

Riverside Housing Association



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



**Home User Guide for Code
Development at
Homestead Road, Thringstone**

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 | * 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:

- A Glow Worm Flexicom Energy Efficient Combination Boiler & Homeflow 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.
- Heat regulating valves have been fitted to the bath & wash hand basin taps to prevent scalding.
- 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 have been supplied per property 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 policies 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 Riverside 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 Riverside Housing Group should be contacted if any faults occur and the system is inoperative.

The heating system is a Glow Worm 18sx Flexicom Boiler, which includes a mains pressure hot water Homeflow Cylinder 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 Riverside Housing Group will also be available to instruct new occupiers in the operation of the system.

A copy of the Programmer Operating Instruction & Boiler User Manual are 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 & Bungalows can be maintained by Riverside Housing Group or the resident dependant on tenancy, 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 & 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, 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 will 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.nwleics.gov.uk where you will find a wealth of information about waste collection, recycling and collection arrangements. If you add your address to the "My North West Leicestershire" tab, a wealth of information is available about your very local area.

Refuse Collection

NW Leicestershire District Council provides all households with two wheeled bins: one black and one green/brown, A Yellow bag, Blue bag and a Red recycling box. The service is an alternate weekly service on a Friday. 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/Brown bin - This is for green garden waste, tree cuttings/ prunings, grass cuttings, weeds, leaves etc.

Red Box - This is for recycling household plastics bottles & lids, clean yoghurt pots, food and drinks cans, aerosols. You may also recycle clean glass bottles and jars so an additional red box may be requested.

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

Yellow Bag – This is for all types of flattened cardboard, cereal boxes, pizza boxes & corrugated card.

Your property will be on the Collection Calendar H. Alternatively if you have any questions then please contact Customer Services on 01530 454545 for further information. North West Leicestershire District Council also offer an assisted collection service for the elderly or infirm. To discuss this further then please contact the Refuse Department on 01530 454572

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 Tip. This is a chargeable service and payment can be made at the time that you arrange the collection over the telephone by credit or debit card. Please contact North West Leicestershire District Council Recycling Hotline on telephone number 01530 454572 for further information.

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 Linden Way, Off Ashby Road in Coalville, LE67 3LA. This site is a fully operational recycling site.

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

- www.leicestershire.gov.uk
- www.nwleics.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 should be reported immediately to Riverside Housing Group.

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 The Green in Thringstone is an opportunity for local residents to meet their local Neighbourhood Policing Team to discuss any policing issues that they may have. For more information please contact PC2925 James Broomfield on 0116 222 2222, follow the instructions to leave a message and when prompted key in the voicemail number 2925.

Fire Service

Leicestershire Fire and Rescue Service
Broad Street
Coalville, Leicestershire
LE67 3PU

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

Housing Association

Riverside Housing Group
Riverside House
49 Western Boulevard
LEICESTER
LE2 7HN
Tel: 0845 111 0000 or alternatively 0345 111 0000

County Council

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

District Council

North West Leicestershire District Council
Council Offices
Coalville
LE67 3FJ
Tel: 01530 454546 (Main Switchboard)

Electricity

Your Electricity is currently supplied by Eon, who can be contacted on 08453034010. Please see your Residents Handover Guide for further details,

Gas

Your Gas is currently supplied by British Gas, who can be contacted on 0800 048 0202. Please see your Residents Handover Guide 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 15, Arriva Fox, Thringstone – Coalville – Ellistown - Ibstock
- Service 127, Arriva Fox, Coalville to Leicester, via Whitwick-Thringstone-Loughborough-Quorn-Mountsorrell
- Service 837, Roberts Tours, Thringstone to Coalville (Castle Rock School run)

Train Station

Loughborough Train Station
Nottingham Road
Loughborough
Leicestershire
LE11 1EX

For further information and train times etc please contact National Rail on 08475 48 49 50

Local Amenities

Wm Morrison Supermarket & ATM
Whitwick Road
Coalville
LE67 3JN
Tel: 01530 814666

Aldi Store
Adcock Road
Coalville
LE67 3NU

Shopping Centre

The Broadway Shopping Precinct
Belvoir Road
Coalville

Fosse Way Retail Park
Fosse Park Avenue
Leicester
LE19 1HY
Tel: 0116 263 0603

Post Office

Post office Ltd
6 The Green
Thringstone
Coalville
LE67 8NR

Bank

Branches of Lloyds TSB, Natwest & Santander are located on Belvoir Road Coalville, with branches of Halifax, Nationwide, Yorkshire Bank and HSBC located within Belvoir Shopping Precinct

Doctors/Medical Centre

Whitwick Health Centre
North Street
Whitwick
LE67 5HX
Tel: 01530 838866
Dr Hepplewhite & Dr Virmani

Dr A M Lewis & Partners
North Street
Whitwick
LE67 5HX
Tel: 01530 839629

Locate other Doctors on website www.nhs.uk

Pharmacies/Chemists

Mason & Son (Chemists) Ltd
North Street
Whitwick
LE67 5HB
Tel: 01530 510971

Lloyds Pharmacy
Whitwick Surgery Site
Whitwick Road
Whitwick
LE67 3FA
Tel: 01530 835629

Schools

A comprehensive list of schools is available on www.leics.gov.uk under Education & Learning, Schools and Colleges, School Search.

Swimming Pool & Leisure Centre

Hermitage Leisure Centre
Silver Street
Whitwick
Coalville
LE67 5EU
Tel: 01530 811215

Places of Worship

St Andrews Church
Main Street
Thringstone
Leicestershire
LE67 8NA
Contact: Rev'd Alan J Burgess
Tel: 01530 223481

Public House

The George & Dragon
Ashby Road
Thringstone
Tel: 01530 222282

Bulls Head (Crown Carveries)
Loughborough Road
Thringstone
Tel: 01530 224 327

Other Places of Interest & Leisure

Donington le Heath Manor House
Manor Road
Donington le Heath
Coalville
LE67 2FW
Tel: 01530 831259

Barneys Indoor Play Centre
Scotlands Industrial Estate
Coalville
LE67 3JJ
Tel: 01530 835876

Snibston Discovery Park
Ashby Road
Coalville
LE67 3LN
Tel: 01530 278444

Sence Valley Park (Forestry Commission)
North of Ibstock, Ravenstone Road
Ibstock
LE67 6NW

To explore and enjoy the local countryside, visit www.leics.gov.uk/index/environment/countryside.htm

Operating Instructions

Westleigh Handover Guide for Residents

Information on Utilities

Maintenance Information for Care of Doors & windows

Electrical Installations – PW Electrical (Nuneaton) Ltd

Plumbing Installations - A M Norris Plumbing & Heating O & M Manual

Heating System - Glow Worm Flexicom Condensing Boiler with Solar Panels & Clearly Solar Fluropro Controller

Appliances – Plots 1 to 4 only;

- Zanussi Built In Electric Oven Model ZOB142
- Zanussi Electric Hob ZGL640T
- Electrolux Stainless Steel Chimney Hood EFC60001