SCOTIA

HOME OWNER'S

INFORMATION PACK

for

Charleston, Cove

(applicable to ground, first or second floor flats - plots 620-643)

www.scotia-homes.co.uk

Please read this document in conjunction with the NHBC booklet 'Guide to your new home – A practical guide to looking after your new home'

Rev. 4 04/03/2020

Contents

Page

GENERAL MAINTENANCE AND SAFETY ____ **4**

OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING AND HOT WATER SYSTEM ____ **4**

NPA (NATIONWIDE PROPERTY ASSISTANCE) EMERGENCY COVER ____ **9**

RADIATOR SAFETY PRECAUTIONS AND RADIATOR NOTES ____ **10**

GAS SYSTEM ____ **10**

HOT AND COLD WATER SERVICES ____ **11**

KITCHENS ____ **18**

EXTRACTOR FANS (DMEV SYSTEM) ____ **27**

VENTILATION AND AVOIDING CONDENSATION ____ **28**

COMMUNAL DIGITAL TELEVISION AND SATELLITE INSTALLATION ____ **29**

TELEPHONE INSTALLATION ____ **32**

WINDOWS ____ **32**

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION ____ **36**

IF AN ELECTRICAL CIRCUIT FAILS ____ **37**

SOLAR PHOTOVOLTAIC (PV) INSTALLATION ____ **37**

SMOKE, HEAT & CARBON MONOXIDE DETECTORS ____ **38**

DOOR ENTRY SYSTEM ____ **39**

FLAT ENTRY DOORS ____ **40**

INTERNAL DOORS ____ **44**

FIRE RATED INTERNAL DOORS ____ **44**

WALL TILING ____ **46**

SHOWER WALL PANELLING (WHERE FITTED) 46

INTERNAL DRAINAGE 46

FLOOR FINISHES 47

ROOF SPACE (WHERE APPLICABLE) 48

CONSTRUCTION OF WALLS, PARTITIONS, FLOORS & CEILINGS 49

FIXING TO WALLS, CEILINGS OR FLOORS – IMPORTANT NOTICE 51

EXTERNAL FIXINGS 52

COMMUNAL STAIRWELL 52

COMMUNAL PARKING 52

MOCK CHIMNEYS / TABLING (WHERE FITTED) 52

JULIET BALCONIES (WHERE FITTED) 53

EFFLORESCENCE 53

EXTERNAL AREAS 54

CARBON DIOXIDE MEMBRANE 54

SURFACE AND RAIN WATER DRAINAGE CONSIDERATIONS 55

METERS 55

UTILITY SUPPLIERS 56

LOCAL AUTHORITY REFUSE AND RECYCLING COLLECTION 56

COUNCIL TAX 57

SCHEDULE OF TEST CERTIFICATES 57

SCHEDULE OF MATERIALS 62

NOTE: The information contained in this document is for our standard flat types and may not cover specific variations requested by you.

GENERAL MAINTENANCE AND SAFETY

You are responsible for the regular maintenance and repair of your flat internal finishes, services, fittings and fixtures (the factor will arrange maintenance and repair of external areas such as roof, external walls etc. and also communal areas such as the stairwell and car parking areas where applicable - all as described in the Deed of Conditions).

Refer also to the NPA section later in this document for more information on maintenance responsibilities.

Please take the time to read over the following general comments regarding maintenance work which are applicable to any internal work you may undertake in your flat.

Regular maintenance work is required for all homes to keep them at their best in the years to come and to ensure that they continue to be a safe home environment. We recommend that you employ competent tradesmen/contractors to carry out the maintenance work, however if you decide to carry out maintenance work yourself, then there follows a list of some of the basic rules to bear in mind;

Always plan the job thoroughly in advance. Consider any risks - is there adequate ventilation? Do you need any safety equipment? Can the job be done another way to make it safer? If you are in doubt then do not attempt the job yourself – seek advice from a professional or employ a skilled tradesman or contractor.

Check any materials you are going to use for any warnings or precautions and heed the material safety recommendations.

Always use the right tools for the job and use them in accordance with their instructions.

If you intend to work at height please be aware of the risks involved. Try to avoid working at height if at all possible but if you decide it is necessary then please make sure your ladder or stepladder is in good condition and securely held in place. There is a large amount of information and recommendations available on the subject of working at height on the internet or in most good public libraries – take the time to familiarise yourself with the risks and recommendations involved in working at height before carrying out the job.

If there is risk involved, try and avoid working alone.

Dispose of any surplus materials and waste according to the manufacturer's instructions, adherence to Local Authority waste regulations, and consideration for the environment.

Always keep a well-stocked first aid kit.

Please also refer to your NHBC 'Guide to Your New Home' for more information on maintenance.

OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING AND HOT WATER SYSTEM

Introduction

Your home has been fitted with a gas-fired heating system serving radiators and a domestic hot water supply.

The gas–fired boiler is located in the kitchen, a hall cupboard or cupboard off the en-suite bathroom (depending on the flat type) and you will find the operating and maintenance instructions for the boiler in your handover pack.

If, after referring to the user information on boiler controls in the boiler instruction manual, you are unable to find the answers to any boiler problems and the problem is an emergency which has arisen during the first 24 months after your legal date of entry, then please contact NPA (please refer to the section on NPA below for more details).

If the fault is not an emergency (as described in the NPA cover summary) then please contact Scotia during normal office hours.

You are responsible for the annual maintenance and servicing of the boiler, this should be arranged through any reputable, Gas Safe registered, plumbing and heating contractor.

Heating and Domestic Hot Water Controls

The system has the following controls:-

1. Boiler isolating switch.
2. Programmable Room Thermostat
3. Thermostatic radiator valves to radiators (except on the bypass radiator/s)

1. Boiler Isolating Switch

This switch will typically be found on the wall next to the boiler.

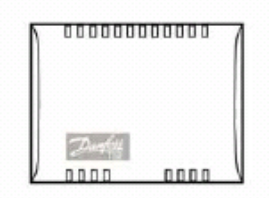
This switch is to isolate the electrical supply to the boiler and **should be left on at all times**. **Only use this switch if a fault develops on the boiler.**

2. Programmable Room Thermostat

Your home has a programmable room thermostat located on the wall, typically in the hall or in the kitchen/living room area or in the boiler cupboard and it may be linked to a remote sensor located in the hall (location depends on your flat type).

Examples of typical programmable room thermostats (the picture on the left shows a Danfoss TP7001 programmable room thermostat and the picture on the right shows a Danfoss TP9000 programmable room thermostat - the model installed may vary depending on your flat type);

Drawing of a typical remote temperature sensor (linked to the programmable room thermostat);



The programmable room thermostat controls the boiler, telling it when you require central heating and hot water. The programmer has the facility to give several on/off times. Temperatures can also be selected for each on/off time. When the heating is selected on - the system will operate until the set temperature is achieved. Note that where the programmable room thermostat is linked to a remote temperature sensor then the temperature is measured at the remote temperature sensor location (not at the programmable room thermostat location) . Where fitted, the remote temperature sensor should not be covered or otherwise obstructed as this may impair its ability to accurately measure the temperature.

When the system is selected off, the boiler will not operate unless the temperature in the hallway drops below the minimum setback temperature selected. You can select your minimum desired temperature, normally this can be set between 12 and 16°C. Please refer to the manufacturer's instructions in your handover pack for the programmable room thermostat for further instructions.

3. Thermostatic Radiator Valves

Thermostatic Radiator Valves (TRV's) are fitted for comfort control i.e. 1 – low level heat, 5 – maximum level heat. They are fitted to all radiators except radiators located where there is a room thermostat sensor. They are essential to the full efficiency of your heating system and allow you to lower temperatures in unoccupied rooms thus reducing heating costs. TRV's sense room temperature changes in individual rooms and adjust the flow of heated water through the radiators to maintain the desired temperature. Depending on level of comfort required, 2 – 3 should be selected. Please refer to the manufacturer's instructions in your Handover Pack for full details.

Picture showing a typical Thermostatic radiator valve, Note- the type fitted in your home may vary.

Central Heating

Should your central heating or hot water fail to work, please ensure that all of the procedures laid out in the boiler manufacturer's literature are followed. Failure to do this may result in a charge being made for an unnecessary call out.

Heating and hot water are provided by an Alpha E-TEC Plus 33 wall mounted, high efficiency boiler with a gas saver flue heat recovery unit. A 50 litre thermal store may also have been installed (this depends on the house type).

Please note that to obtain the maximum performance and efficiency benefits the gas saver flue (and thermal store, where fitted) must be switched on. Turning off the gas saver flue will mean

you lose efficiency benefits. Turning off the thermal store (where fitted) will mean you lose efficiency benefits and the available volume of hot water will be significantly reduced.

High efficiency boilers are now very common, but owners used to older boilers may still be surprised by the "plume" of water vapour which can be seen sometimes being emitted from the boiler flue. This is quite normal and confirms the boiler is working as intended. In addition, a common myth is that the condensate resulting from the high efficiency system is overtly acidic, this is not the case and the drainage of this does not pose any issue.

A copy of the user manual, installation & service instructions, inspection, commissioning and service record logbooks for the system are enclosed with your handover pack.

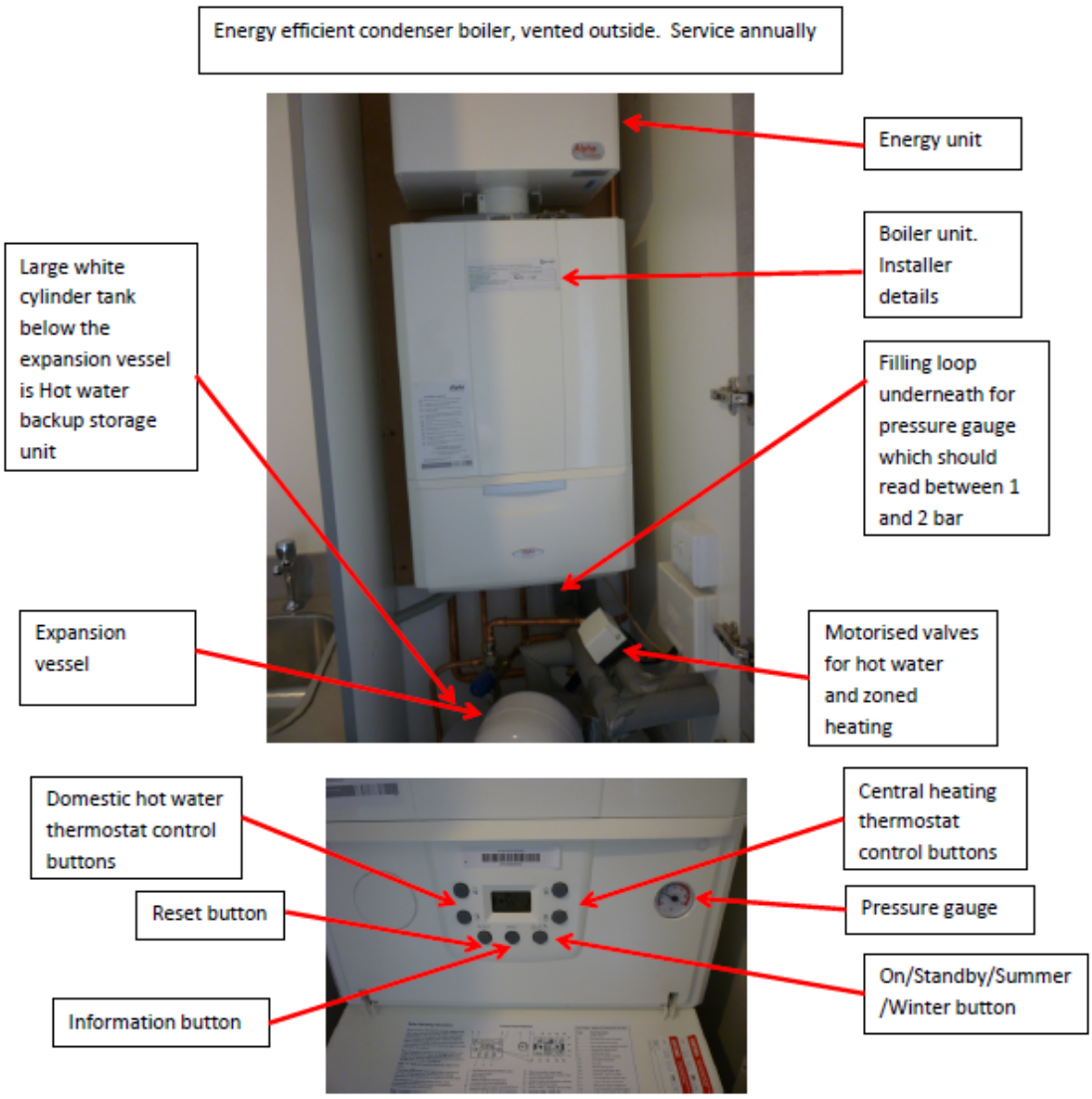
An annual gas service of the boiler and inspection/maintenance of the associated equipment, in accordance with the manufacturer's instructions, is required to be carried out by Gas Safe registered personnel. Failure to carry this out will invalidate the manufacturer's and NHBC warranties.

Note for flats with boilers located in an internal cupboard– flats which have the boilers fixed to an internal partition will have a flue running from the boiler through the flat at high level to the outside (typically the flue runs above an adjacent bedroom wardrobe). Where this is applicable, demountable panels or access hatches have been installed in the ceiling of the wardrobe below the flue to allow access to the flue for future maintenance and inspection purposes. During the annual boiler service your heating engineer may require access to this flue through the demountable panels or access hatches. This note does not apply where boilers are hung on an external wall and the boiler flue goes straight through the wall to the outside or where boiler flues exit straight through a roof space.

Note for top floor flats with boiler flues routed through the attic space – some top floor flats have boiler flues installed in the attic space - during the annual boiler service your heating engineer may require access to the flue in the attic space for inspection purposes. Access to the attic space has been provided via a small (typically 450mm square) access hatch through the ceiling – please refer to the 'roof space' section for more information.

BOILER SYSTEM – ALPHA

WHAT YOU NEED TO KNOW ABOUT HOW YOUR ALPHA BOILER WORKS



Copyright: In-house Training & Demonstrations Ltd

Bleeding of Radiators

This should not be required with a sealed system. However, radiators feeling warm at the bottom but cold at the top would indicate air in the radiator. There are airing points normally at the top of the radiator. An air-bleeding key can be used to allow trapped air to escape. You can do this by inserting the key and turning it anti-clockwise, then once the air stops a small amount of water will be discharged, quickly turn the key clockwise to tighten. Check the pressure gauge on the boiler, if it is below that recommended in the manufacturer's instructions, then it will be necessary to top up the system. See enclosed boiler user guide for full instructions.

NPA (NATIONWIDE PROPERTY ASSISTANCE) EMERGENCY COVER

Your new home is covered under NPA's Home Emergency Assistance Cover for a period of 24 months from your legal date of entry.

Details of the cover will be provided direct to you by NPA and the following notes provide some outline points for your information.

The NPA cover includes items such as blocked or burst pipes (where they occur within your flat) and damaged window and door locks to your flat where there is a risk to security. Some examples of what is/ is not covered are shown in the list below- please note that some of these examples may not apply to your own property.

In an emergency situation (as defined in the Cover Summary which will be provided to you direct by NPA) where any of the covered items are affected you should contact NPA directly instead of Scotia.

At the time of writing, the emergency contact number for NPA is 0345 1552374.

Any non-emergency problem occurring inside your flat (and occurring within 24 months of your legal date of entry and which is not classed as an emergency by NPA) should be reported to the Scotia customer care department during normal office hours.

Please also note that any problems in the communal areas of the building (the stairwells and external areas) should be reported to the factor – these areas are not covered by NPA.

Examples of what is covered/ not covered by NPA;

Examples of what is covered	**Examples of what is not covered**
Internal Plumbing & Drainage (inside your apartment) Repairs to your internal plumbing and drains including where there is a loss of water to your property, blocked drainage and leaks (inside your apartment) Clearing blocked toilets and waste pipes (inside your apartment)	Showers including the shower unit, controls, outlet or shower head Replacement of water tanks/radiators, thermostatic radiator valves, hot water cylinders and sanitary ware
Clearing total blockages to your drainage pipes (inside your apartment)	Shared drains External guttering, rainwater downpipes, rainwater drains and soakaways
Electrical Emergency & Breakdown An emergency caused by, or breakdown of, the domestic electrical wiring supply system, including permanent damage caused by a power cut	All non-permanent wiring/electrics, e.g. kettles, fairy lights or any other and appliances with plugs Shower unit or immersion heater unit
Security Making your property secure in the event of broken locks for external windows and doors that are your responsibility	Doors (and windows) which do not secure your property, such as internal porch doors, internal doors and internal conservatory doors Failure of breakdown of the external locking mechanisms to doors or windows for outbuildings

	or a garage

RADIATOR SAFETY PRECAUTIONS AND RADIATOR NOTES

Myson Premier HE roundtop radiators have been installed in your property. Should radiator chip or paint damage occur then touch up paint (RAL 9016) can be purchased from the Myson sales office on 0845 402 3434.

Radiators are hot when in use and as such users should ensure that those who may come into close proximity to hot radiators are aware of the risks of burns on prolonged contact.

Where necessary, users should take steps to minimise the risks of burns from hot radiators (for example where there are very young children in the room). Where applicable, consideration should be given to placing guards in front of the radiators or reducing the temperature of individual radiators by turning the thermostatic radiator valve to a low setting.

Radiators are heavy items and are securely fastened to the wall on installation, with appropriate fasteners to secure the radiator bracket and suit the construction of the wall.

Radiators should not be used for the mounting of clothes airers, cat beds or other such fixtures. The mounting brackets of the radiator are designed to support the weight of the radiator itself and water contents, allowing for an adequate safety margin, and additional weight may compromise this margin and cause risk of failure, leaks and potential hot water burns.

Decorative covers (such as the decorative perforated MDF or timber covers that you can purchase from DIY stores) will significantly reduce the output of a radiator and thermostatic radiator valves should not be fitted inside these radiator covers (as this will stop the valves from working efficiently). These covers are not recommended as they will, by consequence, impede an individual room's heat requirement, which your new heating system has been carefully designed to provide. The only exception to this would be the comments above regarding safety of young children. If you do need to fit a radiator cover for this purpose then you should use one of the metal mesh type covers, similar to a fire guard, which will not impede the flow of heat from your radiator into the room.

Appropriate facilities are required by Building Regulations for internal and/or external drying facilities and these are provided (please see "Ventilation and avoiding condensation"). Radiator-mounted airers and other devices may lead to excessive internal moisture and any chips/damage caused to the radiator itself may compromise the protective coating and potentially lead to corrosion/failure, which may not be covered by warranties.

Note regarding curtains – Heavy curtains or lined curtains drawn over the windows are an effective way of reducing any heat loss through the windows during the autumn and winter months. The sooner you draw the curtains in the evening the more heat you will save. However, please note that if there is a radiator located below the window, and the curtains are too long and cover the radiator then much of the heat generated by the radiators will not find its way into the room and will instead be wasted out the window. Long curtains covering the thermostatic radiator valves will also interfere with the operation of the valves.

GAS SYSTEM

Never obstruct gas boiler flue outlets or any ventilation, if provided, to the boiler. Never tamper with the gas installation or equipment.

Any alterations to the gas supply pipework or work in construction with any gas appliance should only be carried out by GasSafe registered personnel.

You are responsible for the annual maintenance and servicing of all gas appliances such as the gas boiler, oven or hob (as applicable to your flat), this should be arranged through any reputable, GasSafe registered, plumbing and heating contractor.

If you suspect a gas leak:

1. **Extinguish all naked flames.**

2. **Do not use any electrical switches or appliances**

3. **Turn off the gas at the meter (the gas shut off is the red lever next to your gas meter- the gas meter is located in the boiler cupboard if your gas meter is installed internally, or in an external brown ground box if your gas meter is located externally). Please make sure you know exactly where your gas shut off point is located in case you need to shut it off in an emergency.**

4. **Open all doors and windows.**

5. **Call the National Gas Emergency Service on its emergency number which is in the telephone directory under 'GAS, Gas Emergency'. There is no call-out charge. The current emergency number at date of preparation of this document is 0800 111999. This service operates 24 hours a day and 365 days a year.**

HOT AND COLD WATER SERVICES

Mains Cold Water Service

The stopcock (shut off valve) for your flat's incoming cold water service is located typically in the hall cupboard next to your flat entry door (the stopcock is located at low level). If you need to shut off the water supply to your flat this is the stop valve you should use.

There is also a shut off valve located within the service riser in the communal stair which can be used to shut off the water supply to your flat (this can only be accessed by the factor, in case of an emergency).

Finally, there is an underground shut off valve located in an underground box in the public footpath usually to the front of the block of flats (the external shut off valves typically shuts off the water supply to 2 or 3 flats – these are for use by Scottish Water only).

Domestic Hot Water

The Alpha Intec 34C boiler produces domestic hot water in an energy efficient manner and the operation of this is fully explained in the enclosed Instruction Manuals. Please also refer to the notes in the Heating and Hot Water Installation section above.

Sanitary Ware/Taps

<u>Introductory notes;</u>

Sanitary ware and taps should be cleaned in accordance with the manufacturer's instructions, copies of which are enclosed in your Handover Pack or are available from the manufacturer's web site. The following are some points to remember when cleaning and maintaining your

sanitary ware and taps. Note that the information in this section covers standard sanitary ware and fittings being installed at the date of preparation of this document- if you have asked for different fittings as a client choice then the following notes may not be applicable.

Baths (where applicable to the flat type);

The bath should always be cleaned immediately after use, preferably while the water is running out and the bath is still warm. Hot soapy water with a cloth should be used and the bath wiped dry.

Never allow solvents such as dry cleaning agents or paint strippers to come into contact with an acrylic bath.

Never use gritty or abrasive cleaners on the sanitary ware which can cause scratches and other damage.

The manufacturer of the bath recommends the use of an anti-slip mat when a shower is installed over the bath.

Bath pop-up wastes (where fitted);

The following is an extract from the bath pop-up waste manufacturer's instructions;

AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.
All surface finishes will wear if not cleaned correctly, the only safe way to clean your pop-up waste is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners. **NOTE: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.**

Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: ECLOTH)

WCs

Please note that WC cistern (some of which may be concealed) valves should be checked periodically and maintained as described in the manufacturer's instructions contained in your hand over pack. We recommend that you contact a plumber if you suspect that a WC valve has developed a fault.

Wash hand basin taps and bath taps;

The following are extracts from the Bristan manufacturer's aftercare instructions for the wash hand basin and bath (if applicable) taps fitted as standard;

Bristan Prism or Quest basin and bath mixer taps (cleaning and care);

AFTERCARE INSTRUCTIONS

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces.

All surface finishes will wear if not cleaned correctly, the only safe way to clean your mixer is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners. **NOTE: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.**

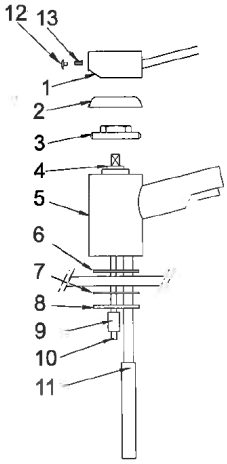
Bristan recommend E-Cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (ORDER CODE: ECLOTH)

Note: if your tap begins to drip then maintenance is required - please refer to the instructions contained in your hand over pack (extracts of which are also copied below). We recommend that the maintenance work on your taps is carried out by a qualified plumber.

Bristan Prism bath filler parts list and maintenance;

CONTENTS

1.	Head	(x1)
2.	Shroud	(x1)
3.	Retaining Nut	(x1)
4.	Cartridge	(x1)
5.	Mixer Body	(x1)
6.	Rubber Washer	(x1)
7.	Rubber 'C' Washer	(x1)
8.	Metal 'C' Washer	(x1)
9.	Nut	(x1)
10.	Threaded Rod	(x1)
11.	Tails	(x2)
12.	Cap	(x1)
13.	Grub Screw	(x1)



MAINTENANCE

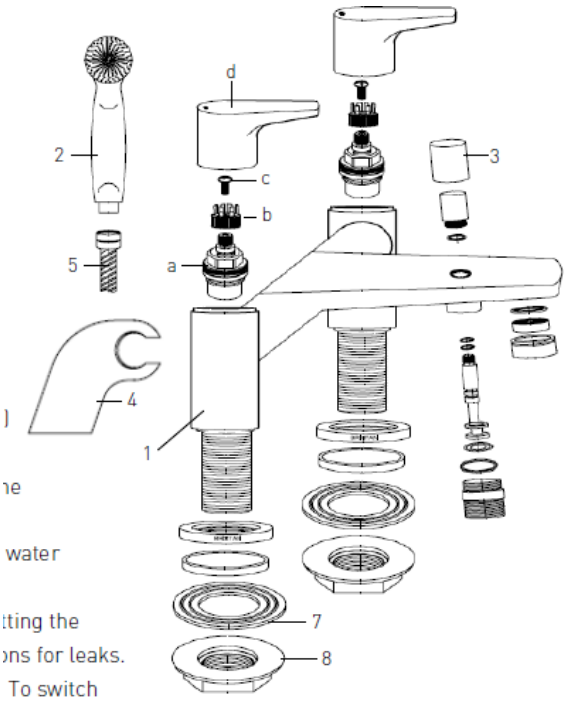
If the fitting begins to drip:

1. Turn off the water supply
2. Prise out handle cap (12), loosen grub screw (13) and lift off the head (1).
3. Unscrew shroud (2) and brass retaining nut (3) and lift out the cartridge (4) complete with seal.
4. Clean or replace cartridge, clean and grease seal and refit.

NOTE: That there are locating pins on the bottom of the cartridge that fit in Holes inside the tap, to ensure it is fitted the right way round.

5. Refit the handle and tighten the grub screw. Replace the lever.

Bristan Quest Bath Shower Mixer parts list and maintenance;



water

tting the

ons for leaks.

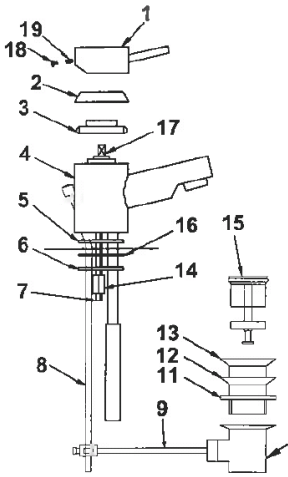
To switch

1. Mixer Body	(x1)	7. Backnut Washer	(x2)
2. Handset	(x1)	8. Backnut	(x2)
3. Diverter Knob	(x1)	a. Valve	(x2)
4. Wall Bracket	(x1)	b. Spline adaptor	(x2)
5. Shower Hose	(x1)	c. Screw	(x2)
		d. Handle	(x2)

Maintenance

1. Turn off both water supplies
2. Remove handle (d) and then remove screw (c) by unscrewing from valve (a).
3. Also remove spline adaptor (b) to avoid damaging it.
4. Using a suitable spanner, remove valve. Once removed, carefully clean the seating, rubber washer and ceramic disc.
5. Replace all of the above then turn on the water supplies.
6. If the problem persists contact our helpline quoting the product code.

Bristan Prism basin mixer tap parts list and maintenance;



CONTENTS

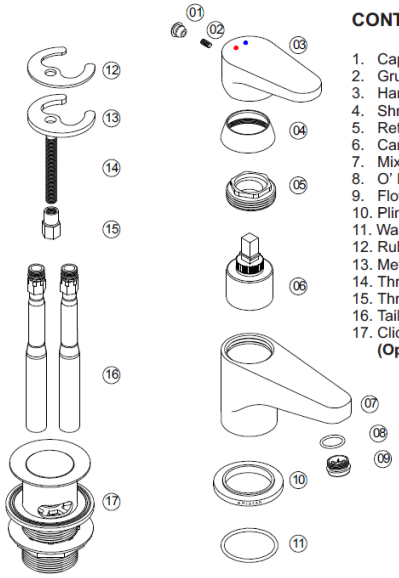
1.	Handle Head	(x1)
2.	Shroud	(x1)
3.	Retaining Nut	(x1)
4.	Mixer Body	(x1)
5.	Full Rubber Washer	(x1)
6.	Metal Washer	(x1)
7.	Threaded Piece	(x2)
8.	Operating Rod	(x1)
9.	Waste Rod	(x1)
10.	Bottom Waste	(x1)
11.	Washer	(x1)
12.	Washer	(x1)
13.	Top Waste	(x1)
14.	Nut	(x2)
15.	Plug	(x1)
16.	Rubber 'C' Washer	(x1)
17.	Cartridge	(x1)
18.	Cap	(x1)
19.	Grub Screw	(x1)

MAINTENANCE

If the fitting begins to drip:

1. Turn off the water supply
2. Remove/Prise out cap (18) then unscrew/loosen grub screw (19) with a 2.5mm hexagon key and pull off the handle head (1).
3. Remove valve cartridge (17).
4. Carefully clean seating, rubber washer and ceramic disc.
5. Replace valve cartridge and head and turn on the water supply.

Bristan Quest basin mixer tap parts list and maintenance;



CONTENTS

1.	Cap	(x1)
2.	Grub Screw	(x1)
3.	Handle	(x1)
4.	Shroud	(x1)
5.	Retaining Nut	(x1)
6.	Cartridge	(x1)
7.	Mixer Body	(x1)
8.	O' Ring	(x1)
9.	Flow Straightener	(x1)
10.	Plinth	(x1)
11.	Washer	(x1)
12.	Rubber 'C' Washer	(x1)
13.	Metal 'C' Washer	(x1)
14.	Threaded Rod	(x1)
15.	Threaded Nut	(x1)
16.	Tail Pipes	(x2)
17.	Clicker Waste* **(Optional)**	(x1)

If the fitting begins to drip:

1. Turn off the water supply
2. Lift out handle cap (01) and remove grub screw (02), then pull off the handle (03).
3. Unscrew the shroud (04) and cartridge retaining nut (05) and lift out cartridge (06).
4. Carefully clean seating, rubber washer and ceramic disc valve.
5. Replace cartridge (06), retaining nut (05), shroud (04), handle (03) then replace grub screw (02) and cap (01).
6. Contact our helpline if problem persists.

Bristan Prism recessed thermostatic dual control shower valve (where applicable);

The following are extracts from the manufacturer's instructions for your dual control shower valve (Bristan PM2 SHCVO C);

Bristan Prism shower valve general cleaning instructions;

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All surfaces will wear if not cleaned correctly, the only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bath cleaning powders and liquids will damage the surface of your fitting, even the non-scratch cleaners.

Note: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist (order code: ECLOTH).

Bristan Prism shower valve cartridge maintenance;

Note- we recommend that all maintenance work on your shower valve is carried out by a qualified and experienced plumber.

Cartridge Maintenance

We advise that the shower valve is regularly serviced in hard water areas to maintain the flow of water.

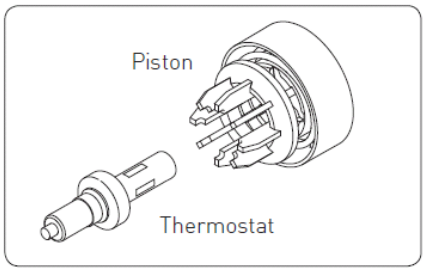
Isolate both hot and cold water supplies to the shower valve by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the shower valve.

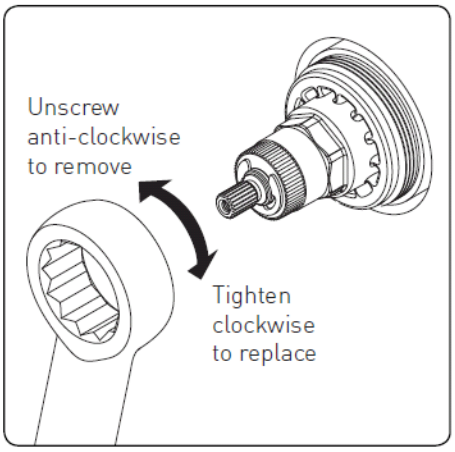
1. Remove the temperature handle and plastic stop.

Important: Take note of the position of the plastic stop and handle - They must be refitted in the same position.

3. Remove the piston and thermostat assembly and place into a bowl. Carefully add hot water (just off the boil) and vinegar to de-scale. Leave in the solution until the water has cooled and rinse with clean water.



2. Unscrew the cartridge anti-clockwise and remove from the valve body.



4. Grease the seals with a silicon grease supplied by Bristan (part number: SP-495-0002) and carefully refit.

5. Refit the temperature stop and handle. Reset the maximum temperature.

Bristan Prism dual shower valve operating instructions;

Operating the Shower

1. On / off control

Turn the handle clockwise to turn on and increase the flow of water.

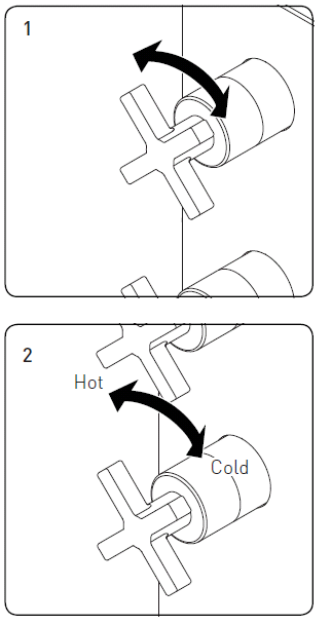
Turn the handle anti-clockwise to turn off the flow of water.

2. Temperature control

Adjustable temperature control.

Turn the handle clockwise for a cooler temperature.

Turn the handle anti-clockwise for a hotter temperature.



Bristan Prism dual control shower valve – adjusting the temperature;

The shower has been factory set to 42 degrees centigrade (this is a safety feature). It is possible to adjust the temperature setting and the 'installation instructions and user guide' for the Bristan thermostatic recessed dual control shower valve contained in your hand over pack provides details. Please note we recommend that any adjustments to the temperature setting must be carried out by a qualified and experienced plumber.

Kitchen sink and tap

Please refer to the kitchens section of this Home Owner's Information Pack for cleaning and maintenance instructions for the kitchen sink and kitchen mixer tap.

Isolating valves on pipework to taps

Please refer to the notes on isolation valves contained in the Kitchens section of this Home Owner's Information Pack for details of how to use isolating valves (where fitted).

Thermostatic mixing valve (where there is a bath installed)

A thermostatic mixing valve to limit the hot water temperature at the bath tap to a maximum of 46°C is fitted below the bath.

The thermostatic mixing valve manufacturer's instructions recommended that you arrange for initial temperature checks to be carried out six weeks after occupation of the property, and then for an annual check to be carried out. This is to test the water temperature from the tap to make sure that the mixing valve is operating properly and to ensure the maximum limit of 46°C is not exceeded.

Hot Water Temperature (kitchen sinks and wash hand basins)

The hot water from your kitchen sink taps and wash hand basins can be very hot depending upon the boiler settings. The hot water can initially have a low temperature as cooler water sitting in the pipes is discharged but can then become hot suddenly. Appropriate care should be taken to avoid risks of scalding.

KITCHENS

Appliances, kitchen sink, tap and units/worktops

Refer to the manufacturer's instructions for operating and cleaning of kitchen appliances, sinks, units and worktops. These are enclosed in your Handover Pack (and some extracts have also been included below for your convenience).

Notes on appliances;

Cooker hoods – Please note that the kitchen cooker hood has been installed for use in the recirculation mode* and a charcoal filter has been fitted.

*Note- depending on the manufacturer of your cooker hood this may be referred to as filter version or filter mode instead of recirculation mode.

Generally, when charcoal filters are fitted to a cooker hood they normally require changing after every three/four months or more frequently if used more than 3 hours a day. Please refer to the manufacturer's instructions contained in your hand over pack for specific advice for the make/ model of cooker hood applicable to your property. Replacement charcoal filters are available from on-line retailers. Charcoal filters are not washable or cleanable.

Also, please note that the cooker hood grease filter(s) and the cooker hood should be cleaned at least once per month or in line with the recommendations for the make/model of cooker hood installed in your property. Before any maintenance or cleaning is carried out the cooker hood electricity supply should be switched off (and after cleaning ensure that all parts are dry before turning the electricity supply back on).

As with all cooker hoods, there can be a fire hazard if the grease and charcoal filters are not cleaned and/or replaced (and if the cooker hood body is not cleaned) as recommended in the manufacturer's instructions. Flaming of foods beneath the hood should be avoided and frying must be done with care in order to make sure the oil does not overheat and burst into flames.

Please refer to the instruction manual for your cooker hood which is contained in your Handover Pack for more details, and for other important operating and maintenance information for your cooker hood.

Any appliance fitted within the property such as oven, hob, extractor hood, etc. will be covered by the manufacturer's normal warranty. Smeg appliances only – these are covered by a manufacturer's 2 year warranty which is pre-registered, do not re-register this warranty as this may cause the warranty inadvertently to revert to 1 year. In the event of a fault, a Smeg contact information sheet is included within the handover material, post code and plot handover date must be quoted for reference.

Connecting appliances – (where applicable)

Electrical connections for cookers and other electrical appliances requiring wiring work should be made by a qualified electrician using the pre-fitted wiring and fittings installed for this purpose.

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed. Note – this is not applicable where a 'standing waste' pipe has been provided. Please also ensure that the water supplies and wastes are securely connected to the pipework.

Please also note that, where Scotia have not installed a washing machine but have left a space for one with a cold water supply adjacent to it, then the home owner is responsible for removal of the cap that has been fitted to the cold water washing machine valve – please ensure you remove this cap before making the water connection to your washing machine. Please also ensure that the appliance water supply and waste pipe is securely connected to the apartment's pipework before turning the appliance on.

Kitchen sink after-care instructions

The following is an extract from the kitchen sink manufacturer's after-care instructions;

After Care Stainless Sinks

Day to Day Care

Routine cleaning of your stainless steel sink is easy if the following simple procedure is followed After use wipe the bowl and drainer with a soft damp soapy cloth, rinse with clean water. In hard-water areas, an application of Jif will avoid any build-up of dull film of waterborne deposits. Although stainless steel is an extremely durable material and will withstand a great deal of hard use, it can be scratched by hard or sharp objects. If the surfaces are to be kept in a blemish free condition reasonable care should be taken when handling such items.

Discolouration and Heavy Staining

Staining of stainless steel in most cases is due to something being deposited on the steel rather than an attack on the material itself. The most common cause of staining is the build up of a thin film of water borne deposits on the sink surface, often first seen as a rainbow effect. The build up of such a film can be avoided by drying the surface of the sink after use as described above. However, should such a film appear, it can be readily removed with a soft damp cloth and Jif. To remove the film, apply the Jif neat and rub vigorously with a damp cloth along the length of the sink surface. After cleaning rinse thoroughly with clean water and dry. Wire wool products and ferrous water supply pipes can leave minute ferrous particles adhered to the sink surface. Since stainless steel under normal conditions does not rust, these particles can cause the appearance of small brown rust stains. These stains can be removed using the procedure described above.

CAUTION :

Certain household products contain substances which will attack the stainless steel surface, they are :

1. Bleaches :

Most common domestic bleaches contain Chlorine in the form of a hypochlorite. Chlorine attacks the microscopic Chromium Oxide film on the surface and can cause pitting of the surface. Bleaches should always be used in the prescribed strength specified by the manufacturers. Undiluted bleaches can cause pitting and staining of the surface and should be immediately rinsed off with plenty of clean water. All cleaning agents containing hypochlorites are unsuitable for use with stainless steel and, even highly diluted, can cause pitting under certain conditions. For this reason it is strongly recommended that the sink is not used for soaking clothes or cleaning clothes in hypochlorite solutions for long periods.

2. Silver Dip Cleaners :

These are particularly harmful since they contain strong acids which can cause discolouration and pitting. The first sign of this is an iridescent rainbow stain which turns an etched dull grey colour. Should any Silver Dip Cleaner come into contact with the surface of the sink it should be immediately rinsed off with plenty of clean water.

3. Corrosive Foodstuffs :

Fruit juices, damp salt, vinegar, readymade mustards, pickle and mayonnaise can cause pitting and corrosion if left in contact with the stainless steel surface for long periods.

4. Acids :

Sulphuric, Hydrochloric and other strong acids will cause pitting corrosion, as will photographic developing liquids. All should be immediately washed off with plenty of clean water if contact occurs.

Cleaning :

Always use a soft cloth. The use of coarse grit scouring powders or soap filled wire wool cleaning pads is not recommended, since both will mark the surface of the sink. Wire wool pads can leave tiny fragments of wire embedded in the surface and these can rust and leave small brown rust stains. Vigorous rubbing with a soft cloth, JIF, neat detergent, cleaning cream or liquid will remove these stains. Always remove wet cleaning aids (cloths, containers, etc.) from the sink surface after use in order to avoid the formation of water marks and rust stains.

Kitchen sink mixer (tap) – maintenance

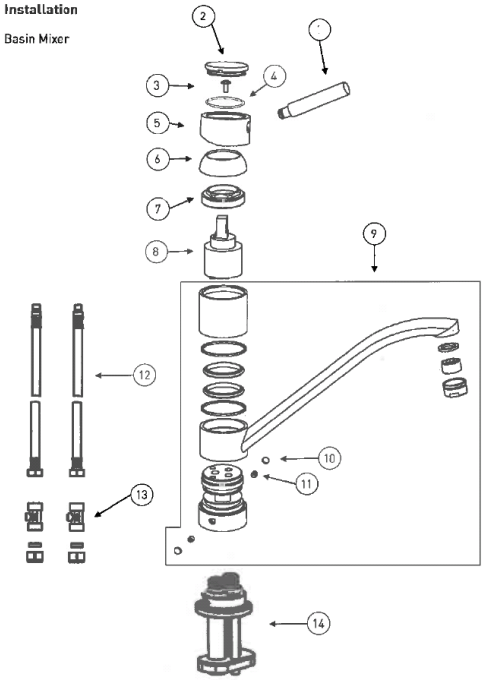
The following is an extract from a typical kitchen sink tap instructions- a Bristan Ruby Kitchen Sink mixer (please refer to your handover pack for further details or for instructions for other types of kitchen sink taps);

'Parts list' and maintenance notes;

BRISTAN

Installation

Basin Mixer



Maintenance

General Cleaning

Your fitting has a high quality finish and should be treated with care to preserve the visible surfaces. All finishes will wear if not cleaned correctly. The only safe way to clean your product is to wipe with a soft damp cloth. Stains can be removed using washing up liquid. All bathroom cleaning products (powders and liquids) will damage the surface of your fitting, even the non-scratch cleaners.

Note: Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric acid or phosphoric acid.

Bristan recommend E-cloth for cleaning all of our bathroom & kitchen products. Using just water, E-cloth gives a smear free, deep clean by breaking up and holding dirt, which normal cloths leave behind. Order through your Bristan stockist. (order code: ECLOTH).

If your fitting begins to leak the following should be carried out;

Isolate both hot and cold water supplies to the tap by either:

- Turning the water supply off at the mains stopcock or
- Turning off the isolation valves to the tap.

1. Remove cap (2) and o-ring (4), then using a suitable screwdriver, remove the screw (3).
2. Lift the handle body (5) up from the shroud (6) which can then be removed to reveal the cartridge retaining nut (7).

   NOTE: To access the cartridge (8) a suitable spanner will be required to remove the cartridge retaining nut (7).
3. Carefully clean the cartridge (8) and the tap body housing before re-inserting and testing.

If necessary replace the cartridge.

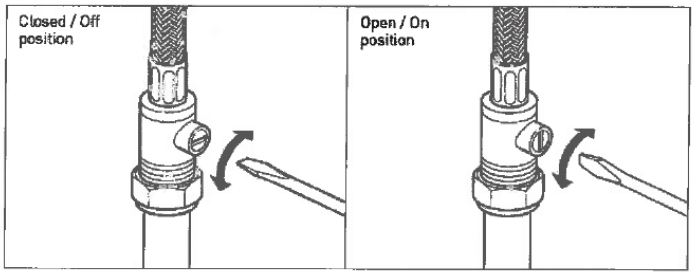
Please visit **www.bristan.com/sparesfinder** in order to find spare parts for this product.

6. Re-fit all of the removed components and turn on water supply.

1.	Handle Lever	x1	8.	Cartridge	x1
2.	Cap	x1	9.	Tap Body	x1
3.	Screw	x1	10.	Cap	x2
4.	O-Ring	x1	11.	Grub Screw	x2
5.	Handle Body	x1	12.	Flexible Connecting Tail	x2
6.	Shroud	x1	13.	Isolation Valve	x2
7.	Cartridge Retaining Nut	x1	14.	Easyfit Assembly	x1

Notes on isolation valves;

Isolation valves may have been fitted to your kitchen sink tap - these valves, where fitted, allow the water to be turned off to the tap to allow maintenance work to be carried out on the tap (instead of shutting off the water to the whole apartment). The two diagrams shown below show the isolating valves in the closed and open positions.



Kitchen units and worktops care notes;

Extracts from typical kitchen manufacturer's after care instructions for kitchen units (note that these are typical instructions and may not cover all aspects of the kitchen fitted in your home- refer to the handover pack for more information on cleaning and maintaining your kitchen);

Instructions for care and use

Cleaning your units

There are many substances in the home which are difficult to remove completely from certain surfaces after some time. Grease splashes and marks should always be wiped off immediately. All you need to clean your units, shelves, drawers and pull-outs is a slightly damp cloth with some liquid household cleaner or glass cleaner on it. It's important to dry them off with a soft cloth afterwards. If the cloth is too wet, residual moisture can enter the joints and cracks, causing your furniture to swell up and spoiling its appearance and function.

When cleaning the interior surfaces of your kitchen furniture, remember: **Never use scouring agents, furniture polish, floor polish, cellulose lacquer or artificial resin thinners, acetone or similar cleaners. Do not use steel wool or sponge scourers.**
In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

Wooden fronts

Wood is a natural material. Its grain and colour make every kitchen unique. Variations in texture or colour, due for instance to the effects of exposure to light and sunshine, are characteristic of a natural product and are completely normal. No complaints will be considered on this basis.

The surfaces of real wood fronts are sealed with several coats of high-grade varnish. To clean them, simply wipe them in the direction of the wood grain, using a slightly damp cloth, to remove dirt particles from the pores. Splashes of fat or other stains should be removed immediately and must not be allowed to dry.

Dry the corners, profiles and edges of the fronts thoroughly to ensure no moisture remains.
In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

Wood is a living material which reacts to constant exposure to very damp or very dry air. Despite careful varnishing, it will expand or contract. That's why it is important always to switch on the extractor when cooking or to ensure there is an adequate supply of fresh air.

Synthetic and lacquered fronts

A soft cloth and warm water containing a little washing-up liquid will normally suffice to clean the various fronts. Solvent-based cleaners, abrasive cleaning agents, micro-fibre cloths and steam cleaners must not be used in order to prevent damage.

Particularly stubborn stains on **synthetic fronts**, such as paint or adhesive residues, can be removed with a standard commercially available cleaner for plastics. It is advisable to test the cleaner in a hidden corner first.

Fronts with "**matt" resp. "satin surfaces**" require a cleaning agent and care product which can be purchased via your kitchen dealer. Apart from that the same details apply as for laminate fronts.

Fronts with **lacquered resp. high gloss lacquered** surfaces require a care product for the gentle, deep-cleansing care and refreshment which can be purchased via your kitchen dealer. Apart from that the same details apply as for laminate fronts.

It is not always possible to avoid minimum spots and pock marks and slight trepidation of the surface conditional of manufacturing on **high gloss lacquered fronts.** These characteristics comply with the delivery standard and cannot be accepted as reason for rejection.

Attention:
Following points should be considered for the cleaning of these fronts: stains and splashes of grease, etc. must be removed immediately with plenty of water, possibly using a standard commercially available, non-abrasive household detergent, particularly if the stains have been caused by strongly coloured substances or liquids. The stains must not be allowed to dry! Residues can be brushed off with a hot solution of soft soap and a washing-up brush or nailbrush. Soapy esidues must then be wiped off with lukewarm water and dried with a chamois. It may be impossible to completely remove stains due to substances which have dried up or which have remained on the surface for any length of time.

In general the instructions of the particular cleansing agent manufacturer have to be followed. Usually they are found on the rear label of the cleansing agent. Cleansing agents which contain e.g. alcohol or spirit can damage the furniture surface.

Worktops;

Duropal laminate worktops and upstands:

Melamine resin is the hardest of all synthetically produced organic materials. This is the reason for the high scratch and wear resistance of HPL. The high impact resistance of the material is due to the elasticity of phenolic resin.

These properties also explain the high resistance of HPL (high pressure laminate) to chemicals and heat. Burning a cigarette on the surface of HPL is one of the quality tests specified in DIN-EN 438 (the applicable German standard to which the product is manufactured), which also determines all the other qualities important for the user.

However, the bottoms of some saucepans can become extremely hot and we recommend using a protective pad.

Cleaning Instructions

A major advantage of Duropal Worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with hard bristles (but not wire brushes) may also be used.

Light stains/dirt	Cleaning:
	dry or damp paper towels, a cloth or sponge.
Normal stains/dirt	Cleaning:
e.g. fat, oil and dirt particles, fingermarks, lime deposits, rust, juice, coffee, tea, wax, blood, universal marker etc.	with a cloth or soft nylon brush and washing powder, soft soap, toilet soap or washing-up liquid. If necessary, leave for a while and then rinse thoroughly with clean water.
Heavy stains/dirt	Cleaning:
e.g. discolouration through long exposure to tea, coffee, fruit juice etc.	with washing powder and household bleach (but do not repeat too often).
e.g. lead pencil, felt-tip pens, marker and ball-point pens, lipstick, crayons, wax, shoe polish, nicotine, nail varnish.	with an organic solvent such as acetone (nail varnish remover), methylated spirits, petroleum spirit, perchloroethene. Read the manufacturer's instructions carefully!
e.g. paint (water or solvent based paints, two-component paints, spray paints), varnish stains, printing ink	with water or an organic solvent. Remove two-component paints immediately.
e.g. adhesives (water-based, dispersion)	with water or an organic solvent.
e.g. two-component adhesives, urea resin, melamine, phenolic resin.	Remove immediately. Do not allow to harden!

Living with your worktop

Please do not cut or chop directly on the worktop surface – always use a chopping board or worktop saver.

Always place hot pans, ovenware and irons on a trivet or protective pad to protect the surface from the intense heat which can cause damage to the worktop if placed directly on the surface.

The use of abrasive cleaners and pads, corrosive or aggressive cleaning agents should be avoided as they will have a detrimental effect on the worktop surface.

The use of PVC aprons may affect the durability of the HPL on the post-formed edge of worktops, and could lead to premature wear in high traffic work areas such as in front of the sink and hob.

Kettles, coffee machines, fryers and other heat or damp source should not be positioned directly over worktop joints. Constant changes in temperature could lead to failure of the joint.

Cuts and scratches will be more noticeable on dark decors and gloss finishes.

Built-in appliances

Cooking should be fun and easy to do. Today's kitchen appliances are designed with that in mind. Modern built in ovens therefore have easy cleaning systems, such as activClean or an activated charcoal filter. Pyrolysis and catalysis are other technical terms you may come across in this connection. As there are a great many different systems on the market, it is advisable to read the electrical appliance manufacturer's operating and care instructions carefully and to follow the advice offered.

Heat, steam and humidity

... will damage your kitchen furniture by repeated contact. Your kitchen has already been provided at the factory with various protective covers to protect your kitchen furniture from steam, heat and moisture. Even so, it is essential for you to take care not to allow steam and heat from the oven or dishwasher or from smaller appliances such as the kettle or egg boiler, coffee machine and microwave to come into direct contact with the furniture.

To prevent this, it is advisable to switch on the extractor whenever you are cooking and to avoid leaving the cooker or dishwasher lid at an angle after use, as the escaping heat and moisture may cause furniture nearby to swell.

When using and cleaning, please remove any humidity and wetness quickly. Only by doing so the furniture can be long-term protected from water damage.

The room conditions should be adjusted to the particular situation by ensuring an adequate supply of fresh air if necessary (e.g. 20 °C / 65 % relative humidity).

Traces of use

The used materials with their attributes correspond to the respective standards and guidelines of kitchen furniture.
However individual traces of use cannot be avoided in the course of time.
Especially worktop surfaces as well as carcase and interior shelves are endangered.
That applies to surfaces in laminate as well as glass, veneer, lacquer etc.
For example when unglazed ceramic faces (cups, plates, bowls) are shoved on these surfaces, scratches and scouring marks can occur which cannot be removed anymore.

General notes on kitchen units;

Kitchen furniture – especially the moving parts – is subjected to high loads in the course of time. For your own safety, check whether individual parts may have loosened and become insecure. In many cases, nothing more will be needed than to retighten a screw.

Different materials with the same colour name, depending on the light source and intensity can give the impression of an altered hue. Colour uniformity within the industry tolerances may be allowed only with the choice of the same materials. Thus, the texture and colour can be adjusted to the optimum. With natural materials (wood, glass) depending on the type, a colour differences can appear.

Over time colour changes can appear when exposure to sun and light. This includes all surfaces. The more natural a surface is the more sensitive it is to outside influences.

Safety precautions

Always observe the appliance manufacturers' instructions for your own safety, both during installation and in everyday use.

Despite all the technical and structural precautions taken, it is impossible to exclude certain risks of injury entirely. Particular attention should therefore be paid to the safety of children: fingers may become jammed in drawers and doors. Children may also use drawers or handles to climb on. Remember that they can bang their head against the worktop or accidentally reach onto a hot hob. Always check whether additional safety precautions are needed for your purposes in the kitchen, such as locked cabinets, childproof drawers, a special guard round hobs or protection to prevent injury on sharp edges and corners. Miscellaneous accessories to increase safety are available from specialist kitchen retailers.

Glass splash back to hobs- care and maintenance notes;

A glass 'splash back' manufactured by Intaglio Glass and Design may have been fitted behind your kitchen hob. The following is an extract from the manufacturer's iCoat Colour Care and Maintenance instructions for this splash back;

iCOAT colour is resistant to heat but should not be directly exposed to open flame.

iCOAT colour is a modified Acrylic Polyurethane specially designed for the decoration of Glass. The coating is classified as non-yellowing and only proven light-fast exterior quality pigments are used.

Adhesion of the paint coating to the glass is achieved through a chemical bonding process which in turn guarantee's the adhesion to the glass surface.

Under normal climatic conditions the finish is guaranteed to maintain its original appearance and integrity for a period of 10 years in an internal application.

Some small degree of fading or tone variation may be experienced with particular combinations of colour depending on intensity of UV exposure.

Warranty Conditions

1. Only neutral cure products or non-acidic silicone may come into contact with the coated glass surface.
2. Solvents, such as paint thinners, white spirit, acetone etc, should not be used to clean the glass, as any contact with the coating may cause de-lamination.
3. Although iCoat is water resistant, it is not designed to be submerged in water. Any such application would render the warranty invalid.

Ongoing care should be taken when using glass as a work surface. Metal objects such as knifes, keys or rings etc, can cause severe scratching to the glass surface.

Cleaning should be carried out using a non abrasive or soft cloth.

EXTRACTOR FANS (dMEV SYSTEM)

Greenwood Airvac Unity CV2GIP mechanical extract fans have been fitted in your flat. These are continuously running single point dMEV (decentralised Mechanical Extract Ventilation) fans with GIP (Guaranteed Installed Performance). The fans run continuously at a low (extremely quiet) speed and are automatically 'boosted' to a higher speed when required (the fans boost automatically using their humidity sensor). It is essential that the fans remain in operation at all times (unless switched off for maintenance) to maintain good air quality.

Pictures of the Greenwood Airvac CV2GIP fan

This is an energy efficient fan designed to provide an economical ventilation solution to the modern home. It utilises SMART Technology to control humidity and boost run on times to minimise the periods of time when it is running at its highest speed, minimising nuisance running noise and unnecessary energy wastage and heat loss typically associated with 'traditional' extract fans.

More information on these ventilation fans can be found in the User/Homeowner Guide contained in your handover pack. Please read and comply with these instructions carefully to ensure their continuing smooth operation.

VENTILATION AND AVOIDING CONDENSATION

Condensation will be a problem in all new homes if adequate background heating and ventilation is not used.

All new homes need 'running-in' and we recommend that you read carefully the section within the NHBC booklet: GUIDE TO YOUR NEW HOME, 'Condensation'.

Most windows and French doors are fitted with "trickle" ventilators at the top of the window. These can be opened or closed to allow more or less trickle ventilation. If you close the window trickle vents the dMEV fans described in the previous section will still continue to draw fresh air into your home, however, particularly during the 'running-in' period we recommend that they are left fully or partially open to maximise the fresh air entering your home.

The following are general guidelines for your information.

To deal with condensation, take these two steps:

1. **Produce less moisture**

Ordinary daily activities produce a lot of moisture very quickly.

Cooking: To reduce the amount of moisture in the kitchen, cover pans and do not leave kettles boiling, open a window to allow excessive amounts of steam to be ventilated to the outside.

Washing clothes: Put washing outdoors to dry if you can. Alternatively, please dry the washing in the bathroom (which is designed to accommodate drying clothes) with the door closed – the humidistat function of the extractor fan will remove the moist air to the outside (also if weather conditions permit – if there is a window in your bathroom it can be opened to help ventilate the moist air to the outside).

If you have a tumble dryer, ventilate it to the outside (unless it is the self-condensing type). D.I.Y. kits are available for this.

Drying clothes on radiator-mounted airers or on airers in rooms other than the bathroom may lead to excessive internal moisture.

2. **Ventilate to remove moisture**

You can ventilate your home without making draughts.

Some ventilation is required to expel the moisture, which is produced all the time, mostly just by normal breathing of occupants. Keep a small window ajar or a trickle ventilator open when someone is in the room.

You need much more ventilation in the kitchen and bathroom during cooking, washing up, bathing and drying clothes. This means opening windows (where fitted) to assist in the ventilation of moisture to the outside and ensuring that the extractor fans are in full working order.

Close the bathroom door when in use for drying clothes. This helps prevent the moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

COMMUNAL DIGITAL TELEVISION AND SATELLITE INSTALLATION

A television aerial socket has been provided within the Living Room and, depending on specification, other rooms (specific room may depend on flat type, please refer to plans), to which a communal digital aerial and satellite signal will be fed. Your individual alterations may have requested additional points or a 'returned' signal to additional points in other rooms. Further information is provided in the Handover Pack.

The provision of a communal digital television and satellite signal means that the signal required for both "free" services, such as Freeview, and "upgrade" services, such as Sky (other providers are available) satellite television can be viewed, subject to the appropriate reception equipment and subscription being provided/installed by the home owner.

What does this mean?

Simply, there is no need (and the Deed of Conditions may prohibit) for multiple TV aerials/satellite dishes to be installed across the development, as this signal is supplied free of charge to the home, with maintenance of the common facilities falling under the responsibility of the factor. The TV signal can be regarded in a similar manner to any other utility, being delivered to the property just as water and electricity are.

The home owner then has the choice of what they want to do with the signal, a standard Freeview enabled TV will be simply "plug and go", with many upgrade satellite services only requiring subscription/decoder box, but not additional installation/wiring.

Compatibility with Sky Q or other upgraded satellite services

At the time of writing, the communal satellite facility both within and outside your new home is 'ready to go' for the connection of services such as Sky +/HD, subject to subscription and receiving equipment being provided by you or your service provider.

In addition, the communal signal which is fed to your home is capable of delivering the feed required for upgraded services which are now reaching the market, such as Sky Q.

However, such services require an upgrade to the final connection hardware/infrastructure in order to provide the necessary distribution of signal. This can simply be 'swapped out' with standard equipment, which may need to be done by a TV services contractor before Sky or another provider makes final connections.

Taking Sky as an example, being the dominant provider, they may only provide a Sky Q compatible receiver box, which means the additional piece of hardware described below will definitely be required, even for a "non-Sky Q" subscription.

In most situations with a communal digital TV/satellite, you will find a fibre optic device, called a GTU (Gateway Terminal Unit), normally located adjacent to the electrical consumer unit within an individual property.

A device is now available which can be retro-fitted to this GTU in order to provide compatibility with Sky Q boxes, as shown below.

This product is a Triax 307368 TMDS 42C dSCR (digital Single Cable Router) multi-switch, which also retains the ability to deliver older Sky+/HD services.

What do I need to do?

If you are considering a new subscription with Sky, you will need to arrange installation of the multi-switch described above, which is not part of the communal installation. You have the following 3 options:

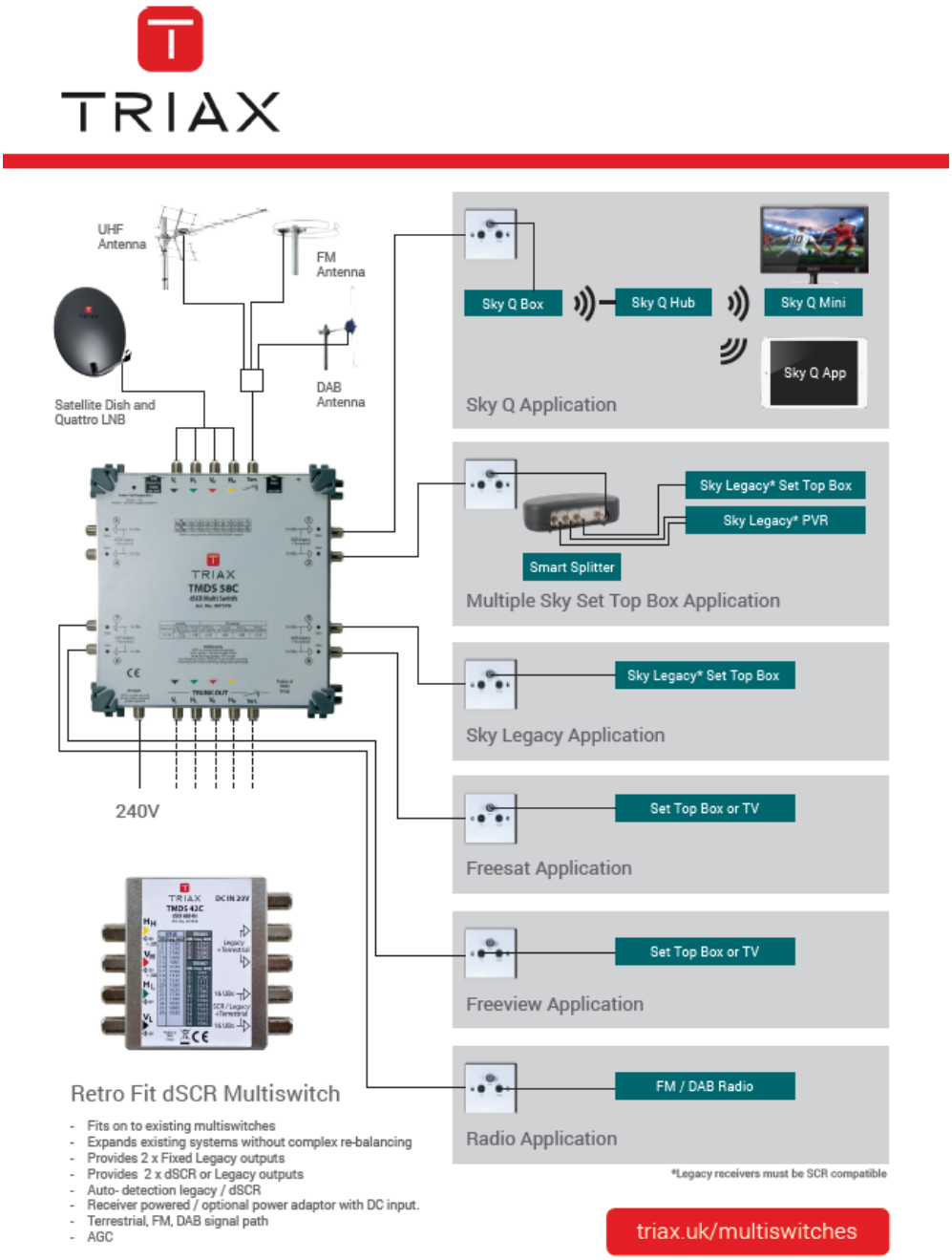
1. Should the standard terms within the legal missive of the purchase and construction timescales allow, you can request this multi-switch to be fitted as a client Extra, which would then be complete for the point of handover.

2. Where time does not allow for this be requested as a client Extra, and your property has been handed over to you, our Customer Care department/Home Owner's Information Pack will provide detail of the contractor applicable to your development who would arrange an installation at your direct request.

3. Once the property has been handed over to you, you can arrange a contractor of your own choice to fit this/a similar product, details of which are provided in the Home Owner's Information Pack.

Most reputable TV/satellite/audio-visual contractors will provide the installation service/s detailed above. A typical contractor used by Scotia is Campbell & Kennedy – www.campbellkennedy.co.uk.

Should any alternate/additional services and/or products be considered, we would also recommend engaging the services of a specialist contractor as per the example detailed above.



TELEPHONE INSTALLATION

The main telephone point is located typically in the Living Room area (specific room may depend on flat type, please refer to plans), it is compatible with any BT approved phone.

It is your responsibility to arrange connection to your chosen telephone service provider and arrange final connection of secondary socket wiring to main point.

WINDOWS

Your flat has white uPVC Sheerframe 8000 system 'Tilt + Turn' inwards opening windows with the handle located at the side or 'Reversible' outwards opening windows with the handle located at the bottom.

Some of the tilt + turn inwards opening windows may also be 'easy reach' tilt + turn windows which have the handle located at the bottom of the window instead of the side. All windows are manufactured by CMS Enviro Systems Ltd.

Operating your windows;

Please refer to the manufacturer's Operating and Maintenance Manual for information on opening your Tilt + Turn and fully reversible windows, also a copy of the relevant pages have been included below for your convenience.

Extract from the window manufacturer's Operating and Maintenance Manual showing a typical Tilt + Turn standard window with the handle located at the side (note that the winkhaus restrictor catch is not fitted to your windows – see notes below);

TotalCare

Tilt and Turn Windows

CMS PVCu Tilt & Turn Windows are designed to tilt inwards on bottom hinges, to allow safe ventilation. They also open fully inwards on side hinges to allow full access to the outer pane for cleaning. These two methods of opening are operated by the same handle for ease of use. Please note that the window is restricted when it is in the 'tilt' position.

Opening from closed position

CMS tilt and turn window is designed to open in two different modes:
1. Tilt mode for ventilation
2. Turn mode for cleaning and emergency exits

The window is taken into the 'tilt' position for ventilation by turning the handle 90° into its first position (Step 2). The window will now tilt for ventilation only.

Tilt mode for ventilation

To open the window for cleaning, turn the handle to 180° to the second (Step 3) position and the window will now open (Step 4). To close the window reverse either of these operations.

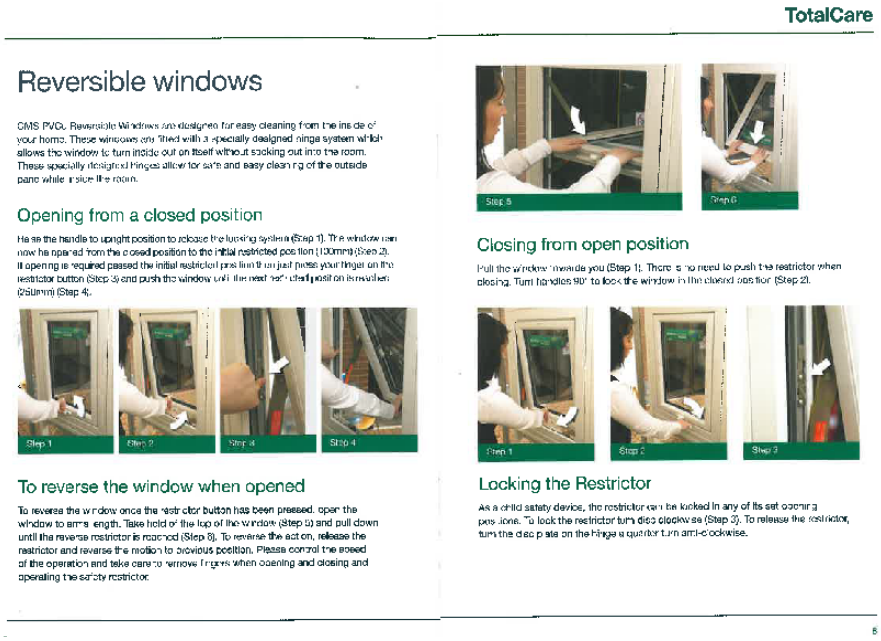
Opening to clean / emergency

If your window has been fitted with a winkhaus restrictor to open beyond the restrictor press down (step 5). Release the catch and the window will now fully open (step 6). To close the window, push back to original position and turn the handle through 180°. Please note that a winkhaus restrictor is an optional extra and not fitted as standard.

Where 'Easy Reach' tilt and turn windows have been fitted the operation is similar to the standard window except that when the handle is turned 90 degrees up from the closed position puts the window into the turn (cleaning) position and when the handle is turned 180 degrees from closed position the window is in the tilt position. The handle in an 'easy reach' window opens and closes the window in the tilt mode automatically without any need to push the sash closed.

Important Note for Tilt + Turn Windows - please note that the 'Tilt' opening function is intended for general day to day use. The 'Turn' opening function (where whole sash is opened into the room) is intended for cleaning and emergency escape purposes only. Care should be taken when using the 'turn' open function that the sash (or the trickle ventilator installed in the head of the sash) does not cause damage to the plasterboard window ingoes when fully open. The window should never be left unattended when open in the cleaning/escape 'turn' position.

Extract from the window manufacturer's Operating and Maintenance Manual showing a typical Reversible window;



TotalCare

Reversible windows

CMS PVCu Reversible Windows are designed for easy cleaning from the inside of your home. These windows are fitted with a specially designed hinge system which allows the window to turn inside out on itself without sticking out into the room. These specially designed hinges allow for safe and easy cleaning of the outside pane while inside the room.

Opening from a closed position

Handle to upright position to release the locking system (Step 1). The window can now be opened from the closed position to the initial restricted position (100mm) (Step 2). If opening is required passed the initial restricted position then just press your finger on the restrictor button (Step 3) and push the window until the next restricted position is reached (250mm) (Step 4).

Step 1 Step 2 Step 3 Step 4

To reverse the window when opened

To reverse the window once the restrictor button has been pressed, open the window to arms length. Take hold of the top of the window (Step 5) and pull down until the reverse restrictor is reached (Step 6). To reverse the action, release the restrictor and reverse the motion to previous position. Please control the speed of the operation and take care to remove fingers when opening and closing and operating the safety restrictor.

Step 5 Step 6

Closing from open position

Pull the window towards you (Step 1). There is no need to push the restrictor when closing. Turn handles 90° to lock the window in the closed position (Step 2).

Step 1 Step 2 Step 3

Locking the Restrictor

As a child safety device, the restrictor can be locked in any of its set opening positions. To lock the restrictor turn disc clockwise (Step 3). To release the restrictor, turn the disc plate on the hinge a quarter turn anti-clockwise.

5

Important Note on Reversible Windows- the reverse function of the reversible window (when it is opened beyond the initial safety restricted position and is turned fully around as shown in steps 5 and 6 above) is intended for cleaning the outside of the window and emergency escape purposes only. Care should be taken when using the reversible function to clean the outside of the window - you should never lean out of the window to push it open- instead hold the top of the sash and pull down as shown above. Note also that the windows should not be opened beyond the initial restrictor point or 'reversed' for cleaning in adverse weather conditions (high winds can cause the window to move unexpectedly resulting in damage to the window or injury to persons cleaning the window). For tall windows a suitable pole extension should be used for cleaning the glass. The window should never be left unattended when open in the fully reversed position. For normal day to day ventilation purposes the reversible windows should be opened only as far as the initial restrictor allows.

Notes on lockable handles

The windows are fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first and second floor windows.

A key is supplied to operate the lockable ground floor handles and care should be taken to prevent damage to the handle by trying to force it open when lock is engaged.

First floor window handles are non-locking (no removable key) to comply with the requirements of the Building Regulations in respect of emergency fire escape. Second Floor window handles are also fitted as non-locking type. However, the Building Regulations recognise that individual home owners may want to fit additional locking mechanisms to first floor windows after they have moved in to their new home (for example where there are small children in the room) and if you wish to install any of the large variety of 'child restrictor catches' or any other additional locking mechanism that are available to your first (or second) floor windows then please note that they must be a 'quick release' type (without a key which might be lost) - a type which does not hinder escape through the window in the event of an emergency (a typical suitable example, a winkhaus restrictor for a tilt & turn window, is shown in the above 'tilt + turn' extract from the window manufacturer's operation and maintenance manual). Reversible windows have 'built-in' restrictor catches, however there are also additional 'quick release' type catches available should you wish to fit additional locking mechanisms to a reversible window. The restrictor must also be suitable for the type of window and we also recommend that they are fitted by a skilled tradesman and that particular care is taken to ensure

that they are fitted strictly in accordance with the restrictor catch manufacturer's instructions. An incorrectly fitted additional locking mechanism can damage the window and lead to window guarantee problems. Advice can also be obtained from the window supplier (refer to the Schedule of Materials for contact information).

Maintenance and Cleaning Notes

Glass may be cleaned with either a proprietary household glass cleaner (following the manufacturer's instructions) or a solution of soapy water. Glass can be easily scratched, therefore ensure heavy grime or dirt is removed carefully using soapy water.

uPVC frames should be cleaned every 3 months with a soap and water solution.

A non-abrasive proprietary cleaner suitable for plastic may be used for more stubborn blemishes following the manufacturer's instructions.

Avoid using solvent based or abrasive cleaners as these will damage the uPVC frames or glass.

Please refer to the CMS Operating and Maintenance Manual (contained within your Handover Pack) for more information including recommendations on lubricating and general maintenance.

Notes regarding glass coatings:

To comply with current building regulations all double glazed units installed in your home will have a low emissivity coating. Low emissivity (Low-e) glazing is a vital component of an energy efficient window or French door. It has a surface coating that allows short wavelength heat from the winter sun to enter your home through the glazing, while reflecting back into the room the long wavelength heating produced by your heating system. This reduces heating costs and minimises internal condensation. Please note that this Low-e coating has considerable advantages but you should be aware that there are some minor features, due to the coating of the glass, which you can see in some or all of the following ways;

- As a tint in the glass
- As a 'haze' when viewing through the glass at some angles and in some lighting conditions
- By the appearance of condensation on the outside of the glass under certain weather conditions (which is positive proof that the glass is preventing heat loss from your home)
- There may be minor blemishes visible arising from the coating process and the tint may also change between individual double glazed units if the units are made from different batches of glass. These are not detrimental to the functioning of the unit and are not a defect.

Please note that if you are replacing any of your double glazed units in the future you should ensure that your glazier uses low emissivity glass in your windows.

Note regarding glass specifications:

In addition to the note regarding Low-e coatings above, you should also be aware that certain windows may have either laminated or toughened safety glass installed. This 'safety glazing' is installed to comply with the Building Regulations. Any future replacement glazing units should be to the same specifications as originally fitted. Any competent glazier will be able to identify the glazing specification used and you should ensure that lower specifications are not used.

It should also be noted that windows with safety glazing have characteristics inherent to the nature of the product and its production process. Specifically you may find that the windows

fitted with safety glass are heavier and when closing them from the 'tilt' position (for standard Tilt + turn windows) you may have to use both hands, placing one on the handle and the other on the window frame. This is not necessary where 'easy reach' tilt + turn windows are fitted.

In addition to weight considerations, while all double glazed units use 'processed glass' (and are subject to an amount of imperfections occurring during the manufacturing process), safety glass is more prone to these minor visual imperfections. An example of this is that when toughened safety glass is being manufactured it is heated to extremely high temperatures, creating micro-tears which on cooling add strength to the glass. This process can result in small imperfections or visual distortions forming on and in the glass- these are not usually noticeable under normal viewing conditions but may be evident under close inspection. They are, however, an acceptable characteristic of the finished product and are not recognised as a defect in the glass itself. Laminated glass, which is manufactured from several layers, has similar characteristics and it can also be subject to minor blemishes and imperfections which is an unavoidable consequence of the manufacturing process and is not a defect.

Important Safety Notes-Maintenance and Cleaning;

Care should be taken when opening and closing your windows for cleaning and maintenance-never lean out of the window or stand on a chair or other possibly unstable platform to reach the top of the window – use a suitable pole extension when cleaning the glass and window as shown in the diagram below. The window should never be left unattended when in the fully open 'turn' (for Tilt + turn windows) or fully reversed (for reversible windows) position.

Important Note for First Floor Flats with Windows Over Flat Roofs;

The flat roofs are designed to accommodate weather related loadings such as snow and are not designed for any other additional loadings.

The flat roofs should not be used as a means of access, for example to clean the outside of your windows (the outside of the windows are designed to be cleaned from inside your property). They must not be used for any other purpose **except as a means of escape in an emergency** when, if necessary, you can escape from the flat through the window and across the flat roof. Please also note that the copings around the flat roof are made from lightweight GRP and can be easily damaged.

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

The Consumer Control unit for your flat is located, typically, in a hall cupboard. It contains a labelled main isolator, RCDs and circuit breakers or "trip switches".

The consumer control unit is a device that controls the electricity supply to your home, splitting the incoming electric supply into various electrical circuits around your home.

The consumer control unit contains the Mains Switch, RCBOs (Residential Current circuit Breaker with Overload protection), RCD's (Residual Current Devices) and MCBs (Miniature Circuit Breakers). The main switch is normally 'ON'. In order to isolate all supplies, switch to 'OFF'.

There are typically two RCDs in your consumer unit. Each RCD protects a section of the consumer unit. They are designed to 'trip' when there is an electrical leakage to earth thereby giving protection to personnel. An RCD would normally trip before an MCB.

These circuit breakers and RCDs are all designed to trip if there is a fault in a circuit, or if a faulty appliance is switched on. This helps to prevent serious accidents that may result in damage and injury. Under fault conditions these will be in the 'tripped position'.

IF AN ELECTRICAL CIRCUIT FAILS

A circuit may trip OFF. If this happens, you should follow the procedure set out below.

1. Check with the aid of a torch whether the RCD (mid position) or MCB (fully down) is in the OFF position.

2. Switch RCD (press down then push to the fully up position) or MCB to ON position.

3. If the RCD does not re-set, switch off all the MCBs, re-set the RCD then switch on each MCB individually until the faulty circuit is identified.

4. To identify the cause of the fault switch off all appliances in that circuit, re-set the RCD and MCB, then switch back on each appliance until the defective appliance is found.

Over-filling kettles, irons etc. can cause this type of fault.

N.B.

It is important to ensure that the bulbs used in light fittings do not exceed the rating for that fitting.

<u>NOTE:</u> Electricity is dangerous and can kill. If you are unsure of any aspect of your electrical installation, please consult a qualified electrical contractor.

SOLAR PHOTOVOLTAIC (PV) INSTALLATION

(Only applicable to plots 620-652)

Photovoltaic panels will be installed on the roof of each block in line with the requirements of relevant Building Standards which mandate the use of a renewable energy source in order to meet with the carbon dioxide emissions standards for individual homes.

Solar PV panels convert light energy from the Sun into electricity, which is then converted by an inverter from DC (direct current) into AC (alternating current) form in order that it can be used in a normal electrical network. The installation may also include isolating switches, wiring, meters and distribution boards which will not be located within individual properties and must not be interfered with at any time. Any queries concerning such infrastructure should be directed to the factor.

Electricity generated by these panels will be available for use at nil cost to the landlord supply, which provides power to infrastructure such as communal stairwell and some external lighting. Such items will be controlled by the factor, any surplus generated capacity that is not used will be exported to the National Grid and any cost-saving benefit may be reflected in the portion of factoring charges due by individual homeowners.

SMOKE, HEAT & CARBON MONOXIDE DETECTORS

Your flat is fitted with ceiling mounted smoke detectors (typically in living rooms and halls), a CO (Carbon Monoxide) detector (typically in the same room as the boiler) and also a Heat Detector (typically located in the kitchen area). The locations and quantities of these detectors depends on your flat type.

These alarms are mains operated with battery back-up and connected to bedroom lighting circuits. The smoke detector is extremely sensitive to smoke and dust particles of any kind and can be activated by the likes of burning toast. The heat detector in the kitchen area is less likely to cause 'false alarm' problems as it is not responsive to any type of smoke or fumes, only heat such as generated by a chip pan type fire (but not from smoke caused by burning toast or similar). The CO detector monitors Carbon Monoxide levels and its alarm will activate if safe levels are exceeded.

You must read and fully familiarise yourself with the instructions for the smoke, heat and CO detectors. Copies of the instructions are contained in your hand over pack and are also available for downloading from the manufacturer's website- the instructions contain vital information on the operation and maintenance of your detectors.

If the smoke detector activates you should check the property and, if no reason for its activation is found, it could be a nuisance alarm caused by cooking smoke reaching it or something similar. If this occurs, open a window to clear the smoke or dust and the alarm will cease and test/ maintain the detector as described in its instructions.

If the heat detector activates you should follow the advice contained in the heat detector instructions.

If the CO alarm activates please carry out the instructions contained in your carbon monoxide alarm instructions. Depending on the type of CO alarm fitted these instructions typically include the following -ventilate the area (open windows and doors), turn off all fuel appliances where possible, evacuate the property, get medical help for anyone suffering from the effects of CO poisoning, ring your gas supplier or other supplier on their emergency number, do not re-enter the property until the alarm has stopped (if the alarm has been silenced by pressing the Test/Hush button, wait at least 5 minutes to allow the alarm to check that the CO has cleared). Do not use the fuel burning appliance(s) again until they have been checked by an expert. In the case of gas appliances this must be a Registered Gas Installer.

To reset or to test the smoke, heat and CO detectors follow the manufacturer's instructions as enclosed in your Handover Pack.

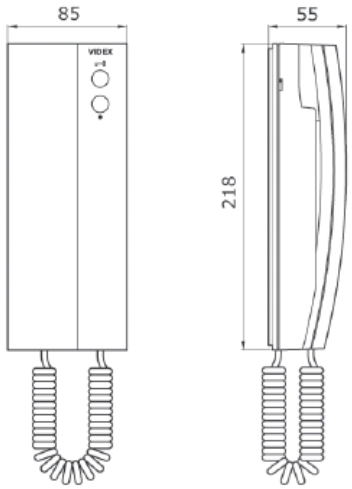
The back-up batteries should be changed as recommended by the manufacturer and an intermittent beep normally indicates that the battery needs to be replaced. The CO detector sensor module typically must be replaced after 5 years of operation (refer to its instructions).

DOOR ENTRY SYSTEM

Maintenance of door entry system- the door entry system will be maintained by the scheme manager (factor). If a fault is found or suspected in the door entry system please report it to the scheme manager.

Operating instructions for the door entry handset- When a visitor calls your apartment using the door entry panel (located on the outside wall beside the front and rear central stairwell access doors) your handset will 'ring'. To speak to the visitor lift the handset and this will connect you to the door entry panel. If you wish to let them into the stairwell press the button marked with a key during your call- which will release the lock on the stairwell entrance door. Further instructions are contained within your hand over pack. Please note that the second button on your handset (the lower button) does not have a function. Also note that when someone pushes your apartment number button on the outside panel the 'ring' comes out of your handset ear piece- do not hold the hook down while holding the telephone to your ear because if someone 'rings' your apartment on the external door entry panel your handset will ring loudly next to your ear.

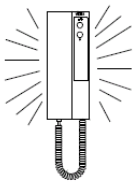
Typical door entry system handset;



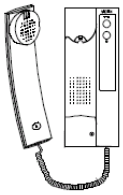
Extract from manufacturer's operating instructions for door entry system handset;

ANSWERING A CALL

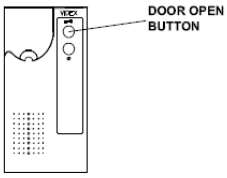
WHEN A CALL IS PLACED TO YOUR APARTMENT, AN AUDIBLE TONE WILL BE HEARD FROM THE HANDSET.



PICKUP THE HANDSET AND SPEAK TO THE CALLER

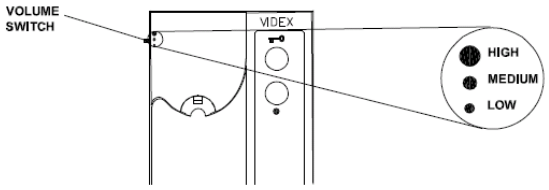


IF YOU WISH TO LET THE CALLER GAIN ACCESS, PRESS THE 'DOOR OPEN' BUTTON ON THE HANDSET. IF YOU DO NOT WISH TO LET THE CALLER GAIN ACCESS, SIMPLY HANG UP.



CALL VOLUME ADJUST

A SWITCH LOCATED ON THE TOP LEFT SIDE OF THE PHONE IS AVAILABLE TO ADJUST THE RINGING VOLUME. THREE POSITIONS ARE AVAILABLE, INDICATED BY THE THREE DOTS UNDER THE HAND PIECE.



The service button on the door entry panels is to allow access for postal delivery operatives, inter alia, to your building during a set time period (typically 6.30am to 11.30am) to make deliveries. When the service button is pushed on the panel at the front door between the set times it will automatically open the door.

Power failure- in the event of a power failure the front door will automatically unlock (this is to ensure that access for the fire brigade or other emergency services is maintained if the door entry system is not working due to a power failure).

FLAT ENTRY DOORS

Your flat has been fitted with a fire, acoustic and security rated Jeld-Wen 'Secure-fit' apartment entrance door-set with a Briton overhead heavy duty door closer.

Your secure-fit flat entrance door-set includes the following components (extract from manufacturer's brochure for information – it shows a generic secure-fit apartment entry door which may not match the type fitted to your flat);

COMPONENT BREAKDOWN

Additional items available – FD30 letterplate and cowl and aluminium threshold strip.

1. VIEWER
Silver door viewer fitted as standard.

2. ADJUSTABLE KEEP
Door keeps are fully adjustable when adjusting on site.

3. ESPAGNOLETTE LOCK
3-Point multi-point espagnolette lock.

4. HANDLE
Lever handle supplied and available in satin silver or chrome (optional).

5. CE CERTIFIED HINGES
Supplied with three grade 13 hinges in a choice of satin silver or chrome (optional).

6. DROP DOWN SEAL
A Lorient drop down seal is supplied for improved acoustic performance.

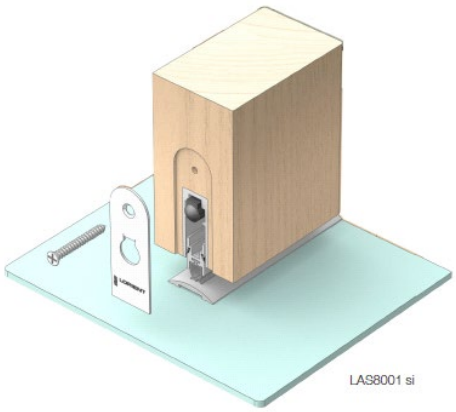
7. INTUMESCENT & ACOUSTIC SEALS
Fitted into the head and jambs of the frames, are intumescent strip including smoke and acoustic seals.

8. LETTERPLATE
Silver letterplate available as an option.

Additional component information- the following provides more specific information on the components used in your secure-fit door-set;

A) Handles – Mila ProSecure with polished chrome finish, extract from handle manufacturer's information;

B) Drop down seal- Lorient LA S8001 si drop seal is fitted to the bottom of the door leaf (see below for maintenance/ adjustment information)



This flat entrance door-set provides fire protection and security and it should be regularly maintained/ inspected to ensure it functions properly and its various components are in good working order.

We recommend that you should carry out these periodic checks at least once every three months. Also, during the first year after occupying a newly built flat you should check its operation more frequently. The door-set components such as the 'drop down' seal located under the door leaf, letter-plate (where fitted), hinges, handle and lock should all be checked to ensure they are functioning correctly. Also the door leaf should be checked to make sure no unequal gaps have

formed between the door leaf and the door frame. If any defect is found then repairs should be carried out as soon as possible. Any slight alteration or defect to the door or its surroundings can affect the performance of the door and can result in it not performing as well as it should.

Please also note that the integral acoustic, smoke and intumescent fire seals (recessed into the door side and top frames) have seals to protect from smoke. The seals must not be over-painted as this reduces their effectiveness.

Also, the letter-plates (where fitted) are fire rated- if you are replacing the letter-plate (or any other of the door components) in the future, then 'like for like' specifications should be used.

Operating and Maintenance notes for the door-set;

Door operating instructions- to lock the apartment entry door from the inside lift the handle (to activate the locking system) and return it to the horizontal then turn the thumb turn fully towards the locking side of the door. To open the door from the inside, turn the thumb-turn in the opposite direction and open the door using the handle. To lock the door from the outside lift the handle and return it to the horizontal and turn-key fully towards the locking side of the door. Open the door by turning key in opposite direction and using handle. NOTE - excessive force should not be required or used to lock or unlock the door.

Copy of the manufacturer's door-set maintenance instructions;

Maintenance

The lock should be oiled, using a reputable lubricant four times a year through both compression bolts, the latch and the deadbolt. The lock will not require cleaning and the stainless steel face plate should only be polished with a clean, dry cloth. The handles should not be cleaned with household cleaners or detergents. If the handle does require cleaning; this should only be undertaken with a clean, damp cloth. The finished paint or stain should be inspected periodically for splitting or flaking. If there is damage then any loose material should be removed and redecorated. The area should then be repainted to the same process originally employed to finish the door set.

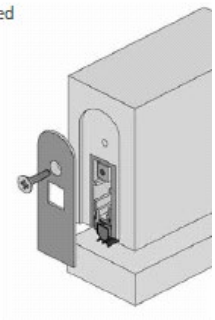
Hinges should be lightly oiled to aid smooth closure at similar period.

Adjusting the drop down seal;

Adjusting drop down seal

Self-levelling on uneven surfaces. Can be adjusted by minimum gap 1mm, maximum gap 13mm.

To increase/decrease the gap, pull and twist the protuding strike button on the hinge side clockwise/anti-clockwise.



Notes for the overhead door closer;

The door closer must not be disconnected or removed or otherwise restricted as its function is to ensure that the door closes by itself in order to maintain the fire security.

The operation of the door closer fitted to the flat entrance door should also be regularly checked.

User maintenance of the door closer is to periodically apply light oil to the arm knuckle joints – any other maintenance work must be carried out by a qualified person (see below).

The door closer can be checked by user by a visual inspection to make sure all components are securely fixed (no loose screws) and by opening the door fully and ensuring that it closes fully without binding or catching on flooring or the door frame.

If you suspect that the door closer is faulty or requires adjustment do not attempt to repair it yourself- the closer has high internal pressures and **under no circumstances should you attempt to dismantle the closer**. If you suspect that it is faulty and in need of repair or replacement please contact a specialist experienced in installing and maintaining door closers- an experienced joiner for example.

INTERNAL DOORS

Handles should be cleaned with a soft non-abrasive cloth and for stubborn stains mild soapy water may be used. Care should be taken to avoid scratching surface of handles.

The mechanism of the handle should be lubricated once a year with a light oil.

Hinges and latches/locks should be lubricated on a regular basis with WD40 or similar product.

FIRE RATED INTERNAL DOORS

In flats some of the internal doors are required to be fire rated to comply with building control requirements (30 minute fire resistance). These doors can be easily identified because they have door closers and fire/smoke seals fitted.

These fire rated doors are for your safety and are designed to give you time to safely leave the flat should a fire break out in one of the rooms. The door closers must not be disconnected or removed or otherwise restricted as their function is to ensure that the door closes by itself in order to maintain fire security for the occupants.

Just as with any similar life-saving product, a fire door should be regularly checked to ensure it functions properly and is ready to use. It is just as important as testing a smoke alarm or checking the pressure of a fire extinguisher.

Most of the time a fire door is used like any other door and it is subject to the same day-to day wear and tear of opening and closing. It is important to check if this regular use has affected it in any way. Any slight alteration to the door or its surroundings can affect the performance of the door in an emergency and can result in it not performing as well as it should.

It is therefore important that you inspect and maintain the fire doors regularly to ensure that everything is in working order. We recommend that periodic checks should be carried out at least once every six months and where the door is heavily used it should be checked at least every three months. Also, during the first year after occupying a newly built home you should check the fire doors more frequently.

The integral smoke and intumescent fire seals (recessed into the door side and top frames) have brush seals to protect from smoke. The brush seals must not be over-painted as this reduces their effectiveness.

Typical intumescent smoke and fire seal (they are available in different sizes and colours- the type fitted to your home will depend on the particular apartment type);

The operation of the door closer, the integrity of the fire and smoke seals and all ironmongery fitted to the door should be checked periodically and repaired if any defect is found.

Picture of a typical door closer – this shows a Geze TS1500 overhead door closer with optional polished stainless steel cover (the type may vary depending on the apartment and door closer location within the apartment- also the optional cover finish may vary depending on the apartment location / type. Normally closers have standard covers fitted when the closer is located out of view such as inside a cupboard);

The door closer can be checked by opening the door fully and then checking that it closes fully by itself without binding or catching on flooring or the door frame. Note – if you suspect that the door closer is faulty please do not attempt to repair it yourself- the closers have high internal pressures and **under no circumstances should you attempt to dismantle the closer**. If you suspect that it is faulty and in need of replacement please contact a specialist experienced in installing and maintaining door closers- an experienced joiner for example.

The following is an extract from the Geze TS1500 overhead door closer instructions (a typical overhead door closer) for your information;

User Information for Door Closers
This information must be observed. Non compliance will absolve the manufacture from any liability. The door closer must only be used in accordance with its intended use; i.e. closing of side hung doors following manual opening.

Incorrect use may cause injury
- Obstruction of closing process (e.g. dragging doors, sticking weather strips/sealing rubbers, rough-running locks)
- Incorrect installation and adjustment (e.g. slamming doors)
- Danger of finger trap between frame and door leaf.
- Wrong size door closer.
- Closer used for other purpose than to close side hung doors.

Maintenance:
NOTE:
- Maintenance to be carried out by a specialist only.
- Check assembly for tolerance and undue wear.
- Tighten any screws that may have become loose.

At least once a year:
- Grease moveable parts.
- Check operation of doors and adjust if necessary.

Hinges should be checked to make sure there is no visible wear.

Latches and handles should also be checked to ensure that they are not loose and are working correctly.

If replacing any of the fire rated internal door leafs in the future, a door which has a FD30 fire door rating and fire-rated 'like for like' ironmongery components must be used.

Any replacement doors must also be fitted with a suitable self-closing mechanism (such as the door closers currently fitted) and fire/smoke seals.

WALL TILING

Wall tiles and in particular the grout between tiles should be regularly cleaned using a proprietary tile/grout cleaner in accordance with the manufacturer's instructions. Grout should be inspected and any areas which become loose should be replaced.

The sealant between the wall tiling and any worktops should be inspected and replaced as necessary.

SHOWER WALL PANELLING (WHERE FITTED)

Laminate wall panelling (where fitted) should be cleaned by using hot water and a mild detergent applied with soft cloths or soft nylon brush. Non scratch cleaners may also be used. On no account should scouring pads, acid based toilet cleaners or limescale cleaners be used.

Wall panelling and shower enclosure/tray should be dried off after use. Abrasive or aggressive cleaning products should not be used as they will damage the laminate surface of the panel.

The sealant around the base of the wall panel should be inspected and replaced as necessary to prevent water ingress between the shower tray and the panelling.

INTERNAL DRAINAGE

Soil and vent stacks run vertically through your flat and they serve all flats above and below you (as applicable to the location of your flat). The soil stacks are hidden within plasterboard faced ducts and bulkheads and have access panels located at points where access may be required in the future if maintenance work is being carried out.

Picture of a typical plastic access panel;

These access panels are recessed into the plasterboard and have a hinged fully removable door for easy and convenient access. They can be painted over, if required, during any future re-decoration work that you may carry out.

Please note that these access panels should not be removed or sealed up – they are there to allow fast access to rodding or drainage access points – access will be required if, for example, a blockage occurs in the soil pipe or during maintenance works.

FLOOR FINISHES

Note – your flat entry door and the internal doors have been installed in accordance with the building regulations and the manufacturer's instructions. This includes the maximum allowable gaps under the door leafs to provide fire security – depending on your choice of floor coverings you may have to arrange to have the bottom of the internal doors trimmed. The apartment entrance door cannot be trimmed (it has an acoustic seal installed in it) and you should make sure that the floor covering you choose for your hall can be accommodated by the flat entry door.

Please note that any wooden flooring or other feature flooring such as tiles or adhered 'Karndean' (or similar flooring) laid by you when you move into your home will not be lifted and re-laid as a result of any maintenance work which may require access under the floor.

If maintenance work is required to any part of a floor or to any under-floor services we will require you to arrange the lifting and reinstatement of any feature flooring to allow us access.

Notes regarding concrete floors (normally ground floors) – concrete floors in your home have been finished to the standard tolerances obtainable by the material. Before laying floor coverings such as vinyl or wooden overlay flooring to concrete floors you should be aware that some important steps should be taken by you;

(1) You should have your floor covering installer check the moisture content of the concrete floor. This is particularly important if you are laying the floor covering immediately after moving into your home, as the concrete floor may still be drying out and moisture can affect some flooring materials. If necessary you should allow the concrete floor to dry out sufficiently before laying any flooring which may be affected by moisture or the concrete floor should be treated in accordance with the flooring supplier's recommendations before installing any vinyl or wooden or other feature type flooring.
(2) Concrete floors will normally need a self-levelling screed applied prior to laying any vinyl or overlay type floor covering, again in accordance with the floor covering installers recommendations.

Notes regarding Chipboard Flooring - Chipboard flooring (normally to the first and second floors) should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor tiles. Also note that chipboard flooring may have service ducts installed (sections of flooring which can be removed to allow access to pipes and other services).

We have installed these ducts so that they are level with the adjacent floor – however it should be noted that, because timber floors naturally shrink as they dry, this drying out may result in minor differences in level between the duct cover and the surrounding floor. This may become evident with some types of thin floor coverings and your choice of floor coverings should take this possibility into account.

ROOF SPACE (WHERE APPLICABLE)

The attic space (applicable to top floor flats only) has not been designed to allow for storage. Do not use the attic space for storage. Flooring the roof space and using it for storage may cause deflection in the roof structure resulting in problems such as cracks appearing in your ceiling.

The attic has mineral wool insulation between and over ceiling joists. This insulation can cause skin irritation. If handling the insulation it is recommended that appropriate protective clothing and equipment be worn.

Care should also be taken if entering the attic – the ceiling plasterboard between the joists will **not** support your weight and there may be service pipes, extract fan ducting and cables hidden by the insulation that you can damage by inadvertently stepping on them.

An attic access hatch (also called a loft access door) has been provided through the ceiling of top floor flats and this is intended only to be used by tradesmen for attic space inspection or maintenance work. Note that if opening the loft access door it should be supported so that it does not swing down suddenly.

Operating instructions are normally to be found fixed to the inside of the ceiling loft access door- the following photograph shows a typical set of instructions;

Top floor flats may also have a second, smaller inspection hatch installed in the ceiling (these are to allow access for inspecting the boiler flue in the attic and are for your heating engineers use when carrying out the annual boiler service. Note this is only applicable to some flat types.

It is advised that you **do not enter** the attic space.

The attic access hatches should only be used by competent tradesmen for access to the attic space for any essential maintenance works.

CONSTRUCTION OF WALLS, PARTITIONS, FLOORS & CEILINGS

The following notes provide, for your information, outline details of the construction for each part of your flat. This information is generalised and particular areas of your flat may differ. Note that there are two types of construction described below, masonry construction and timber frame construction. The type of construction applicable to your property depends on its location (plot numbers have been included to identify which construction applies to your property);

External walls: The flat external walls comprise 100mm thick block-work (with render finish), 50mm wide cavity and EcoWall[tf] timber framed kit inner leaf.

The timber framed inner leaf comprises; a reflective breather membrane on the cavity side on a 9mm sheathing board, on 140mm thick load bearing timber framing, with 140mm thick mineral wool insulation between the studs, 30mm PIR insulation fitted to the inside of the studs, and a reflective vapour control layer fitted on the inside face of the PIR insulation. On the inside of the timber kit there is a 38mm timber framed service void and 2 layers of 12.5mm thick plasterboard lining which has been taped, filled and decorated. Safety Note – all external walls are load bearing and designed to provide fire and acoustic building regulation requirements and must not be altered. Services including electricity cables and the like are routed within the service void framing.

Indicative diagram of a Typical EcoWall timber framed external wall for your information;

Party walls (between flats):

Walls between your flat and adjoining neighbouring flats - these walls comprise two 90mm thick timber frame panels with 9mm sheathing boarding to the cavity side and a 50mm cavity between the panels. Acoustic insulation is fitted to both leafs between the timber studs. On the room side a layer of 19mm thick plasterboard plank is fitted and then this is over laid with 12.5mm plasterboard. Where there are sockets or other items of electrical services installed on the party walls a service void is also formed using 38mm thick timber framing overlaid with a layer of 12.5mm plasterboard lining. Safety Note – all party walls are load bearing and are constructed to a fire resistant and acoustic specification – they must not be altered in any way. If any damage occurs to plasterboard and plank linings to the apartment side of the party walls the damage must be repaired immediately.

Party walls (flats to communal stairwells):

Walls between your flat and the communal stairwells. These walls comprise (from the communal corridor side) a layer of plasterboard on 50x50mm timber framing fixed to a 140mm thick blockwork leaf. 50mm cavity then a reflective breather membrane on the cavity side on a 9mm sheathing board, on 140mm thick timber framing, with 140mm thick mineral wool insulation between the studs, 30mm PIR insulation fitted to the inside of the studs, and a reflective vapour control layer fitted on the inside face of the PIR insulation. On the inside (flat side) there is a 38mm thick timber framed service void and 2 layers of 12.5mm thick plasterboard linings, taped, filled and decorated. Safety Note – all party walls are load bearing and are constructed to a fire resistant/ acoustic specification – they must not be altered in any way. If any damage occurs to plasterboard and plank linings to the apartment side of the party walls the damage must be repaired immediately.

Internal partitions:

Internal partitions (inside the flats) comprise 75mm timber studs with 15mm thick plasterboard linings each side which have been taped, filled and decorated. Mineral wool acoustic insulation is fitted in the partitions to bedroom, bathroom and the like areas.

Note- some internal partitions may be load bearing and comprise 89mm thick timber studs with 15mm thick plasterboard and insulation notes as above. Where partitions provide racking support, an additional 9mm OSB sheathing is fixed to the timber studs before the plasterboard lining, all in accordance with the timber kit manufacturer's and structural engineer's details.

SAFETY NOTE – some internal walls may be loadbearing. Do not remove or alter load bearing partitions, or make substantial alterations to them, without getting professional advice.

Ground floors: Concrete floor slab on rigid insulation. The ground floor also incorporates a carbon dioxide membrane located under the floor – please refer to the Section 'Carbon Dioxide Membrane' for more information.

Separating Floors between ground, 1st and 2nd floor flats;

Separating floors between the second floor flats and the first floor flats comprise (from second floor to first floor ceiling below): 22mm thick chipboard flooring on a 19mm thick layer of plasterboard planks on dynamic acoustic battens with 25mm acoustic insulation installed between the battens, on a 15mm OSB deck on engineered timber I-joists with a 100mm thick layer of insulation between the I-Joists. The ceiling under the engineered timber I-Joists comprises resilient bars with two layers of 15mm thick plasterboard. In some rooms a services void has been formed using a metal ceiling framing system with a layer of plasterboard which has been Ames taped/filled and decorated. Safety note – all flat separating floors are load bearing and designed in accordance with the building regulations in respect of fire and acoustic requirements – the separating floors must not be altered in any way.

2nd floor flat ceilings:

The ceilings within the second floor apartments comprise one layer of 12.5mm thick plasterboard fixed to the underside of the roof structure with mineral wool insulation installed between and over the roof joists.

Sloping Ceilings, where applicable; (top floor flats only) 12.5mm thick vapourcheck plasterboard fixed to underside of rafters with 150mm thick PIR insulation board fitted between the rafters.

Note: Within the entrance lobby area of the flat, two layers of 12.5mm plasterboard is provided.

Note regarding ceiling loadings;

Please also note that heavy items should not be suspended from the ceilings - the ceilings are designed to accommodate normal ceiling loadings and are not designed to accept any additional 'unusual' loadings such as heavy light fittings or heavy decorative features. Should you wish to fix any heavy items to your ceilings you should seek professional advice first.

Future alterations – should you consider making any alterations to your home in the future such as altering the partition layout or forming a new opening through a wall you should check relevant Local Authority permissions and/or use the services of a qualified architect before starting.

The ground floors, external wall service voids, internal partitions, first and second floor voids, ceiling and attic space all have services such as pipes and cables installed in them – refer to the safety precautions below if installing any fixings into these parts of your home.

Intumescent fire collars may be fitted to services that rise through separating floors and which provide passive fire protection. These must not be removed or interfered with.

Appropriate proprietary fixings should always be used to suit the wall construction (see below).

FIXING TO WALLS, CEILINGS OR FLOORS – IMPORTANT NOTICE

Wall fixings (for pictures, mirrors etc.) must be of the appropriate type for the type of walls described above. Be very careful if nailing or drilling into walls, ceilings or floors to avoid contact with any pipes or electric cables which may lie hidden behind the surface. We recommend that you use a services detector (cable detector) before drilling or nailing – it can reduce the risk of serious injury. If using power tools to install a fixing, you should always use a R.C.D. (residual current device). You should also always check for pipes and cables before drilling or nailing into floors or ceilings.

In addition to the above please note that fixings should never be made to the following wall areas:-

a) Directly above or below any electrical socket outlet, switch or appliance.

b) Directly horizontal to any electrical socket outlet, switch or appliance.

This is because electrical cables run in these areas.

Note for any flat with under-floor heating (if applicable) - you should never drill or nail into any floor which has under-floor heating fitted.

EXTERNAL FIXINGS

Any external fixings should only be made with consideration to the Deed of Conditions.

COMMUNAL STAIRWELL

Please note the following points with regards to communal stairwell areas;

1. The stairwell is a fire escape route for you and your neighbouring flats. Please do not leave anything in the stairwell which could cause an obstruction or hazard to anyone exiting the building in an emergency. Keep the stairwell clean and tidy so that in any emergency it can be used safely.
2. The windows in the stairwell are non-locking as they have to be easily opened in an emergency by the fire brigade for use in clearing smoke. The windows should normally be kept closed.
3. The stairwell front and back doors are fitted with overhead door closers to ensure that the doors are self-closing. This is for your safety and security- please do not disconnect or otherwise restrict the operation of these door closers or prop open the doors. Please ensure stairwell external doors are securely closed after use.
4. The stairwell services cupboard (typically on the ground floor under the stair) and stairwell service risers contain services such as pipework, cables, mains electricity distribution boards, telephone apparatus and control panels for the door entry, TV and electrical systems and the like. Occupants of the flats should not attempt to open service riser access hatches or service cupboard doors- the equipment contained within can be dangerous.
5. Stairwell Lighting- the stairwell lighting includes emergency lighting (with battery back- ups fitted). In the event of any loss of power these emergency lights will come on to allow the stairs to be used safely. PIR sensors operate the stairwell lights under normal circumstances. If you suspect that a fault has developed with the stairwell lighting please report it to the scheme manager.
6. Please note that the power sockets in the stairwell are for maintenance personnel use only.

COMMUNAL PARKING

There is a communal car parking area located to the rear of your block of flats for you and your neighbours' use. The Scheme Manager will allocate one of these spaces to you and provide details of any parking system which will be in operation.

The Scheme Manager will be responsible for the maintenance and repair of the car parking areas.

MOCK CHIMNEYS / TABLING (WHERE FITTED)

Chimneys (if installed on your block) are lightweight GRP architectural features. They have been independently tested in respect of wind load resistance, hygrothermal test (extremes of heat/rain and freeze/thaw cycles) and water ingress and passed the strictest testing requirements.

Note that the chimney is not designed to support additional loadings such as satellite dishes or TV aerials or other such apparatus. Do not attempt to install any fixings to the mock chimney.

Note also that a lightweight composite GRP tabling (or coping) system may have been installed on the roof of your block. It is also not designed to support additional loadings. Do not install any fixings to the lightweight tabling.

JULIET BALCONIES (WHERE FITTED)

Some flats on upper floors may be fitted with a Juliet balcony. Named after the famous scene from Shakespeare's Romeo and Juliet, this shallow balcony is designed to provide a decorative safety barrier in front of French windows.

The balcony is manufactured from galvanised steel with a powder coated finish with vertical bars and a horizontal handrail designed to provide appropriate support and barrier protection to the window opening, as well as being an attractive feature. It is not designed to be climbed upon, bear excessive weight or as an entrance/exit route and children must not be left alone near the balcony whilst the inner window is open.

It should be highlighted that one of the most common reasons for adults falling from balconies is because of the effects of alcohol or drugs, which can affect both judgement and balance.

The balcony has been fixed to the external walls using engineer approved and appropriate fixings which should not be changed unless to the same standard or that recommended by a qualified installer. With regular cleaning using warm, soapy water, the galvanised and powder coated finish should provide protection that lasts for many years. However, the balcony and fixings should be checked on a regular basis for any signs of damage, corrosion or wear that may interrupt the designed life, if these are observed, then inspection and guidance should be immediately sought from a qualified installer.

EFFLORESCENCE

For your information - The appearance of a white deposit on external walls is caused by 'efflorescence'. This is a consequence of drying out and can often occur after a new house is constructed and is drying out. It can also occur when a wall dries out after period of heavy rain or in the spring as a result of drying out after a wet winter. As well as external wall materials such as block-work and mortar joints, it can also occur on products such as precast window sills, driveway paviors and paving slabs and also internally on concrete floors and areas of similar construction.

The efflorescence is caused by natural salts being drawn out of the wall materials while drying out and is quite normal. It is neither harmful nor detrimental to the performance of the material and, whilst it may look unsightly, the majority usually disappears over time. The advice given by most brick, block, cement and precast concrete manufacturers is that it is best dealt with by the combined effect of time and weather. If efflorescence occurs externally on your home it is our policy to follow this advice and allow it to disappear naturally. It will usually disappear within a few weeks, washed away by normal rainfall. This process may take some time to draw out and remove all of the natural salts causing the efflorescence however it should be apparent that each time the efflorescence appears it will be in decreasing amounts.

If efflorescence occurs on internal concrete floors or other such areas then it can be removed by brushing with a non-metallic brush and then removing the deposits with a vacuum cleaner. Internally occurring efflorescence should disappear quicker after brushing and vacuuming than external efflorescence as the home is dried out by the heating.

Should persistent efflorescence occur internally which does not disappear after removing it by the methods described above, then please contact Scotia or the Scheme Manager for further advice.

EXTERNAL AREAS

The external areas around the block of flats will be maintained by the scheme manager. However please read the following general notes which contain important points for your information relating to your use of the external areas.

Manholes give access to the drains, usually where branches join together, do not obstruct or cover them with soil or large plant pots or the like. They may need to be accessed quickly if there is a blockage. Please note that there are live underground services cables in the ground around your house.

Great care **MUST** be taken if digging or carrying out excavation work in the vicinity of live underground cable routes.

Underground cables may be found just below the surface, although they are normally laid between 0.45m to 1.0m deep from the surface. Reduced depth may result from ground disturbance after laying or because the cable had to be laid over an underground obstruction. Even shallow excavations (e.g. for post holing and fencing work or for garden features such as ponds) may be a source of danger.

If you do uncover a cable during excavation work - **ALWAYS** assume it is live. If in any doubt contact a qualified person to seek advice before carrying out excavation work.

External Areas (General Notes)

Damage – Walking on turf before it has properly settled in can cause considerable damage. Dents and hollows made on new turf will not disappear and are often difficult to repair. It usually takes about a month to become firm enough to walk on, but this can vary according to weather and soil conditions.

Damp Proof Courses – there are damp proof courses built into your external walls to prevent damp from the ground soaking up the outside walls. These are normally approximately 150mm from the ground level around your house. It is important that these damp proof courses are kept clear – if you are carrying out any landscaping or ground-works alongside your external walls then please ensure that you do not cover these damp proof courses or otherwise bridge them, allowing damp to rise up past the damp proof course.

CARBON DIOXIDE MEMBRANE

There is a carbon dioxide gas membrane under the concrete ground floor and an external gravel filled trench around the perimeter of your block which allows any carbon dioxide which may collect from the surrounding ground to disperse to the outside air. Should you be a ground floor owner and are thinking about carrying out any work involving alterations to the ground floor which would involve puncturing the carbon dioxide membrane then it should be protected/ reinstated in accordance with the manufacturer's recommendations.

The gravel filled trench around your block should not be altered – do not remove it and replace it with an impermeable surface such as paving slabs, or cover it with topsoil. If the gravel surface of the trench becomes blocked with silt or soil then the gravel should be cleaned or the top layer replaced with clean gravel to ensure that any carbon dioxide can disperse to the outside air.

SURFACE AND RAIN WATER DRAINAGE CONSIDERATIONS

The scheme manager will maintain the surface and rain water drainage systems serving your flat, however there are some important points relating to the drainage that you should be aware of. Please read the following points:

1. Design Matters. We have designed the rainwater and parking drainage to comply with Local Authority Regulations (such as planning, building control and roads construction consent conditions) and SEPA (Scottish Environment Protection Agency) requirements including SUDS (Sustainable Urban Drainage Systems) requirements.
2. In simplified terms these regulations require us to ensure that the drainage systems designed and installed around your block of flats collects any rainwater which falls onto your block and surrounding area and drains it away in a responsible manner. It is common for the regulations to require that the rainwater falling on your garden ground is attenuated within your plot boundary and encouraged to soak away into the surrounding ground rather than running off your plot into the local authority drainage system. This practice minimises the risk of the local authority drainage systems becoming over-loaded in periods of high rainfall therefore reducing the possibility of flooding.
3. Alterations to your garden/ landscaped ground. Removal of garden areas and installation of, for example, impermeable patio areas or areas of other hard standing will reduce the area of ground available to soak up rainwater and could lead to flooding problems if adequate additional drainage is not installed at the same time. Any alterations to the garden ground around your block should take this into account and reference should also be made to the Deed of Conditions.
4. Avoiding Blocked Drains. The foul drainage system from your flat is designed to take used water from sinks, showers, baths and toilet waste. The drainage is not designed to take inappropriate items such as wipes (baby, personal cleaning and the like), sanitary items, cotton wool, cotton buds, disposable nappies, cooking fat or oil or grease and the like.
5. Scottish Water, who maintain the drainage network in the streets, have to deal with on average 40,000 blocked drains every year across Scotland- blocked drains can lead to flooding of your property and your neighbouring properties. Around 80% of these blocked drains are caused by inappropriate items being put down the toilet or fat, oil or grease being put down the sink. Please ensure that you do not dispose of inappropriate items into your drainage system. Refer to the Scottish Water leaflet included in your hand over pack for more information.
6. Water Butts. If you intend to install a water butt to one or more of the rainwater downpipes please ensure that you also fit an over-flow back into the rainwater downpipe (to avoid the water butt over-flowing and causing flooding) and that any water butts are located in accordance with any relevant Deed of Conditions and where they will not cause an obstruction for other users. Kits for water butt overflows are available in any good garden centre.

METERS

The Electric meter is located in the cupboard located next to your flat entry door.

The Gas meter is located in either:

(a) an external semi-concealed ground meter box
(b) Or internally in a hall cupboard.

UTILITY SUPPLIERS

The existing suppliers for gas and electricity to your new home will be recorded and your understanding of this confirmed on the 'New Home Introduction' form. Suppliers are required to be in place prior to completion for the purposes of installing infrastructure, making connections, and testing various features of the property. At the time of writing, the supplier for both gas and electricity (where applicable) will be British Gas at the point of handover.

Once you have taken possession of your new home and ownership has been legally transferred, it of course becomes your own right to decide which particular supplier you wish to use. It is at this point that meter readings are recorded on handover documentation, thereby denoting the change in responsibility for payment of ongoing bills. This same documentation, specifically the Handover Certificate, also includes MPAN (Meter Point Administration Number) and MPRN (Meter Point Reference Number) details, which are determined well in advance of construction completion and provide supply point identification for your new home.

It is strongly recommended that you keep this Handover Certificate in a safe place.

Utility suppliers are then provided, by us, with these readings and confirmation of change of responsibility in order that they may start to invoice you directly as a private customer and homeowner.

From this point, it is possible for you to review, and indeed change, the tariff and/or supplier for gas and/or electricity. Although the administration of the changed contact details may take a little time for some suppliers to update, all that is required to process a change is simply the MPAN and/or MPRN details as a starting point.

Whilst there is an inevitable time period during which specific contact details applicable to an address are updated to current suppliers and this is subject to administrative process, the use of correct MPAN/MPRN details as noted above should provide sufficient reference for review and/or change of supplier after the point of handover.

N.B. Some developments may already be fitted with 'smart' meters, which allow for both remote taking of meter readings and a separate display of usage and costs. These meters are progressively being installed in both new and existing properties, and will become prevalent in the near future. Should your new home be fitted with a 'smart' meter and you choose to change supplier, please be aware that you may lose some 'smart' functionality if the chosen supplier is not yet compliant with this technology.

LOCAL AUTHORITY REFUSE AND RECYCLING COLLECTION

The development has been planned to incorporate the required storage stances for wheeled bins and routes for collection vehicles. Aberdeen City Council has responsibility for refuse collection at Charleston, Cove and, at the time of writing, requires that the developer provides appropriate bins to each plot on completion. It remains your responsibility for making these bins available for collection on the designated days in accordance with good practice and the Council's policies and to ensure that your bins are stored in the designated fenced bin enclosure area when they are not awaiting collection.

As your own property is within a block with communal access, this may involve the use of larger communal bins. Should this be the case, it may be the collective responsibility of all residents within your block to ensure that these bins are made available for collection at a kerbside location on the designated day/s, along with their return to the rear communal bin store area after they

have been emptied; however it is more likely that the Council's bin collection routes will involve collection directly from the designated enclosures/storage areas.

Typical larger bins provided may include a 1280 litre bin/s (1430mm long x 985mm deep x 1260mm wide approx..) and a food recycling bin (including internal container and housing). Proper care and attention should be taken when handling these bins, for further information regarding operation and safe handling, please refer to Aberdeen City Council guidelines.

Should you have any queries or need advice regarding Waste and Recycling, perhaps for additional bins, advice on special collections or waste collection calendars in your area, please contact the Aberdeen City Council Waste Team on 0845 6080919 or wasteaware@aberdeencity.gov.uk , http://www.aberdeencity.gov.uk

COUNCIL TAX

The local authority will be aware of the new homes which are within your development, with a responsibility for payment of council tax falling upon the new owner (yourself). The authority will have made a banding valuation for your own property type and will issue payment instructions and schedules accordingly.

Should you not receive confirmation of this from Aberdeen City Council or have any questions, please contact their Revenues and Benefits team at:

Corporate Governance
Business Hub 16
Third Floor West, Marischal College
Broad Street
Aberdeen
AB10 1AB
Email: counciltax@aberdeencity.gov.uk Website: http://www.aberdeencity.gov.uk
Fax: 01224 346700

SCHEDULE OF TEST CERTIFICATES

ALPHA INTEC GAS BOILER

Installation and servicing instructions (including service record) are contained in your hand over pack.

ENERGY RELATED PRODUCTS (ERP) DIRECTIVE

On 26th September 2015 a new Energy related Product (ErP) directive from the EU came into force.

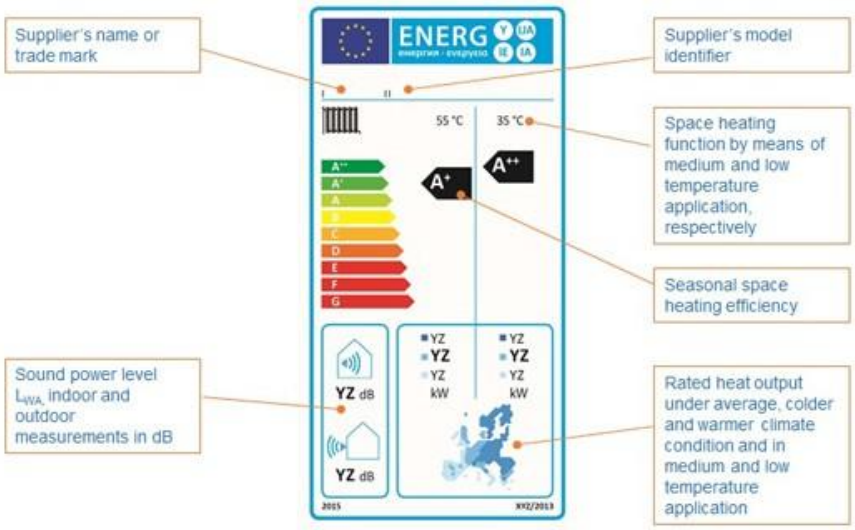
The ErP directive was designed to help the EU achieve its target to reduce energy use by 20% and increase the share of renewable energies by 20% by 2020. It affects all space and water heaters, ensuring they meet minimum efficiency requirements, and require the same type of energy efficiency labels as fridges and freezers.

You will still be able to install products purchased prior to 26th September 2015, but after this date, boiler manufacturers and installers have to ensure that the products they use and the systems they commission, meet the minimum requirements within this new Energy related Products directive.

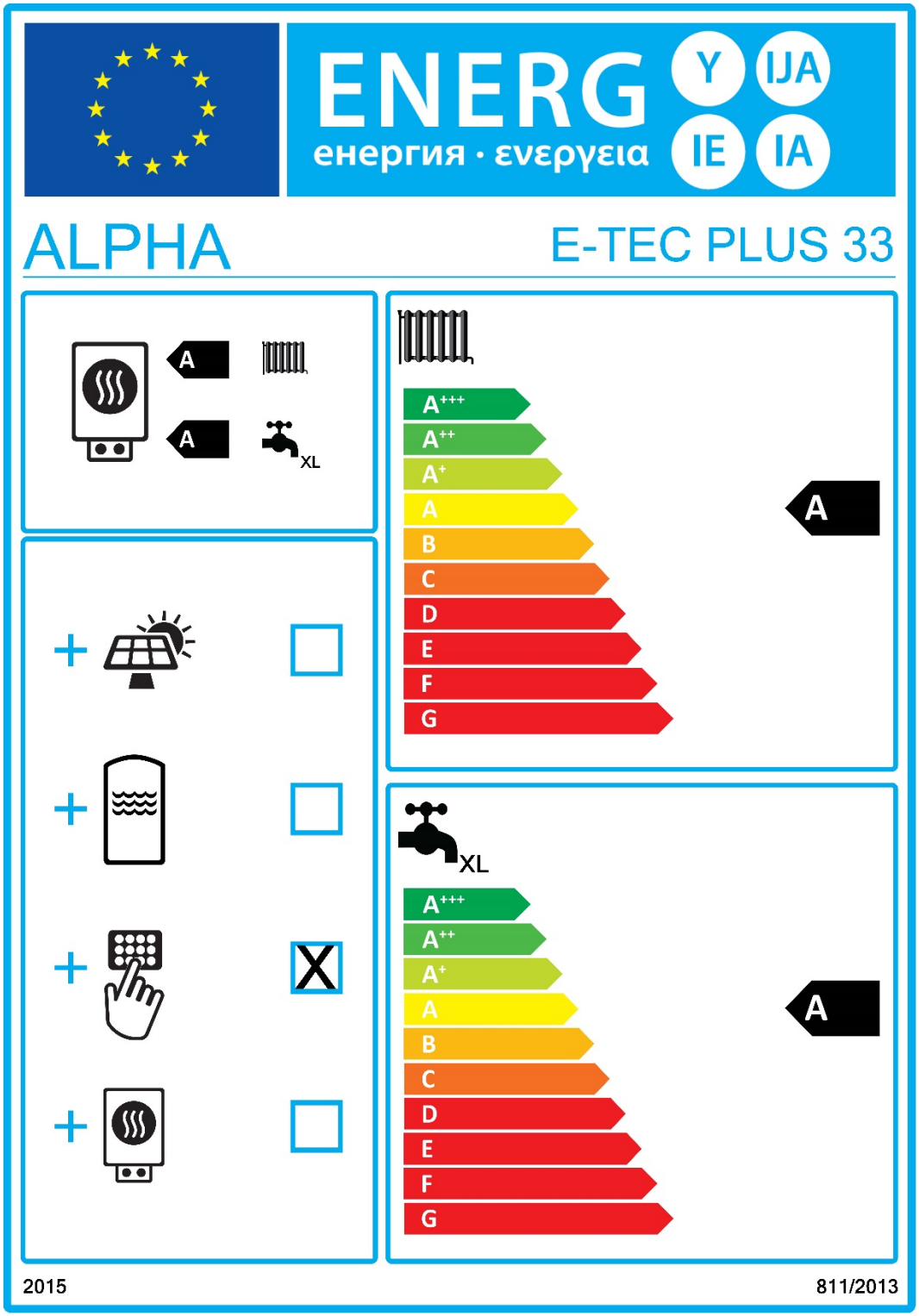
Space and water heating products are required to have an energy label, already familiar on other white goods such as A+++ rated dishwashers/washing machines, and manufacturers are only able to sell compliant products after 26th September 2015.

Boiler manufacturers are responsible for ensuring their products have compliant energy labelling while the installer is responsible for providing the energy labelling for a complete heating system. A system efficiency figure is calculated, based on the different components of the system (boiler, controls, renewables etc.), which is then added to the energy efficiency label to complete the installation.

The example below shows the kind of information you can expect to see. An example of a label for the heating system used by Scotia Homes and compliant with the ErP directive is shown on the following pages.



Source: HHIC


ENERG
енергия · ενεργεια
Y
IJA
IE
IA
ALPHA
E-TEC PLUS 33
A
A
XL
A+++
A++
A+
A
B
C
D
E
F
G
A
A+++
A++
A+
A
B
C
D
E
F
G
A
2015
811/2013

Heating

Seasonal space heating energy efficiency of **boiler** — 1: 93 %

Temperature controlfrom fiche of temperature control — Class I=1%, Class II=2%, Class III=1.5%, Class IV=2%, Class V=3% Class VI=4%, Class VII=3.5%, Class VIII=5% — + 2 (2) %

Supplementary boilerfrom fiche of boiler — Seasonal space heating energy efficiency (in %)

([ ] - 92) x 0.1 = ± 0 (3) %

Solar contribution from fiche of solar device

Collector size (in m²) | Tank volume (in m³) | Collector efficiency (in %) | Tank rating A*=0.95, A=0.91 B=0.86, C=0.83 D,E,F,G=0.81

(0.95 x [ ] + 0.37 x [ ]) x (0.9 x ([ ]) / 100) x [ ] = + 0 (4) %

Supplementary heat pump from fiche of heat pump — Seasonal space heating energy efficiency (in %)

([ ] - 92) x 'II' = + 0 (5) %

Solar contribution AND Supplementary heat pump Select smaller value

0.5 x (4) 0 O 0.5 x (5) 0 = − 0 (6) %

Seasonal space heating energy efficiency of package — 95.0 (7) %

Seasonal space heating energy efficiency class of package

☐ G	☐ F	☐ E	☐ D	☐ C	☐ B	☑ A	☐ A+	☐ A++	☐ A+++
<30%	≥30%	≥34%	≥36%	≥75%	≥82%	≥90%	≥98%	≥125%	≥150%

Boiler and supplementary pump installed with low temperature heat emitters at 35°C? From fiche of heat pump

(7) 95.0 + (50 x 'II') = 0 %

The energy efficiency of the package of products provided for in this fiche may not correspond to its actual energy efficiency once installed in a building, as the efficiency is influenced by further factors such as heat loss in the distribution system and the dimensioning of the products in relation to building size and characteristics.

Hot Water

Water heating energy efficiency of combination heater

Declared load profile: XL

1 87 %

Solar contribution
from fiche of solar device

Auxilliary electricity

(1.1 x 'I' - 10%) x 'II' - III - 'I' = + 2 0 %

Water heating energy efficiency of package under average climate

3 87 %

Water heating energy efficiency class of package under average climate

	G	F	E	D	C	B	A	A+	A++	A+++
☐ M	<27%	≥27%	≥30%	≥33%	≥36%	≥39%	≥65%	≥100%	≥130%	≥163%
☐ L	<27%	≥27%	≥30%	≥34%	≥37%	≥50%	≥75%	≥115%	≥150%	≥188%
☑ XL	<27%	≥27%	≥30%	≥35%	≥38%	≥55%	≥80%	≥123%	≥160%	≥200%
☐ XXL	<28%	≥28%	≥32%	≥36%	≥40%	≥60%	≥85%	≥131%	≥170%	≥213%

Colder : 3 87 - 0.2 x 2 0 = %

Warmer : 3 87 - 0.4 x 2 0 = %

The energy efficiency of the package of products provided for in this fische may not correspond to its actual energy efficiency once installed in a building, as the efficiency is influenced by further factors such as heat loss in the distribution system and the dimensioning of the products in relation to building size and characteristics.

SCHEDULE OF MATERIALS

Item	Description	Supplied by	Tel No.
Structural timber frame	Structural timber frame kit including external wall panels, load bearing internal partitions, separating floors and roof structure (applicable to timber frame construction flats only)	Supplied and erected by Deeside Timberframe, Stonehaven	01569 767123
Windows	White uPVC inwards opening Sheerframe 7000 or 8000 tilt and turn or reversible style windows (some tilt + turn windows are fitted with CMS 'easy reach' gearing and handles)	CMS Enviro Systems, Castlecary	01324 841398
Juliet balconies	Galvanised and powder-coated steel "Usk" design safety and feature window barrier	Catnic, Caerphilly, Wales	029 2033 7900 https://catnic.com/
Internal Doors Leafs	Jeld-Wen Arlington 6 panel smooth heavy weight (FD30 fire rated where necessary)	International Doors & Windows	01224 682229
Flat Entry Doorsets	Jeld-Wen Arlington Securefit flat entrance door-sets complete with ironmongery.	International Doors & Windows	01224 682229
Skirting boards & Facings	MDF ogee 7 skirting boards and Ogee facings (sizes vary depending on plot)	Fleming Buildbase	01224 258200
Ironmongery for internal doors	Heritage Brass Windsor V710 lever handles to room doors and V730 to bathrooms (with Legge bathroom lock), in polished Chrome finish	George Boyd Ironmongery, Aberdeen	01224 685541
Over-head door closers for flat entry door	IR Briton 2130B with S Cover in polished stainless steel (typical specification) - different flats may vary.	George Boyd Ironmongery, Aberdeen	01224 685541
Over-head door closers (for internal fire rated door leafs)	Geze TS1500 over-head door closer with stainless steel or silver cover depending on location.	George Boyd Ironmongery, Aberdeen	01224 685541
Intumescent fire and smoke seals (for internal fire rated doors)	Astroflame AF1504FS, colour white	George Boyd Ironmongery, Aberdeen	01224 685541
Kitchen Units, Worktops and appliances	Laings Directline Range with Duropal Worktops Or JTC Craftsman Elite range with 40mm thick bullnosed worktops.	James Laing & Son Ltd, Inverurie, Aberdeenshire. Or JTC Furniture Group, Camperdown Works, Dundee	01467 620311 Or 01382 833832
Kitchen sink	Leisure 1.5 bowl stainless steel sink or 1 bowl Carron ISD unisink	William Wilson Plumbers Merchants, Aberdeen	01224 335328
Sanitary-ware (typical specifications- may vary)	Ideal Standard Tempo 55cm basin and semi pedestal to bathroom. Ideal Standard Temp Cube 1700 x 700 bath. Ideal standard alto WC pan close coupled with Alto cistern and Alto seat and cover.	William Wilson Plumbers Merchants, Aberdeen	01224 335328
Taps	Bristan Ruby monobloc deck sink mixer (kitchen), Bristan Prism basin mixer or Bristan Quest basin mixer and Bristan Prism mono bath filler or Bristan Quest bath filler..	William Wilson Plumbers Merchants, Aberdeen	01224 335328

Central Heating + Hot Water System	Alpha Intec 34C and associated components	Northern Heating	01224 663322
Radiators	Myson Premier HE	Northern Heating	01224 663322
Radiator Valves	Danfoss RASC2 (10mm or 15mm)	Northern Heating	01224 663322
Switches & Sockets	Click Mode Range switches and sockets	Holland House	01224 638129
Extract Fans	Greenwood Airvac Unity CV2GIP Dmev mechanical extract fans	Holland House	01224 638129
Smoke, heat and CO detectors	Aico Ei161RC smoke detector, Aico Ei 164 heat detector, Aico Ei261ENRC CO detector	Holland House	01224 638129
CO2 Barrier (under ground floor)	Visqueen CO2 (carbon dioxide) membrane (and associated components including damp proof course and top hat units)	Keyline Builders Merchants, Dundee	01382 448600
Paint to walls and ceilings	Dulux Trade Super Matt Emulsion	Dulux Decorator Centre	01224 573044
Paint to skirting boards etc.	Dulux Eggshell	Dulux Decorator Centre	01224 573044

Note - Not all items or colours are applicable to all properties

Scotia Homes Limited

Balmacassie, Ellon, AB41 8QR ● Tel: 01358 722441 ● Fax: 01358 723499

Email: info@scotia-homes.co.uk ● www.scotia-homes.co.uk