

# ACIS GROUP

In partnership with

*Westleigh Developments Ltd*

*Tudorgate,*

*Grange Business Park,*

*Enderby Road,*

*Whetstone, Leics, LE8 6EP*



**Home User Guide**  
**Shuttlewood Road, Bolsover**

# 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 efficiency 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 efficient Condensing Combination Gas Boiler
- 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 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.
- Secured Cycle Storage by allocated timber sheds promotes 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 development has worked towards 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 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 ACIS group should be contacted if any faults occur and the system is inoperative.

The heating system is a Glow Worm Flexicom high efficiency condensing combination boiler to the refurbished apartments and a Vaillant room sealed fan assisted condensing boiler but includes Solar panels to the houses. The heating is distributed by standard thermostatically controlled radiators and a heating timer/7 day programmer. Both the Glow Worm Flexicom & Vaillant Ecotec Plus work like a traditional heating boiler.

Thermostatically controlled valves are fitted to your bath, which regulates the temperature of the water from the tap to prevent scalding. This is a safety feature.

A representative from ACIS Group will also be available to instruct new occupiers in the operation of the system.

A copy of the Programmer Operating Instructions is provided.

### **Low Energy Light Fittings**

A minimum of 75% of the light fittings within the properties 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.

All external lights are being maintained by ACIS Group who will replace them as necessary. Please report any faulty or failed bulbs for their attention.

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 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 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 Derbyshire County Council's "Time for a Change" campaign on 01629 539788 , [realnappies@derbyshire.gov.uk](mailto:realnappies@derbyshire.gov.uk). They are currently offering a £25 cash back offer for using real nappies. Please visit [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) for further information.

Please use water sparingly and avoid dripping taps.

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

## **Recycling & Refuse**

Bolsover District Council currently supply the following bins for household waste collection;

- Black Bin for non recyclable household waste, collected on a FRIDAY. This will go to landfill
- Green Bin for recycling garden waste on a TUESDAY.
- Burgundy multi utility bin for glass and plastics and an inbuilt caddy for recycling paper on a TUESDAY

Bolsover also offer an assisted bin service for the ill, elderly and infirm residents who are unable to put their bins on the kerbside. Please contact Bolsover District Council on 01246 242424 for more 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 at:-

Bolsover Household Waste Recycling Centre

Buttermilk Lane

Bolsover

S44 6AE

Opening times

8.30am to 6pm daily. Closed Christmas Day, Boxing Day and New Year's Day.

The site can be very busy during the weekends and at bank holidays so there may be some queuing at these times.

## **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 Houses are constructed by using Timber Frame Modern Methods of Construction. However, the two apartments are an existing refurbished building and is of traditional stone construction with a render finish.

The external walls to the houses 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 and metal 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 ACIS Group.

A copy of the Smoke & Heat Detector User guide is provided.

## **Some additional information .....**

### **Hospital**

Chesterfield Royal Hospital including Accident & Emergency  
Calow  
Chesterfield  
Derbyshire  
S44 5BL  
Tel: 01246 277271

### **Police Station**

Stavely Police Station  
Police House  
Eckington Road  
Stavely  
Chesterfield S43 3XZ  
Tel: 0845 123 3333

### **Fire Station**

Bolsover Fire Station is a duty station located in the east of the County  
High Street  
Bolsover  
Chesterfield  
S44 6HF

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

### **Housing Association**

ACIS Group  
Acis House  
Bridge Street  
Gainsborough  
Lincolnshire DN21 1GG  
Tel: 0800 027 2057

## **Developer**

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

## **District Council**

Bolsover District Council  
Sherwood Lodge  
Bolsover  
S44 6NF  
Tel: 01246 242 424

## **County Council**

Derbyshire County Council  
County Hall  
Matlock  
DE4 3AG  
Tel: 01629 533190 or 0845 6058058

## **Electricity & Gas**

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

## **Water**

Your water is 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.derbyshire.gov.uk](http://www.derbyshire.gov.uk) under **Roads and Transport and Public Transport** for information on the following:

- Pedestrian & other Pathways
- Public Transport & Travel visit [www.derbybus.info](http://www.derbybus.info)
- Bus timetables Routes –

Your dwelling is located along a main bus route with several bus stops nearby. See additional Bolsover Bus Routes included on the last page of this guide.

Chesterfield Station c/o East Midlands Trains – approximately 7 Miles from Bolsover along A632  
Corporation Street  
Chesterfield  
Derbyshire  
S41 7UB

## **Local Amenities**

Somerfield Store  
Town End  
Bolsover  
S44 6DT  
Tel: 01246 240258

Farm Foods Ltd  
32 Market Place  
Bolsover  
S44 6PN  
Tel: 01246 826971

Tesco Stores Ltd  
Mill Street  
Chestnut Drive  
Clowne  
Chesterfield S43 4JN

Wm Morrisons Ltd  
Barnfield Close  
Stavely  
Chesterfield S43 3UL  
Tel: 01246 475649

## **Shopping Centre**

Vicar Lane Shopping Centre  
21 Vicar Lane  
Chesterfield  
S40 1PY  
Tel: 01246 234630

Pavements Shopping Centre  
Beetwell Street  
Chesterfield  
S40 1SH  
Tel: 01246 345998

There is also McArthur Glen Designer Shopping Outlet located at Alfreton, DE55 2JW which is approximately 8 miles away

## **Post Office / Cash points**

Post Office Inc ATM – approx 1.4 miles away  
10 Cotton Street  
Bolsover  
Chesterfield S44 6HA

Post Office Inc ATM  
5 New Bolsover  
Chesterfield  
S44 6QD

## **Cash point -**

Castle Stores  
55 Houfton road  
Bolsover  
Chesterfield S44 6RP

## **Doctors/Medical Centre**

Dr D Kar & Partner  
Castle Street Medical Centre  
Castle Street  
Bolsover  
S44 6PP  
Tel: 01246 822983

Dr Spencer & Partners  
Welbeck Road Health Centre  
1b Welbeck Road  
Bolsover  
S44 6DF  
Tel: 01246 825487

Other GP practices can be located on website [www.nhs.uk](http://www.nhs.uk)

## **Pharmacies/Chemists**

Rowlands Pharmacy  
2 Town End  
Bolsover  
Chesterfield S44 6DT  
Tel: 01246 822320

Tesco Extra Store Inc Pharmacy  
Mill Street  
Clowne  
S43 4JN  
Teel: 01246 346500

## **Schools**

A comprehensive list of available schools is available on [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) under Services section for schools. Alternatively visit [www.findmyschool.co.uk](http://www.findmyschool.co.uk) and add your postcode.

Nearest places located to your development are:

## **Nurseries**

Bolsover First Steps  
Assembly Rooms  
Hill Top  
Bolsover  
S44 6NG  
Tel: 01246 471523

## **Infants Schools**

Bolsover Infants School  
Welbeck Road,  
Bolsover  
S44 6DE  
Tel: 01246 823181

## **Primary School**

New Bolsover Primary & Nursery School  
New Station Road  
Bolsover  
S44 6PY  
Tel: 01246 823240

## **Secondary School**

The Bolsover School  
Mooracre Lane  
Bolsover  
Derbyshire S44 6XA  
Tel: 01246 822105

## **Leisure Centre**

Creswell Leisure Centre  
Duke Street  
Creswell  
Worksop  
S80 4AS  
Tel: 01909 721371

## **Places of Worship**

Bolsover Congregation of Jehovah's Witnesses  
Bolsover Kingdom Hall  
High Street  
Bolsover  
S44 6HF  
Tel: 01246 827022

The Salvation Army  
Church Street  
Clowne  
S43 4JS  
Tel: 01246 810051

## **Public House**

The White Swan  
Market Place  
Bolsover

The Fiddlers Rest/The Castle Inn  
Craggs Road  
Bolsover

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

Derbyshire has a wealth of interesting places to visit but nearby to Bolsover is Bolsover Castle, originally built by the Peveral family in the 12<sup>th</sup> Century. The Castle regularly hosts historic and cultural events throughout the year and the site is ideal for family picnics. For more information please visit [www.english-heritage.org.uk](http://www.english-heritage.org.uk).

Other places of interest can be found at [www.derbyshireuk.net](http://www.derbyshireuk.net)

## **Information provided in Blue Handover Packs for Residents**

- Westleigh Handover Guide for Residents
- PW Electrical O & M Manual for Electrical Installation
- Robert Pretties O & Manual for Plumbing Installation
- Appliances to include, Hood, Hob and Oven to Shared Ownership Properties

## **Appendix**

- See attached document showing bus routes for Bolsover