Ifield Rd	Plot 8	

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Welcome

Utility Suppliers

You will need to register with the service suppliers as soon as you move in. You will need your full postal address and post code. You may also need the meter serial number which can be found on the meter

Electricity

SSE

0345 026 2658.

Water supply

Southern Water

0330 303 0277

Waste water

Thames Water

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-pay meter 9 (e a c 0 .04 0 03-17.5 (or)5.5 (f)-60	

Looking after your new home

Drying Out

Moisture from construction

A considerable amount of water is used in the construction of new homes, the building needs to be acclimatised gently for the first few months so that it can dry out gradually. Most of the water that was absorbed by the building materials during construction will have evaporated slowly. It can take up to a year to completely dry out the structure.

By keeping your home at an even temperature during the drying out period you can minimize the cracking caused by shrinkage.

Internal doors within your property should be left open where possible to allow appropriate air circulation.

Ventilation and condensation

Mechanical Ventilation with Heat Recovery (MVHR)

Modern energy efficient homes are more airtight (less draughty) than older buildings. This makes them more prone to condensation. To tackle this an MVHR is fitted in your house. The MVHR fitted in your home is a Nuaire MRXBOX-ECO2

The MVHR system extracts stale, warm, damp air from the home and draws in fresh air from the outside. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh outside air is also passed through the heat exchanger, without coming into direct contact with the stale air where it is pre-warmed before being pumped into your house.

Because the fresh air is pre-warmed, heat loss from ventilation is largely avoided. This means you can spend less on heating your home at the same time as having a healthy, well ventilated home.

The vents to extract the air can be found in the kitchen and bathroom the vents that feed the warm fresh air into your home can be found in the living room and bedroom(s). We suggest that you dust these with a soft brush every couple of months. You will also need to clean the filters in the unit at least once a year.

Extract Vents: Kitchen & Bathroom	Fresh Air Vents: Living Room & Bedroom

The unit runs continuously and can be found in the utility cupboard, **Do not** turn this off. It prevents the build-up of condensation

Moisture from occupation

Condensation is formed when steam or water vapour comes into contact with a cold surface, this can cause damage to fixtures and fittings within your home as well as clothes and bedding.

Once the building has dried out you should not experience any problems with condensation. However, some everyday activities can produce condensation around the home. The following tips will reduce the risk, especially during the drying out process.

- x Leave cupboard doors slightly open during the evening to allow warm air to circulate in the cupboard space and help the drying out process;
- x Avoid putting too many things in cupboards as this can stop the air circulation.
- x Keep all rooms warm
- x Whilst showering keep the door closed
- x Do not place large items of furniture against the external walls
- x In very cold weather keep the heating on at all times. Turning your heating on/off causes condensation to form on surfaces as they cool

Efflorescence

Efflorescence is the natural process of salt being drawn out from the brickwork used to construct your new home; this can sometimes appear as white marks on the bricks. Cleaning the brickwork may help to reduce this marking but as the building settles down and dries out it is likely the marking will reduce.

Movement and Shrinkage

Small cracks can sometimes appear during the drying out period as the home warms up from being lived in. These cracks are not structural damage and can be easily filled with proprietary filler from DIY stores. It is possible that the cracks may reappear due to continued movement in the structure but can be filled and covered periodically during redecoration. Such minor cracks are inevitable but are not classified as defects and the Building Contractor is not obliged to rectify them.

Decorating

If you plan to redecorate your home, wait twelve months until the end of the defects period so the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates.

External areas

Parking

Each house has one allocated parking space, please see the plan for the location of your parking bay. Please make sure you use your allocated space. Visitors can use your bay or park in Ifield Road or Furzefield, making sure they do not block access to the garages.

You or any member of your household or any visitors cannot use the parking bays to park:

- x A goods vehicle of more than 1,500kg unladen weight;
- x Unroadworthy or dangerous vehicles; or
- x Vehicles without a road fund licence or valid MOT.

Gas Meter Box

You have been provided with a key to access the external gas meter associated with your property. Please ensure that you keep the lid locked for convenience, supply security and safety reasons. The main gas stop cock is located with the meter.

Heating and Hot Water

A gas fired condensing combination boiler is installed providing central heating and hot water to your home. The boiler will be serviced each year when Crawley Homes carry out the essential gas safety check.

The following notes explain how to control your heating and hot water system and its controls to give you the results you require. The setting of these controls is an entirely personal and may not be exactly the same as your neighbours who will have different requirements.

Programmable room thermostat

A programmable room thermostat is both a programmer and a room thermostat. A programmer allows you to set 'On' and 'Off' time periods to suit your own lifestyle. A room thermostat works by sensing the air temperature, switching on the heating when the air temperature falls below the thermostat setting, and switching it off once this set temperature has been reached



In some houses, there is dual zone heating so you can programme the upstairs differently to the ground floor.

Please see the manufacturer's user guide for full instructions.

Temperature controlling 'Thermostatic Radiator Valves' (TRVs)

TRVs are on all radiators except to the radiator nearest to the room thermostat. These allow 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 (see example image left)



Electricity

Electric Meter Cupboard

You have been provided with a key to access the electric meter cupboard associated with your property. Please ensure that you keep this door locked for convenience, supply security and safety reasons.

You must not break the seals within the meter cupboard. This could render you liable to a fine imposed by the electricity company and possibly lead to the disconnection of your supply.

Your consumer unit (fuse box) is inside near to your 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.

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

Fuses

Please check fuse ratings for any of your appliances with your supplier.

It is important to ensure appliances are fitted with the correct fuse, some of the most common fuse ratings are as follows:

- x Electric kettle 13 amps
- x Washing machine with heater 13 amps
- x Two or three bar electric fire 13 amps
- x Electric iron 5 to 13 amps
- x Vacuum cleaner 3 to 5 amps
- x Television set 3 amps
- x Radio 3 amps
- x Bedside light 3 amps

Lighting

The lighting can fail if a bulb blows and trips the circuit breaker; check the consumer unit to see if this is the case. When changing any bulbs always switch off at the consumer unit. Do not rely on the