

# LHA-ASRA GROUP

In partnership with

*Westleigh Developments Ltd*

*Tudorgate,*

*Grange Business Park,*

*Enderby Road,*

*Whetstone, Leics, LE8 6EP*



## Home User Guide for Code Development at Park Lane, Basford

# 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](http://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:

- An Energy efficient Condensing Combination Gas Boiler, Cylinder with Solar Panels,
- 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.
- 200 L 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 allocated for storage per property to encourage 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 entire development has been designed to work to the requirements of Secured by Design. The boundaries with the use of security certified doors and windows provide a safe and secure 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 Leicester 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 Leicester Housing Association should be contacted if any faults occur and the system is inoperative.

The heating system to the houses is a sealed system boiler, which includes a mains pressure hot water Cylinder powered by Solar Panels. The heating is distributed by standard thermostatically controlled radiators and a heating timer / 7 day programmer.

A representative from Leicester Housing Association 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 Private External lighting on the Houses will be maintained by either the residents or Leicester Housing Association 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 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](http://www.energysavingtrust.co.uk). However, an Energy Saving Leaflet is included in the Operations & User Pack.

A copy of the Appliance User Manuals are provided in the Operations & User Pack, 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 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.goreal.org.uk](http://www.goreal.org.uk) who aim to provide you with everything that you might want to know about Real Nappies! From information on the different types and the benefits, to product reviews, blogs and forums. Go Real is a completely independent source of information on Real Nappies and gives you access to advice from mums who have had experience of using Real Nappies. So, take a look around the website, find out more [about us](#), email us your questions to [info@goreal.org.uk](mailto:info@goreal.org.uk) or give us a call on 0845 850 0606.

Please use water sparingly and avoid dripping taps.

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

## **Recycling & Refuse**

Visit website [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk), and follow the tabs for "environment & waste" where you will find a wealth of information about waste collection, recycling and collection arrangements

### **Refuse Collection**

Nottingham City Council operate the following;

- Green Bins for Household Waste
- Brown bins with Grey Lid for Dry Recyclables
- Brown Bins for Garden Waste
- Food Recycling

**The Refuse Collection for your area is on a WEDNESDAY**, alternative weeks. To check which collection is due please contact Nottingham City Council & Collections on telephone number 0115 915 2000

Bins must be placed at the front edge of the property by 7 a.m. on the collection day.

All household waste must be contained within the bin.

Material such as hazardous or special waste, needles, glass, soil, brick or rubble must not be put in the bins.

### **Extra / Bulky Items of Household Waste**

Nottingham City Council provide a free collection service for certain items of household waste which will not fit into the wheeled bin, such as furniture, garden rubbish, electrical appliances and additional sacks of household waste. You can arrange a collection by calling 0115 915 2000 in order to make an appointment where the call centre staff will advise further instructions. This collection is available on Wednesday's only.

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

Your nearest Household Waste Recycling Centre is located at Lenton Household & Recycling Centre, Redfield Road Industrial Estate, near the Showcase Cinema, NG7 2UJ. The rubbish tip is open 7 days a week but generally they open from 8.00am to 6.00pm with seasonal opening times. This site is a fully operational recycling site.

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

- [www.nottingham.gov.uk](http://www.nottingham.gov.uk)
- [www.nottinghamcity.gov.uk](http://www.nottinghamcity.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 has 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](http://www.naturalcollections.com)  
[www.remarkable.com](http://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](http://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](http://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 is 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 fit 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 Leicester Housing Association.

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

### **Hospital**

Nottingham University Hospital NHS Trust – City Campus  
Hucknall Road  
Nottinghamshire  
NG5 1PB  
Tel: 0115 969 1169

### **Police**

Radford Road Police Station  
Radford Road, Hyson Green  
Nottingham  
NG7 5GX  
Tel: 0300 300 9999

### **Fire Service**

Bestwood Lodge  
Bestwood Lodge Drive  
Arnold, Nottingham  
NG5 8PD  
Tel: 0115 967 0880

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

## **Housing Association**

LHA-ASRA Group Limited  
3 Bede Island Road  
LEICESTER LE2 7EA  
Tel: 0116 257 6716

## **Other Useful Contacts**

Nottingham City Council  
Loxley House  
Station Street  
Nottingham NG2 3NG  
Tel: 0115 915 5555

Nottinghamshire County Council  
County Hall  
West Bridgford  
Nottingham NG2 7QP  
Tel: 08449 808080

Westleigh Developments Ltd  
Tudorgate  
Grange Business Park  
Enderby Road  
Whetstone  
Leicester  
LE8 6EP

## **Electricity & Gas**

Your electricity & Gas is currently supplied by Eon (Powergen), who can be contacted on 0800 015 26 62. Please see your Blue Operations & User 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](http://www.defra.gov.uk)
- [www.nef.org.uk](http://www.nef.org.uk)
- [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## **Public Transport**

Your local bus from Bestwood, Arnold, Sherwood and the City Centre is Locallink L9. By visiting [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk) and under local services, there is updated information about this bus service from the surrounding area to the City Centre. Alternatively, visit [www.nottingham.gov.uk](http://www.nottingham.gov.uk) under Traffic & 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.

## **Train Station**

Bulwell Train Station  
Station Road  
Bulwell  
NG6 9AA

For further information and train times etc please telephone 08457 125 678 or visit [www.eastmidlandstrains.co.uk](http://www.eastmidlandstrains.co.uk)

### **Local Amenities**

Cooperative Food Supermarket  
Bestwood Estate  
244 Arnold Road  
Nottingham  
NG5 5HB

Asda Hyson Green Store  
Radford Road, Hyson Green  
Nottingham  
NG7 5FP

### **Shopping Centre**

The Victoria Centre  
Glasshouse Street  
Nottingham  
NG1 3QN  
Tel: 0115 912 1281

### **Bank / ATM**

Barclays Bank  
553 Valley Road  
Nottingham  
NG5 1JE  
Tel: 0845 755 5555

Shergill Convenience  
58 Park Lane  
Basford  
NG6 0DT

### **Post Office**

Vernon Road Post Office  
261 Vernon Road  
Basford  
NG6 0BD

### **Doctors/Medical Centre** - Locate other Doctors on website [www.nhs.uk](http://www.nhs.uk)

Hucknall Road Medical Centre  
Kibworth Close  
Heathfield Estate  
Nottingham  
NG5 1NA  
Tel: 0115 960 6652

The Surgery  
1 Carnwood Road  
Bestwood Estate  
Nottingham  
NG5 5HW  
Tel: 0115 969 2787

### **Pharmacies/Chemists**

The Co-Operative Pharmacy  
Off Kibworth Close  
Heathfield  
Nottingham  
NG5 1NA  
Tel: 0115 960 4140

Evergreen Pharmacy  
232 Highbury Road  
Bulwell  
Nottingham  
NG6 9AF  
Tel: 0115 927 8336

### **Schools**

A comprehensive list of available schools is available on [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk) under learning and work/education and achievement/schools/[finding a school](#)

### **Swimming Pool**

South Glade Leisure Centre  
Southglade Road  
Bestwood  
Nottingham  
NG5 5GU  
Tel: 0115 915 1595

**Other Places of Interest & Leisure**

University Park  
University Boulevard  
Nottingham  
NG7 2RD  
Tel: 0115 951 3649

Nottingham Castle & Grounds  
Friar Lane  
Off Maid Marian Way  
Nottingham  
Tel: 0115 915 3692

A wealth of information is available by visiting [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk) under my services and leisure.

**Operating Instructions**

Westleigh Handover Guide for Residents of Houses including a copy of this Home User Guide for Code

Electrical Installations - A J Electrical (Nottingham) O & M Manual

Heating System:

- Boiler Manual & Programmer Instructions

Plumbing Installations – Robert Pretties Plumbing O& M Manual

Appliances Shared Ownership Properties Only

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