

East Midlands Housing Association

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



Home User Guide Manor Farm, Hamilton

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.

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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 ? & ? credits.

Your property benefits significantly from the following inclusions:

An energy efficient condensing gas boiler with Solar panel installation

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 (Sheds provided per plot) 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.

Sustainable Urban Drainage has been implemented on this development to prevent the unlikely event of localised flooding. This will be maintained by East Midlands Housing Association & Severn Trent.

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 EMHA should be contacted if any faults occur and the system is inoperative.

The heating system is a Glow Worm SX gas boiler with Clearly Solar Panels. The heating is distributed by standard thermostatically controlled radiators and a heating timer/7 day programmer.

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

A copy of the Programmer Operating Instructions is provided.

Low Energy Light Fittings

A minimum of 75% of the light fittings within the flat 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.

All external lights to the properties are being maintained by EMHA who will replace them as necessary. Please report any faulty or failed bulbs.

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 flat 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 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.

A copy of the Appliance user manual for the stainless steel chimney hood, hob and electric oven are provided for residents of Plots 1 to 10. A hob and oven will be provided to plots 28 & 29, 34 & 42 which are care plots.

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 may result in toilet blockages.

If you have a new baby in the house 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.

Please use water sparingly and avoid dripping taps.

Externally a 200-litre water butt is provided for the recycling of rainwater for watering the gardens.

Recycling & Refuse

Leicester City Council, care of Biffa Waste currently provides the majority of households with the following;

- Green Recycling box for newspapers, magazines, mixed glass, bottles and jars and plastic bottles
- Wheelie bin for general non recyclable household waste that goes to landfill.

These must be presented at the edge of your property at 7.00am on the day of your collection which will be a **Thursday**.

The boxes should be presented without the lid but with the net attached to stop any recycling from blowing out of the boxes and littering the local area. Please visit www.leicester.gov.uk and check under Waste and Recycling for further details on the service and what you can recycle in your box.

For residents of apartments, then communal bins will be provided in the communal bin store area. These will be;

- Blue Bin for the recycling of newspapers, magazines, directories, catalogues etc
- Yellow Bin for clean, washed and squashed plastic bottles
- White Bin for glass bottles/jars that have been washed with the tops removed
- Black Bin for non recyclable household waste

If you are a resident and would like more information about recycling the please contact Leicester City Council on 0116 2527002. You may also order new, replacement or additional recycling boxes or nets on this number.

If you have a large household item that can not be taken under the normal refuse collection then please contact Leicester City Council on 0116 252 7002 or visit www.leicester.gov.uk and following the link for waste & recycling, where you can email to arrange a Bulk Collection.

All householders in Leicester are entitled to;

One free collection of up to five items of bulky material every two months and one free collection of up to 15 items of garden waste every two months. Alternatively, domestic bulky waste and garden materials can be taken for free disposal to our community recycling centres

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 at Bridge Road Recycling Centre, off Spence Street, Leicester LE5 3LD. They are generally open from April to September, 8am to 8pm and October to March, 8am to 6pm.

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 product/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

www.recycling-guide.org.uk

www.planettrash.co.uk

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 a shelf or picture etc to these walls be aware that the appropriate fixings will be required for plasterboard and timber.

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 & heat detector system which should be tested on a regular basis.

Any faults should be reported immediately to East Midlands Housing Association.

A copy of the Smoke & Heat detector User guide is provided.

Your local Emergency Services cover;

Doctors/Medical Centre

Hilltop Surgery
Maidenwell Avenue
Hamilton
LE5 1BJ
Tel: 0116 276 9555

Humberstone Medical Centre
150 Wycombe Road
Hamilton
LE5 0PR
Tel: 0116 276 6605

Locate other Doctors on website www.nhs.uk

Hospital

Leicester Royal Infirmary
Infirmary Square
Leicester
LE1 5WW
Tel: 0300 303 1573

Pharmacies/Chemists

Tesco Extra Including Pharmacy
Maidenwell Avenue
Hamilton
LE5 1BJ
Tel: 0116 206 7847

Police Station

Keyham Lane
Leicester
LE5 1FY

Fire Station

Eastern Fire & Rescue
Hastings Road
Leicester
LE5 0HL

But any communication must be directed to Leicestershire Fire & Rescue Service on 0116 287 2241

During normal operating hours please telephone 0116 222 2222 but in an emergency then please telephone 999.

Electricity & Gas

This is currently supplied by Eon (Powergen), who can be contacted on 0800 015 26 62

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
- www.energysavingtrust.org.uk
- www.est.org.uk/myhome

Transport – Public & Otherwise

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

- Bus Passes
- Bus Timetables and Maps
- Consultations
- Cycling
- Car share Schemes

Leicester City Council have a link on their website that introduces Leicestershare.com. Leicestershare is easy to use and offers you ultimate flexibility as you decide how little or often to car share, with who ever you like, whenever you like.

The Leicestershare Car Share scheme has been set up to make it as easy as possible for you to find a match for your journey. It is completely free to use and has been designed for both drivers and passengers. They can be contacted by emailing support@liftshare.com or Leicestershare@leicester.gov.uk

We also recommend visiting www.leicestershire.gov.uk under **Countryside**. There are lots of links to exploring the local area by foot including country walks, Country parks and open access for everyone

Your dwelling is located within easy access of public transportation.

London Road Train Station is managed by East Midlands Trains
London Road
Leicester
LE2 0QB

Syston Train Station
Melton Road
Syston
LE7 2HA

Please visit www.nationalrail.co.uk/stations/lei/details.html for details of arrivals, departures and maps etc

Local Amenities

Tesco Store Including Pharmacy
2 Maidenwell Avenue
Hamilton
Leicester LE5 1BJ

Shopping Centre

Highcross Shopping Centre
5 Shires Lane
Leicester
LE1 4AN
Tel: 0116 242 8644

Post Office

Post Office
Nether Hall Road
Leicester
LE5 1DR

Cashpoint

There are a variety of ATMs available locally including ATMs located at Tescos on Maidenwell Avenue and Somerfields on Thurmaston Lane.

Schools

A comprehensive list of available schools is available on www.leicestershire.gov.uk under Services section for schools.

Leisure Centre

South Charnwood Leisure Centre
Parkstone Road
Syston
Leicester
LE7 1LY
Tel: 0116 264 0057

Places of Worship

Abbots Road URC Church
Abbots Road South
Humberstone
LE5 1DA

Other Places of Interest & Leisure

Evington Park
Cordery Road
Evington
Leicester LE5 6DE

Humberstone Heights Golf Course
Gypsy Lane
Leicester
LE5 0TB

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 Manuals 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.

Other Useful Information

Local Authorities

Leicestershire County Council
County Hall
Glenfield
Leicester
LE3 8RA
Tel: 0116 232 3232
Fax: 0116 305 6048

Leicester City Council
New Walk Centre
Leicester
LE1 6ZG
Tel: 0116 252 7000
Email: customer.services@leicester.gov.uk

Housing Association

East Midlands Housing Association Limited
Seymour House
Queenswood Office Park
Newport Pagnell Road West
NORTHAMPTON
NN4 7JJ
Tel: 01604 826600

Constructor

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Should you wish an alternative format of this guide then please write to Westleigh Developments Ltd for further information.