



Partnership Homes

Westleigh Developments Ltd

Tudorgate,

Grange Business Park,

Enderby Road,

Whetstone, Leics, LE8 6EP



Home User Guide for Code Development at Leicester Road Lutterworth

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
- * 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:

- A Mitsubishi Ecodan Air source heat pump and Oso 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.
- 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.
- Cycle Storage Racks has been supplied around the development 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 policy 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 you by post.

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 during the first 12 months then Westleigh Developments Ltd should be contacted if any faults occur and the system is inoperative.

The heating system is an Air Source Heat Pump, which includes a mains pressure hot water Cylinder OSO Solarcyl 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 Westleigh Developments Ltd will also be available to instruct new occupiers in the operation of the system.

A copy of the Programmer Operating Instructions is 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 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, 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.energysavingtrust.co.uk

A copy of the Appliance user manuals are provided.

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 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.

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.harborough.gov.uk where you will find a wealth of information about waste collection, recycling and collection arrangements

Refuse Collection

Harborough District Council provides all households with two wheeled bins: one black and one green. The service is an alternate weekly service. Wheeled bins 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.

Green bin - This is for green garden waste and cardboard, tree cuttings/prunings, grass cuttings, weeds, leaves etc.

Food Waste Caddy - this is for all food scraps, waste and vegetable peelings, bones and

Blue Box – this is for newspapers, catalogues, junk mail and shredded paper if it is put into a paper bag.

Green Box – This is for clean food tins, aluminum cans and glass jars and bottles

Unfortunately there is no provision to recycle plastic bottles at the moment but these can be taken to any of the local Recycling Centres

For information on your refuse and recycling collection day please download the calendars. Your property will be on the **blue** calendar. Alternatively if you have any questions then please contact Customer Services on 01858 828282 for further information.

A bulky household waste collection service is provided to assist residents who are unable to take large items of household waste to one of the Recycling & Household Waste Disposal Site (tips). Please contact Harborough District Council Environmental Services on telephone number 01858 828282 for further information. Currently, the council are charging £25.50 for a collection of up to three household items or 12 sacks of waste. Items such as furniture, domestic appliances, general household waste, beds and mattresses or childrens toy are considered as a guide.

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 Moorbarns Lane in Lutterworth, LE17 4QJ. This site is a fully operational recycling site.

For further information on waste or recycling please visit the following;

- www.leicestershire.gov.uk
- www.harborough.gov.uk

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

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 during the 12 month defect period should be reported immediately to Westleigh Developments Ltd.

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

The Police Drop-in Surgery at Lutterworth Community College is an opportunity for local residents, students, staff and parents to drop in and meet their local Neighbourhood Policing Team to discuss any policing issues that they may have. For more information please contact PCSO6573 Steve Adams on 0116 222 2222, follow the instructions to leave a message and when prompted key in the voicemail number 6573.

Fire Service

Leicestershire Fire and Rescue Service
Gilmorton Road
Lutterworth, LE17 3DZ
Tel: 0116 287 2241

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

Builder

Westleigh Developments Ltd
Grange Business Park
Tudorgate
Enderby Road
Whetstone
LE8 6EP
Tel: 0845 450 3600
Email: defects@westleigh.co.uk

County Council

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

District Council

Harborough District Council
Council Offices
Adam & Eve Street
Market Harborough LE16 7AG
Tel: 01858 828282

Electricity & Gas

Your Electricity & Gas is currently supplied by Eon (Powergen), who can be contacted on 0800 015 26 62. Please see your 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.leicestershire.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

- Service 58, Centrebus, Market Harborough-Lutterworth-Magna Park-Hinckley
- Service 84, Arriva, Lutterworth-Broughton Astley-Leicester via Greenacres Estate
- Service 140, Centrebus, Leicester-Lutterworth-Rugby

Please visit http://www.leics.gov.uk/j0457_ptu_out_about_guide_-_lutterworth_july_10.pdf for full information

Train Station

Station Approach
Rugby
Warwickshire
CV21 3LA

For further information and train times etc please contact Virgin Trains 0845 000 8000 or visit www.virgintrains.co.uk

Local Amenities

Wm Morrison Supermarket & ATM
Bitteswell Road
Lutterworth
LE17 4EZ
Tel: 01455 550223

Midlands Co-Operative Society Ltd
1 George Street
Lutterworth
LE174EG
Tel: 01455 558713

Shopping Centre

The Clock Towers Shopping Centre
19 Market Hall
Rugby
CV21 2JR

Post Office

Post office Ltd
15 George Street
Lutterworth
Leicestershire LE17 4EG

Bank

Barclays Bank, Cheltenham & Gloucester and Natwest Banks are all located on High Street in Lutterworth and Lloyds TSB is located at 4 Bell Street in Lutterworth

Doctors/Medical Centre

Masharani Practice
Gilmorton Road
Lutterworth LE17 4EB
Tel: 01455 552346

The Wycliffe Medical Practice
Gilmorton Road
Lutterworth LE17 4EB
Tel: 01455 553531

Locate other Doctors on website www.nhs.uk

Pharmacies/Chemists

There are two Lloyds Pharmacy located at The Health Centre on Gilmorton Road, telephone number 01455 552327 and at Unit 2 Church Street in Lutterworth, telephone 01455 554229. There is also Fortnams Chemist located at 6 High Street Lutterworth, telephone 01455 552692

Schools

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

Swimming Pool & Leisure Centre

Lutterworth Sports Centre
Coventry Road
Lutterworth LE17 4RB
Tel: 01455 200800

Places of Worship

- **Parish Church of St. Mary**, Church Street. Parish Office Telephone: 01455 558797
Email: office@stmaryslutterworth.org
- **Roman Catholic Church of Our Lady of Victories & St Alphonsus**,
28 Bitteswell Road, LE174EU Telephone: 01455 552523
- **Methodist Church**, Bitteswell Road, Lutterworth. Rev John Anderson Telephone: 01455 552364
- **Pentecostal Church**, Chapel Street, Lutterworth
- **United Reformed Church**, George Street, Lutterworth

- **Kingdom Hall of Jehovah's Witnesses**, Leicester Road, Lutterworth
- **Living Rock Church** Andy Childerhouse Telephone: 01455 270840
office@livingrockchurch.org.uk
- **Lutterworth Community Church**. Mr G Thomas Telephone: 01455 557806
Email: megapastor@btinternet.com

Public House

There are a variety of Pubs in and around Lutterworth, however you may wish to visit
www.thegoodpubguide.co.uk

Other Places of Interest & Leisure

Cinema – Junction One Leisure and Retail Park
Leicester Road
Town Centre
Rugby CV21 1DJ

Operating Instructions

Westleigh Handover Guide for Residents of Apartments

Electrical Installations – PW Electrical (Nuneaton) Ltd

Heating System:

- Heating Systems
- Programmer

Plumbing Installations – A M Norris Plumbing & Heating Ltd

Appliances

- Zanussi Built In Electric Oven Model ZOB230
- Zanussi Electric Hob ZGL62I
- Electrolux Stainless Steel Chimney Hood EFC60001/90001