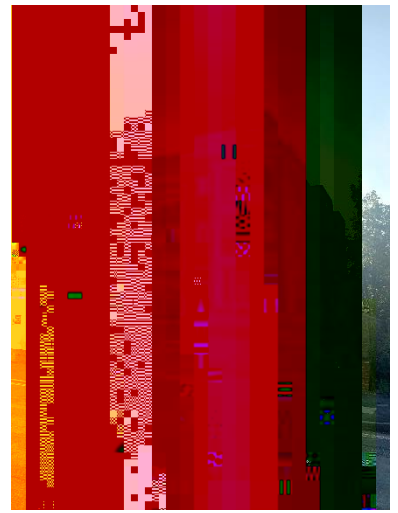


Home User Guide

1 to 20 Raj Sharma House

Built by Turnbull Homes



	Flat number	Plot Number	Floor
1-20 Raj Sharma House	1	1	Ground
	2	2	Ground
	3	3	Ground
	4	4	Ground
	5	5	Ground
	6	6	Ground
	7	12	First
	8	7	First
	9	8	First
	10	9	First
	11	10	First
	12	11	First
	13	18	Second
	14	13	Second
	15	14	Second
	16	15	Second
	17	16	Second
	18	17	Second
	19	19	Third
	20	20	Third

For parking bay allocation see individual plans



Table of Contents

Welcome.....	1
Useful Numbers.....	1
Utility Suppliers.....	2
Locating equipment.....	2
Taking out home contents insurance	2
Phone/TV and internet.....	3
Defects period.....	3
How to report a defect	3
Common Problems.....	4
Final Defects Inspection	4
Looking after your new home	4
Drying Out.....	4
Ventilation and condensation	5
Efflorescence.....	5
Movement and Shrinkage.....	5
Decorating.....	5
Communal areas.....	5
Parking.....	5
EV charge points	6
Door Entry System	6
Post/mail boxes	7
Communal lighting.....	7
Keep communal areas clear	7
Automatic Opening Vent (AOV) system.....	7
Cleaning	7
Rubbish and recycling	7
Features of your new home.....	8
Your Home	8
Blockages.....	10
< R X U K R P H ¶ V...V.V.W.H.P.V.....	10
Heating and Hot Water	10
Electricity.....	11
Solar Photovoltaic (PV) panels	11
Consumer Unit (Fuse box).....	11
Smoke Alarm / HeatSm/332 841.92 re W* n BT /F2 11.04 Tf 1 0 0 1 83.064 162.02 Tm 0 g 0 G [(C)5	



Welcome

Crawley Borough Council would like to welcome you to your new home, we hope you will enjoy many happy years in residence.

Please take the time to read this guide as it will help you settle in and get the best from your new home and take some time to find out where various items are. This may help you get to them quickly in an emergency.

Useful Numbers

Crawley Homes

Housing Officer: Jackie Baker: 01293 438072
Email: jackie.baker@crawley.gov.uk

To report a defect or repair

Crawley Repairs Team: 01293 438111
Email: housing.repairs@crawley.gov.uk
Web: www.crawley.gov.uk/repair

Crawley Borough Council

General enquiries: 01293 438000
Address: Town Hall, The Boulevard, Crawley, West Sussex RH10 1UZ
Web: www.crawley.gov.uk

Please note the block was originally named as Dreyfus House. We have changed its name with Royal Mail but some utility companies may still have it listed as such under the postcode. Please make sure you create accounts for your gas, electricity and water (both supply and waste).

Home User Guide



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.	10
Partial or complete loss of power to your home	0 D N H V X U H L W ¶ V Q R W D S R Z H U F 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.	11
Lights not working	Check the bulbs and consumer control unit for any circuit breakers in the off position.	12
Excessive condensation; mould in cupboards	See the section on moisture and ventilation.	5
Smoke detector beeping	There may be a fault with the unit. Check that the green mains power light is on and the circuit breakers are on. Refer to the user guide	12





Plastic bags are not recyclable, so recycling should be put into the RED Top bins loose, clean and dry. Shredded paper, glass cookware and mirrors, as well as plastic food containers should all go in black bags as rubbish.

The Council also provides a special collection service for bulky items and green bin garden waste service (there is a charge for these). Call 01293 438772 to find out more about rubbish and recycling services.

Lofts

There is no access to the loft.

Features of your new home

Your Home

Flat entrance door

The doorbell is powered off mains electricity, so there are no batteries to worry about.

To lock the door from inside your home, turn the handle up to engage the locking mechanism, then turn the key/thumbturn to lock.

To unlock, turn the thumb turn in the opposite direction and press the handle down. When you leave your home, it is the same procedure from outside, using the key. Lift the handle to engage the locking mechanism, and then turn the key to lock. If the lock does not turn make sure the handle is pushed upwards fully.

Windows

Some windows are fitted with opaque glass, this is a planning condition to protect the privacy of yourself and neighbouring flats and cannot be changed.

Some windows open out towards the flat roof area. DO NOT go onto the flat roof area. It is not designed for walking on and has no safety features at the edges.

All windows are sealed units and are covered by the factory fitted and require no special maintenance. The frames can be cleaned with a mild detergent and warm water but abrasive cleaners should not be used.

The glass should also be cleaned. This should be washed with warm water mixed with a proprietary glass cleaner followed by clean, warm water to rinse. Any unsightly stains that remain should be removed using a mild household non-scouring cream followed by washing. Avoid using abrasive materials or products which may scuff the surface finish, in particular steel wool pads which may cause permanent stains and scratches.

The hinge slide rails should be kept clean and free from grit. Lubricate with Vaseline or a light oil, such as 3 in 1 or WD40 approximately twice a year.

As a safety precaution, some windows have been fitted with window restrictors to limit initial opening.

Balconies

(DFK IODW KD V LW ¶ V R Z Q A B D O F R O O S P a t e l S D M E L R e a d U H D see separate information sheet on balconies and roof terraces.

Internal Doors

Your internal doors can be cleaned as necessary by wiping with a damp cloth. The use of polishes is not advised. The hinges, door closures and latches should be lubr72.00 1 245rw(ky)11()-4(i8u)3(r)-3(es and)17gi8u clusurd be



Flooring

Vinyl flooring is fitted throughout your flat except in the bedrooms. Do not attempt to remove it as you could damage the floor beneath it.

The vinyl covering requires regular care to protect it from dust, ingrained dirt and scuff marks. It is recommended that floors should be swept and mopped regularly using a soft broom followed by a damp mop, then rinsed with clean water and allowed to dry.

Carpet Fitting

When laying carpets do not use nails. There is a danger that you may puncture a pipe or pierce a cable. It is recommended that if you require "fitted" carpet you employ a specialist carpet layer.

Laminate Flooring

Laminate flooring is not allowed in any of the flats.

Built in oven and cooker hood

These are non standard and are gifted to you. You will be responsible for them in the future.

The cooker hood uses charcoal filters.

Washing Machine / Dishwasher

Spaces are provided for a washing machine and dishwasher in the kitchen, complete with water supply and drainage. These should be plumbed in by a qualified installer in a competent manner in accordance with the washing machine PDQXIDFWXUHU V UHFRPPHQGDWLRQV

Kitchen spur switches

The switches for all the under counter appliances are on one switch panel and not directly above the appliance.

Sinks and Baths

These must be cleaned using a non-abrasive domestic cleaning product, such as Cif, Flash or a store's own multi-surface cleaner. You may find that over a period of time, black mould may appear in the area of the mastic pointing because it is often warm and wet. This may be prevented by regularly using a mould cleaner along the mastic, in order to discourage mould growth.

Shower

The bathroom has an over bath shower with a thermostatic mixer.

Please see the guide for more information

Maintaining Hinges and Locks

As you would expect, there are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and doors are regularly lubricated to help keep the mechanisms in good working order. rg 0.58 0.212 0.204 0.c5noac



Fixing Curtains

There are no curtain battens fitted but as the building is of timber frame construction, curtain rails or trackno c



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)

Radiator towel rail

The radiator in your bathroom also doubles as a towel rail.

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 (fusebox) is in a storage cupboard in your flat

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.

Solar Photovoltaic (PV) panels

Your flat benefits from energy produced by a Solar PV panel on the roof, the additional red switches and boxes in the meter cupboard are part of this system.

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.



- x The RCD should now stay on. If it does not, check that all appliances are unplugged - every socket needs to be clear.
- x One by one plug the appliances back in and switch each appliance on until the system trips again.
- x Whichever appliance trips the RCD needs to be unplugged.
- x Turn the RCD back on.
- x 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:

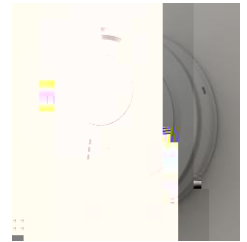
- x Open the consumer unit door and see which breaker has tripped. That circuit only is faulty and needs investigating.
- x Try unplugging appliances on the faulty circuit. If the breaker stays on, systematically unplug the appliances until the breaker trips and identifies the faulty piece of equipment.
- x



When changing any bulbs always switch off at the consumer unit. Do not rely on the local light switch for isolation. All bulbs run hot and must be allowed to cool before you try to change it.

Smoke Alarm / Heat and Carbon Monoxide Detector

There is a smoke alarm fitted in the hallway of your flat, which is linked to the heat and Carbon Monoxide detector in your kitchen. These are mains powered with a battery back-up and are interconnected so if one goes off it will also trigger the other to sound.



If smoke or extreme heat is detected, the unit will emit a loud pulsating alarm and a RED indicator light (LED) will be flashing quickly until the air is clear.

If the alarm goes off and there is no sign of smoke, heat or noise to indicate that there is a fire, you should get everyone in your home into a safe place, before you start investigating. Check the whole property very carefully in case there is a small fire smouldering somewhere.

If the alarm has been triggered inadvertently, the pause feature can mute the detector by pressing the TEST/Silence button for up to ten seconds. The smoke alarm will be muted for 10 minutes and then reset into normal mode after this period. At the end of the pause period there will be 2 short beeps to indicate the unit's return to normal sensitivity.

This alarm pause button is VERY SENSITIVE and only needs to be pushed in very lightly; if it is pushed in too deeply it could jam the internal button and cause the alarm to sound continuously.

NOTE: If the smoke / heat density increases during this time the smoke alarm will be triggered into alarm again.

Test your smoke alarm once a week. As the heat detector is linked to the smoke alarm it will also sound when you test the smoke alarm.

The detectors are sensitive to dust and a quick gentle clean with the brush attachment of your vacuum cleaner will remove any dust.

If the smoke detector emits a short "beep" once a minute, the battery is at the end of its life and should be replaced immediately. The use of batteries other than those recommended may be detrimental to its operation.

Please see the manufact X U H U ¶ V P D Q X D O

If the carbon monoxide detector sounds please call the repairs team on 01293 438111 as an emergency.

3 O H D V H V H H W K H P D Q X I D F W X U H U ¶ V P D Q X D O

Water Meter

Each flat has a separate water meter. These can be found in the pavement outside the front of the block. Each meter is labelled with the flat number and/ 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 with the meter which if turned off will stop the water supply to the whole of the property.

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



User guides

1. Plan showing parking space
2. Heating Programmer / Thermostat User Guide
3. Boiler guide
4. Smoke / Heat Detector / CO Alarm User Guide
5. Door entry system
6. Shower mixing tap