

Denaploy

Making Manuals Work

Example Home User Guide



Contents of User Guide

All information contained herein is valid at the time of preparation and the date of issue. Changes arising in building usage, legislation etc. will necessitate revisions to be made to retain the manuals validity and usefulness.

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1. Welcome

Dear Homeowner,

We would like to be the first to welcome you to your new home. We trust you will settle in quickly and be very happy in your new property for years to come.

The information contained in this Home User Guide is intended to help you become familiar with your new home quickly and easily. It aims to address all the important points and answers the questions most frequently asked by occupiers.

It is important you read and watch these resources provided to you so you can quickly become familiar with your new home.

To begin with, please make sure you have done the following on the next page as soon as you move in:

Num	Action	Check
1	Watch the Service Demonstration videos - '12. Technical Literature and Instruction Videos'	
2	Make sure your heating is turned on and is working	
3	Make sure your hot water is turned on and is working	
4	Register all your appliances' warranties: <ul style="list-style-type: none"> • Fridge • Oven • Hob • Dishwasher (Where Applicable) 	
5	<p>Contact your utility providers for electric & water and register the apartment in your own name with the meter reading you took note of on your Handover Form</p> <p>Electricity & Gas: Test Gas – 1234 123 1234 customerrelations@test.co.uk</p> <p>Water: Test Water - 0800 123 1234 https://myonlineaccount.test-water.co.uk/</p> <p>Broadband: A fibre connection has been provided into the building. You can activate your broadband connection with the service provider of your choice.</p>	
6	Contact Hastings St Leonards Borough Council to register the council tax for your apartment in your name: https://www.test.gov.uk/info/20038/council_tax	
7	Read the rest of the Home User Guide	
8	Refer to Section "12. Technical Literature and Instruction Videos" technical literature for service / maintenance requirements	

2. Useful contact numbers



Customer Services

Report general & cosmetic defects, general enquiries

E-mail: defects@test.house

You can report an emergency repair 24 hours a day, seven days a week. When you contact us, please be ready to provide as much detail as you can about the repair and its location.

Emergency Repairs:

Phone:

Email:

Test Asset Management

0203 123 1234

hello@test.co.uk

3. Moving In

When you move into your new home, you must:

1) Register as a customer for services

Call the following services to register as the customer for your home. You will probably need to give the relevant meter reading numbers.

Electricity is provided by EON

For Meters, please contact 0345 123 1234. quoting your Meter No, Meter Reading and Landlords details.

www.eonenergy.com/for-your-home/your-account/register

Water is provided by Test Water

Emergencies, water quality, supply & leak enquiries: 0123 1234 1234

(Mon - Fri 7am to 8pm, Sat - Sun 8am to 4pm. Emergency service operates outside these hours)

Email: meterenquiries@testwater.co.uk

Council Tax – Hastings St Leonards

Town Hall,

Hastings , East Sussex, TN34 1TL

Tel: 0151 123 1234

Web: https://historymap.info/Town_Hall

2) Inspect your new home on entry

Although we make every effort to fully check your home before you move in, it is possible that some things may have been overlooked.

You should check your home, and in particular the following:

- All sanitary ware (bathrooms, sinks etc), including the bath
- All glass
- Wall tiles and splash backs
- Doors and windows, making sure they open and close properly
- Services, making sure they are connected and in working order, including central heating
- Keys, making sure that you have keys to all locks and that they work
- Stop valves and main electrical switches, making sure you know where they are all located

4. Locating Equipment

It is important to familiarise yourself with the location of various items of equipment in your home.

	Item	Location
Heating and Hot Water	<ul style="list-style-type: none">• Hot Water Cylinder• Radiators• Controls - Horstmann Electronic 7	<ul style="list-style-type: none">• Cylinder Cupboard• Throughout• Cylinder Cupboard
Electricity	<ul style="list-style-type: none">• Consumer Unit• Electrical Meter	<ul style="list-style-type: none">• Above the Flat Entrance door, if you are on the fourth floor you can find your consumer unit within the Hall Cupboard• Within Riser Cupboard on floor (4th Floors meters can be found in the 3rd Floor Riser Cupboard)
Water	<ul style="list-style-type: none">• Stop Valve• Water Meter	<ul style="list-style-type: none">• Cylinder Cupboard• Within Riser Cupboard on floor (4th Floors meters can be found in the 3rd Floor Riser Cupboard)
Safety	<ul style="list-style-type: none">• Smoke and Heat Detectors	<ul style="list-style-type: none">• Throughout
Ventilation	<ul style="list-style-type: none">• CME2 Q Plus Live with Humidity Sensor	<ul style="list-style-type: none">• Cylinder Cupboard
Refuse and Recycling	<ul style="list-style-type: none">• Bin stores	<ul style="list-style-type: none">• Car Park

5. About Your Home

Your home has been built by: Test Construction www.testconstruction.co.uk
Defects Period:12 Months

Defects

Please do not contact Test Construction directly. Issues must be reported through the correct channels as below.

Your apartment has already been snagged by the main contractor in conjunction with the developer.

You will be responsible for noting any items you believe require attention on the handover form provided by the Sales Agent (cosmetic items will be attended to at the 12-month end of defects period). The form must be signed by both yourself & the agent. Please note there is only this one opportunity for snagging, and we will forward to the Contractor for their comment/review.

Please note that it is your responsibility to register all appliances with the relevant manufacturer and to activate the warranty. Contact information can be found in Section 2 of the Home User Guide

With regards to the appliances in your kitchen, in the first instance please ensure you have checked these items are working on the day of handover with the agent. If the appliance still does not seem to be working. Please also check safely the electrical points are working and if the appliance is still not working then report the fault to defects@test.house and be sure to include videos and images.They may advise you that product (appliance) faults should be reported through the manufacturer warranty process, or they may arrange for a call out to check the installation However if it is deemed to be user error and the thorough checks mentioned above haven't been followed properly and the appliance is not faulty then the homeowner will be liable for a call out fee.

As an initial check before arranging a call out we recommend you go through Section 11 (Fault Finding) in the Home User Guide as this tables common problems and how to fix them.

Timelines

The Building Contractors defect liability period runs until October 2022. The homeowner must report any new suspected defects following the below procedures. After the defects period, please contact defects@test.house

Priority 1 – to be dealt with within 24 hours

Emergency Repairs

- Required to avoid immediate danger to health and safety of the occupants or to the integrity and safety of the buildings.
- Emergency repairs include complete failure of heating and hot water, lighting or electrical sockets, sanitary appliances, burst pipes and major leaks, forced entry and ceiling collapse

These are to be reported by calling Test Eight on 02034 123 123 when the defect occurs.

Priority 2 – to be dealt with within 28 days

Repairs

- Those required to avoid discomfort and inconvenience to the occupants but not affecting health & safety.
- Repairs include minor problems with toilets, baths, sinks, doors or window sticking, plaster repairs, brickwork, leaking gutters, re-fixing loose fixtures and the like.

These are to be reported to defects@test.house to include photos and videos where possible as and when the defect occurs.

Priority 3 – to be dealt with in October 2022

Cosmetic repairs

- Repairs which have no bearing on the quality of living in the flat.
- These repairs include settlement cracks over 3mm, missing mastic, and the like.

Please note the contractor will not be liable for:

- Problems with any workmanship, materials or appliances that you have brought or added to the property
- Damage caused accidentally, by negligence, abuse or poor maintenance of the property or appliances. This includes blockages caused by inappropriate disposal of waste
- Any cosmetic defects such as scratches, chips or marks that were not reported on the buyer's sales completion snagging list
- Any inconvenience, distress, consequential loss of enjoyment, or income loss caused by remedial works, assuming all reasonable steps have been taken to minimise disruption
- Any problems caused by natural shrinkage (less than 3mm will not be rectified) or condensation

To do this:

- Initially, do not overheat your home, where possible keep the thermostat setting steady at 18-20 degrees
- The windows have trickle vents which should be opened to allow fresh air into your home
- The drying out process will result in the creation of additional moisture in the home. To reduce the risk of condensation, where possible:
- Extractor fans and cooker hoods, where fitted, should be used whenever additional water vapor is being produced i.e., showering, cooking etc
- Wardrobe and cupboard doors should be kept slightly open. Do not overfill or stack against the walls. Items may trap escaping moisture, and this may result in items damaged by damp mould
- Never put wet clothes or shoes in cupboards until completely dry
- If you have excessive moisture in your home for whatever reason, keep windows open where possible to vent this out as quickly as possible or adjust the controls for the ventilation unit
- Avoid regularly drying large amounts of wet clothing inside the home, but again if this is necessary, open the nearest window
- Keep internal doors closed when cooking or washing to prevent steam escaping into other areas of the home

Shrinkage cracks will be filled, repaired and redecorated by the contractor if they exceed 3mm in width and will be dealt with in October of 2022.

Home Buyers Guide (Warranty)

If the property is sold at any time during the insured period, details of the new owner must be provided by the current policy holder in order to re-issue the certificate in the new policy holder's name.

Click to view: [Getting-to-Know-Your-Home](#)

5.1.Kitchen

Your Kitchen comes equipped with:

- Super Matt handle less fitted kitchen units with soft closing cupboard doors
- Inset stainless steel sink with contemporary chrome taps
- Bosch electric fan assisted oven and hob
- Integrated fridge and space for a washer/dryer
- Marble effect splashback
- Chrome electric points above worktops
- Under pelmet low energy lighting to wall units

Area	Manufacturer	Specification
Kitchen Units	<ul style="list-style-type: none"> • Howdens • Howdens • Howdens • Howdens 	<ul style="list-style-type: none"> • Clerkenwell Super Matt Charcoal/White Product code: CMA5 • RKC8 - White Carcase Wall units in all Flats • Worktop -White Marble Effect Compact Laminate 12mm • Product Code WOK2160 • Splashback - White Marble Effect Backboard Product code WOK2197
Kitchen Floor	<ul style="list-style-type: none"> • Quick Step Floor Designers 	<ul style="list-style-type: none"> • Quickstep Creo CR3182 Virginia Oak Natural
Hob	<ul style="list-style-type: none"> • Bosch 	<ul style="list-style-type: none"> • Hob HAP1674
Built in Oven	<ul style="list-style-type: none"> • Bosch 	<ul style="list-style-type: none"> • Oven HBH3401
Extractor Hood	<ul style="list-style-type: none"> • Zanussi 	<ul style="list-style-type: none"> • Oven HBH3401
Fridge Freezer	<ul style="list-style-type: none"> • Lamona 	<ul style="list-style-type: none"> • Dishwasher 450mm LAM8304

*Washer/Dryer to be supplied and installed by the resident. We would recommend you measure the space provided for the washer dryer before purchasing

5.2. Bathrooms

Bathrooms	Shower rooms
<ul style="list-style-type: none">• Modern white sanitaryware with• high quality chrome taps• Bath with shower mixer and clear glass side panel• Expansive wall mirror• Integrated storage cupboards• Large porcelain wall and floor tiles• Heated towel rail	<ul style="list-style-type: none">• Modern white sanitaryware with• high quality chrome taps• Shower with sliding doors and large tray• Expansive wall mirror• Integrated storage cupboards• Large porcelain wall and floor tiles• Heated towel rail• Back to wall WC with soft close seat and dual push button flush

Bathroom Floor & Wall Tiles	Manufacturer	Specifications
	Minoli	Minoli Evolution Marvel Carrera - col Matt VC03277

5.2.1 Bathroom Sanitary-ware

Item	Description	Product code
Bath	Girona Super strong Bath and Feet 1700x1700	92400
Bath Waste	Bath Overflow Filler and Sprung Waste (WA89)	21048
Bath Panel	Nala Wooden Front Bath Panel – Gloss White 1800	17045
Basin	Eiffel Semi Recessed Basin	69879
WC Pan	Eiffel Back to Wall Pan	805454
WC Seat	Eiffel Slim Toilet Seat	698889
WC Cistern	Eiffel Slim Toilet Seat	80602
Shower Kit	Florence Sliding Door 1200	12765
Basin Mixer	Zane Basin Mono Chrome Inc Waste	69907
Shower Trays	1200x700 Rectangular Shower Tray	12874
Shower Rail Set	Nimes Square Slide Rail Kit (SR34)	12576

5.3 Bedroom

Bedroom Floor	Manufacturer	Specifications
	Girona Super strong Bath and Feet 1700x1700	92400

5.4 Paint Finishes

Area	Paint	Colour
Ceilings	Johnstone's Covaplus Vinyl Matt	Pure Brilliant White
Walls	Johnstone's Covaplus Vinyl Matt	Pure Brilliant White
Skirting, Door & Frames, Window Boards	Johnstones Aqua Satin	Pure Brilliant White
Bathroom Ceilings	Johnstone's Covaplus Vinyl Matt	Pure Brilliant White
Bathroom Ceilings	Johnstone's Covaplus Vinyl Matt	Pure Brilliant White

5.5 Windows and Doors

5.5.1 Access Control

Your Home is equipped with a Door Entry System

Specification can be found in Section 12- Technical Literature



5.6 Heating and Hot Water

Type of Heating

Thermostatically controlled radiators

Type of Hot Water

Electric HWS cylinders

How To:

Turn the heating on



The VITRA has in built Wi-Fi connectivity. The heater will connect directly to the user's Wi-Fi network. Enabling simple and intuitive control over the heater through a smart phone App.

The APP is free download and is available on the Google Play and App stores. Search SolAire WIFI IQ.

The VITRA can be operated manually. There is a control panel on the front of the heater where the thermostat can be adjusted.

Detailed Instructions cab be found in Section 12 – Technical Literature

Turn the heating off

Turn the hot water on



This is on demand when hot water is needed.

Turn the hot water off

This should not be turned off unless for maintenance purposes

How To:

Set the timer/
programmer



The Horstmann Electronic 7 Water Heater Controller has been especially developed to control the immersion heater as economically and conveniently as possible.

During the night, water in the tank will be heated by cheap night-rate electricity, ensuring a tank of hot water is available for the morning.

Depending on the size of the tank and usage of hot water, this will usually last a day; however, if required, more hot water can be heated at any time by using the 'boost' button which switches on the immersion heater for one hour.

Alternatively, if it is known that extra hot water will be required every day, the 'boost' element (in the tank) can be programmed so that it will heat only a small part of your tank. This is normally the upper element in the tank and can be programmed to come on once each day at a set time.

Some tariffs offer additional cheaper electricity periods during the daytime; the Electronic 7 has extra off-peak switching periods available to accommodate this.

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If your heating or hot water are not functioning correctly, consult the instruction manual in your home to ensure that the system is being operated correctly. If the problem continues, please contact defects@test.house

5.7 Smoke and Heat Alarms

Your apartment is supplied with two or more mains operated, self-contained smoke and/or heat detector and alarm sounders, BS5839 Part 6:2004, to comply with the requirements of Part B1 of the Building Regulations. The detectors are positioned in all habitable rooms and they are manufactured by Firex.



All of the apartments in the building have an open plan arrangement (i.e., no internal fire separation) which is classed as Category D LD1 detection. Therefore, all rooms except bathrooms are provided with a mains power smoke/heat detector alarm. All units within the flats are linked and will be activated if any of the detectors are initiated.

The detectors are complete with integral trickle charge and built-in indicator lights. They are permanently wired from their own MCB. Cables are LSF insulated and sheathed.

The alarms are wired together such that activation of one alarm will cause all sounders to operate, in the apartment.

Evacuation

On discovering a fire, it is a duty of every person to sound the nearest fire alarm.

The residential areas shall operate a “defend in place” evacuation philosophy whereby only the occupants in fire-affected flat shall evacuate. This approach reflects the high degree of compartmentation within the building and minimises the effect of false alarms.

The Fire Service is responsible for the evacuation of any other areas beyond the flat of fire origin.

The detection and alarm system are configured to support this strategy.

There is a sprinkler system in the building, which will operate automatically should a fire break out.

Only occupants within the communal areas should evacuate in the event of a fire. Should this occur, leave the building by the nearest exit. If you are above the ground floor, use your nearest staircase. **DO NOT USE THE LIFT.**

5.8. Service Points

5.8.1 Electricity

Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work. Battery operated detectors can be purchased from DIY stores. Also be careful when digging in the garden in case there are cables or pipes buried near the surface. The meter belongs to the electricity supply company and must not be tampered with.

The electrical circuits in your home are protected by a residual current device (RCD). If there is an earth fault caused by the connection of faulty appliances or damage to circuit cables, the RCD will operate. If the RCD operates, remove all appliances from the socket outlets, and reconnect the RCD by pushing the switch to the on position. If the RCD holds, reconnect the appliances previously connected one at a time. The faulty appliance will cause the RCD to break again. If the RCD fails to hold with no appliances connected, contact defects@test.house

Each electrical circuit in your home is also protected by a miniature circuit breaker (MCB), and to identify the circuits, each is labelled inside the lid of the consumer unit. These operate where the circuit is overloaded. Switching the main switch on the consumer unit to off will isolate the electrical supply to your home.



If a circuit is overloaded, a faulty piece of electrical equipment is used or there is damage to a cable, the circuit will switch off. If it is not known why there was a short circuit, switch the MCB back to on. If the switch will not stay on, you should establish if there is a faulty appliance by removing each one, one at a time, and switching the MCB back on after each.

The MCB may also operate if a bulb blows, insert a correctly rated bulb and reset the MCB.

If the MCB will not stay on, and you cannot find the fault, please contact Eight Asset Management 02034 885 335

5.8.2 Water

Water is supplied to a central tank and pumped through the building to the flats. As it enters your home, its flow is controlled by the main stop valve which is in the cylinder cupboard. This allows the supply to be cut-off for maintenance or in an emergency.

Stop Valve



Stop valves allow you to shut off sections of the water system if there is a leak or if you need to change a washer or make alterations. It is a good idea to label your stop valves to remind yourself of their function. All stop valves should be kept easily accessible and operated at least once a year to keep them in good working order.

If waste is not emptying down the drains easily, and you suspect a blockage, and the property is within the defects period please call Eight Asset Management. If the property is out of the defects period, you will need to appoint a qualified contractor to remedy the problem.

Water supply pipes have been provided for a washing machine. Normally, the pipes end with simple lever operated valves to make the connection to your appliance straightforward.

Drain valves enable the water system to be emptied of water. Water systems must not be drained until all forms of water heater have been switched off. If in doubt, call the Manufacturer.

If waste is not emptying down the drains easily, and you suspect a blockage, carry out checks & use a sink/bath 'un-blocker' before reporting as a defect. Blocked WCs are rarely a defect but due to un-flushable items being flushed away such as baby/face wipes, kitchen roll etc. If you raise a WC blockage as a defect and the contractor provides proof of misuse, you will be liable for a call-out charge. If the property is out of the defects period, you will need to appoint a qualified contractor to remedy the problem.

5.8.3 Telephone

Telephone points have been supplied in your living room and bedrooms. To connect, you will need to contact a telecommunications company such as British Telecom.

5.8.4 Television/Satellite Installation

Television aerial points have been supplied in your living room and may have been provided in the master bedroom.

If you live in a communal block of properties, we will have installed a communal TV system.

We have provided a Deta TV/SAT/DAB Socket to the living room



Communal Integrated Reception System (IRS) – this system includes a communal satellite dish, digital aerial and radio aerial and allows you to receive analogue, digital or satellite programming and FM and Digital Audio Broadcast (DAB) radio.

To receive television broadcast with analogue signal, plug your television into the aerial sockets provided. To receive digital broadcasts, you will need to use a set top digital box along with your television or use a digital television. Many channels are available with no ongoing subscription (Freeview), just the initial purchase of the digital box or television.

To receive satellite programmes, you need to contact a satellite supplier to purchase the satellite box and card. You will not need a separate satellite dish but can plug into the socket provided.

To receive FM or DAB radio, plug the appropriate appliance into the socket provided.

5.8.5. Fibre Network

The optical network termination for the fibre and broadband router is located in the Cylinder cupboard

5.8.6 Ventilation

Your home may have features to help ventilate the property:

- Trickle vents in windows should always be opened when a room is being occupied, and if bathing, cooking, washing up or drying clothes, open windows too. Extractor fans should also be used when bathing, cooking, or drying clothes.
- Your home is provided with Extract fans to the Bathroom and Kitchen which runs continually on trickle mode.
- The Bathroom Extract speed will also automatically boost once the bathroom lights have been switched on. These provide continuous background ventilation 24 hours a day. Do not switch them off. The fans also switch to boost mode when lighting is switched on
- Remember never to cover air vents.

More information about ventilation is provided in the Looking after your new home section.

5.8.7. Parking

Allocated as purchase only

5.8.8. Lift Capacity

The lift capacity is 8 persons. Do not use the lift to evacuate the building in case of emergency.

DO NOT HOLD THE LIFT DOORS OPEN BY JAMMING THE DOOR – PLEASE USE THE BUTTON ON THE LIFT PANEL – FAILURE TO DO THIS WILL CAUSE A FAULT AND THE LIFT WILL BE OUT OF OPERATION UNTIL REPAIRED

5.8.9. Post Collection Points

- Letters - Each flat has its own dedicated letter box located in the Rear Entrance Lobby area.
- Keys will be provided on sales completion.
- The Post Office have been informed of the main entrance entry code and they will deliver letters direct to your post box.

5.8.10. Bin/Cycle Store

The entrance code for the Bin/Cycle store is set at C2102

6. Local Amenities and Public Transport

Emergency Info

The following local amenities are available:

Emergency Info

A & E Info and Minor Injuries Clinic	East Surrey Hospital Emergency Room Canada Ave, Redhill RH1 5RH T: 01737768511 W: www.surreyandsussex.nhs.uk
Fire Station	In an Emergency Dial 999
Police Station	In an Emergency Dial 999
Minor injuries Clinic	Holmhurst Medical Centre 12 Thornton Side, Redhill RH1 2NP T: 01737647070 W: www.holmhurstmedicalcentre.nhs.uk

The following local amenities are available:

Amenity	Address
Food Shop	<ul style="list-style-type: none"> • Sainsbury's - London Rd, Redhill RH1 1NN, T: 01737763212 • Morrisons - 22-32 Bell St, Reigate RH2 7BA, T: 01737226218 • Tesco Express - 73 Canalside, Redhill RH1 2NH, T: 03456719369
Postal Facilities	Redhill Post Office, 5 The Belfry, High Street Surrey, Redhill RH1 1SA
Bank/ cash points	<ul style="list-style-type: none"> • NatWest - 39 Station Rd, Redhill RH1 1QN • Lloyds Bank - 1 London Rd, Redhill RH1 1ND • Barclays Bank - 80, 84 Station Rd, Redhill RH1 1PW • Santander - 9 Warwick Quadrant, London Rd, Redhill RH1 1NN • Sainsbury's Bank ATM - London Rd, Redhill RH1 1NN
Pharmacy	<ul style="list-style-type: none"> • Boots - 33 Station Rd, Redhill RH1 1QH • Dolman T H Pharmacy - 9 Linkfield Corner, Redhill RH1 1BD
Schools	<ul style="list-style-type: none"> • St Matthew's Pre-School - 71 Station Rd, Redhill RH1 1DL • The Warwick School - Noke Dr, Redhill RH1 4AD • St Matthew's CofE Primary School - 17 Linkfield Ln, Redhill RH1 1JF • St Josephs Catholic Primary School - 40 Linkfield Ln, Redhill RH1 1DU • St Bede's School - 64 Carlton Rd, Redhill RH1 2LQ
Medical Centres	<ul style="list-style-type: none"> • Holmhurst Medical Centre - 12 Thornton Side, Redhill RH1 2NP
Dentists	<ul style="list-style-type: none"> • Granville House Dental Care Practice - 91 Station Rd, Redhill RH1 1DW • Cherry Trees Dental Practice - 103 Station Rd, Redhill RH1 1DW • Lowcroft Dental Surgeries Ltd - 37 Redstone Hill, Redhill RH1 4AW

The following local amenities are available:

Leisure Centres	<ul style="list-style-type: none">• Donyngs Leisure Centre - Linkfield Ln, Redhill RH1 1DP
Community Centres	<ul style="list-style-type: none">• Redhill Youth & Community Centre - Redhill RH1 3FW• The Colman Redland Community Centre - Croydon Rd, Reigate RH2 0NA
Places of Worship	<ul style="list-style-type: none">• St Matthew's Church - 71 Station Rd, Redhill RH1 1DL• Masjid Al Yaqeen - 28 Warwick Rd, Redhill RH1 1BU• Sutton & District United Synagogue - 14 Cedar Rd, Sutton SM2 5DA• Redhill Baptist Church - Hatchlands Rd, Redhill RH1 6AE
Children's Play Areas	<ul style="list-style-type: none">• Wacky Kingdom Soft Play Centre - Upper Mall, The Belfry, Redhill RH1 1SE
Outdoor open access public areas	<ul style="list-style-type: none">• Redhill Memorial Park - 65 London Rd, Redhill RH1 2JF
Public houses	<ul style="list-style-type: none">• The Hatch - 44 Hatchlands Rd, Redhill RH1 6AT• The Garland Public House - 5 Brighton Rd, Redhill RH1 6PP• The Garibaldi - 29 Mill St, Redhill RH1 6PA
Places of interest/ cultural value	<ul style="list-style-type: none">• Redhill Aerodrome Museum - South Nutfield, Redhill RH1 5JY
Areas of beauty/ wildlife/ conservation	<ul style="list-style-type: none">• Woodlands Green - Woodlands Rd, Redhill RH1 6HA

Contact your local authority for more information about local amenities.

Check local newspapers for information about local events, farmers markets or services, such as organic food basket schemes.

Public transport available locally:

Local Bus Stops	<ul style="list-style-type: none">• Sation Road
Local train/ tube stations	<ul style="list-style-type: none">• Redhill, Redhill RH1 1RB• Web: www.southernrailway.com/travel-information/plan-your-journey/station-information/stations/redhill
Local car parks	<ul style="list-style-type: none">• The Belfry Car Park, St Matthew's Rd, Redhill RH1 1PQ• Web: www.redhillbelfry.co.uk/about-us/parking/
Park and ride	<ul style="list-style-type: none">• Guildford Park and Ride, Guildford GU4 7AA
Local car sharing schemes	<ul style="list-style-type: none">• Enterprise Car Club, Warwick Rd, Redhill RH1 1BU• T: +443452669290• W: www.enterprisecarclub.co.uk

To find out how to travel to local amenities using public transport, please use the maps and timetables provided and the information below:

For more information about transport, contact the following organisations or your local authority:

National Travel line

Telephone: 0870 608 2 608
Website: www.traveline.org.uk

National Rail

Telephone: 08457 48 49 50 OR
Text phone: 0845 60 50 600
Website: www.nationalrail.co.uk

Sustrans (sustainable transport, cycle storage, safe routes to school and cycle networks)

Telephone: 0845 113 00 65
Website: www.sustrans.org.uk

National Park and Ride

Website: www.parkandride.net

7. Looking After Your New Home

Your home is part of a refurbished building and as such, although constructed to meet building regulations, the insulation properties may not be as high as those in a new build development

7.1. Shrinkage

Homes built today benefit from many improvements in design and construction, but all new homes still need special treatment for the first few months. This is because concrete, bricks, timber, plaster and other materials all absorb water during construction and need time to dry out gradually. As the home is lived in and heated, timber and plaster will shrink, causing small cracks. Shrinkage cracks are not structurally important and can be permanently cured with normal re-decoration. You may not be able to feel this excess moisture, and it will not do you any harm, but it does need to evaporate slowly and be ventilated away

Shrinkage can be kept to a minimum by:

- Maintaining a reasonably even temperature – try to use the central heating sparingly at first so that the building structure warms up and dries out gradually. This will save fuel too.
- Ventilating the evaporated moisture away – leave windows, or at least the trickle vents (the slotted vents in the window frame), open for as long as possible each day; and leave internal doors and doors of built-in cupboards open a few inches to encourage air circulation.

Any large cracks (wider than 3mm) will be filled and repainted after end of defects period has been completed. Please do not wallpaper your walls until you have been living in your home for at least a year, as the contractor will only repaint areas with large cracks. If you wish to repaint before this work is done, it is best to keep a small amount of paint.

Any smaller cracks will be your responsibility to fill and re-paint.

7.2. Efflorescence

Another consequence of drying out may be the appearance of a white, chalky deposit on the inside or outside of walls – this is called 'efflorescence'.

Efflorescence is caused by natural salts coming out of the wall materials and is quite normal. Salts on external walls will eventually disappear; those on internal walls can be brushed or wiped away.

If efflorescence persists internally, it may indicate a water leak. In this case, you should report this to defects@test.house if your property is within the defects period. If your property is out of the defects period, you will need to appoint a qualified contractor to remedy the problem.

7.3. Ventilation

Ventilation is the supply of 'fresh' outdoor air into a building and the removal of stale air from a building. It is required:

- To remove bad odours and pollutants
- To prevent condensation from becoming a problem
- For comfort in the summer months

Some ventilation is always required to remove some of the moisture that is produced all of the time, for example by people's breath. Extra ventilation is also needed when cooking, washing up, bathing, showering and drying clothes. Windows should be opened, and extractor fans used.

Extractor fans should be kept clean to avoid the build-up of dust and to ensure that they are able to run freely.

Remember that ventilation points, such as air vents in the loft or air bricks around the property should never be blocked.

7.4. Condensation and Mould

Condensation is steam or vapour that has turned back to water on contact with cold surfaces. Mould can form on walls or ceilings as a result of excess steam or vapour.

Condensation and mould can damage clothes, bedding, floor coverings, decorations and the home itself if allowed to persist. Next to shrinkage, condensation and mould are the most common problems in new homes. Once materials have dried out, you should no longer experience condensation or mould in a modern, heated and well insulated home. However, normal daily activities produce a great deal of water vapour that may cause condensation or mould.

To help reduce condensation and mould. Produce less moisture:

- **Cooking** - Cover pans and do not leave kettles boiling.
- **Heating** - Do not use portable gas heaters instead of the normal heating system provided in the property. These supplementary heaters produce a lot of water vapour when they burn.
- **Drying/Washing clothes** - If you have a dryer, it must be a self-condensing type. Try not dry wet clothes on radiators. If you have to dry inside ventilate the room, wipe away excess water on windows whilst drying windows and reveals.

Ventilate Moisture Away - Keep the slot or trickle ventilators at the top of windows open when rooms are occupied, and open windows and use extractor fans when cooking, bathing, washing up and drying clothes.

Stop Moisture Spreading - Keep kitchen and bathroom doors closed when cooking, washing up, bathing and drying clothes; open windows or use extractor fans in these rooms also.

Heating

Homes where the heating is switched off all day are more likely to suffer from condensation problems than those which are continually occupied with the heating on. This is because normal activities such as washing or cooking are carried out in the evening when the home has not been heated for a long period.

You can control your heating through your phone so that the home is warm by the time you return home in the evening. Please refer to Section 12 – Technical Literature

Windows

Your home has double glazed windows which are unlikely to suffer from surface condensation except perhaps temporarily in kitchens and bathrooms. If you follow the advice provided about ventilation condensation is less likely, but if it does occur on window glass, it is best to wipe it up.

If you have double glazing, there should never be misting between the panes of glass. If there is misting contact: defects@test.house . If your property is out of the defects period, you will need to appoint a contractor to remedy the problem.

8. Cleaning and Maintenance

Summary Guide

If your home has any of the following features, the following should be used as a guide for cleaning and maintenance.

	Item	Location	Cleaning/ Maintenance	Recommended Frequency
Floors	Glazed tiles	Bathroom	Wash with warm water and weak detergent. Rinse with clean water and polish with soft cloth	Weekly
	Vinyl Sheet flooring	Cylinder Cupboard	Refer to Section 12 - Technical Literature	Weekly /Daily
	Laminate and Carpet	Kitchen/ living areas Bedroom	Refer to Section 12 - Technical Literature	Weekly /Daily
Walls	Glazed Tiles	WC's, Bathrooms and Kitchens	Wash with warm water and weak detergent. Rinse with clean water and polish with soft cloth	Weekly
	Emulsion Paint	All Rooms	Wash with warm water and weak detergent. Rinse with clean water.	Monthly
Ceilings	Emulsion Paint	All Rooms	Dust	Weekly

	Item	Location	Cleaning/ Maintenance	Recommended Frequency
Sanitary Fittings	WC's, Wash Basin, Bath	WC's Bathroom	Clean with recommended liquid cleaner. Do not use a scourer	Weekly
	Shower / Bath Screen	Bathroom	Hand wash with warm water and mild detergent. Rinse with clean water	Monthly
Glass	Windows	All Rooms	Wash down with warm water and weak detergent. Rinse with clean water	Monthly
Woodwork		All Rooms	Wash down with warm water and weak detergent. Rinse with clean water	Monthly
Ironmongery		All Rooms	Clean with warm soapy water applied with a cloth or leather. Dry and polish with a soft dry cloth	Monthly

9. Construction, Safety & Improvements to your Home

There are many types of construction. Your home is a refurbished building

Do not forget that your home is designed as an integrated load-bearing structure so, if you want to make an alteration, contact:
defects@test.house

Any repairs or maintenance required during the defects period should be reported to Customer Services as soon as possible. If your property is out of the defects period consult your lease to check which repairs and maintenance works you are responsible for. You will need to appoint a qualified contractor to carry out any repairs for which you are responsible.

Please contact defects@test.house for approval if you would like to make any improvements. Any damage caused will be your responsibility to make good.

9.1. Internal Walls

Internal walls between rooms in your home could be built in block work or from timber or metal framing. Block work walls can be finished in plaster or plasterboard dry lining. Timber framed walls are generally finished in plasterboard.

It is not uncommon for some internal walls to be load bearing, so do not remove them or make alterations to them without consulting your lease & a qualified contractor.

External walls to the perimeter of the apartments are all fire rated & care should be taken not to interfere with them without professional advice

9.2. Wall Fixings

Very light items can be fixed to all kinds of wall by using adhesives to the manufacturer's instructions, but be careful. The adhesion normally must be to the paint which covers the walls and the bond can be no stronger than the adhesion of the paint to the wall.

It is possible that walls dividing rooms may be timber or metal framed partitions with plasterboard on vertical 'studs'. Making several trial holes through the plasterboard with a bradawl or very small drill bit will reveal the position of the timber or metal frame or whether there is a masonry wall close behind. Otherwise, walls will be of plastered masonry.

If in doubt, use a battery-operated timber stud detector. Some models can also detect electric cables and pipe work. These are available to buy at DIY stores.

Be careful when nailing or drilling into walls and ceilings to avoid contact with any pipes or electric cables that may lie beneath the surface. These cables usually rise vertically from the switch or socket location.

To make a fixing in a plastered masonry wall, drill a hole through the plaster into the masonry, insert a proprietary wall plug, screw through the article to be fixed into the plug. The plug, screw and the masonry drill should all be compatible.

Fixing to a dry lined wall is done in much the same way as fixing to a solid wall but the fixing device must cross the small cavity behind the plasterboard and penetrate well into the solid wall behind. Suitable proprietary fixing devices are available.

For heavy weights such bookshelves, you should find the timber or metal frame behind the plasterboard, as explained above, and screw into that. If the frame is not in a suitable place, it may be necessary to spread the load by screwing a piece of wood into and across two studs and fixing into that.

9.3. Separating Walls

Walls used to separate flats are designed to provide an effective sound and fire barrier.

Please do not perforate these walls without professional advice as the sound resisting qualities of the wall may be diminished for both yourself and your neighbour.

9.4. Electrics

Electrical work should only be undertaken by a 'qualified' person. Be careful when nailing or drilling into walls or ceilings to avoid cables and pipe work. Battery operated detectors can be purchased from DIY stores.

Please consult your lease to check which repairs and maintenance are your responsibility. All repairs must be carried out by a qualified and approved contractor.

Do not run telephone or data cables too close to main wiring circuits and avoid contact between wiring and certain materials, in particular polystyrene insulation. Do not lay insulation over cables where cables have been selected without this possibility in mind. Only replace outdoor sockets with fittings designed for outdoor use.

Sockets should not be overloaded using multiple adaptors, and you should check with a Qualified and approved contractor before replacing existing switches etc, as this may not be appropriate for some switches or extra accessories may be required.

Combustible material should be kept away from concentrated sources of heat, such as from spotlights fitted into cabinets.

9.5. Floors

The floor in your new home is part of the existing floor of the building prior to refurbishment, and as such may occasionally creak as you walk across the floor. This has no impact on the performance of your new home

Ground floors on the ground or built as a suspended floor with airspace beneath. Suspended floors are made either of timber or concrete. Both are common.

Always check for buried pipes and cables with a detector before drilling into floors.

9.6. Doors

Many doors are made with a thin facing of compressed board or plywood on a skeletal honeycomb core within a timber frame. Items such as coat hooks can be fixed to these doors with the same sort of cavity devices that are used for fixing to plasterboard. However, make sure that the door thickness will accommodate the plug or toggle fitting when inserted and fully tightened.

9.7. Ceilings

Ceilings are usually of the same basic construction as metal framed partition walls.

Heavy weights should not be suspended from the ceiling.

Do not perforate the ceiling as it provides sound and fire separation protection.

9.8. Windows

Your property will have double glazed windows. Replacement of a double-glazing unit should be done by a specialist. Do not drill or nail into window frames.

9.9. Internal Decorations

9.9.1. Walls and Ceilings

The builder will have painted the walls of your home with a light paint which lets moisture work itself out during the drying period. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, after the 12-month defects period and after walls have dried out. When you redecorate, use a filler to make good any minor gaps and plaster cracks which have arisen from normal drying-out and shrinkage.

When you redecorate ceilings, wash and lightly brush them before painting. Then, use one or two coats of emulsion. Never apply water to these ceilings until after they have been painted - the texture may be spoilt if you do.

9.9.2. Woodwork

New woodwork absorbs a lot of paint or stain so the first painting of a home may not give as good a finish as later repainting.

9.9.3. Ironmongery

Try not to paint hinges on doors and windows - this prevents them working efficiently.

Use an aerosol release spray to ease stiff hinges. This will also stop squeaks.

9.10. Fuel bills

The following can help you minimise your fuel bills:

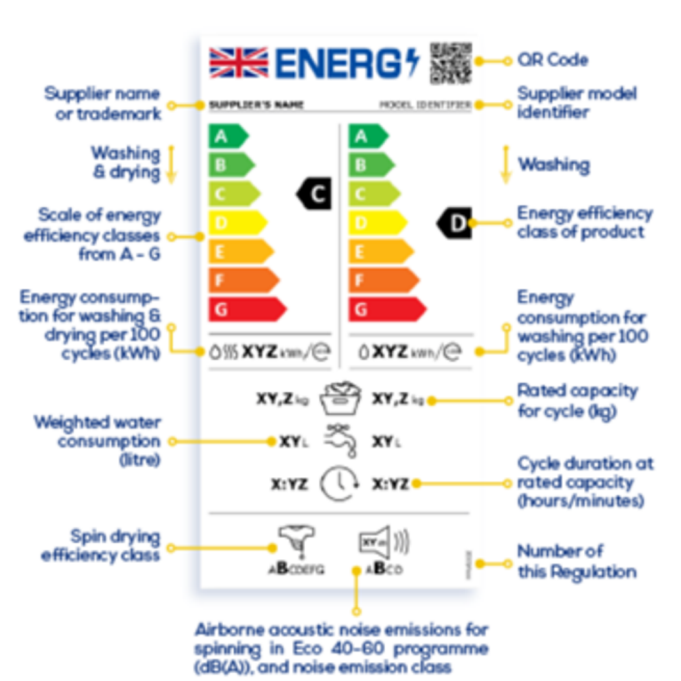
- Set the Radiators at the lowest possible temperature without feeling uncomfortable. Most people find a setting of 19°C (65F°) is warm enough when they first move into a centrally heated home. You will probably need to experiment to find the right setting for you but turning down the heating by 1°C can reduce your fuel bills by up to 10%.
- Turn your thermostatic radiator valves down to the lowest setting that is comfortable. Vary the settings for the time of year and for what you are doing. In the autumn and spring, you can save money by using heating only when it is really necessary. When you are working about the home, you will not need the same temperature as when you are sitting watching television. But remember, older people and young children need more heat.
- Heavy or lined curtains drawn over the windows are effective insulation. The sooner you draw the curtains in the evening, the more heat you will save. If curtains hang in front of radiators, much of the heat will go out of the window and not into the room.
- There is no need to constantly heat unused rooms. Turn radiators off or down to a minimum. No harm will be done providing the temperature does not fall below about 10°C (50°F). You can always air and heat the unused rooms occasionally to prevent them becoming damp. Choose a warm dry day for this. Otherwise keep the room doors closed.
- Lights, cooking appliances, etc. should be turned off as soon as they are not needed. Do not boil more water in your kettle than is necessary for what you need, but using electric kettles are cheaper than using cooker rings for boiling water.
- Do not keep TV, video and hi-fi equipment on standby for long periods, or mobile phone chargers in the sockets - the small amount of electricity used mounts up.
- Match pan and ring sizes when cooking and make full use of dual rings. Try cooking more than one vegetable in one pan – special segmented pans are available. Pressure cookers can save electricity when used for complete meals. Wherever possible, fill the oven to capacity; if you have a freezer cook more than your immediate requirements and freeze the rest for later.

The 'energy saving recommended' logo appears on a wide range of products including fridges, freezers, dishwashers, washing machines, tumble dryers, light bulbs, light fittings, gas boilers and heating controls. There is an online database available on the Energy Savings Trust website (www.est.org.uk) which tells you exactly what is available with full product and manufacturer's details. You can search using product type, brand and even model number.

- Along with the 'energy saving recommended' stickers, certain products must also have a European Union energy label, rating them for their energy efficiency.
- The label rates products from A (the most efficient/ least energy used), down to G (the least efficient/ most energy used). Ratings also go up to A++ for refrigeration. By law, the label must be shown on all refrigeration and laundry appliances, dishwashers, electric ovens and light bulb packaging.

Washing Machines & Washer Dryers

More than 55% of washing machines placed on the EU market are ranked A+++ on the label, making it difficult to differentiate between products.

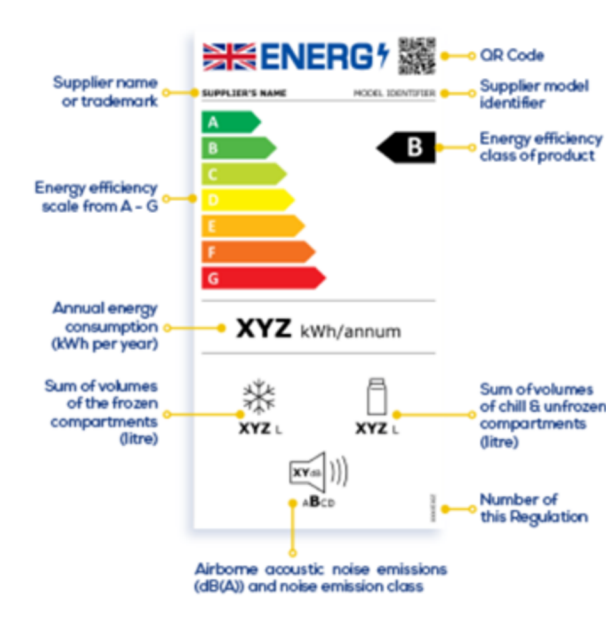


How will the changes help?

- **Fairer Rules** - Which will be enforced through more realistic calculations.
- **Water Saving** - 711 million m³ of water by 2030.
- **Energy Saving** - 2.5TWh of electricity per year by 2030.
- **Household Savings** - European households will save an average of €130 in electricity over the lifetime of their new washing machine.

Fridges and Freezers

Half of domestic refrigeration appliances placed on the market in 2014 could claim one of the top two energy ratings (A++ or A+++).

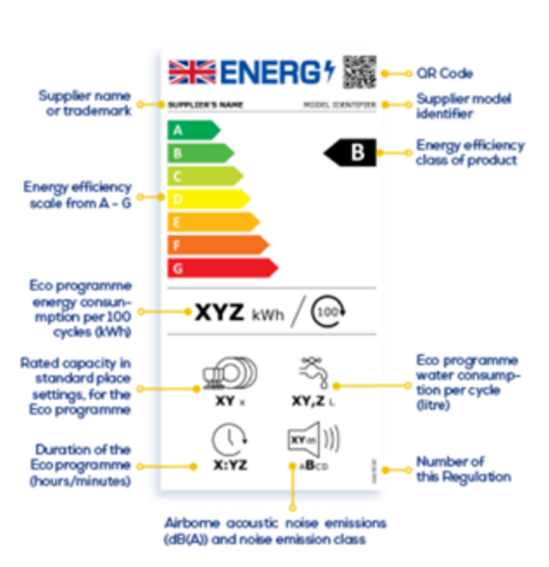


How will the changes help?

- **Fairer Rules** - Which will be enforced through more realistic calculations.
- **Energy Saving** - 10TWh of electricity per year by 2030.
- **Household Savings** - European households will save an average of €100 in electricity over the lifetime of their new fridge or freezer.

Dishwashers

More than 60% of dishwashers placed on the EU market ranked A+++ or A++ on the label, making it difficult to differentiate between products.



How will the changes help?

- **Fairer Rules** - Which will be enforced through more realistic calculations.
- **Water Saving** - 1.6 million m³ of water by 2030.
- **Energy Saving** - 2.1TWh of electricity per year by 2030.

Household Savings - European households will save an average of €60 in electricity over the lifetime of their new dishwasher.

You can work out the average annual running cost (and therefore savings compared to a less efficient appliance) by multiplying the kilowatt per hour consumption figure by 7.9 pence (the average cost per unit of electricity). For example:

	OLD APPLIANCE	NEW APPLIANCE
Energy consumption in KWh/year	500	300
Annual running cost at 7.9p per KWh	£40	£24
Saving		£16

Actual savings will always depend on how you use an appliance and how much you pay for your electricity.

Laundry and dishwashing labels have ratings for washing, spin and/ or drying performance. The ratings are in the A-G indicator format, like those used for overall energy ratings.

These ratings are based on standard industry tests, and the test cycle used is on the label. An 'A' rating is best.

A washing machine with good spin-drying scores will save money and time on tumble drying.

A range on information may be provided here, depending on the product. This is to help you choose the best product for you. For example, you may prefer a washer with lower water consumption, especially if your water supply is metered.

The label does not have to provide information about the noise an appliance generates, but this can be used to help you choose the quietest model. A lower number means that the appliance produces less noise.

If the label does not show the noise the appliance produces, check the brochure for the product.

9.11. Water Bills

The following can help to save water in the home:

- Vegetables and fruit should be washed in a bowl rather than under a running tap and the leftover water can be used for watering house plants. Fix any dripping taps.
- Use the minimum amount of water required when you boil water in saucepans and kettles; that way you will save energy as well as water.
- Try keeping a bottle or jug of water in the fridge instead of running taps until the water runs cold.
- If you are purchasing white goods such as washing machines or dishwashers, consider buying a product with an 'energy saving recommended' sticker. Half-load programmes on dishwashers and washing machines use more than half the water and energy of a full load. Therefore, wait until you have a full load before switching the machine on.
- Try not to leave the tap running while you brush your teeth, shave, or wash your hands, as this can waste up to 5 litres of water per minute.
- A 5-minute shower uses about a third of the water of a bath. But remember that power showers can use more water than a bath in less than 5 minutes. If you do have a bath, do not fill it fuller than you need.
- Cotton wool and tissues should be put in a waste bin rather than flushed down the toilet.
- Dripping taps can waste up to 4 litres of water a day. Replace worn tap washers for a quick and cheap way of saving water.
- Burst water pipes can cause serious damage as well as wastewater. Ensure your water pipes and external taps are lagged in time for the cold winter months.

10. Home Security

Tips from the Police

- The Building Owner/Management Company insures the structure of the building. Make sure that the contents of your home are adequately insured against fire and theft and that any terms about declaring valuable items etc. are complied with.
- Whenever you leave your home - even to visit a neighbour for a short time - make sure that all doors and windows, including those in garages and sheds, are securely locked.
- If your front door can be locked by a key from the inside, make sure you have a spare key in a convenient place near the front door so that you can get out quickly in an emergency.
- Do not leave a window, even an upper storey window, open for a pet. If a cat can get through a window, a burglar probably can as well.

When You Are Away

When you are away from the home, try to make it look occupied.

- Leave the lights on in the evening (but not just hall or landing lights). Get a neighbour to come in and switch them on or use an automatic time switch.
- Remember to cancel papers, milk, and other regular deliveries before going on holiday.
- Never leave valuable and easily transportable items like video units or car keys where they can be seen by looking through a window. The temptation may prove too much for a passing burglar.
- Hide small valuable items like jewellery or take them to your bank before going on holiday.

11. Fault Finding

The following checklists can be used to analyse faults that could arise with the equipment in your apartment. Experience of maintaining the various equipment and the level of expertise of personnel involved will ultimately take precedence over these guidance notes.

The following items should be considered when consulting fault tracing charts:

- The charts assume that the mechanical and associated electrical services to which they refer have been commissioned properly and run without significant faults for a reasonable period since the commissioning stage, i.e., the design settings were initially correct and plant is of the correct size for its application
- Repeated faults during the initial warranty period should be relayed to the installer for attention/rectification
- Plant settings should not be altered as balance of the complete system(s) can be affected, resulting in a costly re-balancing operation. Re-balancing/commissioning should only be carried out by competent engineers.
- The fault-finding tables have been prepared in a logical sequence, with the most likely faults first, progressing to the least likely problems
- Always approach a problem with an open mind and be logical in your procedure
- All problems and materials used should be entered in a logbook. This will assist greatly with future planning and cost budget exercises.
- The implementation of preventative maintenance tasks can significantly help to reduce any nuisance troubleshooting problems occurring

11.1 Fault Finding- Domestic Hot Water Units

Symptom	Possible Cause	Checks	
No Hot Water	Power Failure Controls	<ul style="list-style-type: none"> Check building power supply Check isolator / circuit breaker 	
	Controls	<ul style="list-style-type: none"> Check unit controls 	
	Thermostat	<ul style="list-style-type: none"> Check thermostat 	
Over / under water temperature	Thermostat	<ul style="list-style-type: none"> Check thermostat 	
No Water Flow	Cold Water System	<ul style="list-style-type: none"> Check isolation valve Check building water supply Check cold water system pipework for damage 	
		Hot water system	<ul style="list-style-type: none"> Check isolation Valve Check cold water system pipework for damage
			Taps

11.2 Fault Finding- General Lighting

Symptom	Possible Cause	Checks
No Working Lights	Circuit breaker tripped upstream	<p>Check for tripped circuit breaker</p> <p>Check for correct line voltage upstream</p> <p>Reset circuit breaker. If immediate trip, investigate for short circuit / cable damage</p>
	Circuit Breaker on, no light	Lighting control system operational and note that a blown lamp can cause the breaker to trip

11.3 Fault Finding- General Power

Symptom	Possible Cause	Checks
No Power	Circuit breaker tripped upstream	Check your block and local area for a power cut
		Check for tripped circuit breaker
		Check for correct line voltage upstream
		Reset circuit breaker. If immediate trip, qualified person should investigate for short circuit / cable damage

NOTE: If power outage is still experienced refer to the electricity authority or a qualified electrician.

DO NOT TAMPER WITH OR INVESTIGATE POWER OUTAGE UNLESS QUALIFIED

11.4 Fault Finding - Sanitary Fixtures and Tapware

Symptom	Possible Cause	Checks	
No/Low water flow	Water supply	Check main site isolation valve Check site water supply	
	Isolation valve	Check mini-cock valve is open	
	Leak		Check pipework for damage / corrosion
			Check pipework connection to fixture / fitting
	Hot water unit	Refer to hot water unit fault finding guide	
	Fitting damage		Check for tampering / damage
		Check fitting washer / change if required	
Over Pressure	Water Supply	Check main site incoming supply	
	Fitting damage	Check for tampering / damage	
		Check fitting washer/ change if required	

12. Technical Literature Instruction Videos & Certificates

Note: Hard Copies of Literature have been left inside the property

12.1. Technical Literature

- Extract Ventilation Unit
- Vitra Glass Wi-Fi Electric Panel Heater
- Immersion Heater Control Electronic Series 7
- Ceramic Hob
- Oven
- Fridge/Freezer
- Dishwasher
- Sanitaryware Care
- Worktop Care and Maintenance
- Laminate Floor Care
- Carpet Floor Care

12.2. Certificate

- **ICW Certificate**

12.3. Videos

Description	Video
Equipment in the Cylinder Cupboard	Click to view
Fuse Board Plots 1 to 54	Click to view
Kitchen Switches	Click to view
Lightwave Dimmer Plots 1-8	Click to view
Radiator - Bedroom and Living	Click to view
Stove Guard	Click to view
Towel Rail - Bathrooms	Click to view