SCOTIA

HOME OWNER'S

INFORMATION PACK

for

Charleston, Cove

(applicable to ground, first and second floor flats - plots 208 to 219)

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 flat types and may not cover specific variations requested by you.

GENERAL MAINTENANCE AND SAFETY

You are responsible for the regular maintenance and repair of your flat internal finishes, services, fittings and fixtures (the scheme manager will arrange maintenance and repair of external areas such as roof, walls etc. and also communal areas such as the stairwell and car parking - all as described in the Deed of Conditions).

Please take the time to read over the following general comments regarding maintenance work which are applicable to any internal work you may undertake to your flat.

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 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 AND HOT WATER SYSTEM

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 a hall cupboard 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 in the boiler cupboard.

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, typically in the hall or in the kitchen/living room area and linked to a remote sensor located 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.

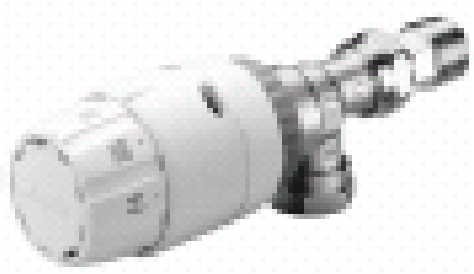
Picture of a typical programmable room thermostat (this picture shows a Danfoss TP7001 programmable room thermostat- the model installed may vary depending on your flat type);

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.

Picture showing a typical Thermostatic radiator valve, Note- the type fitted in your home may vary.



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 flat 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 (within your flat) and damaged window and door locks where there is a risk to security.

In an emergency situation (for the avoidance of any doubt, this is 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 in your flat is not classed as an emergency by HomeServe you should contact the Scotia customer care department during normal office hours.

Note that any problems in communal stairwell and external areas should be reported to the scheme manager.

RADIATOR SAFETY PRECAUTIONS

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 fitted 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 carefully 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.

Please note that to obtain the maximum performance and efficiency benefits the gas saver flue must be switched on. Turning off the gas saver flue will mean you lose efficiency benefits.

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 GasSafe registered personnel. Failure to carry this out will invalidate the manufacturer's and NHBC warranties.

Note for flats with boilers located in a internal cupboard– flats which have the boilers hung on an internal partition will have a flue running from the boiler through the flat at high level to the outside (typically the flue runs above an adjacent bedroom wardrobe). Access hatches have been installed in the ceiling below the flue to allow access to the flue for future maintenance and inspection purposes. During the annual service your heating engineer may require access to this flue through these hatches. This note does not apply where boilers are hung on an external wall and the boiler flue goes straight through the wall to the outside.

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.

You are responsible for the annual maintenance and servicing of all gas appliances such as the gas boiler, oven or hob (as applicable to your flat), this should be arranged through any reputable, Gas Safe registered, plumbing and heating contractor.

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 (the gas shut off is the red lever next to your gas meter- the gas meter is located in the boiler cupboard if your gas meter is installed internally, or in an external brown ground box if your gas meter is located externally). Please make sure you know exactly where your gas shut off point is located in case you need to shut it off in an emergency.**

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.**

Picture of a typical gas meter installed internally within a flat– with the gas shut off lever shown arrowed;

HOT AND COLD WATER SERVICES

Mains Cold Water Service

The stopcock for the incoming cold water service is located in the hall cupboard next to your flat entry door (stopcock is located at low level).

There is also an underground stopcock located in a boundary box in the footpath to the front of the flats (each stopcock shuts off the water to 3 flats).

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.

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 (where fitted) recommends the use of an anti slip mat when a shower is installed over the bath.

Thermostatic mixing valve (where there is a bath installed)

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.

The thermostatic mixing valve manufacturer's instructions recommended that you arrange for initial temperature checks to be carried out six weeks after occupation of the property, and then for an annual check to be carried out. This is to test the water temperature from the tap to make sure that the mixing valve is operating properly and 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 the 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 Hood (if applicable to your flat) – Please note that the kitchen cooker hood has been installed for use in the recirculation mode and a charcoal filter set has 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. Also, please note that the metal grease filter should be cleaned at least once per month. As with all cooker hoods, there can be a fire hazard if the grease and charcoal filters are not cleaned and replaced as recommended in the manufacturer's instructions. 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)

Electrical connections for cookers and other electrical appliances requiring wiring work should be made by a qualified electrician using the pre-fitted wiring and fittings installed for this purpose.

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 flat. 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 bathrooms) 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 and comply with 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 remove the moist air to the outside (also if weather conditions permit – if there is a window in your bathroom it can be opened to help ventilate the moist air to the outside). 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 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 (where fitted) to assist in the ventilation of moisture to the outside and ensuring that the extractor fans are in full working order.

Close the bathroom door when in use for drying clothes. 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 Living Room area (specific room may depend on flat type, please refer to plans), to which a communal digital aerial and satellite signal will be 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 Living Room 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 flat has white uPVC Sheerframe 7000 system 'Tilt + Turn' inwards opening windows or 'Reversible' outwards opening windows (depending on your particular flat- 2nd floor flats have fully reversible windows to the living room area). All windows are manufactured by CMS Enviro Systems Ltd.

The windows are fitted with lockable window handles to all ground floor windows and standard (non-locking) handles to all first and second floor windows. Please refer to the manufacturer's Operating and Maintenance Manual for more information on opening your Tilt + Turn and fully reversible windows, also a copy of the relevant pages have been included below for your information.

Extract from the window manufacturer's Operating and Maintenance Manual showing a typical Tilt + Turn window (note that the winkhaus restrictor catch is not fitted to your windows – see notes below);

Tilt and Turn Windows

CMS PVCu Tilt & Turn Windows are designed to tilt inwards on bottom hinges, to allow safe ventilation. They also open fully inwards on side hinges to allow full access to the outer pane for cleaning. These two methods of opening are operated by the same handle for ease of use. Please note that the window is restricted when it is in the 'tilt' position.

Opening from closed position

CMS tilt and turn window is designed to open in two different modes:
1. Tilt mode for ventilation
2. Turn mode for cleaning and emergency exits

The window is taken into the 'tilt' position for ventilation by turning the handle 90° into its first position (Step 2). The window will now tilt for ventilation only.

Tilt mode for ventilation

Step 1 Step 2

To open the window for cleaning, turn the handle to 180° to the second (Step 3) position and the window will now open (Step 4). To close the window reverse either of these operations.

Step 3 Step 4

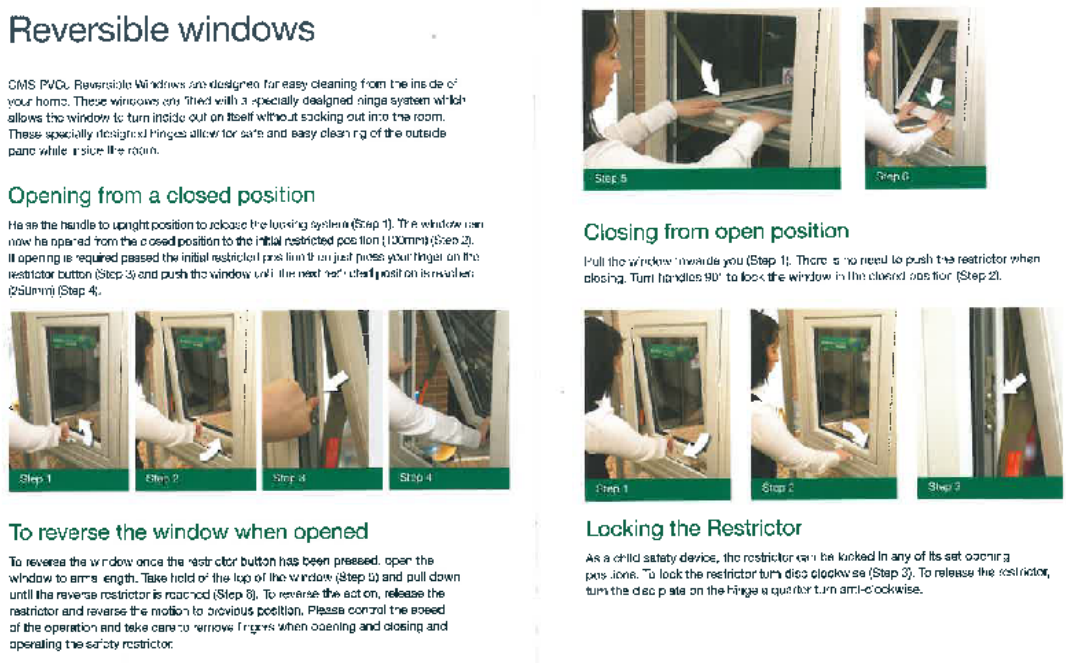
Opening to clean / emergency

Step 5 Step 6

If your window has been fitted with a winkhaus restrictor to open beyond the restrictor press down (step 5). Release the catch and the window will now fully open (step 6). To close the window, push back to original position and turn the handle through 180°. Please note that a winkhaus restrictor is an optional extra and not fitted as standard.

<u>Important Note for Tilt + Turn Windows</u> - 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 <u>cleaning and emergency escape purposes only.</u> 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.

Extract from the window manufacturer's Operating and Maintenance Manual showing a typical Reversible window;



Reversible windows

CMS PVCu Reversible Windows are designed for easy cleaning from the inside of your home. These windows are fitted with a specially designed hinge system which allows the window to turn inside out on itself without sticking out into the room. These specially designed hinges allow for safe and easy cleaning of the outside pane while inside the room.

Opening from a closed position

Raise the handle to upright position to release the locking system (Step 1). The window can now be opened from the closed position to the initial restricted position (100mm) (Step 2). If opening is required passed the initial restricted position then just press your finger on the restrictor button (Step 3) and push the window until the next restricted position is reached (250mm) (Step 4).

Step 1 Step 2 Step 3 Step 4

To reverse the window when opened

To reverse the window once the restrictor button has been pressed, open the window to arms length. Take hold of the top of the window (Step 5) and pull down until the reverse restrictor is reached (Step 6). To reverse the action, release the restrictor and reverse the motion to previous position. Please control the speed of the operation and take care to remove fingers when opening and closing and operating the safety restrictor.

Step 5 Step 6

Closing from open position

Pull the window towards you (Step 1). There is no need to push the restrictor when closing. Turn handles 90° to lock the window in the closed position (Step 2).

Step 1 Step 2 Step 3

Locking the Restrictor

As a child safety device, the restrictor can be locked in any of its set opening positions. To lock the restrictor turn disc clockwise (Step 3). To release the restrictor, turn the disc plate on the hinge a quarter turn anti-clockwise.

<u>Important Note on Reversible Windows</u>- the reverse function of the reversible window (when it is opened beyond the initial safety restricted position and is turned fully around as shown in steps 5 and 6 above) is intended for <u>cleaning the outside of the window and emergency</u>

escape purposes only. Care should be taken when using the reversible function to clean the outside of the window - you should never lean out of the window to push it open- instead hold the top of the sash and pull down as shown above. Note also that the windows should not be opened beyond the initial restrictor point or 'reversed' for cleaning in adverse weather conditions (high winds can cause the window to move unexpectedly resulting in damage to the window or injury to persons cleaning the window). For tall windows a suitable pole extension should be used for cleaning the glass. The window should never be left unattended when open in the fully reversed position. For normal day to day ventilation purposes the reversible windows should be opened only as far as the initial restrictor allows.

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

First floor window handles are non-locking (no removable key) to comply with the requirements of the Building Regulations in respect of emergency fire escape. Second Floor window handles are also fitted as non-locking type. 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 (or second) 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 (a typical suitable example, a winkhaus restrictor for a tilt & turn window, is shown in the above 'tilt + turn' extract from the window manufacturer's operation and maintenance manual). Reversible windows have 'built-in' restrictor catches, however there are also additional 'quick release' type catches available should you wish to fit additional locking mechanisms to a reversible window. 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 solution of soapy water. 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 plastic may be used for more stubborn blemishes following the manufacturer's instructions.

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

Please refer to the CMS Operating and Maintenance Manual (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 home)
- 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. 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.

OPERATING INSTRUCTIONS FOR THE ELECTRICAL INSTALLATION

The Consumer Control unit for your flat is located in a hall cupboard. 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 various electrical circuits around your home.

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

There are 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.

<u>NOTE:</u> 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

Your flat is fitted with a smoke detector and a CO (Carbon Monoxide) detector, both located in the hall and also a Heat Detector (typically located in the kitchen area). Depending on your flat type a second CO detector may have been fitted in the bedroom.

These alarms are mains operated with battery back up and connected to bedroom lighting circuits. The smoke detector is 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 <u>read and fully familiarise yourself</u> 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 the smoke detector activates 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 it 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 (open windows and doors), turn off all fuel appliances where possible, 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).

DOOR ENTRY SYSTEM

Maintenance of door entry system- the door entry system will be maintained by the scheme manager. If a fault is found or suspected in the door entry system please report it to the scheme manager.

Operating instructions for the door entry handset- When a visitor pushes your flat number on the door entry panel (located on the wall beside beside the front and rear stairwell access doors) your handset will 'ring'. To speak to the visitor lift the handset and this will connect you to the door entry panel. If you wish to let them into the stairwell press the button marked with a key (button A as shown on the user guide below)- which will release the lock on the door. Further instructions are contained within your hand over pack.

The service button on the door entry panels is to allow access for postmen and the like to your building during a set time period (typically 6.30am to 11.30am)to make deliveries. When the service button is pushed on the panel at the front door between the set times it will automatically open the door.

Power failure- in the event of a power failure the front door will automatically unlock (this is to ensure that access for the fire brigade or other emergency services is maintained if the door entry system is not working due to a power failure).

Elvox Art.6209 Handset

USER GUIDE

Description

The 6209 door entry handset allows you to communicate with visitors at the door entry panel and to open the door.

Operation

When your handset rings, lift the receiver to initiate a conversation with whoever is calling.

To open the door press button "A".

Buttons "B to I" are used to operate auxiliary functions, if connected.

Leaving the receiver off hook will not stop the handset from ringing, and will open communication with the entrance panel and may allow internal conversations to be overheard.

FLAT ENTRY DOORS

Your flat has been fitted with a fire rated door set with a Briton overhead heavy duty door closer to ensure that the door is self closing. Occupants should not disconnect or otherwise restrict the operation of the overhead door closer as its function is to ensure that the flat entrance door closes by itself to maintain the fire security of the flat and communal stairwell.

Door operating instructions- to lock the flat entry door from the inside lift the handle (to activate the multi point locking) and return it to the horizontal then turn the thumb turn fully towards the locking side of the door. To open the door from the inside, turn the thumb-turn in the opposite direction and open the door using the handle. To lock the door from the outside lift the handle and return it to the horizontal and turn key fully towards the locking side of the door. Open the door by turning key in opposite direction and using handle. NOTE - excessive force should not be required or used to lock or unlock the door.

Clean the door with a liquid detergent (we recommend a normal washing up detergent) applied with a soft sponge or cloth. Wipe from top down to dry. Handles should be cleaned with a soft non abrasive cloth and for stubborn stains mild soapy water may be used. Do not use abrasive or corrosive material to clean the ironmongery as this will damage the finish.

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 fire and smoke seals to sides, head and bottom of your flat entry door and the operation of the ironmongery and door closer should be checked periodically and if any defect is found or if any unequal gaps form between the door leaf and its frame then repairs should be carried out as soon as possible.

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.

FIRE RATED INTERNAL DOORS

In flats some of the internal doors are required to be fire rated to comply with building control requirements (30 minute fire resistance). These doors can be easily identified because they have door closers and fire/smoke seals fitted.

These fire rated doors are for your safety and are designed to give you time to safely leave the flat should a fire break out in one of the rooms. The door closers must not be disconnected or removed or otherwise restricted as their function is to ensure that the door closes by itself in order to maintain fire security for the flats occupants.

The integral smoke and intumescent fire seals (recessed into the door side and top frames) have brush seals to protect from smoke. The brush seals must not be over-painted as this reduces their effectiveness.

The operation of the door closer and the integrity of the fire and smoke seals should be checked periodically and repaired if any defect is found.

If replacing any of these fire rated internal door leafs in the future, a door which has a FD30 fire door rating and fire-rated ironmongery must be used. Any replacement doors must also be fitted with a suitable self closing mechanism (such as the door closers currently fitted) and fire/smoke seals.

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.

INTERNAL DRAINAGE

Soil and vent stacks run vertically through your flat and they serve all flats above and below you as applicable to the location of your flat. The soil stacks are hidden within plasterboard faced ducts and bulkheads and have access panels located at points where access may be required in the future if maintenance work is being carried out.

Picture of a typical plastic access panel;

These access panels are recessed into the plasterboard and have a hinged fully removable door for easy and convenient access. They can be painted over, if required, during any future re-decoration work that you may carry out. Please note that these access panels should not be removed or sealed up – they are there to allow fast access to rodding or drainage access points – access will be required if, for example, a blockage occurs in the soil pipe or during maintenance works.

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 under 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 reinstatement of any feature flooring to allow us access.

Notes regarding concrete floors (normally ground floors) – concrete floors in your home have been finished to the 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 and second 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 out 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.

ROOF SPACE (WHERE APPLICABLE)

The attic space (applicable to top floor flats only) 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 resulting in problems such as cracks appearing in your ceiling.

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.

An access hatch has been provided in the hall ceiling of top floor flats and this is intended only to be used by tradesmen for attic space inspection or maintenance work.

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 flat. This information is generalised and particular areas of your flat may differ.

External walls: The external walls comprise a 100mm thick block-work outer leaf, 100mm wide cavity (with 50mm thick polyisocyanurate PIR partial fill cavity wall insulation boards) and 140mm thick concrete block-work inner leaf. The outside has drydash roughcast and the inside (flat side) has a further layer of 50mm thick polyisocyanurate (PIR) insulation installed to the inside of the block-work inner leaf, 50mm metal framing forming a service void and finished internally with 12.5mm thick vapourshield plasterboard linings which have been taped, filled and decorated. Safety Note – all external walls are load bearing and designed to achieve fire and acoustic building regulation requirements and must not be altered.

Party Walls (Flats): Walls between your flat and adjoining neighbouring flat - where applicable. These walls comprise a 215mm thick solid block-work wall with sand cement render on both sides. Then, on both sides of the solid block-work wall there is 15mm thick acoustic plasterboard linings on 50mm metal framing forming a service void. One side also has a layer of 50mm thick sound absorbent insulation behind the metal framing. 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.

Party Walls (Flat to Stairwell):

Walls between your flat and the stairwell. These walls comprise a 215mm thick solid block-work wall with a coat of sand cement render. On the flat side a layer of 60mm thick polysiocyanurate (PIR) insulation is installed then a layer of 50mm thick sound absorbent insulation and 50mm thick metal framing and a layer of 15mm thick acoustic plasterboard, taped and filled and decorated. 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.

All partitions: 70mm thick metal framing forming partitions with 15mm thick acoustic plasterboard linings each side, taped, filled and decorated. Mineral wool acoustic insulation is fitted in the partitions to bedroom, bathroom and the like areas. SAFETY NOTE – some internal walls may be loadbearing. 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 also incorporates a carbon dioxide membrane located under the floor – please refer to the Section 'Carbon Dioxide Membrane' for more information.

Floors (flat separating floors);

Separating floors between ground and first (and first and second) floor flats comprise (from floor to ceiling below) 22mm thick chipboard flooring on an acoustic batten/saddle system with 25mm acoustic insulation installed between the battens, on 50mm minimum thickness sand / cement screed on 200mm thick precast concrete floor slabs. The ceiling under the precast

concrete floor slabs comprises a metal framed suspended ceiling system (to form a service void) fixed to the underside of the concrete floor slabs and a layer of 12.5mm thick acoustic plasterboard, taped, filled and decorated. Safety note – all flat 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 in any way.

Top floor Ceilings: Horizontal Ceilings; (top floor flats only) 12.5mm thick plasterboard fixed to the underside of the roof trusses with a 350mm thick layer of mineral wool insulation above. Insulated ceiling access hatches are installed where access for maintenance may be required in the future.

Sloping Ceilings; (top floor flats only) 12.5mm thick vapourcheck plasterboard fixed to underside of rafters with 150mm thick PIR insulation board fitted between the rafters.

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 ground floors, external wall service voids, internal partitions, first and second floor voids, ceiling 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.

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.

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

EXTERNAL FIXINGS

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

COMMUNAL STAIRWELL

Please note the following points with regards to communal stairwell areas;

1. The stairwell is a fire escape route for you and your neighbouring flats. Please do not leave anything in the stairwell which could cause an obstruction or hazard to anyone exiting the building in an emergency. Keep the stairwell clean and tidy so that in any emergency it can be used safely.
2. The windows in the stairwell are non-locking as they have to be easily opened in an emergency by the fire brigade for use in clearing smoke. The windows should normally be kept closed.
3. The stairwell front and back doors are fitted with overhead door closers to ensure that the doors are self closing. This is for your safety and security- please do not disconnect or otherwise restrict the operation of these door closers or prop open the doors. Please ensure stairwell external doors are securely closed after use.
4. The stairwell services cupboard (on ground floor under the stair) and stairwell service risers contain services such as pipework, cables, mains electricity distribution boards, telephone apparatus and control panels for the door entry, TV and electrical systems and the like. Occupants of the flats should not attempt to open service riser access hatches or service cupboard doors- the equipment contained within can be dangerous.
5. Stairwell Lighting- the stairwell lighting includes emergency lighting (with battery back ups fitted). In the event of any loss of power these emergency lights will come on to allow the stairs to be used safely. PIR sensors operate the stairwell lights under normal circumstances. If you suspect that a fault has developed with the stairwell lighting please report it to the scheme manager.
6. Please note that the power sockets in the stairwell are for maintenance personnel use only.
7. The green 'emergency door release' points located on the wall next to the front and back doors are for emergency use only- they will operate the door entry system to release the lock on the door. You should use the lever handle on the inside of the external stairwell doors for normal day-today use.

COMMUNAL PARKING

There is a communal car parking area located to the rear of your block of flats for your and your neighbours' use (it will also be used by a neighbouring block of flats). The Scheme Manager will allocate one of these spaces to you. Visitor spaces will also be available.

The Scheme Manager will be responsible for the maintenance and repair of the car parking areas.

MOCK CHIMNEYS

Chimneys (if installed on your block) are lightweight GRP architectural features. They 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.

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

EFFLORESCENCE

For your information - The appearance of a white deposit on external walls is caused by 'effloresence'. 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 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 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 or the Scheme Manager for further advice.

EXTERNAL AREAS

The external areas around the block of flats will be maintained by the scheme manager. However please read the following general notes which contain important points for your information relating to your use of the external areas.

Manholes give access to the drains, usually where branches join together, do not obstruct or cover them with soil or large plant pots or the like. They may need to be accessed 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.

External Areas (General Notes)

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.

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 house. 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.

CARBON DIOXIDE MEMBRANE

There is a carbon dioxide gas membrane under the concrete ground floor and an external gravel filled trench around the perimeter of your block which allows any carbon dioxide which may collect from the surrounding ground to disperse to the outside air. Should you intend to carry out any work involving alterations to the ground floor which would involve puncturing the carbon dioxide membrane then it should be protected/ reinstated in accordance with the manufacturer's recommendations.

The gravel filled trench around your block should not be altered – do not remove it and replace it with an impermeable surface such as paving slabs, or cover it with topsoil. If the gravel surface of the trench becomes blocked with silt or soil then the gravel should be cleaned or the top layer replaced with clean gravel to ensure that any carbon dioxide can disperse to the outside air.

SURFACE AND RAIN WATER DRAINAGE CONSIDERATIONS

The scheme manager will maintain the surface and rain water drainage systems serving your flat, however there are some important points relating to the drainage that you should be aware of. Please read the following points:

1. Design Matters. We have designed the rainwater and parking 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 block of flats collects any rainwater which falls onto your block and surrounding area 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 possibility of flooding.
2. Alterations to your garden/ landscaped ground. Removal of garden areas and installation of, for example, impermeable patio areas or areas of other hard standing will reduce the area of ground available to soak up rainwater and could lead to flooding problems if adequate additional drainage is not installed at the same time. Any alterations to the garden ground around your block should take this into account and reference should also be made to the Deed of Conditions.

3. Avoiding Blocked Drains. The foul drainage system from your flat 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.
4. Water Butts. If you intend to install a water butt to one or more of the rainwater downpipes please ensure that you also fit an over-flow back into the rainwater downpipe (to avoid the water butt over-flowing and causing flooding) and that any water butts are located in accordance with any relevant Deed of Conditions and where they will not cause an obstruction for other users. Kits for water butt overflows are available in any good garden centre.

METERS

The Electric meter is located in the cupboard located next to your flat entry door.

The Gas meter is located in either:

(a) an external semi-concealed ground meter box (applicable to some ground floor flats)
(b) Or internally in a hall cupboard.

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 Charleston, Cove 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 and to ensure that your bins are stored in the designated fenced bin enclosure area when they are not awaiting collection.

As your own property is within a block with communal access, the Local Authority provides larger bins for this situation. It will be the collective responsibility of all residents within your block to ensure that these bins are made available for collection at a kerbside location on the designated day/s, along with their return to the rear communal bin store area after they have been emptied.

The bins provided will include 1280 litre bin/s (1430mm long x 985mm deep x 1260mm wide approx) and a food recycling bin (including internal container and housing). Proper care and attention should be taken when handling these bins, for further information regarding operation and safe handling, please refer to Aberdeen City Council guidelines.

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, 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 Website: http://www.aberdeencity.gov.uk
Fax: 01224 346700

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 7000 tilt and turn or reversible style windows	CMS Enviro Systems	01324 841398
Internal Doors Leafs	Jeld-Wen Arlington 6 panel smooth heavy weight (FD30 fire rated where necessary)	International Doors & Windows	01224 682229
Flat Entry Doorsets	Jeld-Wen Arlington FD30 fire rated door-set	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	George Boyd	01224 685541
Kitchen Units, Worktops and appliances	Laings Directline Range with Duropal Worktops	James Laing & Son Ltd, Inverurie, Aberdeenshire	01467 620311
Kitchen sink	Leisure 1.5 bowl stainless steel sink	William Wilson	01224 335328
Sanitary-ware	Ideal Standard Alto 55cm basin and semi pedestal to bathroom. Ideal Standard Ventuno 1700 x 700 bath. Ideal standard alto WC pan close coupled with Alto cistern and Alto seat and cover.	William Wilson	01224 335328
Taps	Bristan Ruby monobloc deck sink mixer (kitchen), Bristan Prism basin mixer and Bristan Prism mono bath filler.	William Wilson	01224 335328
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	Holland House	01224 638129
Extract Fans	Greenwood Airvac Unity CV2GIP Dmev mechanical extract fans	Holland House	01224 638129
CO2 Barrier (under ground floor)	Visqueen CO2 (carbon dioxide) membrane (and associated components including damp proof course and top hat units)	Keyline Builders Merchants, Dundee	01382 448600
Paint to 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

Scotia Homes Limited

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