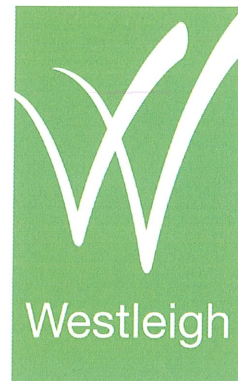


SPIRE HOMES



**Home User Guide for Code
Development at
Spinney Close, Rushden**

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
- * Materials
- * Waste
- * Health & well being
- * Ecology

- * Water
- * Surface Water run off
- * Pollution
- * Management

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 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 to some flats are also provided 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 boundaries, with the use of security certified doors and windows provide a safe and secure environment for the houses and apartments

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 Daikin Altherma Monobloc Air Source heating system with standard thermostatically controlled radiators and a heating timer/7 day programmer. This is explained as detailed on the laminated Instruction Sheet included in your Blue Welcome Pack.

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 is provided.

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.

Low Energy Light bulbs can be purchased from any of the three suppliers listed in your Electrical O & M Manual supplied within your Blue Welcome Pack. Telephone numbers have been supplied for your assistance

External lights to the rented and shared ownership properties will be maintained by Spire Homes who will replace them as necessary. Please report any faulty or failed bulbs for their attention

The external private 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 also operate a Real Nappy Payback Scheme where you can claim £25 cashback towards the cost if you spend £60 or more on real nappies.

Please use water sparingly and avoid dripping taps.

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

Recycling & Refuse

East Northamptonshire District Council currently offer all properties a collection of waste using three coloured boxes and a black Sack collection for general non-recyclable waste on **Thursdays**

- These are Black Sack for general non recyclable household waste on a weekly collection.
- Red Box for paper, newspapers, junk mail, magazines etc.
- Green Box for washed/clean empty food, drink and petfood cans, plastic bottles etc
- Blue Box for Glass bottles & glass jars of all colours, shapes & sizes- cleaned.

Please visit www.east-northamptonshire.gov.uk to download your waste and recycling collection schedule.

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:-

Northampton Road
East of Sanders Lodge on the Old A45 Road
Rushden
NN10 6AL

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 majority of 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.

Plots 19 & 20 is a Refurbished Building and is of a traditional brick built construction, so the above does not apply.

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 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

Housing Association

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

Police

Kettering Police Station
London Road
Kettering
NN15 7QP
Tel: 030 0011 1222

Fire Service

Wellingborough Fire Station
Irthlingborough Road
Wellingborough
Northamptonshire

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

Electricity

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

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.

Wellingborough Train Station c/o East Midlands Trains
Midland Road
Wellingborough
Northamptonshire
NN8 1NA
Email: www.traveleastmidlands.org.uk

Local Amenities

Budgens Store Ltd
Rushden
NN10 0NW
Tel: 01933 353057

Tesco Ltd (Inc Pharmacy)
Wellingborough Victoria Park
Victoria Park
Wellingborough
NN8 2EG

Asda Rushden Including ATM
Washbrook Road
Rushden
NN10 6AA
Tel: 01933 417100

Shopping Centre

Swansgate Shopping Centre
18 Spring Lane
Wellingborough
Northamptonshire
NN8 1EY
Tel: 1933 226 029

Post Office

Warkton Storage Site
c/o 87 Whitefriars
Rushden
NN10 9PE

Grangeway Post Office
7 Grangeway Shopping Precinct
Rushden
NN10 9JE

Banks

Lloyds TSB Bank
37--39 High Street
Rushden
NN10 0QE
Tel: 0845 300 0000
NN9 5JN

Nationwide
83 High Street
Rushden
NN10 0NZ
Tel: 0845 266 0647

Doctors/Medical Centre

Harborough Field Surgery Inc Pharmacy
160 Newton Road
Rushden
Northants
NN10 0GP
Tel: 01933 354200

Parklands Medical Centre
Wymington Road
Rushden
Northants
NN10 9EB
Tel: 01933 396000

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

Pharmacies/Chemists

Boots
29 High Street
Rushden
Northants
NN10 0QE
Tel: 01933 312242

Schools

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

Nurseries/Infant Schools

Sure Start Childrens Centre
Newton Road Primary School
Newton Road
Rushden
NN10 0HH
Contact: Julie Wilson
Tel: 01536 494279

Highham Ferrers Nursery
Wharf Road
Rushden
NN10 8BQ
Contact: Mrs S Drury
Tel: 01933 312904

Infants Schools

South End Infant School
Wymington Road
Rushden
NN10 9JU
Contact: Mr Andrew Jackson
Tel: 01933 356571

Primary School

Whitefriars Junior School
Boughton Drive
Rushden
NN10 9HX
Contact: Ms Deborah Stewart
Tel: 01933 359269

Secondary School

The Rushden Community College (Specialised)
Hayway
Rushden
NN10 6AG
Contact: Mt Stephen Dommett
Tel: 01933 350391

Leisure Centre / Pool

Splash Leisure Pool
Station Road
Rushden
NN10 9SG
Tel: 01933 410505

The Waendal Leisure Centre
Thomas Street
Wellingborough
NN8 1DZ
Tel: 01933 221622

Places of Worship

Highfield Baptist Church
Highfield Road
Rushden
NN10 9QD
Tel: 01933 418681

Full Gospel Church & Christian Centre
60 High Street South
Rushden
NN10 0QY

Tel: 01933 418002

Public House

The Railway Inn (Opening June 2011 – Weatherspoons)
143 High Street
Rushden
NN10 0PA

Needle & Awl
Northampton Road
Rushden
NN10 6EF
Tel: 01933 412326

Welcome Inn
Irchester Road
Rushden
NN10 9QU
Tel: 01933 359679

Operating Instructions

- Westleigh Handover Guide for Residents of Apartments or Houses
- Electrical Installations O & M Manual
- Plumbing Installations O & M Manual
- Appliances, Where Fitted
- Electrolux Stainless Chimney Hood
- Zanussi Stainless Steel Gas or Electric Hob
- Zanussi Built In Electric Oven

Defects

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