



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



# Home User Guide for Code Development at The Oval, Sutton In Ashfield

# 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,
- 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.
- 200 L 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 allocated for storage per property to encourage the ownership and use of cycles as an alternative means of transportation. Plots 8, 10 & 11 have a larger capacity shed which is shared between these properties in the communal garden.

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 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 East Midlands 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 East Midlands Housing Association should be contacted if any faults occur and the system is inoperative.

The heating system to the houses is a sealed system boiler, which includes a mains pressure hot water Cylinder powered by Solar Panels. The heating is distributed by standard thermostatically controlled radiators and a heating timer / 7 day programmer.

A representative from East Midlands Housing Association 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 external lighting on the properties will be maintained by either the residents if you live in a shared ownership dwelling or East Midlands Housing Association if you live in a rented dwelling, who should repair as necessary. We advise that in all cases you should check the bulb prior to contacting EMHA Customer Care to not incur unnecessary recharges.

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 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](http://www.energysavingtrust.co.uk). However, an Energy Saving Leaflet is included in the Operations & User Pack.

Copies of the Appliance User Manuals are provided in the Operations & User Pack, 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 visiting [www.goreal.org.uk](http://www.goreal.org.uk) who aim to provide you with everything that you might want to know about Real Nappies! From information on the different types and the benefits, to product reviews, blogs and forums. Go Real is a completely independent source of information on Real Nappies and gives you access to advice from mums who have had experience of using Real Nappies. So, take a look around the website, find out more [about](#) them, email them your questions to [info@goreal.org.uk](mailto:info@goreal.org.uk) or give them a call on 0845 850 0606.

Please use water sparingly and avoid dripping taps.

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

## **Recycling & Refuse**

Visit website [www.ashfield-dc.gov.uk](http://www.ashfield-dc.gov.uk) and follow the tabs for "environment & waste" where you will find a wealth of information about waste collection, recycling and collection arrangements

## **Refuse Collection**

Ashfield District Council operate the following;

- Black or Grey lidded Bin for Household Waste – collected every two weeks
- Green lidded black bin for Dry Recyclables – collected every two weeks
- Brown lidded Bins for Garden Waste – collected every two weeks
- Blue Box for clean Glass and Jars – collected every four weeks but at the same time as your recycling collection.

**The Refuse Collection for your area is on a MONDAY**, every two weeks. To check which collection is due please contact Ashfield District Council & Collections on telephone number 0800 183 8484

Bins must be placed at the front edge of the property by 7 a.m. on the collection day.

All household waste must be contained within the bin.

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

Ashfield District Council advise that you number your refuse bins with your house number to avoid theft after the bins have been emptied.

If you are elderly or infirm and are likely to struggle to put out your wheelie bins then Ashfield District Council can offer assistance. Please contact the Helpline on 0800 952 0196.

## **Extra / Bulky Items of Household Waste**

Ashfield District Council provide a collection service for certain items of household waste which will not fit into the wheeled bin, such as furniture, garden rubbish, electrical appliances and additional sacks of household waste. You can arrange a collection by calling 01623 457857 or 457859 in order to make an appointment where the call centre staff will advise further instructions. Ashfield District Council will charge for this service.

Each individual kitchen layout incorporates a dedicated three-bin system located within the base unit cupboards for segregation and recycling of waste.

**Your nearest Household Waste Recycling Centre** is located at;

Kestral Road  
Off Hermitage Lane  
Mansfield  
Nottinghamshire (turn off at Bookers Cash & Carry)

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

- [www.nottingham.gov.uk](http://www.nottingham.gov.uk)
- [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk)

## **Sustainable DIY and Responsible Resourcing**

The materials used in the construction of the project have been resourced responsibly. This means that 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.amnestyshop.org.uk](http://www.amnestyshop.org.uk)

[www.greenandpresent.co.uk](http://www.greenandpresent.co.uk)

[www.reuze.co.uk](http://www.reuze.co.uk)

[www.recycledproducts.org.uk](http://www.recycledproducts.org.uk)

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 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 fit 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 East Midlands Housing Association.

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

## **Hospital**

Kings Mill Hospital including A&E Service  
Mansfield Road  
Sutton In Ashfield  
Nottinghamshire NG17 4JL  
Tel: 01623 622515

## **Police**

Sutton In Ashfield Police Station  
45 Church Street  
Sutton In Ashfield  
Nottinghamshire NG17 1AE  
Tel: 0300 300 9999

## **Fire Service**

Ashfield Fire Station  
Sutton Road  
Kirby In Ashfield  
Nottinghamshire NG17 8HX  
Tel: 01623 440055

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

## **Housing Association**

East Midlands Housing Association Ltd  
65 Church Street  
Sutton In Ashfield  
Nottinghamshire NG17 1FE  
Tel: 01623 556656

## **Other Useful Contacts**

Nottinghamshire County Council  
County Hall  
West Bridgford  
Nottingham NG2 7QP  
Tel: 08449 808080

Ashfield District Council  
Urban Road  
Kirby In Ashfield  
Nottinghamshire NG17 8DA  
Tel: 01623 450000

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

## **Electricity & Gas**

Your Electricity & Gas will be supplied by Eon, who can be contacted on 0800 015 26 62.

A small hand held Smart Metering Device has been provided by Eon and will be given to you by a representative of EMHA.

## **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**

### **Public Bus Services**

The Oval is serviced by a number of public bus services;

- Carsic Estate, Brierly Road (NW Bound):- Route 141 (Trent Barton) - Victoria Bus Station & City Hospital, Nottingham
- Carsic Estate, Brierly Road (NW Bound):- Route SPI (Trent Barton) - New Beetwell Street, Chesterfield
- Carsic Estate, Brierly Road:- Route 17 (Doyles) – Oak Tree, Tesco, Abbot Road Mansfield, Bus Station, Crown Farm Ind Estate, Asda Forest Town
- For further bus services then please visit [www.nottingham.gov.uk](http://www.nottingham.gov.uk) under Traffic & Transport or for other information on public pathways, means of travel etc.

### **Train Station**

Your nearest train station is situated at Sutton Parkway which is approximately 3 miles away;  
Sutton Parkway (SPK)  
Low Moor Road  
Kirby In Ashfield  
Nottinghamshire NG17 5LG

For further information on how to obtain tickets and train times etc please telephone 08457 125 678 or visit [www.eastmidlandstrains.co.uk](http://www.eastmidlandstrains.co.uk)

### **Local Amenities**

Costcutter including Cashpoint Machine  
1 The Oval  
Sutton In Ashfield  
Nottinghamshire NG17 2FR  
Tel: 01623 555584

### **Shopping Centre**

Idlewells Shopping Centre  
Market Street  
Sutton In Ashfield  
Nottinghamshire NG17 1BP  
Tel: 01623 557736

### **Post Office**

Post Office – The Oval  
3 The Oval  
Sutton in Ashfield  
Nottinghamshire NG17 2FR

Post Office – Asda  
Priestsic Road  
Sutton in Ashfield  
Nottinghamshire NG17 2AH

### **Doctors/Medical Centre** - Locate other Doctors on website [www.nhs.uk](http://www.nhs.uk)

The Medical Centre  
Church Street  
Sutton In Ashfield  
Nottinghamshire NG17 1EX  
Tel: 01623 557646

Willowbrook Medical Practice  
Brook Street  
Sutton In Ashfield  
Nottinghamshire NG17 1ES  
Tel: 01623 440018

### **Dentists**

Oasis Dental Care  
The Old School  
Church Street  
Sutton In Ashfield  
Nottinghamshire NG17 1AE  
Tel: 01623 557543

### **Pharmacies/Chemists**

Asda Pharmacy  
Priestsic Road  
Sutton In Ashfield  
Nottinghamshire NG17 2AH  
Tel: 01623516222

Boots Pharmacy  
30 High Street  
Sutton In Ashfield  
Nottinghamshire NG17 3GA  
Tel: 01623 557515

### **Schools**

A comprehensive list of available schools is available on [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk) under learning and work/education and achievement/schools/[finding a school](#)

## **Swimming Pool & Leisure Centre**

Lammas Leisure Centre  
Lammas Road  
Sutton in Ashfield  
Nottinghamshire NG17 2AD  
Tel: 01623 511177

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

Brierly Forest Park – 100 hectare country park with over two miles of walks, a visitor centre, play trail and sculpture trail

Sutton Lawn – a centuries old town park that includes nature walks, recreational facilities and a cafe

Teversal Trails – an extensive set of multi-user trails primarily based on disused railway lines, which are used by people from miles around

A wealth of information is available by visiting [www.ashfield-dc.gov.uk](http://www.ashfield-dc.gov.uk) under my services and leisure. In particular an events guide for 2011 is available for download which contains a wealth of information and events that are occurring locally.

## **Operating Instructions**

Westleigh Handover Guide for Residents of Houses including a copy of this Home User Guide for Code

Electrical Installations - A J Electrical (Nottingham) O & M Manual

Heating System – Glow Worm Flexicom SX System with Clearly Solar Panels & RM Homeflow Cylinder

Plumbing Installations – Robert Pretties Plumbing O& M Manual

Appliances (Shared Ownership Properties Only)

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