

Nottingham Community Housing Association



In Partnership with
Westleigh Developments Ltd
Tudorgate,
Grange Business Park,
Enderby Road,
Whetstone, Leics, LE8 6EP



Home User Guide Bendbow Rise, Braunstone

HOME USER GUIDE

Welcome to your new home.

The following information has been put together to be both informative and practical in providing details related to the construction and maintenance of your property and information about your surrounding area.

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Environmental Design

Your dwelling has been constructed by considering current Government advice regarding Energy consumption and Sustainability, which at the same time as reducing energy bills will have had a long term effect on the environment.

In order to monitor the construction and energy efficient use the dwelling has been constructed to the rating of **Code for Sustainable Homes Level 3**.

The Code for Sustainable Homes is an environmental impact rating system for housing in England, setting new standards for energy efficiency and sustainability.

The website address is www.communities.gov.uk/thecode to explain the scheme fully but briefly includes the following sections outlined below:

- | | |
|-----------------------|-------------------------|
| * Energy / Co2 | * Water |
| * Materials | * Surface Water run off |
| * Waste | * Pollution |
| * Health & well being | * Management |
| * Ecology | |

The Code for Sustainable Homes

In achieving a rating to Code Level 3 the individual properties have scored between 57-67 credits.

Your property benefits significantly from the following inclusions:

- A Glow Worm Flexicom Energy Efficient Combination Boiler & Homeflow cylinder for water storage
- The use of energy efficient internal and external lights.
- All insulation products used have been produced using low ozone depleting processes and along with all other materials have already been reliably sourced using local suppliers and contractors where possible.
- The property has a high level of insulation and air tightness.
- Water saving taps, bath mixer taps and hand dual flush toilet cisterns contribute to use less water.
- Heat regulating valves have been fitted to the bath & wash hand basin taps to prevent scalding.
- Water butts are provided connected to the existing drainage system and assist the recycling of water.
- The configuration of electrical sockets and BT points within a designated area provide the ideal location for a Home Office potential within each property.
- Sheds have been supplied per property which allows the use and storage of cycles

An environmental approach to management was required and this guide forms part of that process to assist occupants in the efficient running of their homes. In addition, the contractor was also required to use best management and considerate practices along with an environment to work on site, which included the monitoring of waste, water, dust and noise policies together with a water pollution policy.

The entire development has been designed to work to the requirements of Secured by Design. The secure boundaries with the use of security certified doors and windows provide a safe environment.

Energy Use

Part L1 of the building regulation sets a standard that has to be achieved based on carbon emissions of new dwellings. It sets a target emission for each dwelling that has to be achieved as a minimum. This is based on the amount of carbon emitted from the dwelling per year. A copy of the Energy Performance Certificate will be issued within the Occupier's User & Information Pack or forwarded to Nottingham Community Housing Association.

Heating and Hot Water

The Building Regulations also require that clear guidance be given to occupiers on the operation and maintenance of the heating and hot water system.

The system should be serviced on a yearly basis but Nottingham Community Housing Association should be contacted if any faults occur and the system is inoperative.

The heating system is a Glow Worm 18sx Flexicom Boiler, which includes a mains pressure hot water Homeflow Cylinder unvented hot water stainless steel storage cylinder. The heating is distributed by standard thermostatically controlled radiators and a heating timer / 7 day programmer.

A representative from Nottingham Community Housing Association will also be available to instruct new occupiers in the operation of the system.

A copy of the Programmer Operating Instruction & Boiler User Manual are provided in the "Occupier's User & Information Pack"

Low Energy Light Fittings

A minimum of 75% of the light fittings within the property are dedicated low energy fittings and use low energy light bulbs. Save energy by repurchasing energy saving light bulbs, plugs and lamps as well as efficient white goods and electrical equipment.

Low energy bulbs cost no more than normal bulbs because they last up to three times longer, but they also use only 20% as much energy to provide the same light.

This means they can reduce a £100 electricity bill for lighting to just £20.

The private external lighting on the Houses & Bungalows will be maintained by Nottingham Community Housing Association or the resident dependant on tenancy, who should repair as necessary.

The use of low energy light fittings also helps to reduce your energy bills by using less electricity. It is still important to switch off all lights within your property when not required.

Battery production and disposal can be damaging to the environment so please ensure you buy rechargeable batteries where possible.

Heat Loss

Your property is a well insulated and a well-sealed dwelling built to a high standard of construction and air tightness. It has air vents for natural ventilation, openers on the windows to allow cooling, extractor fans & extractor cooker hoods, where fitted to remove moist air and through-ventilation.

Condensation is caused when moisture in the air reaches a cold surface and condensates into water droplets. The increased moisture in the air is often caused through cooking, washing and drying clothes. Condensation is often accompanied by black mould, which can affect walls, ceilings, window frames as well as clothes, bedding and decoration.

The control of condensation requires a combination of sufficient heating, venting and insulation.

Sufficient heating + insulation + adequate ventilation = less condensation.

In summer leaving windows open and shutting curtains prevent overheating. In winter keeping windows closed and having drawn curtains helps contain heat. Your heating system has a room thermostat as have the radiators, which control the maximum heat output. It is more efficient to switch the heating off or reduce the room temperature than to open windows to cool a dwelling in winter.

Your home is also insulated to such a high level that during many periods in the spring, summer and autumn the heating system may not be required.

Appliances

Energy Labels are displayed on all new household products of certain types to assist in the determination of the best rating for energy efficient products.

In addition, televisions and phone chargers that either have a standby or are left plugged in consume electricity. Try to switch off these appliances and help reduce your electricity bill.

If you fit a dishwasher, choose one with an eco cycle, as this will use less water than you would washing up in a sink.

The same applies to washing machines. 'A' ratings mean lower running costs, which will save you money on water and electricity.

For further information on Energy Ratings visit www.energysavingstrust.co.uk

A copy of the Appliance user manuals are provided, where appliances have been installed

Water Use

Your dwelling has been designed to use minimal water. The bath mixer taps have flow restrictors which use less water, as does the dual flush toilet cistern.

Please ensure that you do not flush anything down the toilet other than the intended normal waste as with the reduced flow flush mechanisms this will result in toilet blockages.

If you have a new baby in the property why not look at alternatives to disposable nappies by visiting www.leicestershire.gov.uk and visiting Leicestershire Real Nappies Network under the Waste, Rubbish & Recycling Section or contact 0116 3055727 for further information on using Natural Cotton alternatives to disposable nappies.

Leicester City Council are also promoting the use of real nappies. To request a free lending kit please visit www.leicester.gov.uk and type in "real nappies" and complete an online real nappy lending kit request form and submit it to them. The lending kits are available in different sizes for a two-week trial period.

Please use water sparingly and avoid dripping taps.

Externally, a series of 200-litre water butts are provided for the recycling of rainwater.

Recycling & Refuse

Visit website www.leicester.gov.uk where you will find a wealth of information about waste collection, recycling and collection arrangements. Recycling is being trialled by Leicester City Council in four areas only, including the Braunstone vicinity.

Refuse Collection

When you have moved into your new property we advise that you contact Leicester City Council on 0116 252 7002 to notify them so that they can provide you with your bins and recycling bags/box.

Leicester City Council provides all households with one 140 litre black wheeled bin and orange recycling bags if your property is taking part in the recycling trial.

The service is a weekly service on a Friday. Wheeled bins & recycling box or bags must be presented at the edge of your property by 7.00am.

Black bin - This is for non-recyclable household waste, this includes waste plastic bags, wrapping from food and general waste. Items that cannot be accepted are soil, building or demolition materials and commercial waste.

Orange Bags - This is for recycling paper, newspapers, magazines, leaflets, catalogues, clean glass bottles, jars without lids and squashed plastic bottles etc.

Kerbside Assistance

Householders that are elderly and/or disabled and cannot present their bins and recycling at the kerbside for collection can request assistance. In such cases the collections of household waste and recyclables can be made from an agreed point for example from the side gate, with bins being returned when they are emptied. To request such a collection please contact Leicester City Council on 0116 252 7002

Bulk Collections

All householders in Leicester are entitled to;

- One free collection of up to five items of bulky material every two months
- One free collection of up to fifteen items of garden waste every two months

However, domestic bulky waste and garden materials can be taken for free disposal to the community recycling centres. To book or discuss a bulk collection please telephone 0116 252 7002. Alternatively you may visit www.leicester.gov.uk/your-council-services/cl/waste-and-cleansing/bulk-collections/

Each individual kitchen layout incorporates a dedicated three-bin system located within a base unit cupboard for segregation and recycling of waste.

Your nearest recycling waste tip is located on Linden Way, Off Ashby Road in Coalville, LE67 3LA. This site is a fully operational recycling site.

For further information on waste or recycling please visit the following; www.leicester.gov.uk

There are two Community Recycling Centres which are free of charge to use and for the benefit of Leicester's residents. These are located at Bridge Road, off Spence Street, Leicester LE5 3LD or Freemans Common Recycling Centre on Islington Street, Freemans Common, Leicester LE2 7SQ.

Sustainable DIY and Responsible Resourcing

The majority of the materials used in the construction of the project have been responsibly resourced.

The timber elements have been supplied through companies compliant with timber certification schemes such as the Forest Stewardship Council (FSC) or the Programme for the Endorsement of Forestry (PEFC).

Other building elements such as facing bricks have been supplied through companies demonstrating their accreditation to an Environmental Management System (EMS).

When carrying out DIY work please consider where the products/timber have been produced. Stores are becoming more aware of their environmental responsibilities and environmentally friendly products can be purchased.

Try to shop locally for diy products and avoid the use of cars if possible. Should your dwelling be a flat then the scope for DIY will be reduced.

By watching what we buy, we can make a huge impact on the environment, wildlife and on our own family's health.

Before you buy – ask yourself if you really need it. Do you have something you could reuse or recycle?

A useful website for Leicestershire residents is www.freeuseit.net . Please visit this website if you have items that you no longer need as there is always someone looking for something useful !

Remember recycled- Try to buy recycled items, especially recycled paper and glass. Follow the links below to some examples of companies specialising in recycled products.

www.naturalcollections.com

www.remarkable.com

The problem with plastic – Avoid unnecessary plastic items especially PVC – plastic is not biodegradable and can release hazardous chemicals when burnt. PVC has also been linked to toxic carcinogenic chemicals.

Excessive packaging- many items are sold with excessive packaging. Let your retailer know how you feel about this by refusing to take excessive packaging with you and by refusing to take plastic bags.

A question of sustainability – When buying wood products, ensure it is sustainably harvested by purchasing items carrying the FSC logo. Be cautious about toiletries containing rosewood, sandalwood, musk & eaglewood essence oils as they are all from endangered species.

Fairtrade - The Fairtrade Foundation exists to ensure a better deal for the disadvantaged third world producers and by purchasing Fair trade items you are helping these producers set up sustainable businesses which support local communities. Fair trade items are available from Oxfam and many supermarkets.

www.fairtrade.org.uk

Organics – Purchasing organics will help protect your family from the chemical residues found in various food products. Organic items are grown without petrochemical fertilisers, pesticides or herbicides and are GM free.

Most supermarkets provide an organic range for you to choose from or you can go online and try www.abelandcole.co.uk

DIY and Home products – Some DIY products contain chemicals, which are hazardous to the environment and to your health so think carefully before you buy. Avoid solvent-based paints, varnishes and glues. Water based are much better. When buying strong cleaning agents, avoid chlorine bleach.

Building Construction

The development is constructed by using Timber Frame Modern Methods of Construction.

The external walls have a timber frame wall construction with two layers of plasterboard finish on the inner surface with dense insulation, a clear cavity and a facing brick external skin. The internal partition walls are also plasterboard clad timber studwork with insulation.

Should you need to fix shelving or pictures etc to these walls, be aware that the appropriate fixings will be required for plasterboard and timber.

Please note the skirting boards form an integral part of the sound /air tightness of the construction in conjunction with a foam liner and mastic sealant - they should not be removed as this will affect the building performance. This should particularly be borne in mind should you be considering installing laminate flooring after occupation.

Emergency Information

Your dwelling has been fitted with a smoke & heat detector system which should be tested on a regular basis.

Any faults should be reported immediately to Nottingham Community Housing Association.

A copy of the Smoke & Heat detector User guide is provided within the Occupier's User & Information Pack.

Hospital

Leicester Royal Infirmary Including A&E
Infirmary Square
Leicester, LE1 5WW
Tel: 0300 303 1573

Police

Braunstone Police Station
Hallam Crescent East
Braunstone
Leicester LE3 1FF.
Tel: 0116 222 2222

Fire Service

Leicester Western Fire and Rescue Service
Aikman Avenue
Leicester LE3 9PW
Tel: 0116 287 2241

However in an emergency or when your life is in danger dial 999

Housing Association

Nottingham Community Housing Association
12-14 Pelham Road
Sherwood Rise
NOTTINGHAM
NG5 1AP
Tel: 0800 013 8555

County Council

Leicestershire County Council
County Hall
Glenfield
Leicester LE3 8RA
Tel: 0116 232 3232

City Council

Leicester City Council
New Walk Centre
Welford Place
LE1 6ZG
Tel: 0116 252 7000

There is a local Customer Services held at The Brite Centre; Braunstone Avenue, Leicester LE3 1LE

Electricity & Gas

Your Electricity & Gas is currently supplied by Eon (Powergen), who can be contacted on 0800 015 26 62. Please see your "Handover Guide for Residents" located in your Blue Welcome Pack for further details,

Water

Your water is currently supplied by Severn Trent who can be contacted on 08457 500 500

Internet Links for Energy Conservation & Management

Included in this guide are extracts from DEFRA relating to Energy labelling and from the National Energy Foundation regarding saving electricity, saving heat with CO₂ when travelling together with an Eco Jargon Busting Sheet.

There is also information from the Environment Agency regarding saving water.

- www.defra.gov.uk
- www.nef.org.uk
- www.environment-agency.gov.uk

Public Transport

Please visit www.leicester.gov.uk under **Roads and Transport and Public Transport** for information on the following:

- Pedestrian & other Pathways
- Public Transport & Travel
- Bus timetables & Routes.

Your dwelling is located within easy access of public transportation and local bus services such as

- 13a, 15, 18, 51, 104, 302 serviced by Robinsons, First & Arriva Bus Companies.

Train Station

Leicester Train Station
London Road
Leicester
LE2 0QB

For further information and train times etc please contact National Rail on 08475 48 49 50

Local Amenities

Braunstone Supermarket
9 Aylmer Road
Leicester
LE3 1NA
Tel: 0116 291 8363

Tesco
510 Narborough Road
Leicester
LE3 2FU
Tel: 0116 282 6359

Shopping Centre

Highcross Leicester
High Street
Leicester
LE1 4AN
Tel: 0116 242 8644

Post Office

Post office Ltd
7 Aylmer Road
Leicester
LE3 1NA

ATM

There is a cashpoint located at the following Stores, approximately 0.5 miles away;

Bargain Booze
440 Braunstone Lane
Leicester

KK Stores
13 Redmarle Road
Leicester

Doctors/Medical Centre

Dr A Nana & Partners
39 Hockley Farm Road
Leicester
LE3 1HN
Tel: 0844 477 3031
Additional languages spoken; Gujarati, Hindi, Punjabi & Russian

Locate other Doctors on website www.nhs.uk

Pharmacies/Chemists

Hockley Farm Chemist
39 Hockley Farm Road
Leicester
LE3 1HN
Tel: 0116 285 6008

Boots Pharmacy
532 Braunstone Lane
Leicester
LE3 3DH
Tel: 0116 289 8650

Schools

A comprehensive list of schools is available on www.leics.gov.uk under Education & Learning, Schools and Colleges, School Search.

Swimming Pool & Leisure Centre

Braunstone Leisure Centre
2 Hamelin Road
Braunstone
Leicester
LE3 1JN

Places of Worship

St Peter's C of E Church & Community Hall
Woodshawe Rise
Leicester
LE3 1RH
Tel: 0116 289 3377

Operating Instructions

Westleigh Developments Ltd issue each property with a Blue Folder Welcome Pack which incorporates access to this Home Users Guide & Residents Guide, Electrical and Plumbing Operating and Maintenance Manual and the original Heating & Programming instructions. We also include a copy of the Electrical & Gas Test Certificate, Energy Performance Certificate and a leaflet identifying Energy Ratings for appliances to enable the resident to make an informed choice to the best energy efficient products as advised by the Energy Savings Trust.