

Home User Guide

Flat – Plot
Bridgefield House
Northgate Avenue
Crawley
RH10 1TP



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Welcome

We would like to welcome you to your brand new home. We hope that you will enjoy many happy years in residence.

This "New Home Guide" has been prepared to provide all the information you should need about running and maintaining your home. It also contains details of how to report problems and contact numbers for both day-to-day issues and emergencies.

If you experience any problems with defects or repairs please refer to the defects section within this booklet.

We wish you happiness in your new home!

Useful Numbers

Crawley Homes

Queries about your new home
Tel: 01293 438257 / 07393 761009
Email: bridgefield@crawley.gov.uk

Three Bridges Housing Officer

Queries about your tenancy
Tel: 01293 438770 / 07584 615161
Email: kathy.garson@crawley.gov.uk

To report a defect or repair during the defects period and to report tenants repairs and any communal area repairs after the defects period

Crawley Repairs Team
Tel: 01293 438111
Email: housing.repairs@crawley.gov.uk

Crawley Borough Council

Town Hall
The Boulevard
Crawley
West Sussex RH10 1UZ
Tel: 01293 438000
www.crawley.gov.uk

Locating Equipment

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.

	PHOTO	LOCATION	FUNCTION
Water Meter		In the service riser cupboard located in the communal hallway.	For reading meters. Access with the FB2 key supplied to each apartment. Your meter will be marked with your flat number.
Water Main Stop Valve (Stopcock)		Above the HIU unit in utility cupboard. In the riser cupboard off the main corridor.	To turn off the water in case of a leak or maintenance.

Electricity Smart Meter

In the utility cupboard within your flat.


Meter for monitoring electricity usage.

<p>Consumer Unit (Electricity Fuse Board)</p>		<p>In the utility cupboard by the front door of your flat.</p>	<p>To separate the individual feeds around the apartment and act as a power breaker in case of fault. You will find the mains switch here if you need to turn the power off in an emergency.</p>
<p>Smoke and Heat Detectors</p>	<p>Smoke Alarm</p> <p>Heat Alarm</p>	<p>In hallways and the kitchen.</p>	<p>For detecting a fire in the early stages.</p>

Heating System
Heat interface Unit (HIU) and In Home display

In the utility cupboard within your flat.

Transfers heat from the district heat



Ventilation System
Mechanical
Ventilation and Heat
Recovery (MVHR)

In utility cupboard
with vents around
your home.

Ventilates your
home with fresh air

Home Contents Insurance

Crawley Borough Council 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, housebreaking, storm, flood and other risks as soon as you move in.

Tenants and residents can obtain home contents insurance easily and at a price that is affordable, with a special scheme called Crystal arranged in conjunction with Thistle Tenant Risks and Crawley Borough Council. Call them on 0345 450 7286 or email to crystal@thistleinsurance.co.uk.

Keys

To open your front door

To enter from the outside – Place key in lock – turn key – pull handle down to open door.

To close and lock from outside – Close door – pull handle up – place key in lock – turn key.

To lock from the inside – Close door – pull handle up – turn lock.

To unlock from the inside – Place key in lock – turn key – pull handle down to open door.

Which key goes where?

Front Door	Entry Fob	Letterbox
		
Window	Window Restrictor	Balcony
		



Faulty doors and/or windows	Make sure handles / locks are fully engaged before trying to operate windows and doors. Do not force the mechanism.
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The Defects Repair Process

When you report a defect to Crawley Repairs Team on 01293 438111, Crawley Borough Council will report the fault to the contractor on your behalf. The contractor will then contact you to arrange an appoint.

- Avoid putting too many things in cupboards as this can stop the air circulation.
- Keep all rooms warm
- Whilst showering, keep the door closed
- Don't use draught excluders or fit thick carpets. The gap under the doors allows air to circulate
- Do not place large items of furniture against the external walls
- 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

This takes the form of a white chalk-like appearance on brickwork, and is another sign that your home is drying out. While it can be unsightly, efflorescence is only aesthetic, and does not affect the strength of the structure.

Movement and Shrinkage

As the drying out process occurs and the home is lived in and heated, the building materials shrink, which may cause small cracks to appear. These are not structural defects. Some may recur to a reduced level.

CCTV

CCTV is operational in the car park entrance road, entrance halls, cycle stores and bin stores. Do not move, damage or obstruct the cameras.

Door Entry System

A key fob will be required to gain access through the communal entrance door where you will then only have access to the floor that you live on. All flats are connected to the door entry system and the entry panel is at the main entrance.

The door entry system has a door entry touch screen panel in the flat so you can talk to visitors at the entrance to the block and release the door to let them in.

Visitors

Visitors wishing to gain access to the building should press the call button on the door entry panel for the flat number they want. You can answer the call, identify them and, if you are

Internet

As your flat is fitted with the latest fibre technology (FTTP), you will need to contact BT or one of the other providers as per the Openreach information in Appendix 4 to get an internet connection. Please note Virgin Media is not available.

Television

This development is fitted with a communal digital TV aerial / dish. You can connect to this through the multimedia socket in your sitting room. The system should enable you to receive Freeview channels, providing you have the appropriate television equipment. The system also should enable you to receive Sky channels but you must contact Sky to take out your own subscription and obtain a Sky receiver. To get TV in other rooms you will need to use a coaxial aerial cable and connect it to the aerial output.

Heating

HH

Contact Crawley Repairs team if there is a fault in the system.
Telephone: 01293 438111. Please make sure there is credit on the meter before calling.

Water

Cold water is supplied to your home by a Southern Water supply from a service pipe, which is fitted with a stop valve. This is located in the meter cupboard in the communal corridor outside the apartment, for use by the water company in the event of an emergency. As the water enters into your home the mains water stopcock controls the flow. The stopcock is located in the utility cupboard. This allows the system to be turned off for maintenance or in an emergency. It is advisable to operate the stopcock at least once a year to keep it in good working order.

Waste Plumbing

Waste water from your kitchen and bathroom fittings is drained via plastic pipework directly into the Thames Water underground drainage system.

Washing Machines

To connect a washing machine, a cold water feed is located in the space for a washing machine, and the waste connection point and isolation valve is located under the sink. Check that hoses are connected properly and tightened before turning the water on.

Dual Flush Toilets

A dual-flush toilet is a variation of the flush toilet that uses two buttons or handles to flush different levels of water.

Liquid Flush

When a half-flush selection is made, it uses a little over 2.6 litres to flush liquid waste away. Mainly this consists of the small amount of water already in the bowl rather than water released into the bowl.

Solid Flush

When a full-flush selection is made, the dual flush toilet uses about 4 litres of water to flush solid waste away. This includes the small amount of water in the bowl as well as some released in from the tank. The water used to complete a solid waste flush is approximately double the amount of a liquid waste flush, but is still significantly less than older standard toilets. Regularly flush basin/bath pipework with disinfectant to clear soap residue.

Blockages

Kitchen

If a blockage occurs and the sink is full of water try to remove the blockage by pushing a flexible rod down the plughole or by using a suction cup plunger to move water up and down the waste pipe. The risk of blockages can be reduced if you remember to put fat (which solidifies when cold) into an empty container rather than down the sink or drain.

Do's and Don'ts

- x Don't empty cooking oils or similar down the sink;
- x Don't use excess washing powder in your washing machine.




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. You can purchase a small filter to put over the bath/ water outlet to prevent blockages when washing hair. 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.

Do not flush wet wipes, nappies, cleaning wipes, sanita

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Laminate worktops may be cleaned by wiping with a damp cloth and mild detergent. Polish and bleach should not be used.

Rubbish and Recycling

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APPENDIX 1 – Site Plans

APPENDIX 3 – Policies



