



**SCOTIA**

# **HOME OWNER'S INFORMATION PACK**

**for  
Dubford,  
Bridge of Don**

**(applicable to ground and first floor self-contained apartments)**



[www.scotia-homes.co.uk](http://www.scotia-homes.co.uk)

**Please read this document in conjunction with the NHBC booklet 'Guide to your new home – A practical guide to looking after your new home'**

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**NOTE:**

The information contained in this document is for our standard apartment types and may not cover any specific variations requested by you.

## **GENERAL MAINTENANCE AND SAFETY**

Regular maintenance work is required for all homes to keep them at their best in the years to come and to ensure that they continue to be a safe home environment. We recommend that you employ competent tradesmen/contractors to carry out the maintenance work, however if you decide to carry out maintenance work (or alteration works) on your home yourself, then there follows a list of some of the basic rules to bear in mind;

Always plan the job thoroughly in advance.

Consider any risks - is there adequate ventilation? Do you need any safety equipment? Can the job be done another way to make it safer? If you are in doubt then do not attempt the job yourself – seek advice from a professional or employ a skilled tradesman or contractor.

Check any materials you are going to use for any warnings or precautions and heed the material safety recommendations.

Always use the right tools for the job and use them in accordance with their instructions.

If you intend to work at height please be aware of the risks involved. Try to avoid working at height if at all possible but if you decide it is necessary then please make sure your ladder or stepladder is in good condition and securely held in place. There is a large amount of information and recommendations available on the subject of working at height on the internet or in most good public libraries – take the time to familiarise yourself with the risks and recommendations involved in working at height before carrying out the job.

If there is risk involved, try and avoid working alone.

Dispose of any surplus materials and waste according to the manufacturer's instructions, adherence to Local Authority waste regulations, and consideration for the environment.

Always keep a well stocked first aid kit.

Please also refer to your NHBC 'Guide To Your New Home' for more information on maintenance.

## **OPERATING INSTRUCTIONS FOR GAS-FIRED CENTRAL HEATING, HOT WATER AND COLD WATER SYSTEMS**

### **Introduction**

Your home has been fitted with a gas-fired heating system serving radiators and a domestic hot water supply.

The gas-fired boiler is located in the utility room or kitchen (depending on the type of apartment) and you will find the operating and maintenance instructions for the boiler in your handover pack.

If, after referring to the user information on boiler controls in the boiler instruction manual, you are unable to find the answers to any boiler problems and the problem is an emergency which has arisen during the first 24 months after your legal date of entry to the house, then please

contact HomeServe (please see section on HomeServe below for more details). If the fault is not an emergency (as described in the HomeServe cover summary) then please contact Scotia during normal office hours.

You are responsible for the annual maintenance and servicing of the boiler, this should be arranged through any reputable, Gas Safe registered, plumbing and heating contractor.

## **Heating and Domestic Hot Water Controls**

The system has the following controls:-

1. Boiler isolating switch.
2. Programmable Room Thermostat
3. Thermostatic radiator valves to radiators (except on the by pass radiator/s)

### **1. Boiler Isolating Switch**

This switch will be found on the wall next to the boiler.

This switch is to isolate the electrical supply to the boiler and **should be left on at all times.**

**Only use this switch if a fault develops on the boiler.**

### **2. Programmable Room Thermostat**

Your home has a programmable room thermostat located on the wall in the utility or kitchen (depending on the apartment type) and linked to a sensor located typically in the hall.

The programmable room thermostat controls the boiler, telling it when you require central heating and hot water. The programmer has the facility to give several on/off times. Temperatures can also be selected for each on/off time. When the heating is selected on the system it will operate until the set temperature is achieved. Note that the temperature is measured in the hallway by the remote temperature sensor. The remote temperature sensor should not be covered or otherwise obstructed as this may impair its ability to accurately measure the temperature.

When the system is selected off, the boiler will not operate unless the temperature in the hallway drops below the setback temperature selected. You can select your minimum desired temperature, normally this can be set between 12 and 16°C.

Please refer to the manufacturer's instructions in your handover pack for the programmable room thermostat for further instructions.

### **3. Thermostatic Radiator Valves**

Thermostatic Radiator Valves (TRV's) are fitted for comfort control i.e. 1 – low level heat, 5 – maximum level heat. They are fitted to all radiators except radiators located where there is a room thermostat sensor. They are essential to the full efficiency of your heating system and allow you to lower temperatures in unoccupied rooms thus reducing heating costs. TRV's sense room temperature changes in individual rooms and adjust the flow of heated water through the radiators to maintain the desired temperature. Depending on level of comfort required, 2 – 3 should be selected.

Please refer to the manufacturer's instructions in your Handover Pack for full details.

## Central Heating

Should your central heating or hot water fail to work, please ensure that all of the procedures laid out in the boiler manufacturer's literature are followed. Failure to do this may result in a charge being made for an unnecessary call out.

## Bleeding of Radiators

This should not be required with a sealed system. However, radiators feeling warm at the bottom but cold at the top would indicate air in the radiator. There are airing points normally at the top of the radiator. Use an air-bleeding key to turn clockwise to reduce air. You can do this by inserting the key and turning it anti-clockwise, then once the air stops a small amount of water will be discharged, quickly turn the key clockwise to tighten. Check pressure gauge on boiler, if it is below that recommended in the manufacturer's instructions, then it will be necessary to top up the system. See enclosed boiler user guide for full instructions.

## HOMESERVE EMERGENCY COVER

Your home is covered under HomeServe's Home Emergency Assistance Cover for a period of 24 months from your legal date of entry. This service provides emergency cover for your heating system in the event of a loss of central heating or hot water providing the equipment has been maintained and serviced in accordance with the manufacturer's instructions.

It also extends to blocked drains, burst pipes and damaged window and door locks where there is a risk to security. In an emergency situation (as defined in the Cover Summary as provided to you direct by HomeServe) where any of the above is affected you should contact HomeServe directly instead of Scotia. At the time of writing, the emergency contact number for HomeServe is 0800 247999.

Where any problem is not classed as an emergency by HomeServe you should contact the Scotia customer care department during normal office hours.

Examples of what is covered/ not covered;

Examples of what is covered	Examples of what is not covered
Internal Plumbing & Drainage Repairs to your internal plumbing and drains including where there is a loss of water to your property, blocked drainage and leaks Clearing blocked toilets and waste pipes	Showers including the shower unit, controls, outlet or shower head Replacement of water tanks/radiators, thermostatic radiator valves, hot water cylinders and sanitary ware
External Drainage Clearing total blockages to your drainage pipes Repair of a collapsed external drain	Shared drains External guttering, rainwater downpipes, rainwater drains and soakaways
Electrical Emergency & Breakdown An emergency caused by, or breakdown of, the domestic electrical wiring supply system, including permanent damage caused by a power cut	All non-permanent wiring/electrics, e.g. kettles, fairy lights or any other and appliances with plugs Shower unit or immersion heater unit
Security Making your property secure in the event of broken	Doors (and windows) which do not secure your property, such as internal porch doors, internal doors

locks for external windows and doors that are your responsibility	and internal conservatory doors  Failure of breakdown of the external locking mechanisms to doors or windows for outbuildings or a garage
<p>Gas Central Heating Breakdown</p> <p>A leak within or breakdown of the 'natural gas' gas central heating boiler, the central heating system and its associated pipework</p> <p>Drain down and isolate leaking water tanks, radiators and hot water cylinders</p> <p>If you suffer a gas leak, you should first call the National Grid Emergency Service immediately on 0800 111 999</p>	<p>Boilers which have been declared beyond economical repair (i.e. if the cost of parts incl. VAT is more than 85% of the retail price of the boiler)</p> <p>Repairs if we have advised you to carry out maintenance work to prevent a future breakdown (until that work is complete)</p> <p>Repairs, where due to obsolete parts, we can no longer cover you (the policy will continue without boiler cover until the boiler is replaced)</p>
<p>Electrical Heating Breakdown</p> <p>Repairs or replacement of the part(s) of the heater or replacement heaters.</p>	<p>Any repair to heaters which are beyond economical repair (if the cost of parts incl. VAT, is more than 85% of the retail price of the heater)</p> <p>Heated towel rails, infra red heaters, electric fires, skirting or kick-space floor heaters</p>
<p>Oil Fired Central Heating Breakdown</p> <p>A breakdown of the boiler and/or system</p> <p>Drain down and isolate leaking water tanks, radiators and hot water cylinders</p>	<p>Boilers which have been declared beyond economical repair (i.e. if the cost of parts incl. VAT is more than 85% of the retail price of the boiler)</p> <p>Repairs if we have advised you to carry out maintenance work to prevent a future breakdown (until that work is complete)</p> <p>Repairs, where due to obsolete parts, we can no longer effect a repair</p>

## RADIATOR SAFETY PRECAUTIONS AND RADIATOR NOTES

Users should ensure that those who may come into close proximity to hot radiators are aware of the risks of burns.

Users should take any necessary steps to minimise the risks of burns from hot radiators (for example where there are very young children in the room). Where applicable, consideration should be given to placing guards in front of the radiators or reducing the temperature of individual radiators by turning the thermostatic radiator valve to a low setting.

Radiators are heavy items and are securely fastened to the wall on installation, with appropriate fasteners to secure the radiator bracket and suit construction of the wall.

Decorative covers (such as the decorative perforated MDF or timber covers that you can purchase from DIY stores) will significantly reduce the output of a radiator and thermostatic radiator valves should not be inside these radiator covers (as this will stop the valves from working efficiently). These covers are not recommended as they will, by consequence, impede an individual room's heat requirement, which your new heating system has been designed to provide. The only exception to this would be the comments above regarding safety of young children. If you do need to fit a radiator cover for this purpose then you should use one of the



metal mesh type covers, similar to a fire place guard, which will not impede the flow of heat from your radiator into the room.

Radiators should not normally be used for the mounting of clothes airers, cat beds or other such fixtures. The mounting brackets of the radiator are designed to support the weight of the radiator itself and water contents, allowing for an adequate safety margin, additional weight may compromise this margin and cause risk of failure, leaks and potential hot water burns.

Appropriate facilities are required by Building Regulations for internal and/or external drying facilities and these are provided (please see “Ventilation and avoiding condensation”). Radiator-mounted airers and other devices may lead to excessive internal moisture and any chips/damage caused to the radiator itself may compromise the protective coating and potentially lead to corrosion/failure, which may not be covered by warranties.

Note regarding curtains – Heavy curtains or lined curtains drawn over the windows are an effective way of reducing any heat loss through the windows during the autumn and winter months. The sooner you draw the curtains in the evening the more heat you will save. However, please note that if there is a radiator located below the window, and the curtains are too long and cover the radiator then much of the heat generated by the radiators will not find its way into the room and will instead be wasted out the window. Curtains covering the thermostatic radiator valves will also interfere with the operation of the valves.

## HEATING AND HOT WATER INSTALLATION

Heating and hot water are provided by an Alpha InTec 34C wall mounted, high efficiency condensing combination boiler with a gas saver flue gas heat recovery unit.

A thermal store may also have been installed (the installation of a thermal store depends on the apartment type).

Please note that to obtain the maximum performance and efficiency benefits the gas saver flue (and thermal store where fitted) must be switched on. Turning off the gas saver flue will mean you lose efficiency benefits. Turning off the thermal store (where fitted) will mean you lose efficiency benefits and the available volume of hot water will be significantly reduced.

A copy of the user manual, installation & service instructions, inspection, commissioning and service record logbooks for the system are enclosed with your handover pack.

**An annual gas service of the boiler and inspection/maintenance of the associated equipment, in accordance with the above instructions, is required to be carried out by Gas Safe registered personnel. Failure to carry this out will invalidate the manufacturer's and NHBC warranties.**

## GAS SYSTEM

Never obstruct gas boiler flue outlets or any ventilation, if provided, to the boiler. Never tamper with the gas installation or equipment.

Any alterations to the gas supply pipework or work in construction with any gas appliance should only be carried out by GasSafe registered personnel.

**If you suspect a gas leak:**

1. **Extinguish all naked flames.**



2. Do not use any electrical switches or appliances
3. Turn off the gas at the meter.
4. Open all doors and windows.
5. Call the National Gas Emergency Service on its emergency number which is in the telephone directory under 'GAS, Gas Emergency'. There is no call-out charge. The current emergency number at date of preparation of this document is 0800 111999. This service operates 24 hours a day and 365 days a year.

## **HOT AND COLD WATER SERVICES**

### **Mains Cold Water Service**

The stopcock for the incoming cold water service is typically located under the kitchen or utility room sink (depends on your apartment type).

There is also a single mains incoming water service with a stopcock, which is located in the boundary box in the footpath.

Make sure that you know where all mains water stopcocks are located so that you can turn them off quickly in an emergency.

### **Domestic Hot Water**

The Alpha Intec 34C boiler produces domestic hot water in an energy efficient manner and the operation of this is fully explained in the enclosed Instruction Manuals. Please also refer to the notes in the Heating and Hot Water Installation section above.

### **External Water Tap (if fitted)**

Where there is a risk of severe frost, water supply to tap should be isolated, pipe work drained, and the tap should be left in the open position. We also recommend fitting an insulated external tap cover to outside taps during winter months- these covers are available from any good gardening or DIY store.

### **Sanitary Ware/Taps**

Sanitary ware should be cleaned in accordance with the manufacturer's instructions which are enclosed in your Handover Pack.

The manufacturer of the bath recommends the use of an anti slip mat when a shower is installed over the bath.

### **Thermostatic mixing valve**

A thermostatic mixing valve to limit the hot water temperature at the bath tap to a maximum of 46°C is fitted below the bath.

It is recommended that initial temperature checks are carried out six weeks after occupation of the property, and then an annual check is to be carried out to test the water temperature to ensure the maximum limit of 46°C is not exceeded.

### Hot Water Temperature (kitchen sinks and wash hand basins)

The hot water from your kitchen sink taps and wash hand basins can be very hot depending upon your boiler settings. The hot water can initially have a low temperature as cooler water sitting in the pipes is discharged but can then become hot suddenly. Appropriate care should be taken to avoid risks of scalding.

## KITCHENS

### Kitchen Appliances, Sink Units and Worktops

Refer to the manufacturer's instructions for operating and cleaning of kitchen appliances, sinks, units and worktops, these are enclosed in your Handover Pack.

Cooker Hoods fitted with charcoal filters – Please note that the kitchen cooker hood has been installed for use in the recirculation mode and active charcoal filters have been fitted. The charcoal filters normally require changing after every three/four months or more frequently if used more than 3 hours a day. Replacement charcoal filters are available from on-line retailers. Please refer to the instruction manual for your cooker hood which is contained in your Handover Pack for more details, and for other important operating and maintenance information for your cooker hood.

### Connecting Appliances – (where applicable)

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste pipe tee piece has been removed. Note – this is not applicable where a 'standing waste' pipe has been provided. Please also ensure that the water supplies and wastes are securely connected to the pipework.

Please also note that, where Scotia have not installed a washing machine but have left a space for one with a cold water supply adjacent to it, then the home owner is responsible for removal of the cap that has been fitted to the cold water washing machine valve – please ensure you remove this cap before making the water connection to your washing machine. Please also ensure that the appliance water supply and waste pipe is securely connected to the house pipework before turning the appliance on.

## EXTRACTOR FANS (dMEV SYSTEM)

Greenwood Airvac Unity CV2GIP mechanical extract fans have been fitted in your home. These are continuously running single point dMEV (decentralised Mechanical Extract Ventilation) fans with GIP (Guaranteed Installed Performance). The fans run continuously at a low (extremely quiet) speed and are automatically 'boosted' to a higher speed when required (the fans boost automatically using their humidity sensor). It is essential that the fans remain in operation at all times (unless switched off for maintenance) to maintain good air quality.



Pictures of the Greenwood Airvac CV2GIP fan

This is an energy efficient fan designed to provide an economical ventilation solution to the modern home. It utilises SMART Technology to control humidity and boost run on times to minimise the periods of time when it is running at its highest speed, minimising nuisance running noise and unnecessary energy wastage and heat loss typically associated with 'traditional' extract fans.

Please note that, in conjunction with Greenwood Airvac, where 'wet rooms' (such as en-suites, bathrooms and the like) have windows we have installed trickle vents in the windows- these are to allow you to provide extra ventilation to these rooms if required. The statement in the fan User/Homeowner Guide saying that trickle vents should not be installed in the same rooms as the fan can be ignored.

More information on these ventilation fans can be found in the User/Homeowner Guide contained in your handover pack. Please read these instructions carefully to ensure their continuing smooth operation.

## VENTILATION AND AVOIDING CONDENSATION

Condensation will be a problem in all new homes if adequate background heating and ventilation is not used. All new homes need 'running-in' and we recommend that you read carefully the section within the NHBC booklet: Guide to your new home, 'Reducing Condensation'.

Most windows are fitted with "trickle" ventilators at the top of the window. These can be opened or closed to allow more or less trickle ventilation. If you close the window trickle vents the dMEV fans described in the previous section will still continue to draw fresh air into your home, however, particularly during the 'running-in' period we recommend that they are left fully or partially open to maximise the fresh air entering your home.

The following are general guidelines for your information.

### **To deal with condensation, take these two steps:**

#### **1. Produce less moisture**

Ordinary daily activities produce a lot of moisture very quickly.

**Cooking:** To reduce the amount of moisture in the kitchen, cover pans and do not leave kettles boiling, open a window to allow excessive amounts of steam to be ventilated to the outside.

**Washing clothes:** Put washing outdoors to dry if you can. Alternatively, please dry the washing in the bathroom (which is designed to accommodate drying clothes) with the door closed – the humidistat function of the extractor fan will help to remove the moist air to the outside (also if weather conditions permit – the bathroom window can be opened). If you have a tumble dryer, ventilate it to the outside (unless it is the self-condensing type). D.I.Y. kits are available for this.

Drying clothes on radiator-mounted airers or on airers in rooms other than the bathroom may lead to problems associated with excessive internal moisture.

#### **2. Ventilate to remove moisture**

You can ventilate your home without making draughts.

Some ventilation is required to expel the moisture, which is produced all the time, mostly just by normal breathing of occupants. Keep a small window ajar or a trickle ventilator open when someone is in the room.

You need much more ventilation in the kitchen and bathroom during cooking, washing up, bathing and drying clothes. This means opening windows to assist in the ventilation of moisture to the outside and ensuring that the extractor fans are in full working order.

Close the kitchen and bathroom doors when these rooms are in use. This helps prevent the moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

## COMMUNAL DIGITAL TELEVISION AND SATELLITE INSTALLATION

A television aerial socket has been provided within the Lounge area (specific room may depend on apartment type, please refer to plans), to which a communal digital aerial and satellite signal is fed. Your individual alterations may have requested additional points or a 'returned' signal to additional points in other rooms. Further information is provided in the Handover Pack.

## TELEPHONE INSTALLATION

The main telephone point is located in the Lounge area (specific room may depend on apartment type, please refer to plans), it is compatible with any BT approved phone.

It is your responsibility to arrange connection to your chosen telephone service provider and arrange final connection of secondary socket wiring to main point.

## WINDOWS

Your home has white uPVC Sheerframe 8000 (Nairn 8000) system 'Tilt + Turn' inwards opening windows, all manufactured and supplied by C R Smith of Dunfermline.

The windows are fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first floor windows. Please refer to C R Smith's 'window and door operating & maintenance guidance' for more information on opening your Tilt + Turn windows. Please note that the Tilt opening function is intended for general day to day use. The 'turn' opening function (where whole sash is opened into the room) is intended for cleaning and emergency escape purposes only. Care should be taken when using the 'turn' open function that the sash (or the trickle ventilator installed in the head of the sash) does not cause damage to the plasterboard window ingoes when fully open. The window should never be left unattended when open in the cleaning/escape 'turn' position.

A key is supplied to operate the lockable handles and care should be taken to prevent damage to the handle by trying to force it open when lock is engaged.

**The first floor handles are non-locking to comply with the requirements of the Building Regulations in respect of emergency fire escape.** However, the Building Regulations recognise that individual home owners may want to fit additional locking mechanisms to first floor windows after they have moved in to their new home (for example where there are small children in the room) and if you wish to install any of the large variety of 'child restrictor catches' or any other additional locking mechanism that are available to your first floor windows then please note that they must be a 'quick release' type (without a key which might be lost) - a type which does not hinder escape through the window in the event of an emergency. The restrictor must also be suitable for the type of window and we also recommend that they are fitted by a skilled tradesman and that particular care is taken to ensure that they are fitted strictly in

accordance with the restrictor catch manufacturer's instructions. An incorrectly fitted additional locking mechanism can damage the window and lead to window guarantee problems. Advice can also be obtained from the window supplier (refer to the Schedule of Materials for contact information).

Glass may be cleaned with either a proprietary household glass cleaner (following the manufacturer's instructions) or a mild, neutral pH, diluted detergent. Glass can be easily scratched, therefore ensure heavy grime or dirt is removed carefully using soapy water.

uPVC frames should be cleaned every 3 months with a soap and water solution.

A non abrasive proprietary cleaner suitable for uPVC may be used for more stubborn blemishes following the manufacturer's instructions.

Avoid using solvent based or acid based detergents or abrasive cleaners as these will damage the uPVC frames and glass.

Please refer to the C R Smith 'Window & Door Operating & Maintenance Guidance' (contained within your Handover Pack) for more information including recommendations on lubricating and general maintenance.

#### Notes regarding glass coatings:

To comply with current building regulations all double glazed units installed in your home will have a low emissivity coating. Low emissivity (Low-e) glazing is a vital component of an energy efficient window or French door. It has a surface coating that allows short wavelength heat from the winter sun to enter your home through the glazing, while reflecting back into the room the long wavelength heating produced by your heating system. This reduces heating costs and minimises internal condensation. Please note that this Low-e coating has considerable advantages but you should be aware that there are some minor features, due to the coating of the glass, which you can see in some or all of the following ways;

- As a tint in the glass
- As a 'haze' when viewing through the glass at some angles and in some lighting conditions
- By the appearance of condensation on the outside of the glass under certain weather conditions (which is positive proof that the glass is preventing heat loss from your house)
- There may be minor blemishes visible arising from the coating process and the tint may also change between individual double glazed units if the units are made from different batches of glass. These are not detrimental to the functioning of the unit and are not a defect.

Please note that if you are replacing any of your double glazed units in the future you should ensure that your glazier uses low emissivity glass in your windows.

#### Note regarding glass specifications:

In addition to the note regarding Low-e coatings above, you should also be aware that certain windows may have either laminated or toughened safety glass installed. This 'safety glazing' is installed to comply with the Building Regulations. Also, some of the windows have acoustic rated double glazed units fitted (to bedrooms and in some cases to living rooms).

Any future replacement glazing units should be to the same specifications as originally fitted. Any competent glazier will be able to identify the glazing specification used and you should ensure that lower specifications are not used.

Note regarding external sealant to windows and doors;

The windows and, if applicable, French doors (and external doors) have an external polysulphide sealant bead between the uPVC frame and the external render bead. This sealant bead is designed to provide a tough weather-tight seal to these joints. The sealant beads should be inspected at least once a year and if any signs of deterioration of this bead are found it should be repaired or replaced with an equal specification exterior polysulphide sealant.

Manufacturer's window & door operating & maintenance guidance;

**PVCu Tilt & Turn Windows**

Operation

Your windows are designed to open in two ways. They can tilt inwards from the top to approximately 30 degrees to provide ventilation, or turn inwards, like a door, for cleaning or emergency egress.

To tilt your window, move the handle so that it is in the horizontal position. Pull the handle towards you. The window will tilt inwards stopping at approximately 30 degrees.

To open your window like a door for cleaning or emergency escape (turn function), move the handle to the vertical position then pull it towards you.

To close your window, using the handle, push the window into the closed position. Maintaining light pressure on the handle move it until the handle is pointing directly to the floor.

Maintenance

To ensure the smooth operation of your tilt & turn windows you must carry out the following maintenance at least once a year:

1. Lubricate or oil all moving parts & locking points, using only clean and non-resinous grease or oil.
2. Check all components for looseness or wear. If necessary tighten fixing screws.
3. Only clean your windows with a mild, neutral pH, diluted detergent. Never use aggressive, acid based detergents or scouring powders because they can damage the protective surface of your windows and window hardware.
4. After cleaning the hardware, surface treat with a silicone and corrosion free (i.e. non-acidic) oil, e.g. sewing machine oil.

<p><b>OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION</b></p>
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The electrical Consumer Control Unit for your home is located in the vestibule cupboard (ground floor apartments) or ground floor cupboard (first floor apartments). It contains a labelled main isolator, RCDs and circuit breakers or “trip switches”.

The consumer control unit is a device that controls the electricity supply to your home, splitting the incoming electric supply into the various electrical circuits around your home.

The consumer control unit contains the Mains Switch, RCBOs (Residential Current circuit Breaker with Overload protection), RCDs (Residual Current Device) and MCBs (Miniature Circuit Breakers). The main switch is normally ‘ON’. In order to isolate all supplies, switch to ‘OFF’.

There are normally two RCDs in your consumer unit. Each RCD protects a section of the consumer unit. They are designed to 'trip' when there is an electrical leakage to earth thereby giving protection to personnel. An RCD would normally trip before an MCB.

These circuit breakers and RCDs are all designed to trip if there is a fault in a circuit, or if a faulty appliance is switched on. This helps to prevent serious accidents that may result in damage and injury. Under fault conditions these will be in the 'tripped position'.

## IF AN ELECTRICAL CIRCUIT FAILS

A circuit may trip OFF. If this happens, you should follow the procedure set out below.

1. Check with the aid of a torch whether the RCD (mid position) or MCB (fully down) is in the OFF position.
2. Switch RCD (press down then push to the fully up position) or MCB to ON position.
3. If the RCD does not re-set, switch off all the MCBs, re-set the RCD then switch on each MCB individually until the faulty circuit is identified.
4. To identify the cause of the fault switch off all appliances in that circuit, re-set the RCD and MCB, then switch back on each appliance until the defective appliance is found.

Over-filling kettles, irons etc. can cause this type of fault.

### N.B.

It is important to ensure that the bulbs used in light fittings do not exceed the rating for that fitting.

**NOTE: Electricity is dangerous and can kill. If you are unsure of any aspect of your electrical installation, please consult a qualified electrical contractor.**

## SMOKE, HEAT & CARBON MONOXIDE DETECTORS / ALARMS

Your apartment is fitted with smoke detectors, typically located in the halls and living room/lounge areas (locations depend on your apartment type). Also a heat detector may have been fitted in the kitchen area and a CO (Carbon Monoxide) alarm may also have been fitted in the utility room or room containing the gas fired boiler.

These alarms are mains operated with battery back up and connected to bedroom lighting circuits. The smoke detectors are extremely sensitive to smoke and dust particles of any kind and can be activated by the likes of burning toast. The heat detector in the kitchen area is less likely to cause 'false alarm' problems as it is not responsive to any type of smoke or fumes, only heat such as generated by a chip pan type fire (but not from smoke caused by burning toast or similar). The CO detector monitors Carbon Monoxide levels and its alarm will activate if safe levels are exceeded.

You must read and fully familiarise yourself with the instructions for the smoke, heat and CO detectors. Copies of the instructions are contained in your hand over pack and are also available



for downloading from the manufacturer's website- the instructions contain vital information on the operation and maintenance of your detectors.

If any of the smoke detectors are activated you should check the property and, if no reason for its activation is found, it could be a nuisance alarm caused by cooking smoke reaching one of your smoke detectors or something similar. If this occurs, open a window to clear the smoke or dust and the alarm will cease and test/ maintain the detector as described in its instructions.

If the heat detector activates you should follow the advice contained in the heat detector instructions.

If the CO alarm activates please carry out the instructions contained in your carbon monoxide alarm instructions. Depending on the type of CO alarm fitted these instructions typically include the following -ventilate the area, turn off appliances, evacuate the property, get medical help for anyone suffering from the effects of CO poisoning, ring your gas supplier or other supplier on their emergency number, do not re-enter the property until the alarm has stopped (if the alarm has been silenced by pressing the Test/Hush button, wait at least 5 minutes to allow the alarm to check that the CO has cleared). Do not use the fuel burning appliance(s) again until they have been checked by an expert. In the case of gas appliances this must be a Registered Gas Installer.

To reset or to test the smoke, heat and CO detectors follow the manufacturer's instructions as enclosed in your Handover Pack.

The back up batteries should be changed as recommended by the manufacturer and an intermittent beep normally indicates that the battery needs to be replaced. The CO detector sensor module typically must be replaced after 5 years of operation (refer to its instructions).

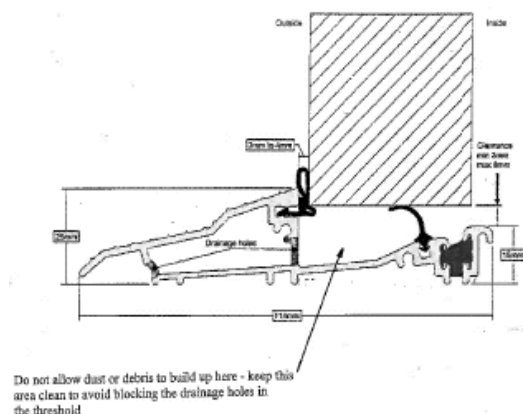
## EXTERNAL DOORS

All ironmongery should be cleaned on a regular basis using warm soapy water. Do not use abrasive or corrosive material to clean the ironmongery as this will damage the finish to handles, letter plate, eye viewer, chain and rain deflectors.

Glazing can be cleaned with warm soapy water, avoid using anything which may scratch the glass.

The multi point locking system should be lubricated with WD40, or a similar product, on a regular basis to ensure the smooth operating capabilities of the cylinder, handle and the locking mechanism.

The weather sill at the base of the door (the threshold sill) should be kept clear of debris to allow the drainage holes to function.



The rubber gaskets in the sill and door frame should also be checked periodically for damage and replaced as required.

## **INTERNAL DOORS**

Handles should be cleaned with a soft non abrasive cloth and for stubborn stains mild soapy water may be used. Care should be taken to avoid scratching surface of handles.

The mechanism of the handle should be lubricated once a year with a light oil.

Hinges and latches/locks should be lubricated on a regular basis with WD40 or similar product.

## **WALL TILING**

Wall tiles and in particular the grout between tiles should be regularly cleaned using a proprietary tile/grout cleaner in accordance with the manufacturer's instructions. Grout should be inspected and any areas which become loose should be replaced.

The sealant between the wall tiling and any worktops should be inspected and replaced as necessary.

## **SHOWER WALL PANELLING (WHERE FITTED)**

Laminate wall panelling (where fitted) should be cleaned by using hot water and a mild detergent applied with soft cloths or soft nylon brush. Non scratch cleaners may also be used. On no account should scouring pads, acid based toilet cleaners or limescale cleaners be used.

Wall panelling and shower enclosure/tray should be dried off after use. Abrasive or aggressive cleaning products should not be used as they will damage the laminate surface of the panel.

The sealant around the base of the wall panel should be inspected and replaced as necessary to prevent water ingress between the shower tray and the panelling.

## **FLOOR FINISHES**

Please note that any wooden flooring or other feature flooring such as tiles or adhered 'Karndean' (or similar flooring) laid by you when you move into your home will not be lifted and re-laid as a result of any maintenance work which may require access to the floor. If maintenance work is required to any part of a floor or to any under-floor services we will require you to arrange the lifting and replacement of any feature flooring to allow us access.

Notes regarding concrete floors (normally ground floors) – concrete floors in your home have been finished to standard tolerances obtainable by the material. Before laying floor coverings such as vinyl or wooden overlay flooring to concrete floors you should be aware that some important steps should be taken by you;

- (1) You should have your floor covering installer check the moisture content of the concrete floor. This is particularly important if you are laying the floor covering immediately after moving into your home, as the concrete floor may still be drying out and moisture can affect some flooring materials. If necessary you should allow the concrete floor to dry out sufficiently before laying any flooring which may be affected by moisture or the concrete floor should be treated in accordance with the flooring

supplier's recommendations before installing any vinyl or wooden or other feature type flooring.

- (2) Concrete floors will normally need a self levelling screed applied prior to laying any vinyl or overlay type floor covering, again in accordance with the floor covering installers recommendations.

Notes regarding Chipboard Flooring - Chipboard flooring (normally to the first floors) should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor tiles. Also note that chipboard flooring may have service ducts installed (sections of flooring which can be removed to allow access to pipes and other services). We have installed these ducts so that they are level with the adjacent floor – however it should be noted that because timber floors naturally shrink as they dry this drying shrinkage of the floor may result in minor differences in level between the duct cover and the surrounding floor. This may become evident with some types of thin floor coverings and your choice of floor coverings should take this possibility into account.

Note regarding installation of carpets to staircases (where applicable)– carpet grippers must be glued or screwed to timber staircases – not nailed. Scotia will accept no responsibility for risers damaged due to nailing of carpet grippers.

## ROOF SPACE (WHERE APPLICABLE)

The attic space, where applicable, has not been designed to allow for storage. Do not use the attic space for storage. Flooring the roof space and using it for storage may cause deflection in the roof structure.

The attic has mineral wool insulation between and over ceiling joists. This insulation can cause skin irritation. If handling the insulation it is recommended that appropriate protective clothing and equipment be worn.

Care should also be taken if entering the attic – the ceiling plasterboard between the joists will **not** support your weight and there may be service pipes, extract fan ducting and cables hidden by the insulation that you can damage by inadvertently stepping on them.

Where the attic access hatch is located in the first floor hall ceiling in close proximity to the stairwell then particular care should be taken if you are entering or exiting the attic space to avoid falling into the stairwell. Do not stand on or use the stairwell balustrade as a support if entering or exiting the attic.

It is advised that you **do not enter** the attic space.

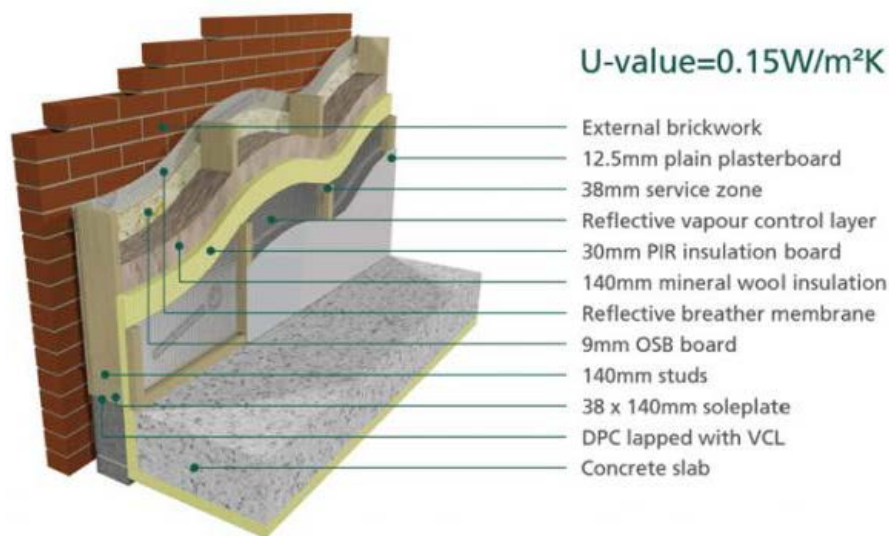
## CONSTRUCTION OF WALLS, PARTITIONS, FLOORS & CEILINGS

The following notes provide, for your information, outline details of the construction for each part of your home. This information is generalised and particular areas of your home may differ – always seek appropriate advice and carry out detailed investigation works before making any alteration to your home in the future.

External walls:	The external walls comprise 100mm thick block-work (with render finish), 50mm wide cavity and EcoWall <sup>tf</sup> timber framed kit inner leaf. The timber framed inner leaf comprises; a reflective breather membrane on the cavity
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side on a 9mm sheathing board, on 140mm thick load bearing timber studs at maximum 600mm centres, with 140mm thick mineral wool insulation (FrameTherm 35) between the studs, 30mm PIR insulation fitted to the inside of the studs, and a reflective vapour control layer fitted on the inside face of the PIR insulation. On the inside of the timber kit there is a 38mm timber framed service void and 2 layers plasterboard lining. Safety Note – all external walls are load bearing and designed to achieve apartment fire and acoustic building regulation requirements and must not be altered without getting professional advice.

*Indicative diagram of a Typical EcoWall timber framed external wall for your information (note that apartments have two layers of plasterboard internally);*



**Party walls:** (Walls between your property and adjoining neighbouring property - where applicable). These walls comprise two 90mm thick timber panels with 9mm sheathing boarding to the cavity side and a 50mm cavity between the panels. Acoustic insulation is fitted between the timber studs. On the room side a layer of 19mm thick plasterboard plank is fitted and then this is overlaid with 12.5mm plasterboard. Where there are sockets or other items of electrical services installed on the party walls a service void is also formed using 38mm thick timber framing overlaid with a layer of 12.5mm plasterboard lining. Safety Note – all party walls are load bearing and are constructed to a fire resistant/ acoustic specification – they must not be altered in any way. If any damage occurs to plasterboard and plank linings to then it must be repaired immediately.

**All partitions:** Timber framed partitions with 15mm thick plasterboard each side. Mineral wool acoustic insulation is fitted in the partitions to bedroom, bathroom and the like areas. SAFETY NOTE – some internal walls are loadbearing and have two layers of plasterboard fitted to each side. Do not remove or alter load bearing partitions, or make substantial alterations to them, without getting professional advice.

**Ground floors:** Concrete floor slab on rigid insulation. The ground floor may also incorporate a radon / gas membrane located under the floor – please refer to the Section 'Radon Membrane' for more information.

First floors (apartment separating floors);

Separating floors comprise engineered I joists with a 15mm decking board on top of the joist with dynamic floor battens, acoustic insulation between the battens, 19mm thick plank and finally an over-lay of 22mm thick chipboard flooring. To the underside of the I joists are 2 layers of 15mm thick plasterboard fixed to a resilient bar system which is fixed to the joists. A layer of acoustic insulation is installed between the joists. Safety note – all apartment separating floors are load bearing and designed in accordance with the building regulations in respect of fire and acoustic requirements – the separating floors must not be altered.

Top floor  
ceilings:

Plasterboard fixed to the underside of the roof trusses.

**Future alterations – should you consider making any alterations to your home in the future such as altering the partition layout or forming a new opening through a wall you should check relevant Local Authority permissions and/or use the services of a qualified architect before starting.**

**The external wall service voids, internal partitions, 1<sup>st</sup> floors and attic space all have services such as pipes and cables installed in them – refer to the safety precautions below if installing any fixings into these parts of your home.**

Appropriate proprietary fixings should always be used to suit the wall construction (see below).

## **FIXING TO WALLS, CEILINGS OR FLOORS – IMPORTANT NOTICE**

Wall fixings (for pictures, mirrors etc.) must be of the appropriate type for the type of walls described above. Be very careful if nailing or drilling into walls, ceilings or floors to avoid contact with any pipes or electric cables which may lie hidden behind the surface. We recommend that you use a services detector (cable detector) before drilling or nailing – it can reduce the risk of serious injury. If using power tools to install a fixing, you should always use a R.C.D. (residual current device). You should also always check for pipes and cables before drilling or nailing into floors or ceilings.

Note for any apartments with under-floor heating (if applicable) - you should never drill or nail into any floor which has under-floor heating fitted.

In addition to the above please note that fixings should never be made to the following wall areas:-

- a) Directly above or below any electrical socket outlet, switch or appliance.
- b) Directly horizontal to any electrical socket outlet, switch or appliance.

This is because electrical cables run in these areas.

## **EXTERNAL FIXINGS**

Any external fixings should only be made with consideration to the Deed of Conditions.

## HIGH PERFORMANCE KEIM MASONRY PAINT

Some exterior features of your home such as pre-cast concrete window sills, base course block-work and in some instances the feature window and door surround bands may have been painted with a Keim Mineral Paints Ltd paint system. Keim mineral silicate paint systems were invented over 125 years ago to provide long term protective and decorative finishes for renders and masonry subject to harsh climatic conditions.

This specialist paint system has a considerably longer life cycle than other masonry paints. Manufacturer's studies have shown that redecoration over a 30 year period was required once for the Keim paint system (after 16 years), whereas between 3 and 9 redecorations were required for other masonry paints.

## K REND EXTERIOR FEATURES

Some exterior features of your home such as the external bands around windows and external doors may have been formed with pre-coloured K Rend Silicone FT render. K Rend Silicone FT is a water repellent cement based and polymer modified self coloured render which provides a high quality durable weatherproof coating with a natural finish.

## MOCK CHIMNEYS

Lightweight mock chimneys (where fitted) are manufactured by Capvond Plastics Ltd of Glasgow. The mock chimneys have been independently tested in respect of wind load resistance, hygrothermal test (extremes of heat/rain and freeze/thaw cycles) and water ingress and passed the strictest testing requirements.

The chimney stack has a render finish applied to the outside. The chimney cope and pots are GRP.

Note that the mock chimney is not designed to support additional loadings such as satellite dishes or TV aerials or other such apparatus. Do not install any fixings to the mock chimney.

## EFFLORESCENCE ON EXTERNAL WALLS

The appearance of a white deposit on external walls is caused by 'efflorescence'. This is a consequence of drying out and can often occur after a new house is constructed and is drying out. It can also occur when a wall dries out after period of heavy rain or in the spring as a result of drying out after a wet winter. As well as external wall materials such as block-work and mortar joints, it can also occur on products such as precast window sills, driveway paviors and paving slabs and also internally on concrete floors and areas of similar construction.

The efflorescence is caused by natural salts being drawn out of the wall materials while drying out and is quite normal. It is neither harmful nor detrimental to the performance of the material and, whilst it may look unsightly, the majority of efflorescence deposits usually disappears over time. The advice given by most brick, block, cement and precast concrete manufacturers is that it is best dealt with by the combined effect of time and weather. If efflorescence occurs externally on your home it is our policy to follow this advice and allow it to disappear naturally. It will usually disappear within a few weeks, washed away by normal rainfall. This process may take some time



to draw out and remove all of the natural salts causing the efflorescence however it should be apparent that each time the efflorescence appears it will be in decreasing amounts.

If efflorescence occurs on internal concrete floors or other such areas then it too can be removed by brushing with a non metallic brush and then removing the deposits with a vacuum cleaner. Internally occurring efflorescence should disappear quicker after brushing and vacuuming than external efflorescence as the home is dried out by the heating.

Should persistent efflorescence occur internally which does not disappear after removing it by the methods described above, then please contact Scotia for further advice.

## EXTERNAL AREAS

Manholes give access to the drains, usually where branches join together, do not obstruct or cover them with soil. You may need to provide access to them quickly if there is a blockage. Please note that there are live underground services cables in the ground around your house. Great care **MUST** be taken if digging or carrying out excavation work in the vicinity of live underground cable routes.

Underground cables may be found just below the surface, although they are normally laid between 0.45m to 1.0m deep from the surface. Reduced depth may result from ground disturbance after laying or because the cable had to be laid over an underground obstruction. Even shallow excavations (e.g. for post holing and fencing work or for garden features such as ponds) may be a source of danger.

If you do uncover a cable during excavation work - **ALWAYS** assume it is live. If in any doubt contact a qualified person to seek advice before carrying out excavation work.

### Garden and Exterior Maintenance - Caring for your garden

Caring for the grass (including trees and shrubs where they have been provided) in your garden is essential. This will ensure that the planting is successfully established and your garden thrives.

The rear gardens of most new homes are finished in roto-vated topsoil, allowing you the opportunity of designing and landscaping to your own requirements. It is important that the landscaping is carried out as soon as possible after the date of the handover, as it is only by working the soil that it will remain aerated and weeds will be prevented from becoming established. This will also help to establish the finished level of the soil and ensure it drains more effectively- so reducing the potential of any flooding during wet weather conditions. However, if there has been rain please take this into consideration when carrying out landscaping work to your rear garden – let the topsoil dry out sufficiently before working on it - compacting wet topsoil will damage it making it unsuitable for good grass or plant growth.

The front gardens are normally turfed or may have bark chippings and also may have shrub or trees planted in them. There are some important care and maintenance requirements, particularly in the first year after handover (note – not all of these requirements may apply to every plot):

Watering – In the absence of regular heavy rainfall you should water your turf at least twice a week – daily if the weather is hot and dry – after moving in. A newly turfed garden looks deceptively mature but the new grass has only a very small reserve of moisture in the soil attached to the turf. Until the grass roots grow into the underlying soil the turf is prone to drying out and shrinking. This can leave unsightly gaps. Light rain is often not enough to sufficiently water the turf and underlying soil. The best way to irrigate your garden is by using an oscillating sprinkler. If your property has metered water you may be put off by the cost of using a sprinkler



but it is likely to be much more costly to rectify problems caused by drying out. Trees and shrubs also need copious watering after planting. As with turf, the roots have not yet grown into the surrounding soil and can only pick up moisture from a very limited area. Planning permission for planting schemes usually requires that planting shown on the approved plans is maintained or replaced for a specified period of time. This obligation is passed on to you once you take up ownership of the property. Scotia does not replace turf, trees or shrubs that have failed due to a lack of watering.

Damage – Walking on turf before it has properly settled in can cause considerable damage. Dents and hollows made on new turf will not disappear and are often difficult to repair. It usually takes about a month to become firm enough to walk on, but this can vary according to weather and soil conditions. If you are installing or removing a sprinkler use wide boards to spread your weight and minimise damage.

Mowing – it is recommended that you do not mow the turf for at least the first week after moving in. Let it grow to establish itself and make sure before mowing for the first time that its roots have grown down into the soil below. For the first cut leave the grass higher than normal and then gradually reduce the height in subsequent mowings until you reach the height you want.

Bark Chippings (where applicable) – decorative bark chippings will need ‘topping up’ on a regular basis to keep them looking their best.

Rotary Clothes Dryer (where provided) – If a rotary clothes dryer has been provided, please note that children should not play with this product – it is recommended that when not in use it is folded and stored safely out of the reach of children.

Damp Proof Courses – there are damp proof courses built into your external walls to prevent damp from the ground soaking up the outside walls. These are normally approximately 150mm from the ground level around your home. It is important that these damp proof courses are kept clear – if you are carrying out any landscaping or ground-works alongside your external walls then please ensure that you do not cover these damp proof courses or otherwise bridge them, allowing damp to rise up past the damp proof course.

## **RADON MEMBRANE**

There may be a radon gas membrane under the concrete ground floors (depends on the location of your home within the development).

Should you intend to carry out any work involving alterations to your ground floor which would involve puncturing the radon membrane then it should be protected/ reinstated in accordance with the manufacturer’s recommendations.

## **ROOF RAINWATER SYSTEM**

The rainwater from your roof is piped to a communal SUDS (Sustainable Urban Drainage System) detention basin facility. No maintenance is required by yourselves to the pipework from the disconnecting manhole on the boundary of your plot to the SUDS facility and the SUDS facility itself is maintained by Scottish Water/ Aberdeen City Council.

If you decide to install a water butt to one or more of your rainwater downpipes please ensure that you also fit an over-flow back into the rainwater downpipe (to avoid the water butt overflowing and causing flooding) and that any water butts are located in accordance with any relevant Deed of Conditions. Kits for water butt overflows are available in any good garden centre.

## SURFACE AND RAIN WATER DRAINAGE CONSIDERATIONS

We have designed the rainwater and any driveway drainage to comply with Local Authority Regulations (such as planning, building control and roads construction consent conditions) and SEPA (Scottish Environment Protection Agency) requirements including SUDS (Sustainable Urban Drainage Systems) requirements. In simplified terms these regulations require us to ensure that the drainage systems designed and installed around your home collect any rainwater which falls onto your home and surrounding plot and drains it away in a responsible manner.

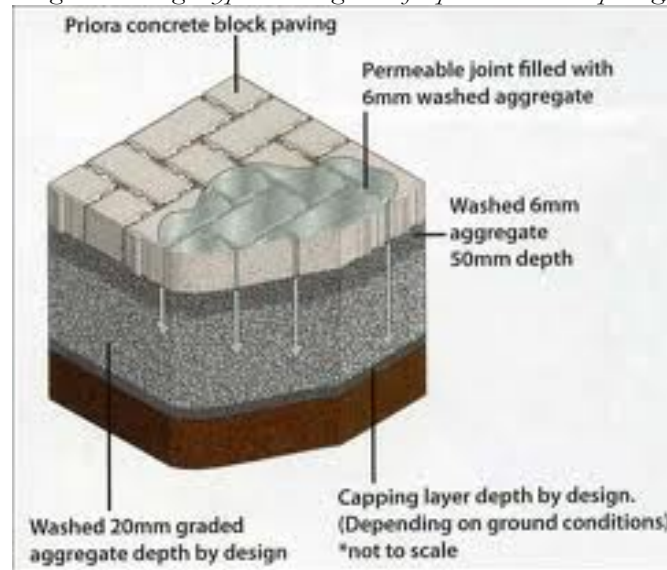
It is common for the regulations to require that the rainwater falling on your garden ground is attenuated within your plot boundary and encouraged to soak away into the surrounding ground rather than running off your plot into the local authority drainage system. This practice minimises the risk of the local authority drainage systems becoming over loaded in periods of high rainfall therefore reducing the possibilities of flooding.

There are a number of very important points that you should be aware of in relation to the drainage around your home;

1. Alterations to your driveway or parking spaces (or other areas within your plot curtilage). It is very important that rainwater does not run off your plot onto the adjacent roads and footpaths (this is particularly important where the road is adopted by the local authority). We have designed the access driveway to ensure that any rainwater falling onto it either runs off into your plot where it soaks away into the ground or is collected into a gully or a permeable surface is used on the drive (such as gravel or permeable blocks). If you subsequently make any alterations to your drive you must bear this in mind and make sure you have obtained the necessary permissions from the relevant local authority. For example if you have a gravel drive which slopes down to the road outside your home and you decide to have it tarred then you will also have to install suitable drainage to deal with any rainwater which falls onto the drive. Failure to make such drainage provision will be likely to lead to the local authority demanding that the original surface be reinstated. Also if you extend your drive over garden ground you must ensure that existing drainage provisions are adequate. Finally, it should also be noted that if you are changing the surface of your driveway the local council may require that the first two meters of your drive must be a 'hard surface' – not stone chippings or gravel or similar loose surface- again it is important that you obtain the necessary permissions prior to making any alteration to your drive.
2. Alterations to your garden ground. Removal of garden areas and installation of, for example, large impermeable patio areas or a large area of other hard standing will reduce the area of ground available to soak up rainwater and could lead to flooding problems if adequate drainage is not installed at the same time. If you decide to 'slab over' your garden ground you must also ensure that you make adequate provision for dealing with any rainwater to avoid increasing the risks of flooding your own and your neighbours properties.
3. Maintenance of the drainage system. It is essential that the drainage provisions installed around your property are maintained to keep them in good working order. This not only ensures that any rainwater which falls onto your house and plot dealt with efficiently, but will ensure that risk of flooding to your home and surrounding properties is minimised. Depending on the particular drainage systems installed around your home the following general maintenance notes should be adhered to (where applicable);
  - Permeable block drives and parking areas (where installed) – Permeable blocks have small gaps between each block to allow water to drain between the blocks and into the layers of material below and ultimately into the surrounding sub-soils. For this to remain effective you should ensure that you do not allow the

gaps between the blocks to become clogged with fine soils or other debris. Generally most permeable block manufacturers recommend that sweeping the blocks twice a year to remove any loose particles from the surface is adequate and if the gaps do become badly clogged they can be cleaned out with a suitable tool. However please note that generally these porous blocks are designed to deal with a much higher rainfall intensity than normally encountered in the UK therefore their continued operation can accommodate a reasonable amount of debris in the gaps of the blocks. Power washing of the blocks is not recommended because it can lead to the fine bed that they are laid on becoming eroded and rutting, depressions and cracking of the block surface can arise as a result.

*Diagram showing a typical arrangement for permeable block paving;*



- Gravel drives (where applicable)– these are generally maintenance free and only need raked level on occasion to remove any rutting caused by cars or footpath traffic and the gravel may need ‘topped’ up from time to time to keep it looking at its best.
  - Garden ground– please refer to the maintenance information contained in the previous ‘External Areas’ section.
4. Avoiding Blocked Drains. The foul drainage system from your home is designed to take used water from sinks, showers, baths and toilet waste. The drainage is not designed to take inappropriate items such as wipes (baby, personal cleaning and the like), sanitary items, cotton wool, cotton buds, disposable nappies, cooking fat or oil or grease and the like. Scottish Water, who maintain the drainage network in the streets, have to deal with on average 40,000 blocked drains every year across Scotland- blocked drains can lead to flooding of your property and your neighbouring properties. Around 80% of these blocked drains are caused by inappropriate items being put down the toilet or fat, oil or grease being put down the sink. Please ensure that you do not dispose of inappropriate items into your drainage system. Refer to the Scottish Water leaflet included in your hand over pack for more information.

## METERS

The Electric meter is located in the vestibule cupboard or ground floor cupboard (depending on the apartment type).

The Gas meter is located in an external semi-concealed ground meter box.

## **LOCAL AUTHORITY REFUSE AND RECYCLING COLLECTION**

The development has been planned to incorporate the required storage stances for wheeled bins and routes for collection vehicles. Aberdeen City Council has responsibility for refuse collection at Dubford, Bridge of Don and, at the time of writing, will provide appropriate bins to each plot on completion. It remains your responsibility for making these bins available for collection on the designated days in accordance with good practice and the Council's policies.

Should you have any queries or need advice regarding Waste and Recycling, perhaps for additional bins, advice on special collections or waste collection calendars in your area, please contact the Aberdeen City Council Waste Team on 0845 6080919 or [wasteaware@aberdeencity.gov.uk](mailto:wasteaware@aberdeencity.gov.uk), <http://www.aberdeencity.gov.uk>

## **COUNCIL TAX**

The local authority will be aware of the new homes which are within your development, with a responsibility for payment of council tax falling upon the new owner (yourself). The authority will have made a banding valuation for your own property type and will issue payment instructions and schedules accordingly.

Should you not receive confirmation of this from Aberdeen City Council or have any questions, please contact their Revenues and Benefits team at:

Corporate Governance  
Business Hub 16  
Third Floor West, Marischal College  
Broad Street  
Aberdeen  
AB10 1AB

Email: [counciltax@aberdeencity.gov.uk](mailto:counciltax@aberdeencity.gov.uk) Website: <http://www.aberdeencity.gov.uk>  
Fax: 01224 346700

## BUS SERVICE

As part of the Planning guidelines for the development, appropriate bus services are extended to cover Dubford, including designated routes and turning point/s. Detailed below is the specific service provided by First Bus, anticipated to commence from 1<sup>st</sup> May 2015.

**Welcome**  
to your new home...



and your new **(X40)** bus service

A warm welcome to Aberdeen, the Granite City! To help you get out and about to explore Aberdeen, First Aberdeen have extended our X40 Park & Ride service to Dubford.

- Service X40 runs every 15-30 minutes Monday through to Saturday.
- You'll find your nearest bus stops at Shielhill Avenue and Shielhill Road.
- For as little as £4.00 a day you can travel into the heart of the city and beyond.
- You can easily buy tickets on the bus from the driver or download our mTickets app, available on Apple and Android devices.

[www.firstgroup.com/aberdeen](http://www.firstgroup.com/aberdeen)



## X40

		Mondays to Fridays	Saturdays	Sundays
Dunfermline	First & Last Buses from City	0550 2245	0704 2245	—
	First & Last Buses to City	0549 2246 <sup>1</sup>	0620 <sup>2</sup> 2246 <sup>1</sup>	—
	Early	30	60	—
Frequency in minutes	Daytime 0700-1800 Mon-Fri	15-30	20	—
	Evening	60	60	—
Kingswells	First & Last Buses from City	0514 1938 <sup>1</sup>	0717 1834 <sup>1</sup>	see 11
	First & Last Buses to City	0515 1902 <sup>2</sup>	0742 1908 <sup>2</sup>	see 11

<sup>1</sup> To Aberdeen Royal Infirmary only  
<sup>2</sup> For later journeys please see service 11  
<sup>3</sup> To City Centre, Aberdeen only



**X40** Route Map  
**PARK & ride**

### Great fares on Service X40

**Adult FirstDay** £4.00  
(unlimited travel across the network)

**Adult FirstWeek** £18.00  
(7 days of travel across the network)

**Park & Ride**  
**Off Peak Return** £3.20  
**Peak Return** £3.50

Make the most of your extended X40 service to Aberdeen.

- 15 minute peak service
- Free WiFi onboard
- Green hydrogen buses\*
- Great mTicket app for convenient tickets

For further info on all First tickets and services, please log on to [www.firstgroup.com/aberdeen](http://www.firstgroup.com/aberdeen)

Follow us: @FirstAberdeen

\*hydrogen buses don't operate on all X40 journeys

## **SCHEDULE OF TEST CERTIFICATES**

### **ALPHA INTEC GAS BOILER**

Installation and servicing instructions (including service record) are contained in your hand over pack.



## SCHEDULE OF MATERIALS

Item	Description	Supplied by	Tel No.
Windows	White uPVC inwards opening Sheerframe 8000 tilt and turn windows	C R Smith, Dunfermline	01383 732181
Internal Doors Leafs	Jeld-Wen Arlington 6 panel smooth heavy weight	International Doors & Windows	01224 682229
External Doorsets	Smith & Frater Ltd GRP Doorsets	International Doors & Windows	01224 682229
Skirting boards & Facings	MDF ogee 7 skirting boards and Ogee facings	Fleming Buildbase	01224 258200
Ironmongery for internal doors	Heritage Windsor Chrome	Williams Ironmongery, Aberdeen	01224 644441
Kitchen Units & Worktops	Laings Directline range with Duropol worktops.	James Laing & Son Ltd, Inverurie, Aberdeenshire	01467 620311
Kitchen Appliances	Various (depending on plot)	James Laing & Son Ltd, Inverurie, Aberdeenshire	01467 620311
Kitchen sink	Leisure Euroline stainless steel inset sink 1 ½ bowl	Plumblin	01224 561100
Sanitary-ware	Ideal Standard Alto 55cm basin and semi pedestal to bathroom and Alto 45cm wash hand basin to cloakrooms. Ideal Standard Ventuno 1700 x 700 bath. Ideal standard alto WC pan close coupled with Alto cistern and Alto seat and cover.	Plumblin	01224 561100
Taps	Bristan Ruby mono bloc sink mixer (kitchen), Bristan Prism basin mixers and Bristan Prism mono bath filler.	Plumblin	01224 561100
Shower Valve	Bristan Prism Thermostatic Shower Valve CP	Plumblin	01224 561100
Shower Head & Rail	Bristan Quadrant Shower Kit CP Ref. kit2c- CP	Plumblin	01224 561100
Bath Screen	Novellini Aurora 3	Plumblin	01224 561100
Central Heating + Hot Water System	Alpha Intec 34C and associated components	Northern Heating	01224 663322
Radiators	Myson Premier HE	Northern Heating	01224 663322
Radiator Valves	Danfoss RASC2 (10mm or 15mm)	Northern Heating	01224 663322
Switches & Sockets	Mode Range	Edmundson Electrical	01224 894050
Extract Fans	Greenwood Airvac Unity CV2GIP Dmev mechanical extract fans	Edmundson Electrical	01224 894050
Paving Slabs	Grey Riven natural grey coloured paving slabs	Concrete Products (Kirkcaldy) Ltd	01592 261326
Pavers (where not permeable pavers)	Marshalls Driveline 50	Keyline Builders	01224 576100

		Merchants, Aberdeen	
Roof Tiles- 'grey' roofs	Marley Edgemere interlocking tiles. Colour smooth grey with Marley Modern ventilated dry ridges and European Plastics Ltd Type M continuous dry verge (where applicable)	Roof Tiles and associated ridge and verge materials supplied and installed by Marley Contract Services, Bishopbriggs	0141 761 4321
Roof Tiles – 'red' roofs	Sandtoft 20/20 interlocking tiles. Colour natural red with Sandtoft half round ventilated dry ridges and Sandtoft segmental verges (where applicable)	Roof tiles and associated ridge and verge materials supplied and installed by Marley Contract Services, Bishopbriggs	0141 761 4321
Basecourse	Fair Faced Grey Blocks (chamfered to public elevations)	Breedon Fyfestone	01467 651000
Radon Barrier (under ground floor)(where fitted)	Visqueen Radon Barrier (and associated components including damp proof course and top hat units)	Keyline Builders Merchants, Aberdeen	01224 576100
Cast Stone Dressings (window sills, feature lintels and door canopies – where applicable)	Plain Grey Smooth Precast concrete (note- some may have been painted with Keim paint- see below)	Inverurie Precast	01467 624367
External walls Render (Dry Dash Render)	Dry Dash Roughcast with colours depending on the specific plot. Colours used in the development are as follows; <u>Buttercream</u> – buttercream drydash roughcast backing coat with a 4 to 6mm quartz chip. <u>White</u> – Snowcrete white drydash roughcast backing coat with Essno white chips. <u>Dark Grey</u> – Cement Grey drydash roughcast backing coat with Kemnay granite grey chips. <u>Light Grey</u> – Cement Grey drydash backing coat with Glenarm Limestone chips. <u>Sandelwood</u> – terracotta backing coat with Balmullo pink chips.	Keyline, Aberdeen	01224 576100
External Walls Render (Wet Dash Render)	Plots with wet dash render use K Rend materials (with colours depending on the specific plot). Colours used in the development are as follows; Buttercream – Ivory K rend White- white K rend Light Grey – grey coloured K Rend Sandelwood – terracotta 5562 K Rend.	Keyline, Aberdeen	01224 576100
K Rend ( <i>feature render bands around windows and doors where applicable</i> )	Smooth K Rend Silicone FT render, colours vary depending on plot as follows;	Keyline, Aberdeen	01224 576100

	<u>Buttercream Render Colour Plots</u> – K rend colour for surrounds is York. <u>White render colour Plots</u> – K Rend colour is pewter grey. <u>Dark Grey Plots</u> - K Rend colour is Grey. <u>Light Grey plots</u> - K rend colour is Pewter Grey. <u>Sandelwood colour plots</u> - K Rend colour is champagne.		
K Rend ( <i>product manufacturer</i> )	Contact details for product manufacturer	Kilwaughter Chemical Company (K Rend), N Ireland	028 2826 0766
GRP Chimneys	Lightweight GRP chimneys	Capvond Plastics Ltd, Glasgow	0141 876 9000
Lightweight window mullions (where applicable)	Lightweight Cast Resin window mullions	Capvond Plastics Ltd, Glasgow	0141 876 9000
Keim Masonry Paint ( <i>to window sills, base-courses and the like- where applicable</i> )	Keim Soldalit masonry paint. Colours vary as follows; <u>Buttercream render colour plots</u> = Keim 4017 Beige. <u>White render coloured plots</u> = Keim 9008 black (or unpainted). <u>Sandelwood render coloured plots</u> = Keim 9295 (off white).	Keim Mineral Paints Ltd, Telford	01952 231250
Gutters & Downpipe	Marley Deep-flow colour black	Drain Centre	01224 626497
Paint to Internal Walls	Glidden Contract Matt Emulsion	Dulux Decorator Centre	01224 573044
Paint to skirting boards etc.	Dulux Eggshell	Dulux Decorator Centre	01224 573044

***Note - Not all items or colours are applicable to all properties***

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