OCTAVIA

New home guide for shared owners

illumina

@ WANDSWORTH VILLAGE SW18

WELCOME TO YOUR NEW HOME

Octavia are delighted to welcome you to your new home at Illumina House.

This booklet has been compiled as a guide to how to operate and maintain some of the appliances fitted in your home as well as some important emergency contact details should you need them.

As a shared owner, your main contact at Octavia is our Leasehold Officer who can be reached on 020 8354 5608 or via email to leasholders@octavia.org.uk. For any defects reporting during the first 12 months months after completion of the building, please see the end of this booklet.

We hope that you will enjoy many happy years in your new home, and the following information will assist you to get the most from your property, both in efficiency and enjoyment.

Best Wishes

Octavia

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1. ILUMINA HOUSE – THE COMPLEX

LOCATION

Illumina House is Located in Wandsworth, London. It has excellent road and rail connections nearby and is convenient for:

- The London Underground from East Putney (District Line) and Southfield (District Line)
- Bus routes provide links to local amenities.
- Bus routes provide links to local amenities.
- Local information can also be obtained from London Borough of Wandsworth.
  Town Hall, Wandsworth High Street, London, SW18 2PU Tel No: 020 8871 6000

Car Parking

There is no provision for car parking at Illumina House and unfortunately residents of the development are not permitted to apply for a parking permit.

Cycle Storage

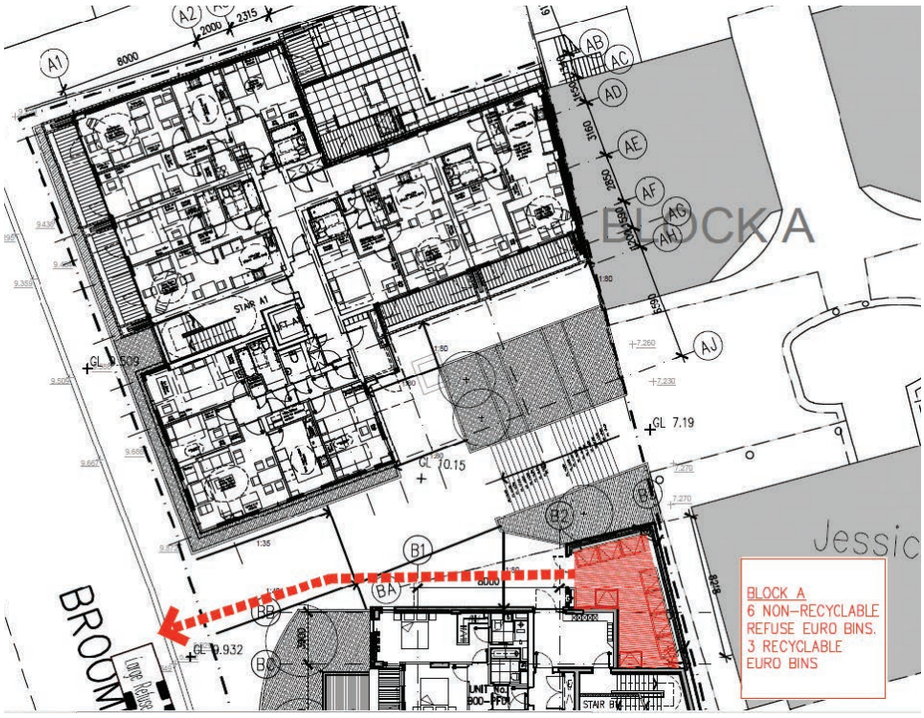
There are 40 cycle storage stands, please contact us regarding the availability of these if you would like to use one. Please note that cycle storage will not be available immediately. Anticipated availability is 2014.

Post

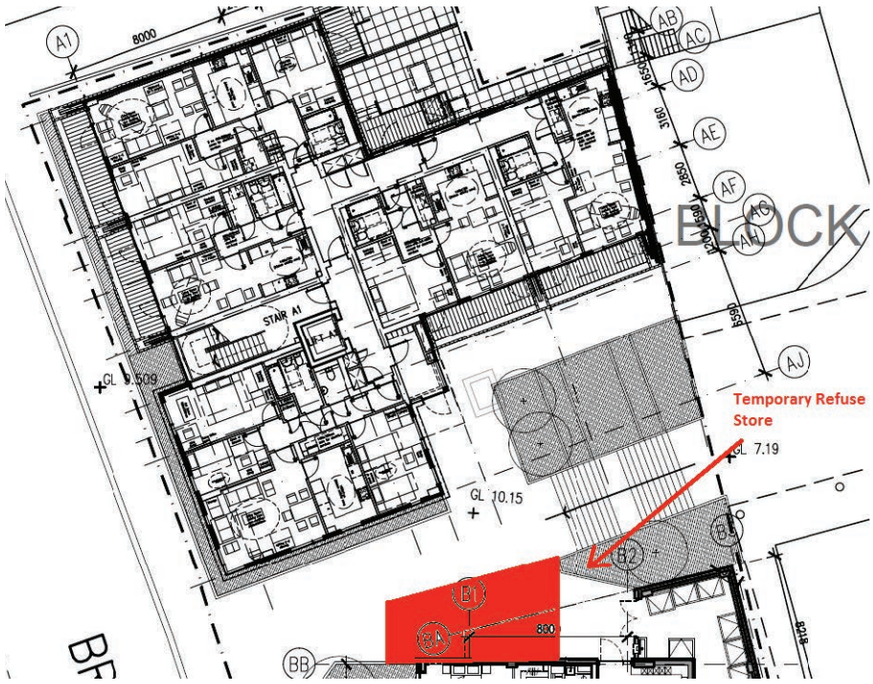
Post boxes can be found at the entrance lobby. You will have been given a key and shown this on hand-over day. All post boxes are individually lockable.

REFUSE AND WASTE

A communal refuse store has been provided which is located opposite the main entrance to the building. Refuse is collected by Wandsworth council every Thursday on a weekly basis. If you have bulky waste that needs collecting, you can arrange this with Wandsworth Council.



Please note that the dedicated refuse store will not be available upon practical completion. During this period a temporary refuse store, as illustrated below has been provided.



2. MOVING IN CHECK LIST

When you move in to your new home, you will need to:

- 1 - Arrange for your electric and water meter to be read and notify the relevant suppliers of your details. These are located within the corridor riser cupboards and are clearly labelled. See the next section for more detail.
- 2 - Have your telephone connected. Please contact your preferred supplier.
- 3 - Arrange contents insurance for your possessions.
- 4 - Have Satellite television connected if you wish. Please note that you already have a communal satellite dish that provides you with both Sky +, Sky and hot bird with the appropriate contracts and boxes.
- 5 - Register the guarantees and warrantees of your electrical appliances. We recommend that you keep copies of these.
- 6 - Test your smoke alarm.
- 7 - Locate your evacuation route.
- 8 - Register with your local Borough Council – Wandsworth.
- 9 - Register with a doctor and a dentist.

3. METERS AND CONNECTION POINTS

It is important that you know where to find your meters and ensure that you give all suppliers readings when you first move in.

3.1 Electric meter

Your electric meter is located within the electrical riser cupboard which is located in the communal corridor on your respective floor. Each individual water meter will be labelled accordingly. Please ensure the reading is taken when you obtain the keys to your apartment.

3.2 Water meter

Your water meter is located within the water meter riser cupboard which is located in the communal corridor on your respective floor. Each individual water meter will be labelled accordingly. Please ensure the reading is taken when you obtain the keys to your apartment.

3.3 Hot water meter

Your hot water meter is located within the Heat Interface Unit located in your service cupboard within your apartment. This is fed from the Landlords Central Plant System in the plant room. This is where you will locate your meter for reading.

4. WATER

HOT WATER

Your home is connected to a communal system which provides hot water directly to your apartment. Hot water is produced instantaneously, so it is always available.

PAYMENT SYSTEM

Your home has been fitted with a pre-pay meter which allows you to pay for your electricity before you use it. **Your hot water will only be activated once you have paid for it via Insite Energy**. The pre-pay meters are located within the service cupboard within your home.

You can 'top up' your pre-pay meter by the following means:

- 1 - PayPoint – most local shops have this facility.
- 2 - Contacting Insite Energy online or by telephone.

COLD WATER

Your home is supplied with cold water via a Central Plant Boosted Cold Water supply. The cold water supply enters the apartment within the ceiling void and the stopcock is installed in the cupboard with the HIU.

Your cold water meter is installed in the service riser within the communal corridor where there is also a pressure reducing valve and a cold water isolation valve. Please note this valve should only be used by a competent professional or in the event of an emergency.

Cold water supplies have also been installed within the kitchen and utility cupboard for the washing machine and dishwasher, each of these appliances is fed from the cold water system which has a local isolation valve.

IN AN EMERGENCY

If you have problems relating to your cold water supply please isolate the cold water supply via the main incoming stop cock located in your service cupboard, shown earlier in this booklet.

WATER MAINS

The Isolation valve for your water supply is located above the HIU in your service cupboard.

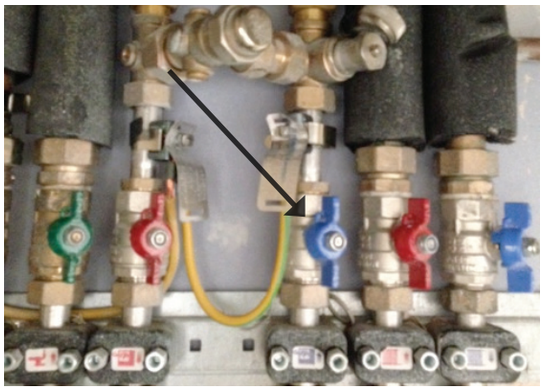
HOT WATER MAINS

The isolation valves (flow and return) for your hot water are located above the HIU within your service cupboard.

COLD WATER SUPPLY

Your home is connected to a communal system which provides hot water directly to your apartment. Hot water is produced instantaneously, so it is always available.

WATER VALVES



Radiator pipework valves above Heat Interface Unit

Washing machine valve under kitchen sink unit where applicable.

The washing machine valve is located in the HIU cupboard. Where a washing machine is located in the kitchen then the valve will be underneath adjacent to the appliance.

Valves under bath for bath taps

5. ELECTRICITY

ELECTRICAL MAINS

To isolate your electrics to the apartment switch off main switch on the consumer unit within your service cupboard.

Your apartment has been provided with an individual metered supply.

The consumer unit (CCU) is located in the services cupboard of each apartment, within the hallway. See below to see what the consumer unit (CCU) looks like.

Flip down the cover and behind you will find a number of circuit breakers labelled for whichelectrical circuit or unit it supplies. There is a main switch which will isolate the entire unit if flipped down. There is also an RCD (residual current device), which is a safety rapid disconnect in case of a fault.

Main switch RCD trip Circuit trip switches

5. HEATING

HEATING SYSTEM

Your heating system is fed by the Central Plant System, providing primary low pressure hot water to your Heat Interface Unit (HIU). The HIU provides the heating and hot water to your apartment, the heating system installed is via radiators within each room controlled by the programmer and room thermostat as above and also each room (except the lounge) has a thermostatic radiator valve fitted to give individual room control as shown earlier.

The HIU has a built in meter that can be read through the sight box on the casing of unit, this meter is also connected electrically and via the network system though the building will be read remotely by your service provider.

HEATING CONTROLS

Your home has radiators installed in both the living room and all bedrooms. These are controlled by a heating controller for timed settings and also a room thermostat and individual radiator thermostatic valves.

Set the heating controller to suit the desired times that you require heating. The radiators will not switch on until the temperature falls below the setting on the wall thermostat and thermostatic radiator valve (TRV).

Heating controller

Room thermostat

Thermostatic radiator valve

Radiator

THERMOSTAT

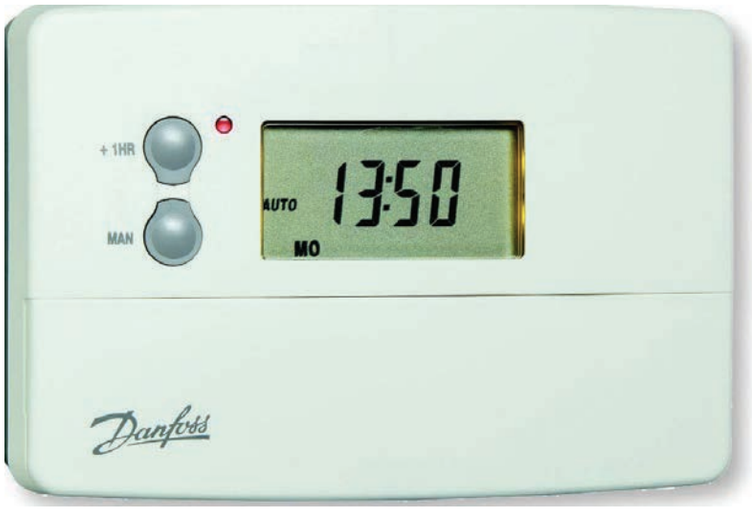
The wall mounted thermostat located in the lounge controls the temperature in your home. Set the desired temperature and once that temperature is reached, the heating will switch off. When the temperature drops below your chosen temperature the heating will turn back on.

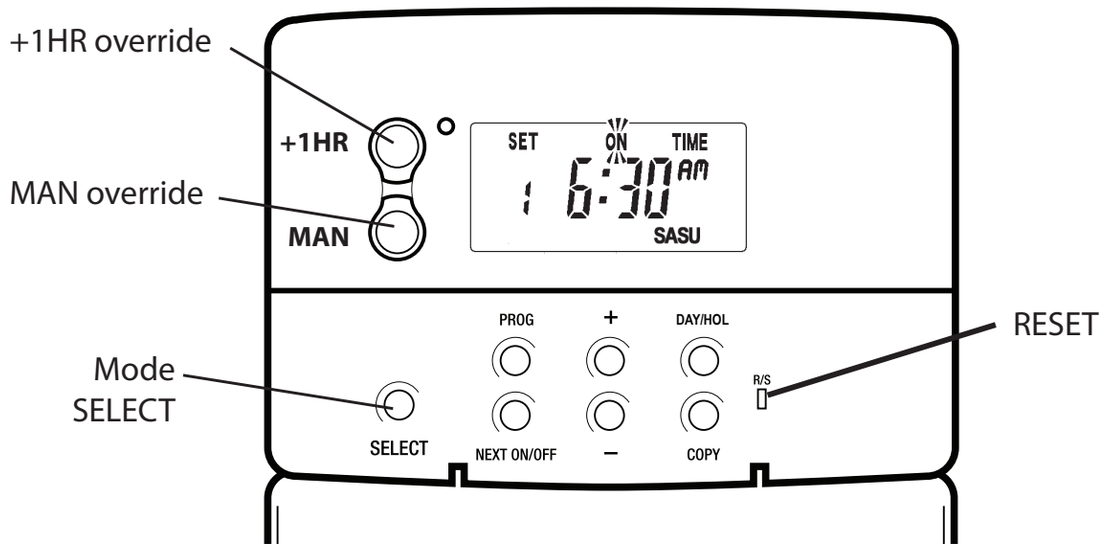
THERMOSTATIC RADIATOR VALVES (TRV'S)

All radiators in your home (except in the lounge) are fitted with TRV's. These enable you to control the heating in individual rooms. The numbers on the TRV relate to the level of heat, the higher the number the hotter the radiator.

SUMMARY HEATING GUIDE

A summary of how to set the on /off times for your heating is shown below but please see booklet in the appendices for detailed information.





1.0 User Instructions
1.1 Your Timeswitch

The TS715 Si allows you to switch your system on and off at times that suit you.

You can programme up to 3 separate ON/OFF times per day.

1.2 Preset Programmes

Your TS715 Si comes ready programmed with a set of operating times which often suit most people.

Event No.	Hot Water and Heating	Mon-Fri	Sat-Sun**
1	1st ON	6:30	7:30
2	1st OFF	8:30	10:00
3*	2nd ON*	12:00*	12:00*
4*	2nd OFF*	12:00*	12:00*
5	3rd ON	17:00	17:00
6	3rd OFF	22:30	22:30

* Not applicable if unit set to 2 ON/OFFs per day by installer
**Not applicable if unit set to 24 hour mode by installer
See page 9 for explanations of different settings

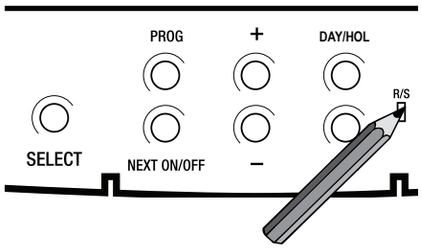
If you want to change any of these settings, you can do so by following the instructions on pages 9-14. First, follow the steps on page 7-8 to set the correct time and date.

1.3 Before you start

Open the flap on the front of the clock. Press the **RESET** button using a non-metallic object (e.g. pencil/matchstick) until you hear a click and the red light on the front of the unit comes on and the LCD goes blank.

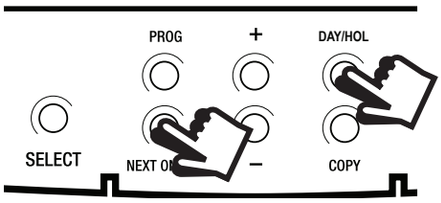
This will reinstate the preset programmes and sets correct day and time.

To fully reset the unit see page 19.



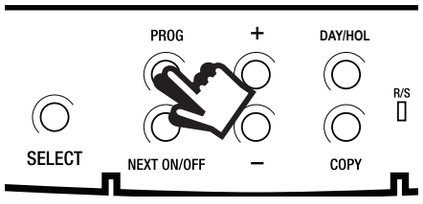
1.4 Choice of 24hr or AM/PM display

Press and hold **DAY/HOL and NEXT ON/ OFF** for 2 seconds to toggle between 24hr clock and AM/PM display, as required.



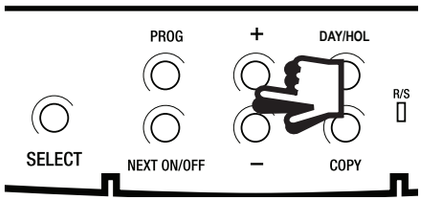
1.5 Setting the Date and Time

These settings are made during manufacture and only need to be changed in the unlikely event that the unit has lost the settings.

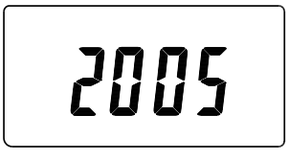


Setting the Date

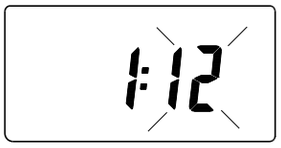
Press and hold **PROG** for 5 seconds to display year.



Use the **+** or **-** buttons to set the correct year.



Press **DAY/HOL** to display day and month. Use the **+** or **-** buttons to set the correct month (Jan = 1, Feb = 2 etc.).



Press **DAY/HOL** to display day and month. Use the **+** or **-** buttons to set day of month.

Press **PROG** to display the time.

The words **SET TIME** will appear at the top of the display and the time will flash on and off.

Use the **+ or -** buttons to set the correct time (press and hold to change in 10 min. increments).

Setting the Day
The day of the week is set automatically.

1.6 Accepting the preset programmes

If you are happy to use the preset programmes on page 6, you don't need to do anything else.

To accept the factory presets just press the **PROG** button once until the time appears and the colon in the display begins to flash.

Your unit is now in **RUN** mode and will control your heating and hot water according to the preset programmes.

1.7 Before you change the preset programmes

Your installer will have set your unit to operate in one of the following modes:

- **5/2 day** - one set of programmes for weekdays and another for weekends **(page 10-11)**
- **7 day** - different settings for each day of the week. **(page 11-12)**
- **24 hour** - one set of programmes for the whole week. **(page 13)**

See INSTALLER SETTING tick box on inside flap label to ascertain which mode your unit is set.

INSTALLER SETTING	
24 Hour	
5+2 Day	
7 Day	

Please Note

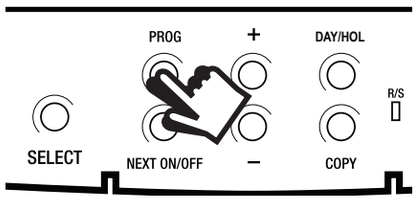
The unit must be programmed in sequence. ON/OFF times cannot be set out of sequence.

If you want to leave a preset time as it is, simply press **NEXT** to move on to the next setting.

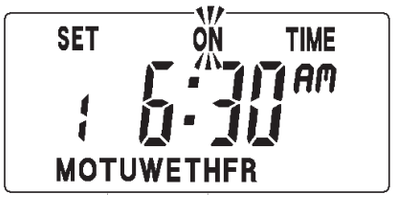
Your installer will have set your unit to programme either 2 or 3 ON/OFFs per day. If your clock has been installed to allow 3 ON/OFFs and you do not wish to use one of the ON/OFF settings, simply programme the ON time to be the same as the OFF time and the setting will not operate.

1.7.1 Programming the On/Off times in 5/2 day mode

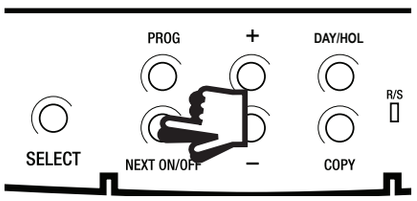
1. Press **PROG** once until **SET ON TIME** appears at the top of the display and **MOTUWETHFR** appears at the bottom of the display.



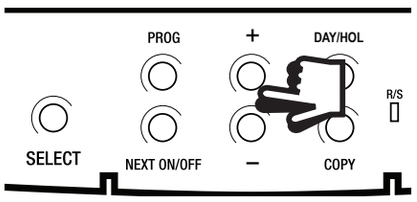
Use the **+ or -** buttons to set the time you would like your system to first come on in the morning (Event 1).



2. Press **NEXT ON/OFF** once only.



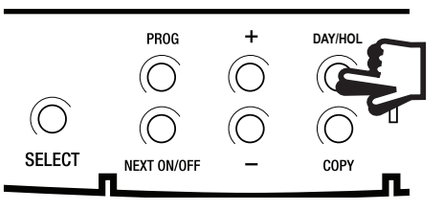
Use the **+ or -** buttons to set the time you want your system to go off (Event 2).



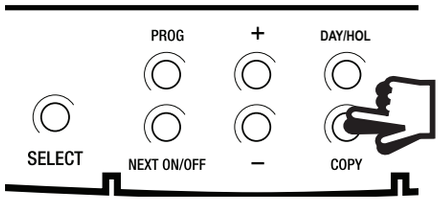
To move to the next setting, i.e. when you would like your system to come on again (Event 3) press the **NEXT ON/OFF** button again.

3. Continue programming the system **ON** and **OFF** times for weekday Events 4, 5 and 6 as in Step 2.

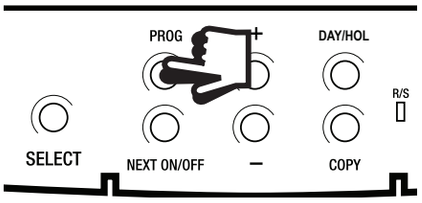
4. Press the **DAY/HOL** button once and **SASU** will appear at the bottom of the display.



5. To set the times required for **SA** and **SU** repeat steps 1-3 or if the same settings are required press **COPY.**



6. Press the **PROG** button once to return the unit to **RUN** mode (time appears and colon in the display begins to flash).

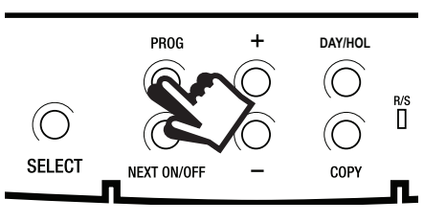


7. **Proceed to page 14.**

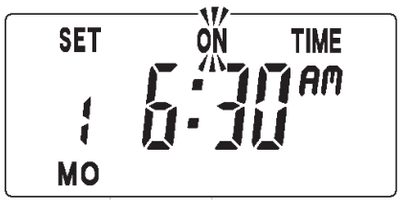
> ***Please Note***
> If this setting is made on a weekend day SASU will show in place of MOTUWETHFR.

1.7.2 Programming the On/Off times in 7 day mode

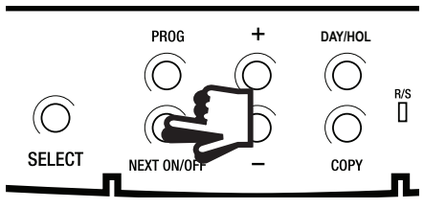
1. Press **PROG** once until **SET ON TIME** appears at the top of the display. Note the current day is displayed. Press the **DAY/HOL** button until the required day is displayed.



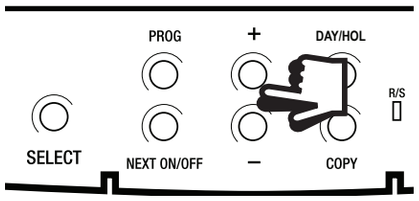
2. Use the **+** or **-** buttons to set the time you want your system to first come on in the morning (Event 1).



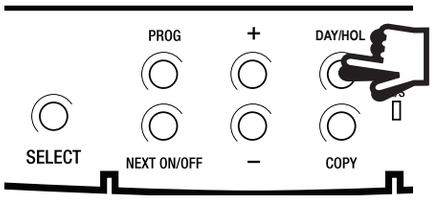
3. Press **NEXT ON/OFF** to move to Event 2.



4. Continue programming the system **ON** and **OFF** times in this way by using the **+** or **-** buttons to set the time you want and pressing the **NEXT ON/OFF** button to move to the next setting.



5. Press **DAY/HOL** button once only. The next day will appear at the bottom of the display.

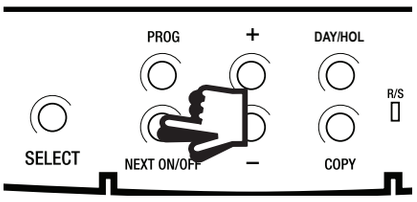


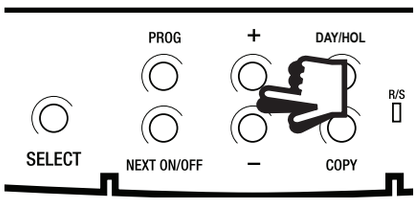
6. Continue programming the rest of the week by pressing:

   a) **NEXT ON/OFF** button to move to the next setting,

   b) **+ or -** buttons to amend the time,

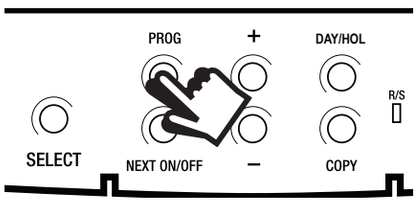
   c) **DAY/HOL** to advance to the next day.





   d) To copy the previous day press the **COPY** button.

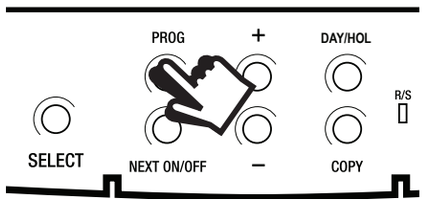
7. Press the **PROG** button to return the unit to **RUN** mode (time appears and the colon in the display begins to flash).



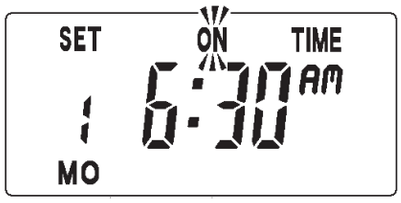
8. **Proceed to page 14.**

1.7.3 Programming the On/Off times in 24 hour mode

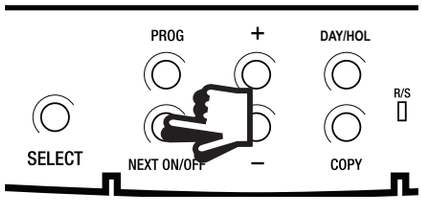
1. Press **PROG** once until **SET ON TIME** appears at the top of the display.



   Use the **+ or -** buttons to set the time you want your system to first come on in the morning (Event 1).



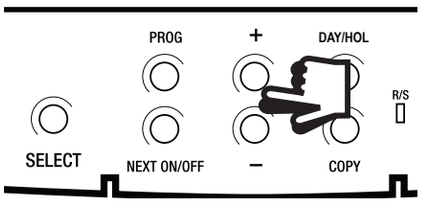
2. Press **NEXT ON/OFF** to move to Event 2.



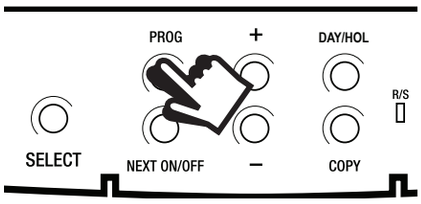
   Continue programming the system **ON** and **OFF** times by pressing:

   a) **NEXT ON/OFF** button to move to the next setting,

   b) **+ or -** buttons to amend the time.

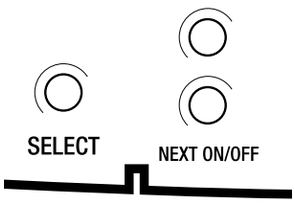


3. Press the **PROG** button to return the unit to **RUN** mode (time appears and the colon in the display begins to flash).



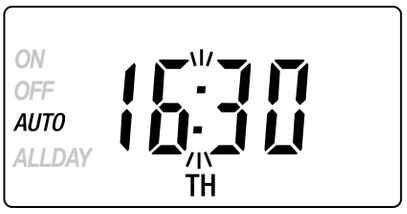
4. **Proceed to page 14.**

1.8 Running Your Programme



To run the programme:
press the **SELECT** button.

Each time you press the **SELECT** button the display will change between **ON, OFF, ALLDAY** and **AUTO**.

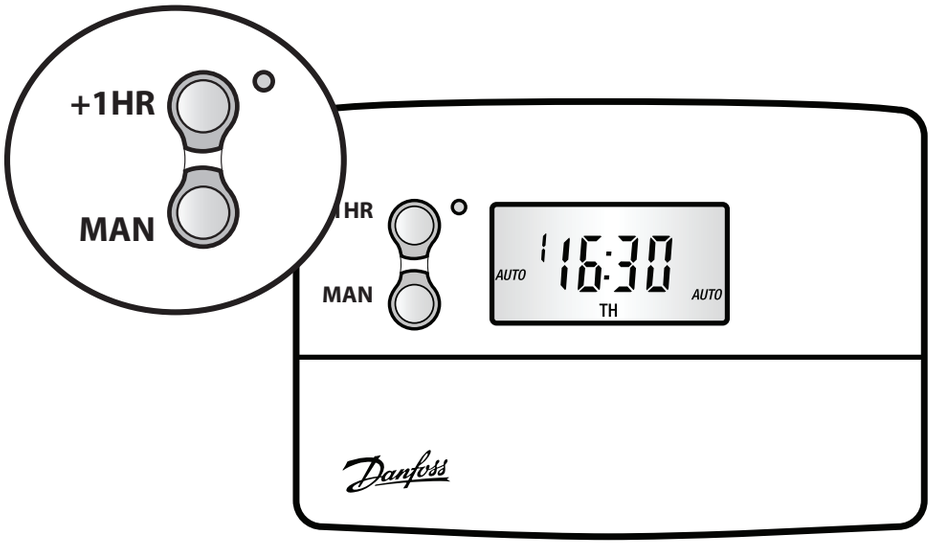


- **AUTO** = the system will come on and go off at the programmed times.
- **ON** = the system will remain on constantly.
- **OFF** = the system will not come on.
- **ALLDAY** = the clock will turn the system on at the first programmed ON and will leave it on until your last programmed OFF.

Select the option you require depending on your circumstances, time of year, etc.

2.0 Advanced Settings
2.1 Temporary Override Buttons

Sometimes you may need to change the way you use your heating temporarily, i.e. due to unusually cold weather. The TS715 Si has two convenient overrides which can be selected without affecting the set programme.



+1HR Pressing this button when the unit is in **AUTO** or **ALLDAY** mode will cause the system to remain on for an extra hour. If it is pressed while the programme is **OFF** the system will come on immediately for 1 hour then go off again. **+1HR** will be shown in the display.

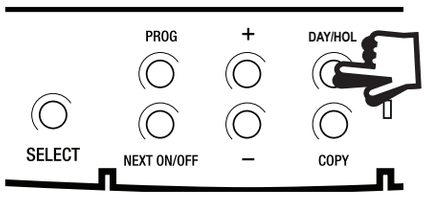
MAN Pressing this button when the unit is in **AUTO** or **ALLDAY** mode will cause the system to go **OFF** until the next programmed **ON**, or vice versa. **MAN** will be shown in the display.

2.2 Holiday Programme

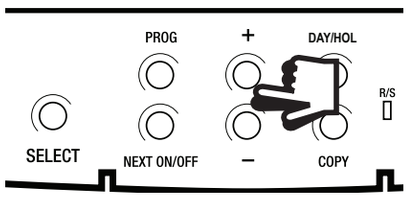
To automatically bring the heating back on when returning from holiday the TS715-Si has a built in holiday feature.

Follow the steps below to set the date that the system needs to come back on.

1. Press **DAY/HOL**

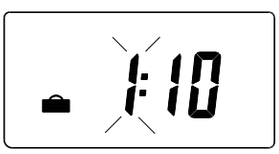


2. Use the **+ or -** buttons to select the year.

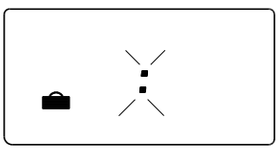


3. Press **DAY/HOL**, then use the **+** and **-** buttons to select the month.

4. Press **DAY/HOL** again, then use the **+** and **-** buttons to select the day in month.



5. Press **DAY/HOL** to turn heating off and enter holiday mode.



To cancel holiday mode press **DAY/HOL**.

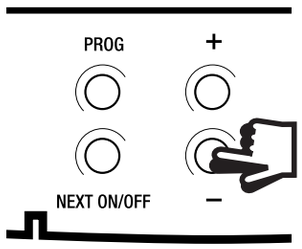
2.3 Changing Clocks Forward and Backward

This is handled automatically. Should the installer have turned off Automatic Time Change then follow the instructions below.

Open the flap on the front of the unit to reveal the programming buttons.

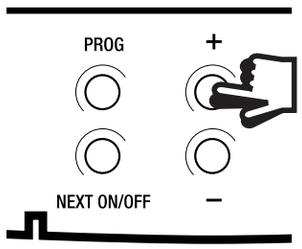
To change from **Summer to Winter** (clocks back) -

- **press and hold - button**



To change from **Winter to Summer** (clocks forward) -

- **press and hold + button**



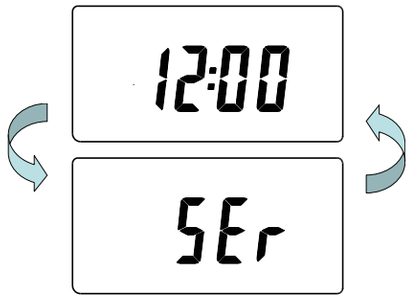
Take care when making this change for the first time. If it is made in the wrong direction the unit will have to be reset and any user-settings re-entered.

(See pages 7-8 on how to reset the unit and how to set the date, time and day).

2.4 Service Interval Timer

- If the property is owned by a landlord he may, for gas safety reasons, have instructed the installer to set the service interval timer.

- If set, 28 days prior to the boiler service due date, a momentary visual and audible warning will remind you to have the boiler serviced in the next 28 days. This will be repeated each day at noon.



- If the boiler is not serviced within 28 days the daily audible warning will sound for 1 minute at the beginning of each hour and must be cancelled each day by pressing any button on the unit.

- In addition, all overrides and programming buttons will be disabled and the heating and hot water will operate for a set portion of each programmed hour.

- The installer will cancel or reset the service interval timer as part of the boiler service.

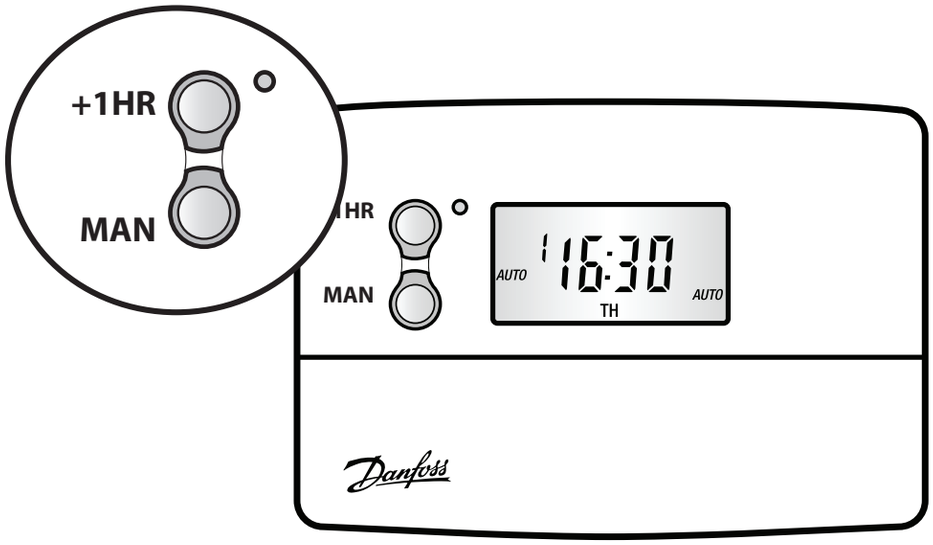
- This is a gas safety feature that can only be accessed by an installer.

- When the service interval timer is set the service due date can be viewed in **RUN** mode by pressing and holding the **COPY** button.

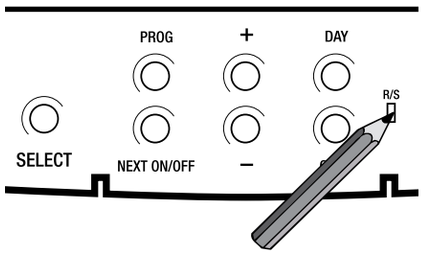
2.5 Making a Full Reset

If it is necessary to fully reset the unit, excluding the date and time, follow the instructions below.

1. Press and hold the **+1HR** and **MAN** buttons on the left hand side of the product.



2. Press the **RESET** button and hold for 3 seconds.



3. Release the **RESET** button. The display will change to show **the current time**.

Example

4. Finally, release both the **+1HR** and **MAN** buttons.

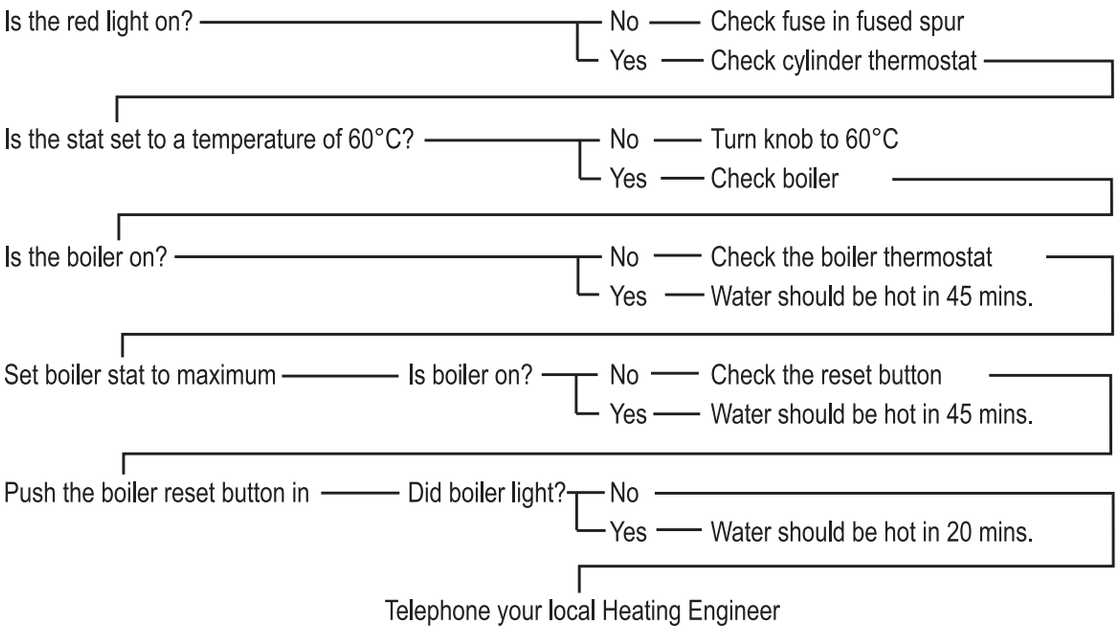
The unit is now fully reset and must be re-programmed, see pages 10-14.

2.6 Fault Check List

illumina
WANDSWORTH VILLAGE SW18

No Hot Water

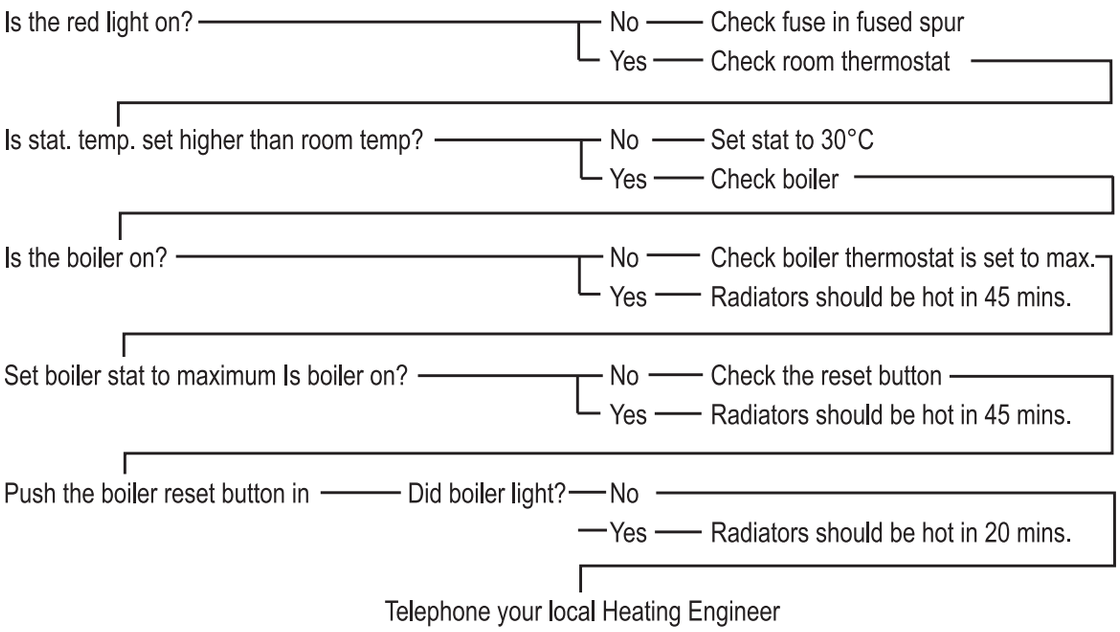
Check TS715 programmer. Make sure selector is set to ON.



After the water has been heated, return the programmer and other controls to the required settings.

No Heating

Check TS715 programmer. Make sure selector is set to ON.



After the heating has come back on, return the programmer and other controls to the required settings.

7. VENTILATION

Your home has been installed with a mechanical extract ventilation (MEV) system. This works by extracting stale polluted air from rooms where moisture is generated e.g. kitchens and bathrooms.

Extract vents have been installed to both the bathroom and kitchen areas. Concealed ductwork within the ceiling connects these vents to the MEV unit which is located in the service cupboard ceiling. Finally, ductwork is taken from the MEV unit and is routed to the external façade in order to discharge the stale air into the atmosphere.

The extraction fan has a built in speed control and will run continuously on trickle speed. When the bathroom or kitchen light is turned on this will activate the "boosted ventilation" automatically, when the light is switched off the fan unit will return to "trickle speed". The MEV unit can be accessed via the access panel in the ceiling to the service cupboard. As no filters are required for this type of system, maintenance is recommended every 3-4 years by the manufacturer and is to be carried out by a competent person.

Re-circulating cooker hoods assist the MEV system by utilising built in filters within the hood that help with the removal of odours, vapor and smoke. 'Scrubbed air' is then released back into the kitchen area. The built in filters will need replacing dependant upon usage. Please refer to the manufacturer's literature for further information.

Fresh air is provided into your home via trickle vents in windows and doors alike. You can find more information about this later in this booklet.

The MEV system must be left on at all times in order to extract moisture and prevent condensation.

Extract Unit above ceiling

Ceiling vent-kitchen / bathroom

Re-circulating cooker hood switch

Extract fan isolator – service cupboard

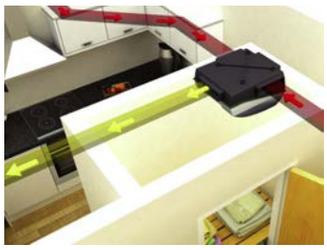


Primarily for use in dwellings with six wet rooms or fewer

The CME1 *Q Plus* is a revolutionary centralised mechanical extract unit. The combination of aesthetic smooth lines, unique tilted impeller and single level ports provides the ideal solution for hidden ceiling installation in flats and apartments. A number of innovative features save both costs and installation time. Including our two part installation option. First fix unit can be installed on site with ducting, then second fix unit is despatched from our warehouse ready for final installation and unit commissioning.

Additionally the unit has a very large duty range over 400m^3/hr at reasonable static pressure, this means the unit will provide System 3 ADF ventilation for dwellings primarily up to 300m^2 floor area.

The CME1 *Q Plus* is now available with an integrated humidity sensor option.



Features & Benefits

- **High energy efficiency levels, via Electronically Commutated (EC motor)**
- **Very low power consumption / specific fan power**
- **Compact – unit is small and low in profile, can be fitted in airing cupboards, cupboards or loft spaces**
- **Easy installation due to innovative sub-assembly and unique packaging design**
- **Optional two part installation**
- **Performs to high levels through rectangular ports; does away with need for round to rectangular adaptors, saving cost, reducing joints and installation time**
- **Optional adjustable humidity sensor (between 55%RH & 85%RH) triggers boost speed**
- **Duct ports on one level, lessening need for unnecessary bends in ducting, saving cost, reducing joints and installation time**
- **Ideal for central mechanical ventilation in refurbishment of single floor dwellings where there is only space for rectangular ducting**
- **Low unit noise**
- **Fully adjustable boost overrun timer 0-30 minutes**
- **Can accept either 204mm x 60mm or 110mm x 54mm ducting**
- **Unit can be cleaned and serviced without disturbing ducting**
- **Unique enclosure with 204mm x 60mm spigots, on one level, ideal for low profile ceiling mounting**
- **For use in conjunction with Titon trickle vents**
- **Hidden fixings**
- **Quick and easy commissioning**
- **Demand control ventilation ready**
- **Wide duty range**
- **Patent applied for**

Ventilation is Vital

Indoor air quality deteriorates without controlled ventilation, and this is intensified now modern homes are built with increased airtightness. Chemicals, gases and moisture produced by everyday products and activities may lead to the build up of pollutants which could be harmful to the health of the occupants and may damage the building fabric.

Once homes are occupied, it is the responsibility of the householder to use, and the home owner to maintain, the ventilation products following the guidance provided.

Ventilation an essential ingredient

How the System Works

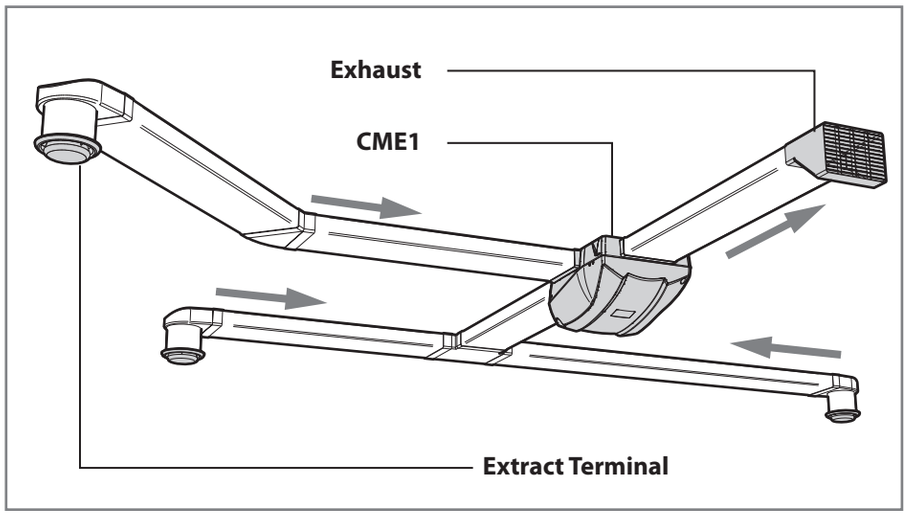
The ventilation system extracts stale polluted air from rooms where most moisture is generated e.g. kitchens and bathrooms; fresh from outside is supplied by trickle vents. With the trickle vents open, a flow of fresh, clean air is generated throughout the dwelling.

The ventilation system functions continuously via hidden ducts, the air travels from terminals built into the ceiling. Ceiling Terminals may also have filters fitted.

Do not disturb or adjust these ceiling terminals as they have been set to give the correct amount of ventilation for the property.

Typical Ceiling Terminal

The central unit is usually installed in a roof space or cupboard, although most of the system is hidden from view as it has been designed into the house construction. The system has the facility to boost the ventilation rate at times when more moisture is being generated, such as when bathing or cooking.



Typical system layout

How to Use the System

The system runs by itself for normal ventilation rates. The boost switch can be used to increase the extract ventilation rate at times when moisture or pollutant levels are considered excessive. Sensors may be fitted in the dwelling which detect high levels of moisture or pollutants and boost the system automatically.

Maintenance

All ventilation units require periodic maintenance. Routine maintenance must only be carried out by a suitably qualified and competent person.

8. TELECOMS

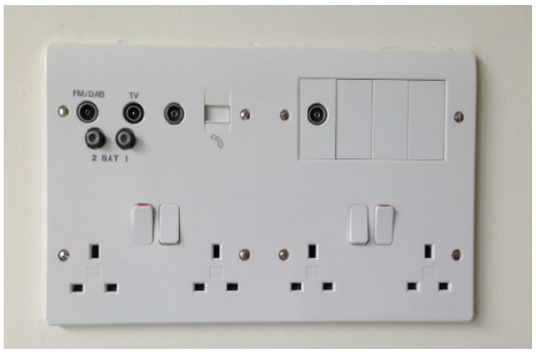
TELEPHONE

Your apartment BT cable is fed from the BT distribution point (DP) into your service cupboard within your apartment. The DP point is located in the electric riser on the second floor. You will need to arrange for this to be connected by your preferred supplier.

Your apartment has been provided with a master socket within the services cupboard and also telephone points have been installed in the lounge and all bedrooms. Your second bedroom has been fitted with an additional BT outlet to allow this room to be used as a home office.

Once a connection has been made to the master socket the remaining sockets will be ready to use.

Your apartment has been wired to allow the installation of a Master BT outlet within the service cupboard. An application to your service provider is required by you to enable these to be functional.



Telephone outlet in lounge

Telephone outlet in bedroom

Telephone master socket in service cupboard

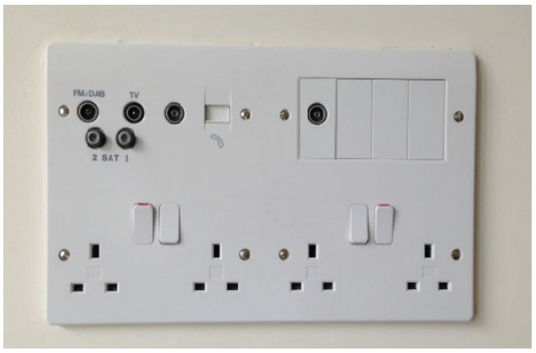
TELEVISION

A satellite TV system has been installed within your apartment, which can be adapted to allow for viewing in bedrooms via a playback system. The living room has also been provided with the provision of Hot Bird, Sky+, and Satellite/Terrestrial TV/Radio.

Terrestrial TV channels will be available as standard in all of your rooms where there is a TV point.

Please ensure you tune your TV in first, this will enable you to receive all channels.

For satellite TV you will need to contact your Satellite TV provider to make the satellite system operational.



Satellite – TV outlet point in lounge

TV point in bedroom

9. ENTRY PHONE AND ACCESS

The main entrance for your apartment is at ground floor level. Entry to your apartment block is via an audio visual entry phone system; this is a self contained system which links each apartment within the block to the main entrance.

The system gives you two way speech between the apartment and remote door release.

External Audio Visual Entry Phone Unit

Visitors will initially arrive at the communal entrance to a block and call the apartment they are visiting. When a visitor calls, your handset will ring and you can answer the call, speak to, and see the visitor and open the door by pressing the lock release button. The visitor can then enter and make their way to your apartment.

Internal Audio Visual Entry Phone Unit

You can gain access to your apartment by presenting an access control fob to the window in the entry panel at the communal entrance of the specific block you live in.

10. FIRE SAFETY AND DETECTION

What to do in the event of fire/smoke in an apartment

- 1. If you are in the room where the fire is, leave straight away, together with anybody else, then close the door.
- 2. Do not stay behind to try to put the fire out.
- 3. Tell everybody else in your home about the fire and get everybody to leave. Close the front door and leave the building.
- 4. Do not use the lift.
- 5. **CALL THE FIRE AND RESCUE SERVICE**.

What to do in the event of Fire in the shared areas

- 1. It will usually be safe for you to stay in your own home.
- 2. Should smoke or heat from a fire in another part of the building affect your home you should leave the building, closing doors behind you.
- 3. Do not use the lift.
- 4. **CALL THE FIRE AND RESCUE SERVICE**

NEVER USE THE LIFT IN THE EVENT OF A FIRE.

Safety tips:

- do not store anything in your hall or corridor, especially anything that will burn easily.
- use the fixed heating system fitted in your home. Avoid the use any of any form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).
- do not store things in the cupboard(s) where your electricity meters are fitted.
- do not block any access roads to the building.

Calling the fire and rescue service

The fire and rescue service should always be called to a fire, even if it only seems a small fire.
This should be done straight away.

The way to call the fire and rescue service is by telephone as follows.

- 1. Dial 999 or 112.
- 2. When the operator answers, give the telephone number you are ringing from and ask for FIRE.
- 3. When the fire and rescue service reply, tell them clearly the address where the fire is.
- 4. Do not end the call until the fire and rescue service have repeated the address to you and you are sure they have got it right..

DETECTION ALARMS

Installed in your apartment is a 230V 50Hz mains operated domestic type smoke detector and a heat detectors complete with an integral electronic fire alarm sounder, this has a battery backup that will need changing from time to time.

We recommend that you check your alarms regularly.

All detectors are interconnected so that detection of smoke by one unit operates the alarm in the other unit so that both units will sound an alarm.

Heat Alarm

Mains Powered 230V~ with Battery Back-up

Model Ei144

- Fixed temperature fast response thermistor type sensor, range 58°C ± 4°C
- 9V Alkaline Battery back-up
- Easi-fit base
- Built in Test/Hush button
- Advanced suppression and calibration technology
- Interconnectable to other Ei mains powered alarms
- Low power cell warning
- Kitemarked to BS5446 Pt 2:2003
- 5 Year Guarantee

Product Description

The Ei144 is Heat Alarm that runs on 230V AC mains power, and has a 9V PP3 Alkaline Battery back-up capable of lasting up to 4 years in standby mode and capable of powering the alarm for up to 2 years without mains power.

The alarm gives a fire warning when adequate heat enters the alarm.

The alarm is supplied with an Easi-fit base that allows very quick and simple installation of the smoke alarm, combined with simple alarm head removal and replacement. The Easi-fit base automatically connects both mains power and battery as the alarm slides on.

The alarm has other advanced features such as built in circuitry to aid suppression of voltage transients and RF interference to further reduce the chances of false alarms under such conditions.

Operation

- The green indicator will illuminate to show mains power is present
- The red indicator will flash every 40 seconds to show that the alarm has performed an automatic self test
- The red indicator will flash rapidly to show an alarm condition for the alarm that has triggered
- The "Test/Hush" button will either silence false alarms (if briefly pressed) or to perform a self test (if pressed and held)
- In "Test" mode the alarm will perform a self test and sound the horn
- In "Hush" mode the alarm enters a ten-minute period of reduced sensitivity to overcome false alarm conditions. It will then automatically reset itself
- When interconnected to other Ei mains powered alarms, an alarm on one unit will trigger all other interconnected alarms (only the triggered alarm will flash a red indicator)
- The alarm will emit a beep every 40 seconds to indicate that the battery back-up is depleted and needs replacing

1

Heat Alarm

Smoke Alarm

You will find the above detectors within your apartment, the Heat Detector is in your kitchen and the Smoke Alarm is in your hallway.

Ionisation Smoke Alarm

Mains Powered 230V~ with Battery Back-up

Model Ei141

- Dual Ionisation chamber sensor
- 9V Alkaline Battery back-up
- Easi-fit base
- Built in Test/Hush button
- Advanced suppression and calibration technology
- Interconnectable to other Ei mains powered alarms
- Low power cell warning
- Kitemarked to BS EN14604:2005
- 5 Year Guarantee

Product Description

The Ei141 is an Ionisation Smoke Alarm that runs on 230V AC mains power, and has a 9V PP3 Battery back-up capable of lasting up to 4 years in standby mode and capable of powering the alarm for up to 2 years without mains power.

The alarm gives a fire warning when adequate smoke enters the alarm.

The alarm is supplied with an Easi-fit base that allows very quick and simple installation of the smoke alarm, combined with simple alarm head removal and replacement. The Easi-fit base automatically connects both mains power and battery as the alarm slides on.

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Operation

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- When interconnected to other Ei mains powered alarms, an alarm on one unit will trigger all other interconnected alarms (only the triggered alarm will flash a red indicator)
- The alarm will emit a beep every 40 seconds to indicate that the battery back-up is depleted and needs replacing

11. LIVING & MAINTAINING YOUR HOME

The following advice is aimed at providing useful information about how to operate various features of your home or recommendations to how to best clean and maintain the items within your home so that they last longer.

WINDOWS AND BALCONY DOORS

To open the door:

- 1. Unlock the door by full turns of the key towards the infill side.
- 2. Press the door handle down.
- 3. Open the door

To lock the door:

- 1. Close the door.
- 2. Pull the door handle up.
- 3. Turn the key to lock the door.

WINDOWS AND BALCONY DOOR TRICKLE VENTS

CONDENSATION

Condensation occurs when warm air meets with a cold surface. The moisture from the warm air is cooled and is then deposited as tiny drops on the surface.

Moisture in your home is generated in several ways. It can come from cooking, bathing, washing and drying clothes and from people.

Controlling condensation is a balance between heating and ventilation, together with taking simple steps to produce less moisture. Heating is important to warm the room surfaces, and because warm air will hold the moisture. The moisture in the air can then be removed by ventilation. If the heating is switched off during the day, condensation may occur as the home cools down and will be made worse when you return and generate moisture. **You must ensure that trickle vents within windows and walls are kept open at all times.**

Trickle vent in the open position

Trickle vent in the closed position

MEASURES YOU CAN TAKE TO CONTROL CONDENSATION:

- Make use of extractor fans. – do not turn them permanently off at the spur.
- Keep the kitchen door shut and the window open during cooking. Cover pans and do not leave kettles boiling.
- Keep the bathroom door shut when bathing and, if you have a window in the bathroom, open it for 20 minutes or so afterwards, again with the door shut.
- Try to make sure that all rooms are heated, even if you don't normally use the room.
- Keep kitchen doors closed when cooking as cooking creates a considerable amount of vapour.
- Regularly open windows to their ventilation position, or leave the trickle vent open to encourage air changes.
- Dry clothes in the bathroom or kitchen where there is MEV extraction and not on a radiator.

Remember that condensation is not normally a building fault. Learning to control moisture levels is a vital part of the way we live in modern, well insulated, homes. Remove condensation to windows if it occurs.

WALLS AND CEILINGS

You home has been painted with Dulux Vinyl Matt (BS4800) throughout.

Be careful when fixing into walls or ceilings to avoid contact with electric cables or pipes which may lie beneath the surface. If these are damaged, it is your responsibility.

WALLS

The internal walls are dry lined (plasterboard) finish on metal stud work and care needs to be taken when fixing to them.

Very lightweight items may be fixed using adhesives (to Manufacturer's instructions) but be careful; the bond can be no stronger than the adhesion of the paint to the wall and if you decide to remove the item in the future, you may damage the paintwork or plasterboard.

Pictures, if not too large, and other small items may be hung off picture hooks, either single or double nail types. Heavy pictures and mirrors should not be hung on picture hooks – use instead, special wall plugs which are available from hardware and DIY stores, for fixing into dry lining and hollow partitions.

You will need to be careful that the type of screws, pins and nails that you use to fix to the walls, floors and ceilings are appropriate and do not drill, nail or pin into any walls in an area about 9" (225mm) wide above or below any electrical switch, socket or other fitting or where there may electrical cables. It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.

When fixing into tiled walls, ensure the end of the wall plug is level with the plaster face and not the tile surface or you may crack the tile when tightening up the fixing.

CEILINGS

It is possible to fix items to the ceiling, but you should take care not to suspend heavy objects from it.

Ceilings are constructed using plasterboard fixed to the underside of metal framing sections. The metal framing sections cannot be fixed to.

It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.

Shrinkage and cracking

Cracking may occur through the natural settlement of the building. Normally there is no cause for concern, and this can be easily repaired with any common filler.

Shrinkage cracks for example are typical in a new builds such as this, cracks are caused by the moisture in the plaster drying out. You should take care not to over heat your property as this will only increase the possibility of shrinkage cracks occurring as the building or plaster dries quicker than it should.

W.CS

Never flush the following items down a toilet: disposable nappies, medical dressings, baby wipes, face wipes, stockings, cooking oil, needles and used condoms. This can cause a serious blockage for which you will need the services of a drain cleaning company, to clear. You may be liable for the cost of such works.

EXTERNAL CLEANING AND MAINTENANCE

Cleaning of accessible external windows and doors can be carried out from your balcony using window cleaning products. Non-accessible windows will be cleaned by the management company.

In order to clean your windows effectively you need to fill a bucket (1) with water and diluted window cleaning fluid or soap. Using a window washer scrim/cloth (4), or a window washer scrim t-bar strip (3), to apply soapy water to the window, remove excess water with a window squeegee (2).

To clean high level window you need to perform the same action as above but use a telescopic cleaning extension pole (5) to which you can attach the window

washer scrim and the squeegee.

Under no circumstance should you use a ladder to clean windows

- 1. Bucket (fill with soapy water and use to clean your windows)
- 2. Window Squeegee (used to remove soapy water from window)
- 3. Window Washer Scrim T-Bar (used to apply soapy water to window)
- 4. Window Wash Scrim/Cloth (used to apply soapy water to window)
- 5. Telescopic Cleaning Extension Pole (extend pole with appropriate attachment to reach and clean high level wind)


1.


2,


3.


4.


5.

FLOORING

All rooms require routine maintenance to the floor finish, this should include; sweeping, light mopping with a recommended cleaner to remove dust and loose dirt.

The frequency of each of the operations is dependent upon the type and intensity of traffic.


Bathroom floor


Kitchen floor

DECORATION

Please do not decorate your home until after the 12 months defect period has passed. After the 12 months has passed, you are entitled to a defects inspection. The contractor will repair any naturally occurring defects such as settlement cracks. However, if you choose to decorate within the 12 month defects period the developer will not be able to make repairs to those defects.

The frequency of maintenance required will depend upon "wear and tear" caused and recommendations are given hereunder:-

- Repainting should ideally be carried out whilst the existing coating is still in a sound condition.
- Treat any mould with a water/bleach solution of fungicidal wash
- Loose and flaking paint should be removed by sanding or scraping (in the direction of the grain where wood is concerned)
- Small loose areas should be dry scraped back to a firm edge, bare part to be primed and brought back to level of surrounding surface.
- Wherever possible, remedial decoration should be to the nearest possible break line.
- Spot touch ups of light shades may be carried out well and avoid excessive thickness.
- Periodic washing down and rinsing will maintain pristine appearance.
- Damaged or discoloured areas of paintwork to be rubbed down and redecorated as necessary.

KITCHEN

Units

Kitchen

Cooker

Cooker/oven switch

Washing machine spur

DOORS AND DRAWER FRONTS

- These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents.
- Similarly do not use scouring pads, wire wool or any similar cleaning aids.

WORKTOPS

Most everyday stains may be removed by wiping with a cloth slightly dampened with water and a mild detergent.

Certain chemicals and strong dyes can cause damage and discolouration. Spillage of such things as beetroot juice, concentrated juice, dye, shoe polish, chemicals etc should be mopped or wiped off and thorough cleaning commenced immediately.

Worktops may be permanently marked by excessive heat. Hot pans and other such items should therefore not be placed directly on the surface of the worktops.

Irreparable damage can be caused to a worktop if a sealed joint is subjected to excessive heat or moisture. Do not place electric kettles, toasters or other steam/heat generating appliances over the joints in your worktop. Always wipe away spillages immediately, especially over worktop joints. Do not allow water to stand on the worktop or accumulate under the front edge of the worktop.

STAINLESS STEEL SINKS

Your sink should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface.

Undiluted disinfectant and bleaches spilled on your sink will leave a permanent stain if not removed immediately. Wash off immediately and clean area with plenty of water containing a mild detergent. Do not use any harsh abrasives or scouring powders.

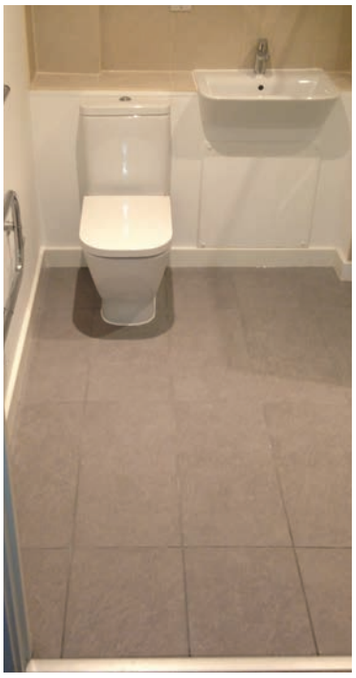
Avoid the use of harsh or wire wool cleaning products. These may cause scratches to the surface or permanent discolouration.

BATHROOM

Clean with recommended liquid cleaner. Do not use scourers on work tops, cupboards, tiles or sanitary ware.

Shower

Shaver point



Flooring

LIGHTING

All fittings within the apartment are fitted with low energy lamps. Details of the manufacturer, model and lamp replacement are shown below

To change the light bulb you must turn the power off to the lamp via the light switch before you remove the light bulb to replace it.

Lamp Schedule

LOCATION	DESCRIPTION	MAKE/MODEL NUMBER	LAMP TYPE
Lounge	Recessed Downlight	Concord Myriad V 3000K IP65 - Ref 2050667	13w Citizen CitiLED warm 3000K
Hall	Recessed Downlight	Concord Myriad V 3000K IP65 - Ref 2050667	13w Citizen CitiLED warm 3000K
Bedrooms	Recessed Downlight	Concord Myriad V 3000K IP65 - Ref 2050667	13w Citizen CitiLED warm 3000K
Kitchen	Recessed Downlight	Concord Myriad V 3000K IP65 - Ref 2050667	13w Citizen CitiLED warm 3000K
Bathroom	Recessed Downlight	Concord Myriad V 3000K IP65 - Ref 2050667	13w Citizen CitiLED warm 3000K
Bathroom	Mirror Light	284ST300 BEL	mini fluorescent baton
Balconies	In-ground square uplight	GL018 SQ	LED

COMMUNAL LIGHTING

The internal communal lighting is a combined 24hr and switched system controlled via a local PIR motion sensor which will automatically switch the staircase lights on when movement is detected, after a preset period the lights will automatically switch off

12. SECURITY

Security and access is via an external front door served from the communal entrance with an audio/visual control panel linked to your apartment. This will allow you to let only wanted persons into your apartment or block.

Please ensure that you close all communal entrance doors to prevent others getting in. Do not block communal or leave communal security doors wedged/propped open as this may present a security risk to you and others.

FRONT DOOR

When leaving your apartment ensure that your front entrance door is closed and locked. To lock the front door pull the door too, lift the handle upwards to activate the shoot bolts, place the key in the lock and turn to lock.

FUTURE FITTING OF A BURGLAR ALARM

An intruder alarm spur has been fitted within your service cupboard for future use if you wish to have a system fitted to your apartment.

SECURITY CONTACTS

The Metropolitan Police website is www.met.police.uk

The above website will give links to the local safer neighbour hood team, advice on how to report crime, as well as personal crime prevention advice.

The telephone number for the local **Police – 101**

CYCLE STORAGE AND PROTECTION

We would recommend that anyone storing their cycles in the cycle storage areas have these covered by insurance and also have them micro chipped. You can currently have your bike micro chipped for free through the Hoxton Safer Neighbourhood Scheme at their Drop-in Surgeries – go to the following link for dates and times - http://www.met.police.uk/teams/hackney/hoxton/index.php

or Smartwatered - www.smartwater.com

Please be vigilant and if you see something suspicious report it to the police immediately.

13. ENERGY SAVING

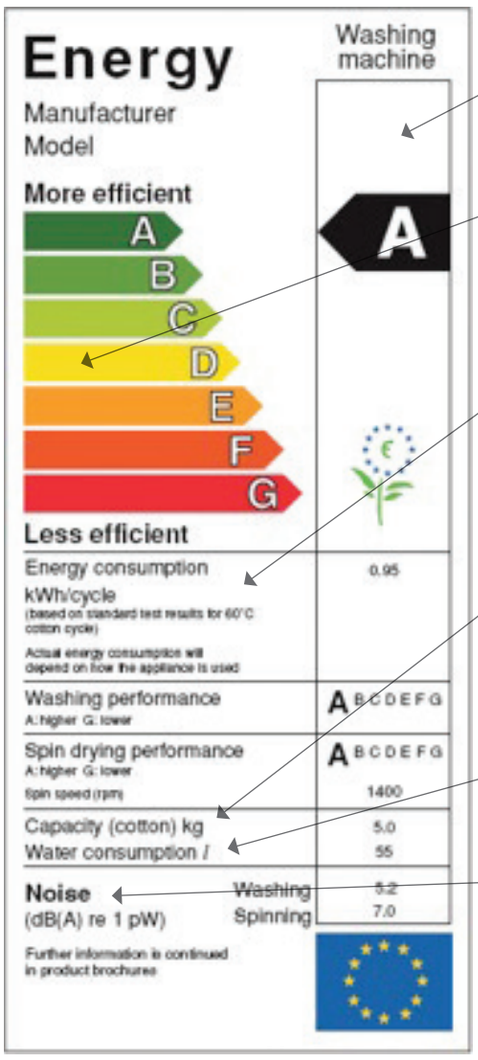
Your new home has been designed to meet the Building Regulations standard of thermal insulation by external walls and installing double glazed windows. This helps to reduce the amount of fuel you need to keep comfortably warm.

Nevertheless, there are a number of additional things you can do to keep heating bills down:

- Vary the setting according to the time of year and for what you are doing. In the autumn and spring, you can save by using the heating only when it is necessary.
- When you are working around the house, you will not need the same temperature settings as, say, when you are sitting watching television (be careful through not to reduce the heating below comfortable level).
- It is advisable to wear warmer clothes indoors during cold periods.
- Turning the thermostat down by 1 degree can cut as much as 10% off your heating costs
- Keep doors closed to keep heat within rooms
- Draw curtains in winter to stop heat escaping through windows
- Don't leave appliances such as TV's or stereos on stand-by
- Switch off lights when you leave rooms
- Wait until you have a full load before running the washing machine or dishwasher
- Take showers rather than baths, you will use a lot less water
- If possible use segmented or divided pans to cook more than one vegetable on the same burner or ring.
- Turn off kettles as soon as they have boiled. Do not allow them to steam away unattended.
- Let warm food cool before you put it into the refrigerator.
- Defrost fridges and freezers regularly. When ice builds up you waste energy.
- Keep your freezer at least three quarters full. Remember that bread can be frozen to advantage.
- De-scale kettles regularly, they will boil quicker and it costs less. Follow rinsing instructions on the packet carefully.
- Check dripping hot taps and have these repaired or make sure they are fully turned off.
- Avoid putting furniture etc. in front of heaters, this will severely restrict their operation and its ability to heat the room that it serves

ENERGY EFFICIENT WHITE GOODS AND LABELS

A labelling system within the European Union was introduced in 1995 and now covers most white goods. The EU Energy efficiency labelling scheme makes it very easy to make a like-for-like comparison when choosing a new appliance. Labels are currently applied to refrigerators and freezers, washing machines, tumble-dryers, combined washer-dryers and dishwashers. A typical label is shown below.



1. At the top the type of appliance (washing machine, electric oven etc) is indicated along with the manufacturer and model.

2. A coloured scale of energy efficiency is then marked with the green A representing the best energy efficiency and G the worst.

3. Actual energy consumption is marked in a way that allows comparison with other appliances and calculates the energy costs using your gas or electricity bills.

4. Performance figures will vary from appliance to appliance. Thus a washing machine will focus on washing and spin performance, while an electric oven will show performance in conventional and fan modes.

5. A capacity figure will be in kilograms for a washing machine and in litres for an oven, fridge or freezer.

6. Finally a standard noise rating is given.

The European ecolabel (daisy symbol) may appear on the label (shown left here). The European ecolabel indicates that the appliance has been independently assessed and found to meet strict environmental criteria, putting it among the best in its class.

EU ECOLABEL

14. DEFECTS

When you move in to your new home, you may find some repairs or maintenance works are required – these are known as 'defects'. It is perfectly normal for there to be defects in any newly built property, and all repairs recorded within the defects period will be repaired by the contractor who built your home.

The defects liability period is for 12 months: 25 September 2013 to 25 September 2014.

Octavia will arrange on your behalf for the contractor to correct these defects free of charge for you. If you notice any defects in your home please report them to Octavia using the defects contact details below.

Any emergency repairs will be repaired immediately – emergency repairs are those that risk the health, safety or security of residents, or those that could cause serious damage to the property if left unrepaired. At the end of the defects period your home will be inspected, and any non-urgent repairs will be carried out then.

Damage caused as a result of accidents, misuse or vandalism are not the responsibility of the contractor, and are usually the responsibility of the resident and you will be charged for repairing any damage caused in this way.

15. CONTACTS

Defects

To report a defect please call Octavia on our dedicated defect line:

T: 020 8354 5533 E: development.defects@octavia.org.uk

Octavia Customer Services

To contact Octavia Housing about any other issue visit our website www.octaviahousing.org.uk or call Customer Services and ask for the alternative tenures team:

T: 0208 354 5500

Octavia office hours are from 9.00am to 5.00pm Monday to Friday and outside of these hours, an emergency only service operates.

Emergency repairs

If you have an emergency repair outside of our office hours, please call the Octavia repairs line:

T: 0800 479 0011 (free from landlines) or 020 8354 5515

Other Services

- London Borough of Wandsworth
  The Town Hall,
  Wandsworth High Street
  London
  SW18 2PU.
  Tel No: 020 8871 6000
- Electricity Supplier – British Gas
  0800 048 0202
- Water - Thames Water
  0845 9200 888
- British Telecom
  0800 443 211
- Sky - British Sky Broadcasting
  08442 411 653
- Hot Bird - Eutelsat Ltd.
  020 7868 2250
- Insite Energy.
  0207 036 9100
- Medical Advice
  NHS Direct 111

St Bartholomew's Hospital

Blackshaw Road
Tooting
London
SW17 0QT
Tel: 020 8672 1255
Emergencies 999

Police

The nearest Police Station is Wandsworth Police Station
Tel No; 020 8870 9011
Or 101
Emergencies – 999

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@ WANDSWORTH VILLAGE SW18

OCTAVIA

Supporting mixed communities since ***1865***

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Octavia
Emily House
202-208 Kensal Road
London W10 5BN

T 020 8354 5500
F 020 8354 4280
E info@octavia.org.uk
www.octavia.org.uk

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