



**Partnership of Leicester Housing Association &  
Nottingham Community Housing Association**

**119 Dwellings**

**at**

**ROSS WALK, LEICESTER**

**HOME USER GUIDE**



NOTTINGHAM **COMMUNITY HOUSING ASSOCIATION**  
More homes, great services, better lives

# 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, or an Air Source Heat System for heating water & warming the property
- 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 to the houses, connected to the existing drainage system and assist the recycling of water. Communal water butts are supplied to the apartments
- 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 house to encourage the ownership and use of cycles as an alternative means of transportation, or in the flats, a Cycle Storage Rack has been supplied

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 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 the Housing Provider.

## **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 your housing provider should be contacted if any faults occur and the system is inoperative.

The heating system is a sealed system boiler, which includes a mains pressure hot water Cylinder powered by Solar Panels - OSO Solarcyl unvented hot water stainless steel storage cylinder or a Nibe Air Source Heat System. The heating is distributed by standard thermostatically controlled radiators and a heating timer / 7 day programmer.

A representative from your Housing Provider 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 can be maintained by either the residents or the 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 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.energysavingstrust.co.uk](http://www.energysavingstrust.co.uk)

A copy of the Appliance user manuals are provided, where appliances have been installed or please refer to the Energy Ratings leaflet in your Occupiers Operations pack.

## **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.leicestershire.gov.uk](http://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 200-litre water butts are provided for the recycling of rainwater to the houses and a number to the blocks of apartments.

## **Sustainable Drainage & Flood Risk**

The Environment Agency offer a Flood Warning Service in Leicester City Centre. Flood Warnings Direct gives an advance warning for the area and it is necessary for all future residents to register via telephone or fax to which they will receive flood warnings at any time of the day or night. However, all dwellings have been designed to ensure that they **WILL NOT FLOOD** during a significant flooding event.

All Car parks have been designed to ensure that they **DO NOT FLOOD** more than 300mm during a significant flood event.

Please refer to the **Flood Evacuation Plan**, which has been provided for every resident on the development which gives detailed information. **This is included in your Blue Welcome Pack.**

**We recommend that you familiarise yourself with the plan and in particular to point 1 – FLOOD WARNING PROCEDURES**

## **Recycling & Refuse**

Visit website [www.leicester.gov.uk](http://www.leicester.gov.uk) and look under "Community & Living" where you will find a wealth of information about waste collections, recycling and collection arrangements

## **Refuse Collection & Bulky Waste Collections**

If you live in a house, you will have a Black Wheelie bin and a Green Recycling Box. Your wheelie bin and recycling box are collected weekly on a Thursday and should be presented at the edge of your property by 7.00am.

Please put all of the following items in the recycling box;

- Newspapers, leaflets, magazines, paper, catalogues (no cardboard or envelopes)
- Glass bottles and jars that have been rinsed but they won't accept broken glass
- Plastic bottles, rinsed and squashed and without tops

Everything that is collected is sent for recycling and nothing goes to landfill.

If you live in an apartment on the development, then a series of Communal Bins will be supplied so that you can recycle the same items as above;

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

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 Leicester City Council on 0116 252 7002. Residents are allowed 1 collection in any 2 month period and upto 5 items free of charge.

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 at Bridge Road, Highfields, LE5 3LD. This site is a fully operational recycling site.

For further information on waste or recycling please visit the following website for information [www.leicester.gov.uk](http://www.leicester.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](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 provide 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 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 require to fit shelving or hang pictures to these walls then 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 your Housing Provider.

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

## **Hospital**

Leicester Royal Infirmary Including A&E  
Infirmary Square  
Leicester, LE1 5WW  
Tel: 0300 303 1573

## **Police**

Belgrave Police Station  
299 Melton Road  
Leicester, LE4 7AN  
Tel: 0116 222 2222

## **Fire Service**

Leicestershire Fire and Rescue Service  
Anstey Frith  
Leicester Road  
Glenfield  
Leicester, LE3 8HD  
Tel: 0116 287 2241

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

## **Housing Providers**

Leicester Housing Association  
3 Bede Island  
Leicester  
LE2 7EA  
Tel: 0845 389 1777

or

Nottingham Community Housing Association  
12/14 Pelham Road  
Sherwood Rise  
Nottingham, NG5 1AP  
Tel: 0800 013 8555

## **Electricity & Gas**

Your Electricity & Gas is currently supplied by Eon (Powergen), who can be contacted on 0800 015 26 62. Please see your "Handover Guide for Residents" located in your Blue Welcome 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**

Please visit [www.leicester.gov.uk](http://www.leicester.gov.uk) under **Transport & Streets** 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**

Leicester Train Station  
London Road  
Leicester  
LE2 0QB

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**

Shiva Shakti  
4 – 6 Macdonald Road  
Leicester  
LE4 58H  
Tel: 0116 268 1622

Sainsburys Supermarket  
5 Belgrave Road  
Leicester  
LE4 6AR  
Tel: 0116 253 6121

## **Shopping Centre**

Highcross Shopping Centre  
Shires Lane  
Leicester LE1 4AN  
Tel: 0116 242 8600

## **Post Office**

Post Office – Leire Street  
133 Melton Road  
Leicester  
LE4 6QS

Post Office – Abbey Lane  
202 Abbey Lane  
Leicester  
LE4 0DA

## **Bank/Cashpoints**

Bank of India  
105-107 Belgrave Road  
Leicester  
LE4 6AS

Habibsons Bank  
166 Belgrave Road  
Leicester  
LE4 5AU

Natwest Bank  
2 Melton Road  
Leicester  
LE4 5EA

Barclays Bank  
131-133 Belgrave Road  
Leicester  
LE4 6AS

Punjab National Bank  
160 Belgrave Road  
Leicester  
LE4 5AU

## **Doctors/Medical Centre**

The Cross Street Practice  
4 Cross Street  
Leicester  
LE4 5BA  
Tel: 0116 268 1242

Dr R Thakor & Partners  
32 Loughborough Road  
Leicester  
LE4 5LD  
Tel: 0844 477 3509

Locate other Doctors on website [www.nhs.uk](http://www.nhs.uk)

## **Pharmacies/Chemists**

Pancholi Chemist  
11 Loughborough Road  
Leicester  
LE4 5LJ  
Tel: 0116 268 1155

Elys Pharmacy  
28 Melton Road  
Leicester  
LE4 5FA  
Tel: 0116 266 8557

Patel Saraj Ltd  
118 Belgrave Road  
Leicester  
LE4 5AT  
Tel: 0116 2667007

## **Schools**

A comprehensive list of available schools is available on [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk) under Services section for schools.

## **Swimming Pool & Leisure Centre**

Spence Street Sports Centre  
Spence Street  
Leicester  
LE5 3NW  
Tel: 0116 299 5584

Evington Leisure Centre  
Downey Drive  
Leicester  
LE5 6LP  
Tel: 0116 299 5575

## **Other Places of Interest & Leisure**

There are many places of interest in and around Leicester City, including parks, leisure facilities, theatres, restaurants, cafes and bars. Please visit [www.goleicestershire.com](http://www.goleicestershire.com) for ideas and further information.

## **Operating Instructions**

- Westleigh Handover Guide for Residents of Houses including Guide for Code
- Electrical Installations
- Heating System
- Plumbing Installations
- Appliances Manuals, where fitted