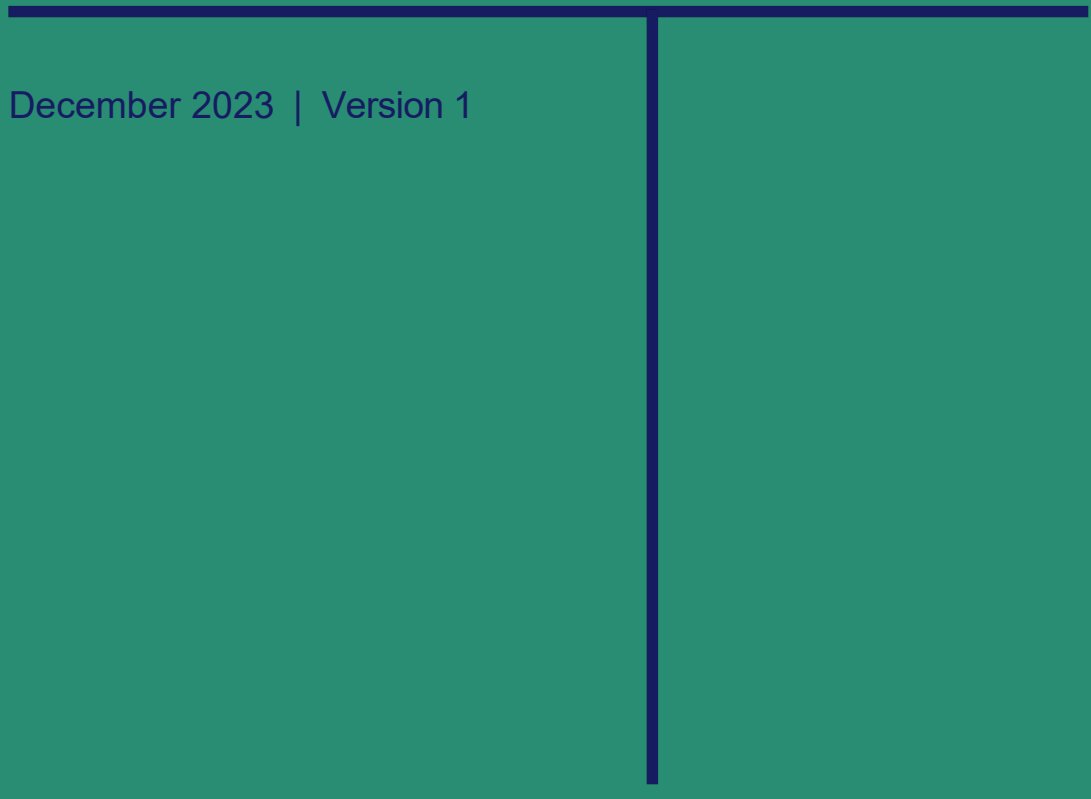




Harrow Road

Home User Guide



December 2023 | Version 1

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INTRODUCTION

This guide has been designed for use by Harrow Road residents. It provides an overview of the services installed within your home, and how to operate them. It explains what the various control devices, panels, buttons, and switches throughout the property are used for and how to work or adjust them, as well as recommendations for cleaning, maintenance, and servicing.

Please leave this guide within the home for future reference.

- 3 x flat entrance door keys
- 3 x access fobs
- 3 x window / balcony door keys
- 3 x utility cupboard keys
- 2 x post box keys
- 1 x window restrictor keys



GIFTED ITEMS

Several of the items in your flat have been given to you as part of your tenancy, and you are responsible for the maintenance, upkeep, and replacement. These are:

- › Washing machine/dryer
- › Fridge freezer
- › Electric oven
- › Electric hob
- › Cooker hood / extract
- › Mirrored bathroom cabinet
- › Curtains and blinds
- › Bedroom wardrobe (if applicable)
- › Carpets
- › Wood effect flooring
- › Toilet roll holder
- › Towel rail
- › Coat hooks

Please ensure that you register the warranty(s) for the washing machine dryer, fridge freezer, electric oven, electric hob and the cooker hood / extract. The phone number to register is included in the instruction manuals provided separately.

LOCAL AUTHORITY

There are several ways to contact Westminster City Council:

Telephone: 0800 358 3783 (freephone)
+44 20 7245 2990 (if calling from abroad)

Email: housing.enquiries@westminster.gov.uk

Social Media - @citywestminster

Online - www.westminster.gov.uk/yourhousing for information on making payments, reporting repairs and applying for a range of housing-based services.

The www.westminster.gov.uk/ website also gives access to a range of council wide services and information, such as council tax, refuse collection days, events, activities and libraries.

REPORT A REPAIR OR DEFECT

Please report all repairs/ defects to the Repairs Team by phone, email or on our website.

Please call through to report any emergencies to ensure the quickest response time.

Repairs Team

Telephone: 0800 358 3783
(freephone) option 2

Website:

www.westminster.gov.uk/yourhousing/repairs

If you are reporting a defect in the 24 months of the building being completed, please contact aftercareteam@westminster.gov.uk

Multi Tenure Housing Team
Housing Services Centre
155 Westbourne Terrace
London W2 6JX

EMERGENCY REPAIRS

Emergency repairs occurring can be reported 24 hours to WCC by calling the usual WCC number 0800 358 3783.



WHAT'S A DEFECT?

A defect is any workmanship, fixtures, fittings or where parts have failed during the Defect Liability Period. For example: doors that do not open or close correctly, extractor fans not working, or seals around showers leaking. Any faults caused in other ways, such as wear and tear, damage by neglect, misuse, accidental or deliberate will not qualify as a defect and will not be the responsibility of the Contractor or Westminster City Council.

During this period, there may be some drying out of plaster and timber used during the construction. You may notice minor cracks in the walls and gaps in the skirting boards and door frames. These are shrinkage cracks and are completely normal in a new home. The shrinkage is caused by the drying out of plaster and timber. To minimize shrinkage cracks, please try to warm up your home gradually at an even temperature whilst ventilating your home throughout.

Please note, shrinkage cracks do not affect the structure of the building and can be filled in when you redecorate.

If you find a gap that is larger than 3mm, these will be addressed at the End of Defect Period by the Contractor. As a guide, to check if the gap is larger than 3mm, place a £1 coin in the gap and, if it fits, the gap is more than 3mm.

At the end of the Defect Liability Period, we will carry out an End of Defects Inspection to make sure there are not any outstanding defects.

DEFECT CATEGORIES

There are three defect categories, and the timeline for a Contractor to inspect the defect will depend on its nature.

Emergency Defects	Urgent Defects	Routine Defects
24 Hours (Mon-Fri)	7 Working Days	28 Working Days

EMERGENCY DEFECTS

Emergency defects are those which compromise your health, safety, and security or which, if left, would severely damage the fabric of the building.

Below is a list of examples of emergency defects, which we aim to respond to within 24 hours.

- Total loss of electricity
- Unsafe power, lighting socket or electrical fitting
- Total loss of water supply
- Total or partial loss of hot water or heating between 31st October and 1st May if affecting infirm, elderly or very young people
- Mains water tap which cannot be turned on or off
- Leak from water or heating pipe, tank, or cistern
- Leaking roof
- Severe structural damage by storm or impact

URGENT DEFECTS

We aim to respond to urgent repairs within 7 days. Urgent repairs are faults causing discomfort, inconvenience, or nuisance and faults that are likely to lead to further deterioration of the building.

ROUTINE DEFECTS

We aim to respond to routine repairs within 28 working days.

Routine repairs are faults that can be deferred without serious discomfort, inconvenience or nuisance, e.g. broken extractor fans, dripping taps, etc.

Please note, we may seek to recover any costs for emergency callouts where the problem is not found to be a genuine emergency or a genuine defect – To avoid charges please ensure that any reported emergencies are genuine.

UTILITIES

Water, electricity, and heat in your home.

When you move into your new home you must contact the utility suppliers to let them know your details and to activate your accounts.

Without activating utility supply contracts, you will lose the supply to your home. You will be provided with your meter readings when you sign up for your home.

Water

Water is supplied to your property by Thames Water. The cold-water meter is in the utility cupboard in your flat.

Contact Thames Water to activate your own supply account using the following details:

Telephone: 0800 9808 800

Emergency: 0800 714 614

Website: www.thameswater.co.uk

Electricity

The current electricity supplier to your property is British Gas. The electricity meter is located inside the utility cupboard in your flat.

You should contact British Gas to activate your own supply account by either:

telephone 0333 202 9802

online www.britishgas.co.uk/new-home/move-in/energy-quote

Alternatively, energy comparison websites such as Uswitch at www.uswitch.com may be able to help you switch to an energy supplier of your choice if there are cheaper tariffs available.

Heating and hot water

The heating and hot water to your flat is supplied by a central air source heat pump system operated and managed by Westminster City Council. There are no traditional radiators within your home, the heat is provided from either ceiling fan units or wall mounted wall units. Please do not cover these units.

Please note there is no gas inside your property.

Westminster City Council are your heat supplier. This means you will not be able to change the heat provider.

Your heating is metered through the smart meter on the wall of your corridor and is managed by Sycous on behalf of Westminster City Council

POST AND DELIVERIES

The post box for your home is in the ground floor lobby of the building. Please note that Westminster City Council do not hold spare keys to your post box.

Parcel deliveries need to be arranged when you are at home or via a pickup shop.

LIFT

There are two lifts serving all flats in each block. In the event of a fire, you must not use the lift.

CYCLE STORAGE

Each resident has access to the internal cycle stores.

The internal ground floor cycle stores are located on the Ground or Lower Ground Floor. The residents' key fob will open the cycle store door.

Please ensure all cycles are properly locked and that the cycle store door is closed after use. Cycles will be left at risk by the owner and WCC will not be held liable for any damage or theft.

PARKING

This is a car free scheme and there is no parking except a limited number of bays specifically for white badge holders. Please contact the Multi Tenure Team for information.

Zip Car

Zipcars are a car club enabling you to hire their cars as and when you need them. As a new Harrow Road resident you have access to a free lifetime membership for Zipcars and £120 credit. To claim your free membership visit the website www.zipcar.com/en-gb/residential/300harrow

The nearest Zipcar location is in Sutherland Avenue W9 2HE

You can also apply for a residents' street parking permit from Westminster City Council. You can download the application form from the Westminster City Council website and return it with your proof documents by email to parkingpermits@westminster.gov.uk or by post to: Westminster City Council,

Parking Services, PO Box 734, Redhill, RH1 9F

CCTV

A CCTV system has been installed at various communal locations to provide surveillance of entrances, lobbies and around the outside of the building.

While CCTV and security measures have been implemented to ensure maximum safety for our residents, we also recommend the following Security recommendations:

- › Check all windows and doors are locked before going to bed, leaving home, or spending time in communal areas.
- › Keep your valuables in a safe place, out of sight.
- › Take photos of your valuables, and security mark them with your postcode and flat number. This can deter thieves and help the police to recover stolen items.
- › Ensure the contents of your home are fully insured against fire and theft.

CLEANING AND MAINTENANCE OF COMMUNAL AREAS

Westminster City Council Housing Team are responsible for the day-to-day cleaning, repairs and maintenance of the communal areas within the building.

WINDOW CLEANING

As a tenant you are responsible for cleaning your own windows internally.

REFUSE AND RECYCLING

Your refuse and recycling bins are in the bin store, located on the Lower Ground or Ground Floor. You will need to use your fob to access them.

Mixed recycling

Please use the recycling bins to recycle:

- paper and cardboard
- food tins and drinks cans
- mixed glass bottles and jars
- cartons, e.g., tetra paks
- plastic bottles, pots, tubs, and trays
- aerosol cans: they should be empty and not crushed.
- aluminium foil, washed and squashed. only on the agreed collection day and time.

Food waste

If you have been provided with a food waste bin, please use it for:

- Food waste, such as plate scrapings or mouldy food or fruit and vegetables.
- Tea bags and coffee grounds

Please do not use it for:

- Plastic bags
- Food packaging of any kind
- Liquids, such as milk, oils or liquid fat
- Flowers or garden waste
- Any material that is not food waste

You'll be provided with an initial roll of food waste bin liners. Once you have used these up you can pick up a new roll of liners from Westminster City Council libraries. You can also buy your own from supermarkets or other retailers or use old plastic bags that are coming to the end of their life. To dispose of your food waste, place it in the large food waste bin in the bin store on Lower Ground or Ground Floor.

For more information visit

<https://www.westminster.gov.uk/food-waste-recycling-expansion> or call 0207 641 2000

Bulky waste

There is no bulk waste store at Harrow Road but there is a Bulky Waste Collection Service provided by Westminster City Council. This costs £32 for up to six items, each additional item is £6. However, this is limited to 1 collection of up to 6 items every 90 days. This service is free if you are in receipt of housing or council tax benefit. The average waiting time is three days. You must leave items out

For further information contact:

Westminster City Council Telephone: 020 7641 2000

Website:

www.westminster.gov.uk/collections/how-dispose-bulky-waste

BUILDING ACCESS

ENTERING YOUR HOME



To enter the building please present your fob against the reader (circled in red below):

Your visitors will need to type your flat number in and press the bell symbol. This will ring your door entry phone where you will be able to see/speak to your visitors and grant entry into the building.

To use the lift or to enter the bin / scooter / cycle stores present your fob on the readers (as shown below):



EXITING YOUR HOME

To exit secure rooms (such as the bin or cycle store) or leave the building “push to exit buttons” are used. Push this to unlock and open the door.



Exit doors may also have an “emergency exit” push button. These are only to be used in an emergency as these keep the doors unlocked until an authorised person resets them. To operate, push the black circle as shown below:



ALLOWING VISITORS INTO YOUR HOME

An intercom panel has been installed in your home. This is wall-mounted in the hall. It allows you to receive calls from the ground floor entrance door and to allow visitors into the building.

When a visitor calls, the monitor will sound its ringtone display by answering the phone unit you will be able to communicate with the person ringing. There are four buttons which control the use of the access control system.



- 1) By pushing the button on the furthest left, this will engage the camera and you will be able to see the person. A white light will illuminate when the camera is engaged.
- 2) By pressing the button second in from the left, this will mute your voice to the outside. You will still be able to hear the person ringing. A red light will illuminate when you are muted.
- 3) This button is redundant and is not programmed. Do not use.
- 4) The button on the end with the key allows access into the main lobby of the building.

A meet and greet system has been installed meaning you will need to greet your visitors on the ground floor. They will not be able to call the lift without a fob.

SYSTEMS INSTALLED

HEATING & HOT WATER & COOLING

Your heating and hot water are supplied by a communal air source heat pump system. There is also an individual heat pump within the utility cupboard of your home to boost your hot water and to heat your fan units. These fans are either mounted in your ceiling or on your walls depending on your flat. This will all be maintained and serviced by Westminster City Council except cleaning of the filters which you are responsible for.

The water heating temperature is at a set level controlled by the system. The main unit within your utility cupboard should be left alone unless you want to change the pre-programmed timings for hot

water. Your hot water is set to heat over night and will be available early each morning.

There are three functions to your heating system; Heating, Cooling and Automatic. We recommend that in the winter period of November to April you keep your system in heat mode then in the summer period you change to cooling the snowflake. To ensure that this fully functions you will need to ensure you have credit on both heat and cooling on your prepay Guru meter. **See below Guru meter section.**

On the main unit there are two symbols which will let you know if it's in heating or cooling mode - a snowflake for cooling and sun for heating.

In flat heat pump unit inside the utility cupboard



MAIN HOME THERMOSTAT CONTROLLER



The main thermostat control is in the living room space of the home. From here we recommend you set the desired temperature for your home- typically 18-22 degrees. We recommend you control your heating system from this unit.

If you are expecting to use a large amount of water at once, for example- if your family have several baths in one period the hot water will need to be boosted. To boost the hot water activate the boost function on the master controller in the picture above.

Wall mounted convector heaters.

If you live in 294 or 296 Harrow Road your heaters are installed on your walls as pictured below.



If you would like to alter the temperature of an individual room, this is done through the separate local thermostat in each of the bedrooms.

On the top of your convector unit there is a basic control panel which allows you to alter the fan speed between two settings and make localised changes to the temperature. Please note, the system within your home cannot heat in part of the home and cool in another part so the rooms within your home will be broadly the same temperature.

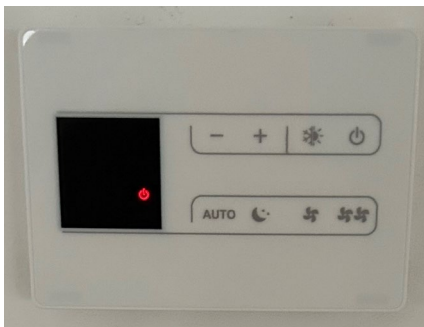


Ceiling mounted convector heaters

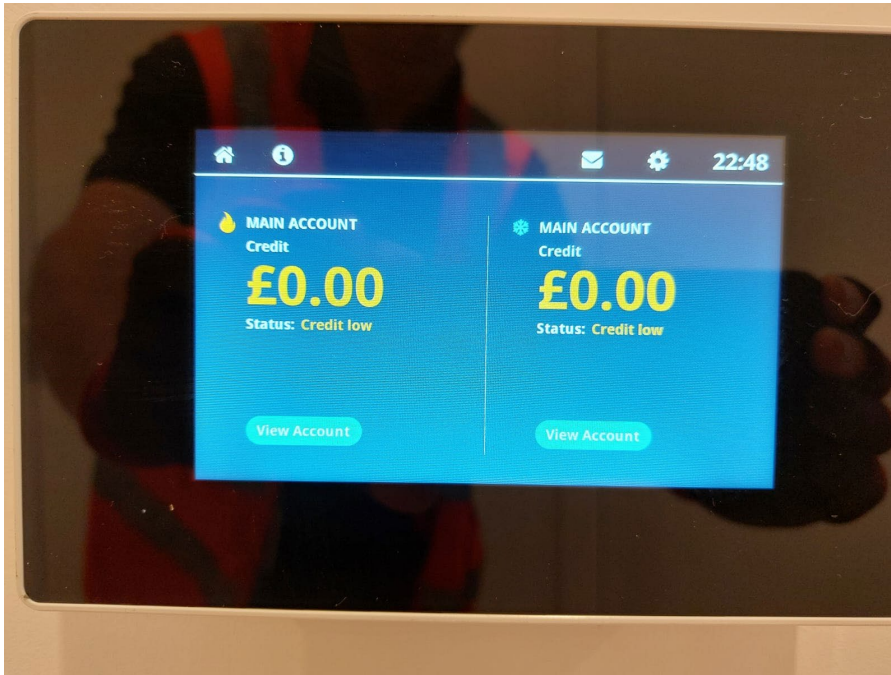
In 300 Harrow Road, your heating and cooling to your home is supplied through the grills in the ceiling in your home. These are pictured below.



If you would like to alter the temperature of an individual room, you adjust the separate local thermostat in each of the bedrooms. In 300 Harrow Road your local thermostatic controller is located on the wall of your home. From here you can control the fan speeds, there are two options. Please note, the system within your home cannot heat in part of the home and cool in another part so the rooms within your home will be broadly the same temperature.



GURU HEAT & COOLING METER



Your heating, cooling and hot water are delivered on a pay as you go meter. In your home there is a Guru screen. This screen shows how much credit is on your heat account and how much credit is on your cooling account. The 2 accounts are metered separately and you will need to ensure that you have credit on both accounts to ensure your home is heated efficiently. Your account will run to minus £10 before the heating, hot water and cooling stops working. It is important to keep your account in credit to prevent disconnection. Please see the welcome pack from Sycous to see more details on how the metering works and how the instructions to use the Guru meter and display.

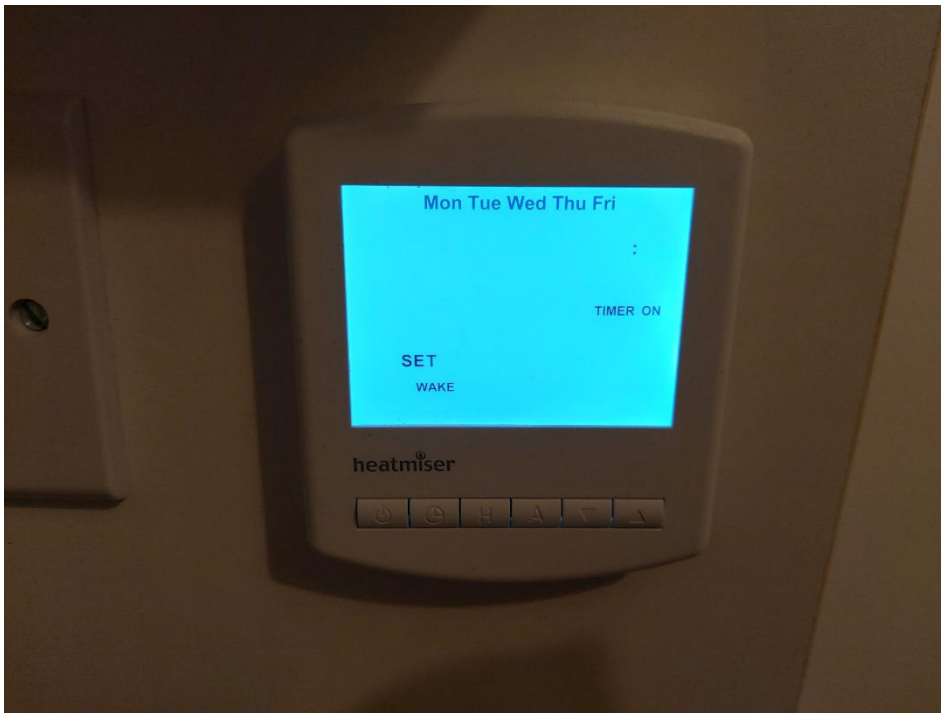
If Sycous send you a message this can be viewed by touching the envelope icon.

BATHROOM TOWEL RAIL

A heated towel rail has also been provided in your bathroom. There is a time clock for your towel radiator located in your utility cupboard, the temperature is controlled on the towel rail itself. Please note there are no other heaters within your bathroom.

There are two settings to program your towel heater. These are pre set by the manufacturer and allow you to set a series of timed heat throughout the day. The two settings are split between A) Monday- Friday and B) Saturday and Sunday. These will be displayed at the top of the screen. To set the timer you must

1. Press the clock button to enter settings mode
2. Press H to set Monday- Friday
3. From here you can program it to come on at a given time through the arrows on the right hand side. You will be prompted to set the time to come on 'wake' then turn off 'leave' for the day and come on 'return' and off when you 'sleep'. So it automatically come on for a period of time in the morning and again in the evening.
4. To program the Saturday and Sunday setting repeat item number three.



There is a separate regulator on the bottom of the towel rail to make adjustments to the heat.

The temperature is set by simply operating the plus and minus on the localized control at the bottom of the towel radiator. This works in conjunction with the timer in your cupboard.



SMOKE AND HEAT ALARMS

Smoke alarms are located in hallways and bedrooms (and some utility cupboards).

Heat alarms are installed in the kitchen / living area.

Test the alarm once a week by pressing the test button. Shown in red.

Both alarms should be checked regularly, and back-up batteries replaced as and when required.

The alarm is connected to the mains power, The alarm should be checked regularly, and back-up batteries replaced when required. There is a silence button on the unit.



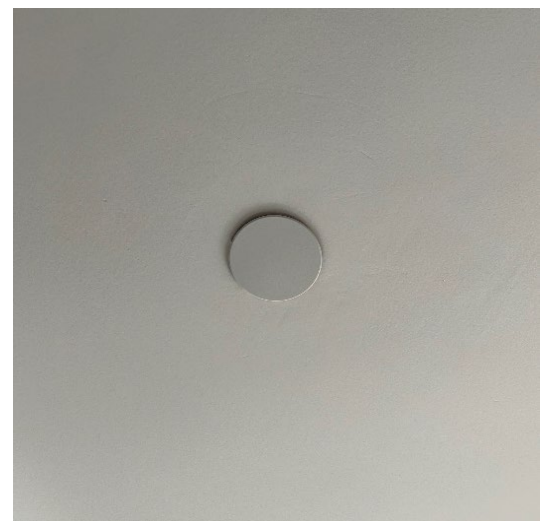
SPRINKLERS

Your home is fitted with a sprinkler system.

This system is automatically activated by a rise in temperature and cannot be isolated from within your flat.

The sprinkler heads are located above the white caps in the ceiling. Care should be taken to avoid direct contact with the caps as this may trigger the sprinkler head, so do not paint or hang anything from the sprinkler head.

Should you accidentally knock or damage the sprinkler head, or if the sprinkler activates unexpectedly contact Westminster City Council immediately.



VENTILATION

Fresh air is brought into your new home through vents in your ceiling. Some of these also remove stale air from your home.

These keep your new home as airtight as possible and mean you don't always have to open a window to get fresh air.

The air is circulated by a MVHR system which is found within your utility cupboard. This has been programmed and should not be tampered with. It is important that the MVHR remains switched on at all times to ensure air circulation. Without proper air circulation moisture can build and lead to complications such as mould. This is an incredibly efficient system and costs very little to run.

Should you require extra ventilation when cooking or showering there is a boost function which is operated by either turning on your bathroom light or by using the boost button in the kitchen.

There are filters inside the unit and you are responsible for keeping them clean. The unit will show when they need cleaning. To do this you open the slots (See circled in red) and remove the filter and wash under the tap. Allow it to dry then slide back into the slot.



TELEVISION, TELEPHONE, AND INTERNET PROVISIONS

Telephone points are located on the wall in the living room and bedrooms. Television points are also provided in the living room and bedrooms.

Television

The flat has been pre-wired for:

- digital terrestrial TV/Freeview
- SKY Q
- Virgin media
- FM/DAB

Cabling has been installed from the patch panel to various outlets located throughout the apartment. This will allow internet and TV subscription services to be easily distributed throughout the apartment once they have been installed by a specialist service provide such as Sky

TV licensing

You will also need to notify TV Licensing of your change of address or buy a new TV license. Please remember that your television license does not automatically move with you, and you will need to notify TV Licensing so they can update your details to make sure you are correctly licensed at your new address. Visit

www.tvlicensing.co.uk

BROADBAND AND INTERNET

An Openreach telecommunications system has been provided to your home, this is located in the electrical utility cupboard. You should make arrangements with your preferred telephone/broadband company such as BT, Sky, TalkTalk or Virgin Media to arrange connection.

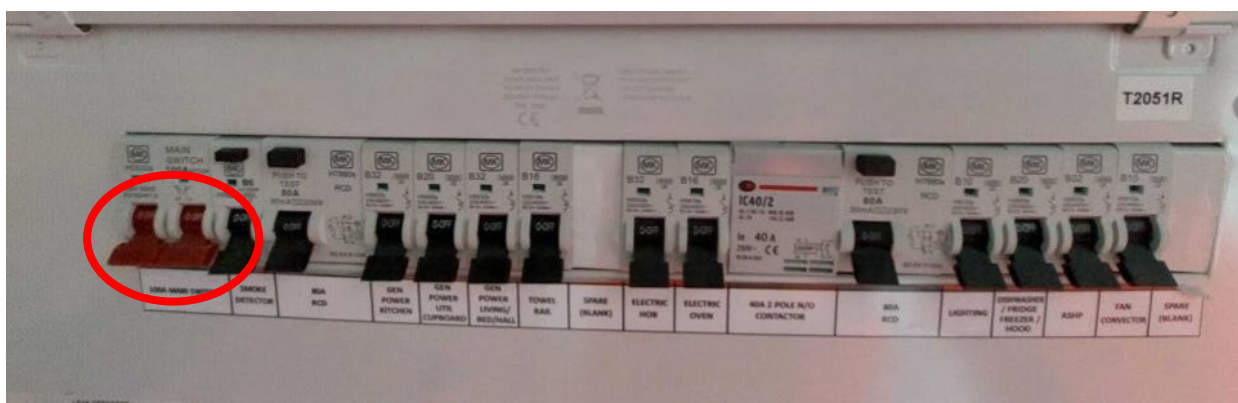
Cabling has been installed from the patch panel to various outlets located throughout the apartment. This will allow internet and TV

ELECTRICITY

Electrical supply and isolation

The electricity supply enters your property via the electricity meter, located in the utility cupboard. Meter readings and your meter reference number can be taken from here.

You can control the electricity supply to your home using the consumer unit. The electrical supply to the property can be totally isolated by the main isolation switch on the consumer unit – this is the large switch at the side of the unit as shown circled in the photo below:



This box also contains a number of circuit breakers and trip switches which protect individual circuits. Due to the sensitive nature of this equipment, light bulb failure and defective domestic appliances can sometimes result in the circuit tripping out.

Each circuit breaker (RCD) is labelled with details of the circuit controlled. When one of the RCDs trips out it can easily be identified as the one showing OFF as it will be in the opposite direction of the others.

To restore power, it is easy to lift the switch on the appropriate RCD back to restore the ON position. If it trips out again, please follow the process below:

- Turn off all appliances and lights relating to the indicated circuit, using the fuse switches.
- Turn back on all the lights and appliances one by one.
- If the RCD trips out again as you turn back on an appliance or light, it will mean that the appliance or light is faulty and is causing the RCD to trip out.
- If this happens, turn the light or appliance off and unplug it and reset the RCD, you will then be able to continue using the remaining lights or appliances on that circuit. The defective appliance then needs to be tested by a qualified electrician via WCC housing or replaced.

HOT AND COLD WATER

Water supply and isolation

The main cold water shut off valve is located in the utility cupboard labelled 'Main's water' and can be used to completely shut off the cold-water to your flat.

To shut off the water at the main valve turn it anti clockwise.

Local isolation valves have been installed on the cold-water pipework before it connects to the kitchen sink, washing machine and bathroom sanitaryware. The isolation valves to the kitchen sink are located behind the sink while the isolation valves to the bathroom sanitaryware are located below the basin within the boxing. To access them, you need to open the access panel beneath the basin.

The water supply to the item can be shut off by turning the handle 90° so that it no longer points in the same direction as the pipe.

Leak detection unit In your utility cupboard you have a leak detection unit, this will automatically shut the water off should it detect that there is a water leak. This is run from mains power and has a back up battery. Please ensure the battery is changed regularly as this may cause the equipment to fail and you may not have water. **Should you be away from your home for 14 days or more, your leak detection unit may automatically failsafe and close the water to your home off. To reset the unit press and hold the button on the front for three second.**

Loss of water supply

In the event of a total loss of cold water to your property, first check that the isolation valve is open. If the valve is in the open position and you still have no water, then please contact the Westminster City Council repairs team.

In the event of a water leak being discovered in your own property, it is advisable to isolate the water at the 'Main's Water' valve in the utility cupboard and call Westminster City Council Repairs team immediately.

If water is found to have spread across areas containing electrical wiring or appliances, please do not use the affected electrics until these have been tested by a qualified electrician.



LIGHTING

Your new home uses two different types of light bulb

Cupboards and bedrooms use a bayonet E27 bulb. This has a screw fitting.

Bathrooms, lounge and kitchen spaces use a GU10 bulb



APPLIANCES

You have been gifted a number of appliances, and separate instruction manuals have been provided for them.

Please read these before using your new appliances.

The main socket switches for your appliances are located either above the worktop or inside a wall cupboard. These switches isolate the appliance and should be used when cleaning or servicing (changing bulbs in the fridge or cooker hood for instance) but don't forget to turn them back on!

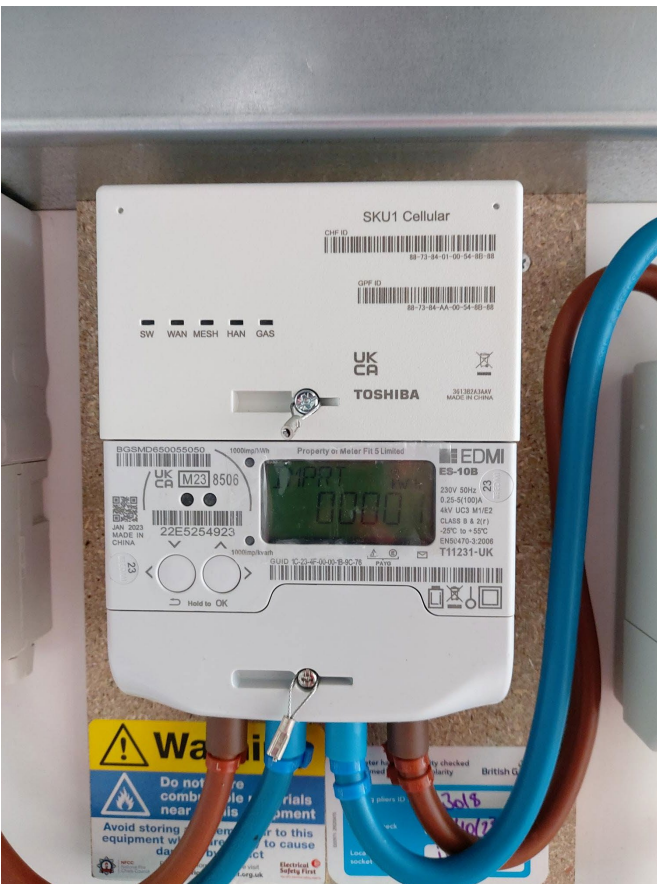


METERS

Electricity – located in the utility cupboard inside your home



Water – located in the utility cupboard inside your home



FIRE SAFETY

If you discover a fire in your home, you should immediately and wherever possible close windows and doors behind you. When you call the Fire Service (999) please ensure you give as much detail as possible.

Please note that the flats within the building follow a 'Stay Put' fire evacuation policy. This means the building is constructed to ensure the fire does not pass from one flat to another for a given time.

In the event of a fire, only the people in the flat of fire origin will need to evacuate, but other residents are to 'Stay Put' and will remain safe. Similarly, should a fire break out in any of the communal areas of the development i.e., communal corridors and entrance lobbies.

Do not use the lift in the event of a fire.

There is a sounder above the front door of your home. In the event of an emergency, the fire brigade will communicate with you about what you need to do to stay safe.

Any instructions from the Fire Brigade take priority over the above instructions.

The sounder for receiving an alarm call from the London Fire Brigade when attending the property.



CONSTRUCTION AND FINISHES

WALLS AND CEILINGS

Please note that structural or material alteration is not permitted. This includes alterations to the services within the property such as water pipework and electricity.

Construction

The interior walls of your property are constructed from plasterboard. The exterior walls of your property are constructed from a steel frame system and brickwork.

Fixings

In the first 2 years of the building being completed you must not fix anything to any internal walls to prevent damage. This includes TV brackets, shelving, picture hooks etc. If you are unsure, please contact the Westminster Housing Team for guidance.

After Two years:

When hanging pictures care must be taken to not disturb or damage any pipes or electric cabling that may lie beneath the surface of the wall. It is strongly recommended that you use a cable / pipe detector, which can be bought from most major DIY stores.

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings. Due to this weight limitation, it is not advised that you fix heavy objects to plasterboard walls e.g., flat screen TVs.

A timber or metal pattress has been installed behind the walls, above the TV point to allow for additional weight of a TV.

WOOD EFFECT FLOORING

For daily cleaning, the floor only needs to be wiped, dry-mopped or vacuum cleaned.

For more thorough cleaning, use a slightly damp cleaning cloth. Floor wipes can also be used.

String mop heads leave too much water behind and are not recommended because too much water causes the wood effect flooring to swell. For a perfect result, add a couple of drops of mild ammonia-free synthetic detergent to the water.

KITCHEN

The kitchen units are from Symphony Kitchens- Inline Form Range

They should be cleaned as per the manufacturer's requirements, do not stand on the worktops, or store or lean any heavy materials against them.



UNITS, DOORS, AND WORKTOPS

Use a damp cloth rinsed in warm water containing a mild nonabrasive detergent for cleaning all doors, handles, knobs, units, and laminate worktops. Abrasive scouring powders, cream and even polishes should be avoided.

- Chopping and cutting directly onto the worktop may cause irreparable damage, so always use a chopping board. Do not place electric kettles and steamers directly onto worktop joints.
- Worktop laminates resist most household chemicals, however strong chemicals and dyes can discolour and damage the surface.
- Any spillage should be wiped off immediately and the area rinsed thoroughly.
- Hot water and cooking splashes will not harm your worktop but avoid placing hot pans straight from the hob directly onto the surface.
- It is important to wipe any spilt liquids with a soft cloth, especially around cut outs and joints.

Kitchen sink

The kitchen hot water temperature has been set to 48 degrees, this is in order to assist in cleaning grease etc. This is hotter than the bathroom water for this reason. Take care when using the hot water tap.

The sink should be cleaned using a non- abrasive stainless steel sink cleaning cream which helps remove persistent stains, including rust. Always wipe with the grain, rinse thoroughly and dry when finished.

BATHROOM

Your bathroom will either have a wet-room shower or a shower over a bath.

TOILET

Your toilet has two flushes for water saving – the bigger the button, the bigger the flush.

DO NOT FLUSH SANITARY PRODUCTS /NAPPIES OR BABY/ HYGENE WIPES DOWN THE TOILET



SHOWER CONTROLS

To control the shower, use the right-hand valve to adjust the flow strength and the left-hand valve to adjust the temperature. Your shower temperature is a lower temperature than the sink temperature to ensure everyone showers safely



BASIN – TAPS AND PLUG

Your basin has a pop-up plug. To open or close push the plug at the bottom of the basin.



CLEANING

Clean wall tiles with a bathroom cleaner and treat any mould with a mould & mildew removing cleaning product

If you have a bath do not use abrasive cleaners on it.

WINDOWS AND BALCONY DOORS

To access your balcony, you will have been issued 3 balcony door keys. Simply insert the key and turn anti clockwise to unlock your door. To lock the door, make sure the door is firmly shut, lift the handle then turn the key clockwise. Please take care not to leave your door open in strong winds as this could cause the door to fly open damaging the hinges. Please also note that leaving loose furniture and items on your balcony could also be affected by the wind. Over time, your locks may become stiffer with use. If this happens it is recommended that you apply a small amount of graphite powder to lubricate the lock.



Your window locking mechanism works in a similar fashion.



Your window has been fitted with restrictors, it is important that these restrictors are locked at all times other than when cleaning your windows. This prevents them from being damaged by the wind increases security. A key has been provided to release the restrictor for cleaning purposes.





City of Westminster