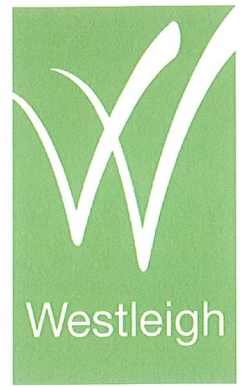


SPIRE HOMES



Home User Guide for Code Development at Pinfold Lane, North Luffenham

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.

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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:

- An efficient air to water source heat pump
- 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, where provided are 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 are provided in the gardens to the houses for storage/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 development has worked towards the requirements of Secured by Design by the fenced/walled boundaries and the use of security certified doors and windows, which 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 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 Spire Homes should be contacted if any faults occur and the system is inoperative.

The heating system is a Calorex heat pump system with a Tribune hot water cylinder. The heat is distributed by standard thermostatically controlled radiators and a heating timer/7 day programmer.

A representative from Spire Homes will also be available to instruct new occupiers in the operation of the systems.

A copy of the Programmer Operating Instructions and boiler instructions are provided within the Plumbing Manual located in the Blue Welcome Pack.

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.

The electrical installation is served from a consumer unit located within the property hallway.

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 trickle vents for natural ventilation in the window construction and opening windows to allow cooling. The property will also be fitted with extractor fans in the kitchen and bathrooms to remove condensation through cooking and bathing

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 more information regarding Energy Rating, visit www.energysavingtrust.org.uk

Water Use & Sustainable Drainage

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 or telephone them on 0800 850 0606 for help and advice

Please use water sparingly and avoid dripping taps.

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

Sustainable Urban Drainage has been implemented on this development to prevent the unlikely event of localised flooding. This will be maintained by Spire Homes.

Recycling & Refuse

Rutland County Council currently offer all homes an alternative weekly collection of waste using three wheeled bins. These are Black Bin for general non recyclable household waste going to Landfill, Green bin for Garden waste and a Grey bin is for recyclable material except glass. There is an waste collection every **alternative Wednesday**. Please ensure that the relevant bins are put out on the edge of your property either the evening before or before 7.00am on that morning to be included in the collection. Also ensure that the bin is not over full and the lid on your bin is fully closed or the Council will not empty it.

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

Your nearest Civic Amenity Waste Tip & Recycling Centre is located at:-

North Luffenham Civic Amenity Site,
Willoughby Road,
Morcott, Oakham,
Rutland, LE15 9DW

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 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 wish to put up 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 Spire Homes. A copy of the Smoke/Heat detector User Guide is provided.

Some additional information

Hospital

Stamford & Rutland Hospital with onsite Accident & Emergency
Ryhall Road
Stamford
PE9 1UA
Tel: 01780 764151

Police Station

Rutland South Neighbourhood Beat
C/o Leicestershire Constabulary
Force Headquarters
St Johns
Enderby
Leicester
LE19 2BX
Tel: 0116 222 2222

This area is covered by Leicestershire Constabulary but if you need to visit a police station then Oakham will be your nearest one.

Fire Station

Uppingham Fire & Rescue Station
10 Ayston Road
Uppingham
Leicestershire LE15 9RL

However, in emergencies you should dial 999

Doctors Surgery

Barrowden Surgery
8 Kings Lane
Barrowden
Oakham
Rutland LE15 8EF
Tel: 01572 748635

Housing Association

Spire Homes
1 Crown Court
Crown Way
RUSHDEN
Northamptonshire
NN10 6BS
Tel: 0845 603 5399
Email: spirehomes@longhurst-group.org.uk

Local Authority

Rutland County Council
Catmose
Oakham
Rutland
LE15 6HP
Tel: 01572 722577
Email: enquiries@rutland.gov.uk

Constructor

Westleigh Developments Ltd
Tudorgate
Grange Business Park
Enderby Road
Whetstone
Leicestershire LE8 6EP
Tel: 0116 277 3324
Email: info@westleigh.co.uk

Electricity

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

Water

Your water is supplied by Severn Trent Water and they may 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

Your dwelling is located within easy access of public transportation including;

- Service 12 serviced by Kimes Coaches going from Stamford – Edith Weston – Uppingham

For further information visit www.rutnet.co.uk

Oakham Railway Station c/o East Midlands Trains
Station Road
Oakham
LE15 6QT
Email: www.traveleastmidlands.org.uk

CarShare.com helps you find others travelling the same way, so you can share your journeys. If you have empty seats in your car, why not share them with someone else on your route? Or sign up to find a lift from someone already driving your way. Or just take turns driving. Save money, cut your carbon footprint and meet new friends - [join CarShare.com](http://join.CarShare.com) today!

Local Amenities

North Luffenham Village Store
7 Lyndon Road
North Luffenham
Rutland
LE15 8JZ
Contact: Mr Reidy
Tel: 01780 720001

The nearest Supermarkets are located at Uppingham ~ approximately 5 miles away

Post Office

Edith Weston
The Farm Shop
Off Church Lane
Edith Weston
Rutland
LE15 8EY

Cashpoint

HSBC Bank
Market Place
Uppingham, Oakham LE15 9QH

Pharmacies/Chemists

Boots
26 High Street East
Uppingham
Oakham LE15 9PZ
Tel: 01572 823304

Ashdale Pharmacy
2 Market Place
Uppingham
Oakham LE15 9QH
Tel: 01572 822343

Schools

A comprehensive list of available schools is available on www.rutland.gov.uk under Education and Learning.

Nurseries

Keepers Cottage Day Nursery
North Luffenham Road
Stamford
PE9 3UT
Tel: 01780 721 880

Primary School

St Mary & St John CEVA Primary School
Church Street
North Luffenham
Rutland LE15 8JR
Tel: 01780 720184

Secondary School

Uppingham Community College
London Road
Uppingham
Rutland LE15 9TJ
Tel: 01572 823631
Principle: Jan Turner

Sixth Form School / College

Oakham School (Independent)
Chapel Close
Oakham LE15 6DT
Tel: 01572 758758
Fax: 01572 758595

Uppingham Community College (Foundation)
London Road
Uppingham LE15 9TJ
Tel: 01572 823631
Fax: 01572 821193

Public Houses

The Fox & Hounds
1 Pinfold Lane
North Luffenham
Rutland LE15 8LE
Tel: 01780 720 088

The Horse & Panniers
12 Church Street
North Luffenham
Rutland LE15 8JR
Tel:

Operating Instructions

- Westleigh Handover Guide for Residents of Apartments or Houses
- Copy of the Home Users Guide for Code for Sustainable Homes
- Energy Performance Certificate
- Handover Guide for Residents
- Rutland County Council Notice of Street Naming & Numbering

Plumbing Installations:

- Aqualisa Quartz 9.5kW Electric Shower Installation Guide Including Guarantee details
- Range Tribune Hot Water Cylinder Installation & Maintenance Instructions & Benchmark Log Book Service Record
- Calorex Air to Water Heating System Operating Instructions Including Warranty Registration details

Electrical Installations:

- Hager Consumer Unit User Instructions
- Electromechanical Door Chime Information
- Titan TBPCMM Photocell Bulkhead Light Instructions
- Vent Axia Silhouette Fan Installation & Wiring Instructions
- EI Professional Mains Powered Carbon Monoxide Alarm, Model Ei261ENRC User Instructions
- EI Professional 230v AC Smoke & Heat Alarm User Instructions
- JCC Safety Information & General Installation Details for Incandescent & Compact Fluorescent Luminaires
- JCC Maximo IP65 Round TC-DD HF Surface Luminaire Information Sheet
- Thorn Popular Pack MK15 Lighting Information
- Customers Guide for Potterton Programmer either EP4000/4002/5002 or EP2000/2002/3002
- Installation & Data Instructions for Potterton Controls PRT100 Room Thermostat
- Smart Solar Duo Security Light Information Sheet

Appliances, Where Fitted:

- Electrolux User Manual - Chimney Hood EFC60001,70001,90001 Including 12 Month Guarantee Card and "Boost Your Guarantee to a Full 3 Years" Information Sheet
- Electrolux Built in Oven EOB51001 User Manual including 12 Month Guarantee Card and "Boost Your Guarantee to a Full 3 Years" Information Sheet
- Electrolux Electric Hob EHE6043 Instruction Booklet including 12 Month Guarantee Card and "Boost Your Guarantee to a Full 3 Years" Information Sheet

Note: Should you wish to receive this in another format, then please contact Westleigh Developments Ltd on 0116 277 3324 or visit www.westleigh.co.uk for assistance.