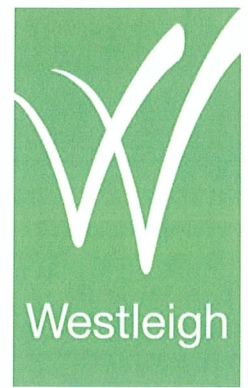


ACIS GROUP



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



**Home User Guide for Code
Development at
Church Lane, Sleaford**

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 its surrounding area. This Guide is available in alternative formats by writing to ACIS Group.

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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
- * Materials
- * Waste
- * Health & well being
- * Ecology
- * Water
- * Surface Water run off
- * Pollution
- * Management

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:

- An Energy efficient Air Source Heating System
- 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 of less water.
- 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.
- Secured Cycle Storage by plot allocated communal storage areas promotes the ownership and use of cycles as an alternative means of transportation.

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 policy together with a water pollution policy.

The development has worked towards the requirements of Secured by Design. The secure boundaries with the use of security certified doors and windows provide a safe and secure environment. The apartment block has controlled access via the Audio door entry system. This is self-explanatory and so limited instructions are provided.

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 is included in your pack.

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 will be serviced on a yearly basis but ACIS Group should be contacted if any faults occur and the system is inoperative.

The heating system to the houses and apartments is a Mitsubishi Air Source Heat Pump System. The heating is distributed by standard thermostatically controlled radiators and a heating timer/7 day programmer.

A representative from ACIS Group will also be available to instruct new occupiers in the operation of the system.

A copy of the Programmer Operating Instructions is provided along with an easy read laminate for quick guidance

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 but they last up to three times longer, and 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.

All external lights and those within the staircase and lobbies are being maintained by ACIS Group who will replace them as necessary. Please report any faulty or failed bulbs.

The electrical installation to the communal area is served from a consumer unit located within the service cupboard.

The internal communal lighting to the apartment block stairwells are combined emergency lights and will operate for three hours upon a mains failure. The light fittings are activated by a PIR on each landing, where the lighting will remain on for a minimum of 15 minutes. The replacement lamps to the low energy fittings are type 28watt 2D 4pin.

The development is lit externally by private and adoptable street lighting. The external communal lighting is operated by a photocell and generally operates on a 'dawn to dusk' basis.

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 well-sealed dwelling built to a high standard of construction and air tightness. It has air vents for natural ventilation and opening windows to allow cooling 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 property 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.

A copy of the Appliance user manuals are provided, where fitted

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. The flow of water from the taps will be slower but this is normal.

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 may result in toilet blockages. Please see the "Resident's Handover Guide" for further information

If you have a new baby in the house why not look at alternatives to disposable nappies by visiting www.recycleforlincolnshire.org.uk and visiting the Real Nappy link. Every year around 9500 tonnes of disposable nappies are thrown away in Lincolnshire. That's equivalent to 27 fully loaded Jumbo Jets. All of the nappies are buried in landfill sites and costs more than £300,000 each year.

Please use water sparingly and avoid dripping taps.

Externally, we have provided one 200-litre water butts provided for the communal recycling of rainwater, per block of apartments and provided one 200-litre water butt per individual house.

Sustainable Drainage & Flood Risk

Natural rainwater drains away from the roads and landscaping via a series of tanks which slows the release to the natural water table. In the event of heavy rainfall, a Hydrobrake chamber has been installed to eliminate the possibility of flood risk.

Recycling & Refuse

North Kesteven District Council provide a Household domestic waste and recycling collection

Almost all households have three wheeled bins which are collected fortnightly on a **Thursday**. To take account of season conditions the brown bin is collected every four weeks from November to February inclusive.

- **Green lidded bin** for dry recyclable material such as paper, newspapers, cardboard, cans, plastic, clothes and glass bottles and jars.
- **Brown bin** for garden waste.
- **Black bin** for waste going to landfill that cannot go in either of the other two bins

Please refer to www.lincolnshire.gov.uk website for further information on recycling and waste management etc

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

There is 1 external bin store, containing both waste and recycling bins that are collected.

Your nearest recycling waste tip is Sleaford Household Waste Recycling Centre, Mareham Lane, Sleaford NG34 8ST

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 environment 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?

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 or 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 do 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 require to fix shelving or pictures etc to these walls be aware that the appropriate fixings will be required for plasterboard and timber. These are readily available from any good DIY retailer

The floor construction of first and second floor apartments is a floating floor construction comprising a dense sandwich of materials to aid sound reduction.

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 detector system which should be tested on a regular basis. Any faults should be reported immediately to ACIS Housing Association.

A copy of the Smoke Detector User guide is provided within the Welcome Pack.

Hospital

Grantham & District Hospital + A & E onsite
101 Manthorpe Road
Grantham
Lincolnshire
NG31 8DG
Tel: 01476 565232

Fire

Sleaford Fire Station – 31 Sleaford
Church Lane
Sleaford
NG34 7DF

Police

Grantham Police Station
Swingbridge Road
Grantham
NG31 7XT
Tel: 0300 111 0300

**THE NUMBERS ABOVE ARE GENERAL TELEPHONE NUMBERS, HOWEVER IN AN EMERGENCY
DIAL 999**

Housing Association

ACIS Group
ACIS House
Bridge Street
Gainsborough
Lincolnshire DN21 1GG
Tel: 07800 002270
Fax: 01427 679679
Email: info@acisgroup.co.uk
www.acisgroup.co.uk

Developer

Westleigh Developments Limited
Tudorgate
Grange Business Park
Enderby Road
Whetstone
Leicester
LE8 6EP
Tel: 0116 2773324
Fax: 0116 2784581
www.westleigh.co.uk

Electricity

Your Electricity is supplied by Eon (Powergen), who can be contacted on 0800 015 26 62.

Water

Your Water is supplied by Anglian Water, who can be contacted on 08457 919155

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.

Energy Saving Trust: www.est.org.uk/myhome

Doctors/Medical Centre

Millview Medical Centre
29 Handley Street
Sleaford
Lincolnshire NG34 7TQ
Tel: 01529 305595

Sleaford Medical Group
47 Boston Road
Sleaford
Lincolnshire NG34 7HD
Tel: 01529 303301

Locate other Doctors on website www.nhs.uk

Pharmacies/Chemists

Tesco Instore Pharmacy
65 Northgate
Sleaford
Lincolnshire NG34 7BB
Tel: 01529 223447

Boots
41-45 Southgate
Sleaford
Lincolnshire NG34 7SY
Tel: 01529 302110

Schools

A comprehensive list of available schools is available on www.lincolnshire.gov.uk under "I am a parent" section, Search for a school.

Leisure Centre

Sleaford Leisure Centre
East Banks
Sleaford
Lincolnshire NG34 7ET
Tel: 01529 303081
www.n-kesteven.gov.uk under leisure and Culture

Places of Worship

Sleaford Parish Church of St Denys
Market Place
Sleaford
NG24 7SH

Sleaford Methodist Circuit
8 Claybergh Drive
Sleaford
NG34 7BG

Public House

The White Horse
Boston Road
Sleaford
NG34 7HD
Tel: 01529 968003

Museum/Gallery

There are a variety of places of interest in and around Sleaford. To find something to do or somewhere to visit of interest why not visit www.lincolnshire.gov.uk and add "A visitor to Lincolnshire" for links on whats happening in the local area. Also try www.visitlincolnshire.com for a a wealth of interesting sites.

Local Parks

Boston Road Park
Sleaford

This is situated on Boston Road and is a 13.8 acre site, having many mature trees and is grassed throughout. It is the town's largest open space with toddler and junior play areas, skate park, semi-automatic wc facilities and some refreshments.

Cinema

The Paragon (Reel Cinema Group for cinema listings)
St Catherines Road
Grantham
NG31 6TS
Tel: 01476 570046

Other Useful Information

Local Authority

Lincolnshire County Council
County Offices
Newland
Lincoln LN1 1LY
Tel: 01522 552868
Fax: 01522 516137
www.lincolnshire.gov.uk

North Kesteven District Council
District Council Offices
Kesteven Street
Sleaford NG34 7EF
Tel: 01529 414155 / 01522 699699
Fax: 01529 413956
www.n-kesteven.gov.uk

To accompany this Home User Guide, the following manuals have been included in your Blue Occupiers Operation & User Pack

- Electrical Installation O & M Manual
- Plumbing Installation O & M Manual
- Appliance Manuals, where fitted