

RIVERSIDE HOUSING ASSOCIATION



**Home User Guide for Code
Development at
Rockingham Road, Corby**

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 Condensing Combination Gas Boiler with Solar Panels OR an Air Source Heat Pump System
- 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.
- Secured Cycle Storage by plot allocated communal storage area promotes the ownership and use of cycles as an alternative means of transportation.
- Sheds are provided in the gardens to the houses for storage of Cycles to promote the same.

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 fenced & walled boundaries, with the use of security certified doors and windows provide a safe and secure environment. The apartment block has controlled access via the Audio door entry system. This is self-explanatory and so instructions are not provided.

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, solar and hot water system.

The system will be serviced on a yearly basis but Riverside Housing Association should be contacted if any faults occur and the system is inoperative.

We have provided the houses with a Glow Worm Flexicom High Efficiency Condensing Boiler with Solar System & the apartments are installed with a Mitsubishi Air Source Heat Pump System. The heating to the houses and apartments is distributed by standard thermostatically controlled radiators and a heating timer/7 day programmer. The Glow Worm Flexicom works like a traditional heating boiler.

The Mitsubishi Air Source Heat Pump system is explained as detailed on the laminated Instruction Sheet included in your Blue Welcome Pack.

A representative from Riverside Housing Association will also be available to instruct new occupiers in the operation of the systems.

A copy of the Programmer Operating Instructions is provided.

Low Energy Light Fittings

A minimum of 100% 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.

Low Energy Light bulbs can be purchased from any good electrical retailer, including your nearest City Electrical Factors Ltd or they can be purchased online from www.amazon.co.uk

The lights within the staircase and lobbies of the apartment block are being maintained by Riverside Housing Association who will replace them as necessary. Please report any faulty or failed bulbs for their attention.

The electrical installation to the communal area is served from a consumer unit located within the service cupboard.

The internal communal lighting to the apartment block stairwells are combined emergency lights and will operate **for three hours upon a mains failure**. The light fittings are activated by a pushbutton on each landing, where the lighting will remain on for a minimum of **15 minutes**. The replacement lamps to the low energy fittings are type 28watt 2D 4 pin.

The external communal lighting is operated by a photocell and generally operates on a 'dusk to dawn' basis.

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 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 may result in toilet blockages.

If you have a new baby in the house why not look at alternatives to disposable nappies by contacting Northamptonshire County Council's Real Nappy Campaign on 01604 236 236 or by visiting www.northamptonshire.gov.uk and following the links to Environment & Waste and Campaigns.

Northamptonshire Council Council also operate a [Real Nappy Cashback Scheme](#) where you can claim £25 cashback towards the cost if you spend £60 or more on real nappies.(reviewed 15/4/11)

Please use water sparingly and avoid dripping taps.

Externally a 200-litre water butt is provided for the communal recycling of rainwater connected to existing underground drainage system.

Recycling & Refuse

Corby Borough Council currently offer all properties an alternate weekly collection of waste using three wheeled bins.

- Black Bin for general non recyclable household waste. Households may be eligible for a single large 360 litre black bin in place of the standard 240 litre bin depending on the number of permanent occupants in residence.
- Green bin for Garden waste & cardboard
- Brown bin is for coloured glass, recyclable plastics, paper and foils.

Please place your bin(s) by the kerbside by 7am on collection day and return your bins as soon as possible following collection. Please ensure that your bins are clearly marked with the first line of your address and ensure that the bin lids are fully closed. Bins WILL NOT be emptied if the lids are open.

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 Recycling Waste Tip is located at:-

Corby Household Waste & Refuse Centre
Kettering Road
Weldon
NN17 3JG
Tel: 01536 263167

There are various Recycling Banks located around the district but please visit

<http://www.corby.gov.uk/EnvironmentAndPlanning/RecyclingRubbishAndWaste/Pages/BringBankRecycling.aspx> for further details.

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.

The floor construction of first and additional 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 Riverside Housing Association.

A copy of the Smoke & Heat detector User guide and Carbon Monoxide Detector, where fitted is provided.

Some additional information

Hospital

Kettering General Hospital with onsite Accident & Emergency
Rothwell Road
Kettering
Northamptonshire
NN16 8UZ
Tel: 01536 492000

Police Station

Police Station
Elizabeth Street
Town Centre
Corby
Tel: 0845 370 0700

Fire Station

Corby Fire Station
Phoenix Parkway
Corby
Northants
Tel: 016045 797000

However, in an emergency always 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

Northamptonshire County Council
John Dryden House
8-10 The Lakes
Northampton
NN4 7YD
Tel: 01604 236236

District Council

Corby Borough Council
The Corby Cube
George Street
Corby
Northants
NN17 1QG
Tel: 01536 464000
Email: customer.first@corby.gov.uk

Electricity

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

Gas

Your gas is currently supplied by British Gas who can be contacted on 0845 606 2820.

Water

Your water is supplied by Anglian Water who can be contacted on 08457 91 91 55

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.northamptonshire.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 – Centrebus. Routes 3, 4, 5b & 5 all pass along Rockingham Road in Corby.

Your nearest train station is at located at Station Road in Corby, NN17 1UJ. Please contact National Rail Enquiries for further information or visit www.nationalrail.co.uk

Local Amenities

WM Morrison Supermarkets
Oakley road
Great Oakley
Corby NN18 8LH

Co-op Supermarket
Alexandra Road
Corby
NN17 1PE

Shopping Centre

Willow Place Shopping Centre
Town Centre
Corby
NN17 1NU
Tel: 01536 200073

Post Office

Post Office
178 Studfall Avenue
Corby
NN17 1LJ

Post Office
Alexandra Road
Corby
NN17 1PE

Cashpoint

Co-op Store Welland Vale Road
121 Welland Vale Road
Corby
NN17 2AW

Co-op Store Occupation Road
57 Occupation Road
Corby
NN17 1ED

Doctors/Medical Centre

The Studfall Partnership & Dr Sumira
Studfall Court
Corby
NN17 1QP
Tel: 01536 401372 or for Dr Sumira, 01536 401371

The Medical Centre
Forest Gate Road
Corby
NN17 1TR
Tel: 08444 127222

Other GP practices can be located on website www.nhs.uk

Pharmacies/Chemists

Healthlines Pharmacy
188 Studfall Avenue
Corby
NN17 1LJ
Tel: 01536 202303

The Co-operative Pharmacy
Health Village
Forest Gate Road
Corby
NN17 1TR
Tel: 01536 267499

Schools

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

Nurseries / Infants Schools

Squirrels Day Nursery Corby Ltd
Hazelwood Neighbourhood Centre
154 Gainsborough Road
Corby
NN18 0QF
Tel: 01536 505307

Studfall Infant & Nursery School
Rowlett Road
Corby
NN17 2BP
Tel: 01536 264540
Contact: Mrs Angela Brinkman

Primary School

Rockingham Primary School
Rockingham Road
Corby
NN17 1AJ
Tel: 01536 203806
Contact: Mrs Juliet Hart

Studfall Junior School
Rowlett Road
Corby
NN17 2BT
Tel: 01536 202621
Contact: Mrs Kim Kirchin

Secondary School

Lodge Park Technology College
Shetland Way
Corby
NN17 2JH
Tel: 01536 203817
Contact: Mr Guy Shearer

Leisure Centre / Pool

Corby East Midlands International Swimming Pool
Parkland Gateway
George Street
Corby
NN17 1QB
Tel: 01536 464643

Corby has a wide variety of open spaces, Corby Boating Lake and Parks. Please visit Corby Borough Council on www.corby.gov.uk/environmentandplanning/parksandopenspaces for further details of places of interest and to visit.

Places of Worship

There are a vast array of religions, faiths and beliefs in Corby. However, please contact Corby Borough Council by visiting their website: www.corby.gov.uk/communityandliving/religionsandbeliefs/pages/default.aspx and by choosing your religion or faith, you are able to choose a nearby church.

Operating Instructions

Westleigh Developments Ltd issue each property with a Blue 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 and various care or information sheets pertaining to the property. We also include a copy of the Electrical & Gas Test Certificate, where applicable, 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.

Defects

Should any problems arise with your new property then all defects should be reported to Riverside Housing Association on the number provided by your Housing Officer