SCOTIA

HOME OWNER'S INFORMATION PACK

for

Old Mart Road,

Insch

Applicable to 2 storey detached, semi-detached and mid terrace houses.

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 House Types and may not cover 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 before carrying out the job. Note that it is advisable to use a specialist if your roof requires maintenance work.

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 the NHBC 'Guide To Your New Home' for more information on maintenance.

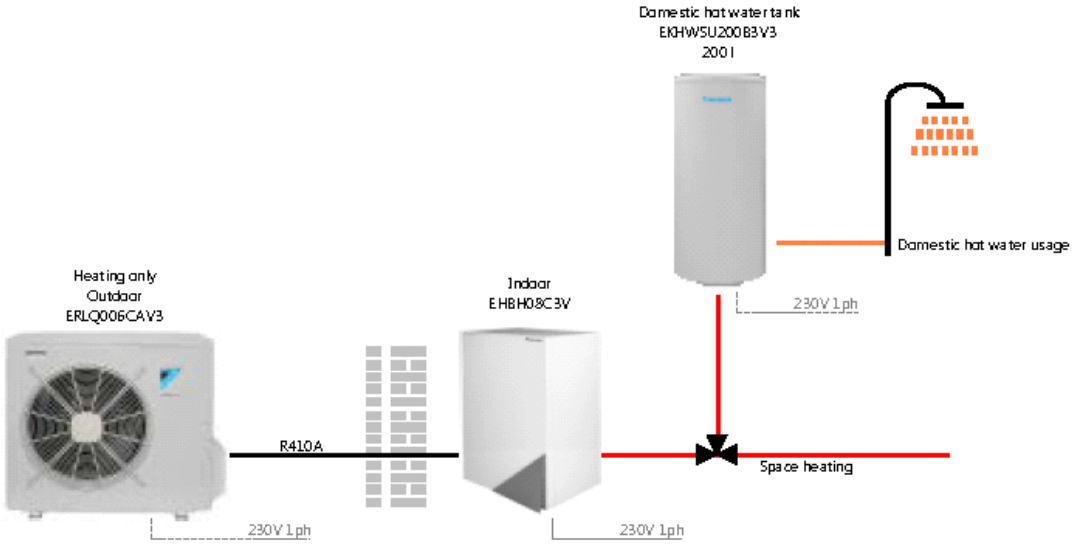
OPERATING INSTRUCTIONS FOR AIR SOURCED HEAT PUMP CENTRAL HEATING

Introduction

Your home has been fitted with an air sourced heat pump (ASHP) heating system serving radiators and domestic hot water.

The ASHP is a split unit with the hydro-box located in the utility cupboard and an outdoor unit at the rear of your property. You will find the operating and maintenance instructions for the ASHP in your handover pack.

Typical diagram showing the ASHP system components;



You should carry out no adjustments to the ASHP. If you are unable to find answers to any problems by first referring to the ASHP instruction manual then, then where the problem is an emergency and has arisen during the first 24 months after your legal date of entry to the house, 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 of the ASHP, this should be arranged through any reputable plumbing and heating contractor.

Heating and domestic hot water controls

The system has the following controls:-

1. ASHP isolating switches.

2. Programmable Room Thermostat (typically located in the living room) for the control of the heating.

3. Thermostatic radiator valves to radiators (except on the by pass radiator(s))

ASHP Isolating Switches

These switches will be found on the wall next to the ASHP in the utility cupboard and another switch adjacent to the outdoor unit at the rear of your property.

This switch is to isolate the electrical supply to the units and **should be left on at all times**. **Only use this switch if a fault develops on the boiler.**

Programmable room thermostat

The programmable room stat is normally located in the living room where the by-pass radiator is located. The programmable room thermostat controls the ASHP, telling it when you require

central heating and hot water. The programmable room stat 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. The temperature is measured in the hallway by the remote temperature sensor.

When the system is selected off, the ASHP will not operate unless the temperature in the hallway drops below the setback temperature selected. You can select your minimum desired house temperature, normally this can be set between 12 and 16°C. Please refer to the manufacturer's instructions in your handover pack for further instructions.

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 in rooms where there is a room thermostat (or sensor linked to the room thermostat). 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 the 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 ASHP central heating or hot water fail to work, please ensure that all of the procedures laid out in the ASHP 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 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.

The cover 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.

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.

ASHP TYPE AND NOTES

ASHP Type: Daikin Low Temperature Altherma System.

A copy of the user manual, installation & servicing instructions and service record logbook for this ASHP system is contained in your handover pack.

Notes on ASHP System; Never obstruct the outlets or ventilation to the ASHP. The outdoor unit requires a free flow of air at all times. Do not allow a build up of leaves, snow, etc around the unit. Never tamper with the ASHP installation or equipment.

HOT AND COLD WATER SERVICES

Mains cold water service

The stopcock for the incoming cold water service is located under the Utility or Kitchen sink.

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

Hot Water Cylinder

An unvented cylinder is located in the utility cupboard. An annual service is required in accordance with the manufacturer's instructions which are enclosed in your handover pack.

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.

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 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 – Please note that the kitchen cooker hood has been installed for use in the recirculation mode and a special charcoal filter has been fitted. This charcoal filter normally requires to be changed every three/four months, or more frequently if used for more than 3 hours a day. Replacement charcoal filters are widely available from online retailers. Please refer to the instruction manual for your cooker hood for more details, and for other important operating and maintenance information for your cooker hood. Instruction manuals are contained within the handover pack.

Connecting appliances – (where applicable)

When fitting a dishwasher or washing machine, please ensure the blanked end of the waste (drainage) pipe tee piece has been removed before making your connection. Note – this is not applicable where a 'standing waste' pipe has been provided.

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)

Vent-Axia Lo-Carbon Centra mechanical extract fans have been fitted in your home. These are continuously running single point DMEV (Decentralised Mechanical Extract Ventilation) fans. 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, you should not interfere with their operation, as set on installation.

Picture of a Vent-Axia Centra mechanical extract fan;

This is an energy efficient fan designed to provide an economical ventilation solution to the modern home. It utilises modern 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.

More information on these ventilation fans can be found in the Installation and wiring instructions 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 houses 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 put 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 or roof 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.

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.

TELEVISION INSTALLATION

A television aerial socket has been provided in the living-room as standard. Your individual alterations may have requested additional points in other rooms. The cable from the socket in the living-room has been left coiled in the loft, ready for you to arrange the installation of an aerial. We recommend that a specialist TV aerial installer is used by you for this work – please also refer to the notes relating to accessing the attic contained in the roof space section below. Further information is provided in the Handover Pack.

TELEPHONE INSTALLATION

The main telephone point is located in the Living room (specific room may depend on house 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 7000 system 'Tilt + Turn' inwards opening windows 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 floor windows. Please refer to the manufacturer's Operating and Maintenance Manual for more information on opening your Tilt + Turn windows, also a copy of the relevant page has been included below for your information. 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.

Extract from the window manufacturer's Operating and Maintenance Manual;

TotalCare

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.

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 Building Regulations in respect of fire escape. However, the building regulations recognise that individual home owners may want to fit additional locking mechanisms to first floor windows (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 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 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. 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 property is located in the vestibule cupboard or under stair cupboard depending on the house type; it contains labelled main isolator, RCDs and circuit breakers or "trip switches".

This 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 Main Switch, RCBOs (Residential Current circuit Breaker with Overload protection), RCD (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 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 DETECTORS

Your house is fitted with smoke detectors, usually located in the ground and first floor hall/ landing. These alarms are mains operated with battery back up. The smoke detectors are extremely sensitive to smoke and dust particles of any kind

You must read and fully familiarise yourself with the instructions for the smoke detectors which are contained in your handover pack - 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 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.

To reset or to test the smoke 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.

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 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

Clean the door with a liquid detergent (we suggest a normal washing up detergent) applied with a soft sponge or cloth. Wipe dry immediately.

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.

FLOOR FINISHES

Any wooden flooring laid at the time of entry will not be lifted and re-laid as a result of any maintenance work requiring to be done.

Before laying vinyl or wooden overlay flooring to concrete floors (ground floors) the moisture content should be checked, as it can affect the flooring and, if required, the concrete floor should be treated in accordance with the flooring supplier's recommendations.

A self-levelling screed should also be applied to concrete floors prior to laying any vinyl or overlay type floorings, in accordance with the flooring supplier's recommendations.

Chipboard flooring (first floor) should be prepared in accordance with manufacturer's recommendations prior to fitting of vinyls, wooden overlays or ceramic floor tiles.

ROOF SPACE

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

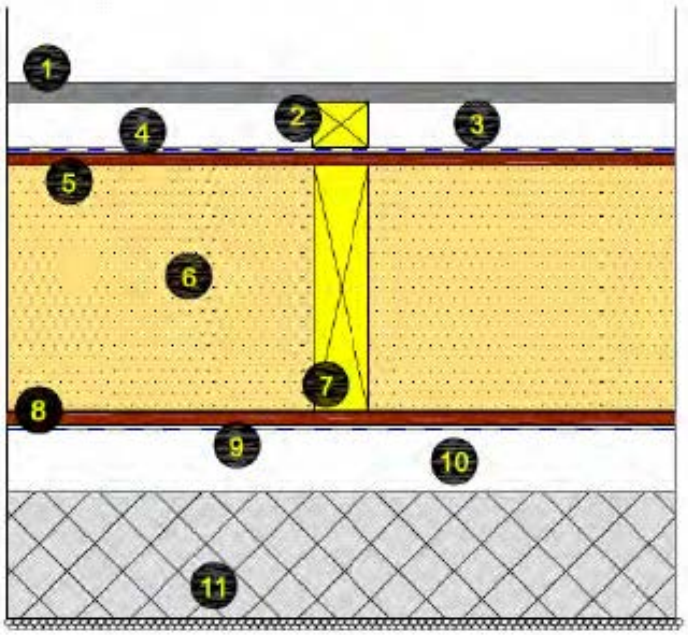
CONSTRUCTION OF WALLS, PARTITIONS, FLOORS & CEILINGS

The following notes provide, for your information, outline details of the construction details for each element (walls, floors, roofs) 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 house external walls comprise 100mm thick block-work (with render finish), 50mm wide cavity and a Scotframe Val-U-Therm high performance closed panel timber frame system inner leaf. The timber framed inner leaf comprises; a reflective breather membrane on the cavity side on a 9mm OSB sheathing board, on 140mm thick load bearing timber studs at

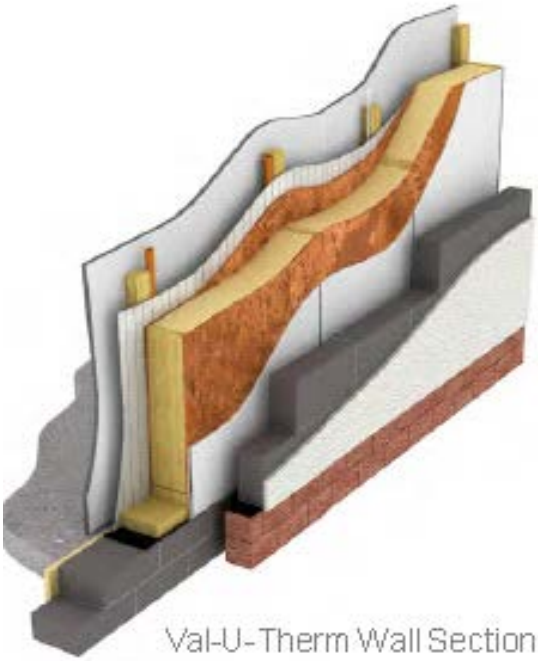
maximum 600mm centres, with insulation material injected into the voids between the studs, another layer of 9mm OSB sheathing fitted to the inside of the studs, and a reflective vapour control layer fitted on the inside face. On the inside of the timber kit there is a 35mm timber framed service void and lastly on the inside a 12.5mm thick plasterboard lining. Safety Note – all external walls are load bearing and must not be altered without getting professional advice.

Typical Val-U-Therm timber framed external wall diagrams for information;



1) PLASTERBOARD
2) SERVICE BATTEN
3) SERVICE VOID
4) REFLECTIVE VCL
5) OSB
6) INJECTED INSULATION
7) STUD
8) OSB
9) BREATHER MEMBRANE
10) 50MM CAVITY
11) BLOCK & RENDER

Val-U-Therm®



Val-U-Therm Wall Section

Party walls: (Walls between semi-detached houses- 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 one side of the party wall. On the room side a layer of 19mm thick plasterboard plank is fitted and then this is over laid with 12.5mm plasterboard. Where there are sockets or other items on 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 specification – they must not be altered in any way. If any damage occurs to plasterboard and plank linings to the house side of the party walls the damage must be repaired immediately.

All partitions: Timber frames partitions with 12.5mm thick plasterboard each side. Mineral wool acoustic insulation is fitted in the partitions to certain areas; bathroom and the like areas. SAFETY NOTE – some internal walls are loadbearing, so do not remove or alter them, or make substantial alterations to them, without getting professional advice.

Ground floor: Concrete floor slab on rigid insulation. The ground floor also incorporates a specialist radon protection barrier located under the floor (which prevents any radon gas which may be present in the ground from entering the house). Radon is a naturally occurring odourless radioactive gas which is present across the whole of the U.K., however, where it occurs in areas of high concentration, then over prolonged periods of time it can lead to an increased risk of illness. This development is located in a predominantly radon 'non risk' area, however, because there is a radon 'risk area' immediately to the South of the development it was decided to install the radon protection barriers to all houses on the site as a safeguard.

Please note that should you carry out any alteration involving your ground floor then the radon barrier should be protected/reinstated in accordance with the manufacturer's instructions to ensure that it continues to perform.

More information regarding radon can be found on the HPA website (Health Protection Agency).

First Floors: Intermediate floors comprise engineered I joists with a 15mm decking board on top of the joists and a 22mm thick flooring overlay. 15mm plasterboard linings to the underside of the I joists. A layer of acoustic insulation is installed between the joists in certain areas; under bathrooms and the like. Safety note – all floor joists are load bearing and must not be cut or notched without first getting professional advice.

Top floor ceilings: Plasterboard fixed to the underside of the roof trusses.

Roof Coverings: Interlocking concrete roof tiles on timber battens and counter battens on roofing felt on 9mm OSB sarking on pre-fabricated timber roof trusses. A 400mm thick layer of attic insulation is installed above your top floor ceiling (see also roof space notes above).

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, 1st 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 houses with underfloor heating (if applicable) - you should never drill or nail into any floor which has underfloor 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

Exterior features such as the pre-cast concrete window cills of your home may have been painted with a Keim Mineral Paints Ltd mineral 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.

You should inspect the painted features of your house exterior on a regular basis (we recommend at least annually) and, when it becomes necessary to redecorate the Keim painted features, the work should be carried out in accordance with Keim Mineral Paints recommendations. They can be contacted on the number listed in the Schedule of Materials section, www.keimpaints.co.uk provides additional information on this paint system.

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 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.

Whilst natural weathering is the preferred cure for external efflorescence, if you wish (where it is in a safely accessible location) you can speed up the process by brushing down with a stiff non metallic brush (not a wire brush), making sure that the deposit does not enter the wall at a lower level. Any remaining deposit can be removed or reduced using a minimum quantity of clean water. We advise that you do not use any proprietary cleaning agents as some varieties contain a concentration of acid, which can permanently affect the appearance of the wall materials. A power washer should not be used as it can damage mortar joints and the wall materials if used incorrectly.

Our advice is that you let the weather deal with external efflorescence.

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 rotovated 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 and may have shrub or trees planted in them. There are some important care and maintenance requirements, particularly in the first year after handover:

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.

Rotary Clothes Dryer – If a rotary clothes dryer has been provided then please note that children should not play with this product – it is recommended that when not in use it is folded and st**o**red 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 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.

INSTALLING RAINWATER STORAGE BUTTS

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 over-flowing 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 drainage for your home and driveway 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 collects any rainwater which falls onto your house and surrounding plot and drains it away in a responsible manner.

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 other areas of your plot of ground). 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 likely 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 is attenuated away into the surrounding ground and does not run out into the road, 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 – 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 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.
- Gravel drives – these are generally maintenance free and only need to be raked level on occasion to remove any rutting caused by cars or footpath traffic. The gravel may need to be '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.

METERS

The Electric meter is located in the vestibule cupboard or hall cupboard.

Note for houses with 'smart electricity meters' - where a 'smart electric meter' has been installed it comes complete with a smart energy display. This has several advantages over the 'traditional' metering system including automatically sending accurate meter readings direct to your electricity provider (avoiding need for meter readings and estimated bills) and showing you exactly how much energy you are using both at present, or last week, or last year. Where a smart meter has been installed you will find an explanatory brochure in your Handover File explaining how to use the smart energy meter and smart energy display.

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. The responsibility for organising a wheeled bin with the local council (Aberdeenshire Council for Old Mart Road, Insch) is your own, and you may have already done so, if not, please utilise the contact details for the council below.

Should you have any queries regarding Waste and Recycling; perhaps for additional bins, advice on special collections or waste collection calendars in your area; please contact the Aberdeenshire Council Waste Team on 0845 600 3 900 or waste@aberdeenshire.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 Aberdeenshire Council or have any questions, please contact their Revenues and Benefits team, Monday to Friday from 8.00 am to 6.00 pm, at:

- Email: council.tax@aberdeenshire.gov.uk
- Phone: 08456 08 12 01
- Letter: PO Box 18533, Inverurie, AB51 5WX
- http://www.aberdeenshire.gov.uk/counciltax/index.asp

SCHEDULE OF TEST CERTIFICATES

ASHP

Installation, commissioning and service record logbooks are contained in your handover pack

HOT WATER CYLINDER

Installation, commissioning and service record logbooks are contained in your handover pack

SCHEDULE OF MATERIALS

Item	Description	Supplied by	Tel No.
House timber frame structure	External timber framed wall panels, floor panels, partition panels and roof structure	Scotframe Timber Frame. Inverurie, Aberdeenshire	01467 624440
Windows	White uPVC 'tilt + turn' windows	CMS Enviro Systems Ltd	01324 841398
Internal Doors	Jeldwen Arlington 6 panel doors	International Doors & Windows	01224 682229
External Doors	Smith & Frater Ltd GRP Doorsets	International Doors & Windows	01224 682229
Skirtings & Facings	MDF ogee	Fleming Buildbase	01224 258200
Ironmongery	Heritage Windsor Chrome	Williams Ironmongery	01224 644441
Kitchen Units & Worktops	Directline	James Laing & Son	01467 620311
Kitchen Appliances	Various	James Laing & Son	01467 620311
Sanitaryware	Ideal Standard Alto basin and semi pedestal. Ideal Standard Ventuno bath. Ideal Standard Alto close coupled WC with seat and cover.	PTS (Plumbing Trade Supplies)	01224 893700
Taps	Bristan Ruby mono bloc sink mixer (kitchen), Bristan Prism basin mixers and Bristan Prism mono bath filler.	PTS (Plumbing Trade Supplies)	01224 893700
Shower Valve	Bristan Prism Thermostatic Shower Valve CP	PTS (Plumbing Trade Supplies)	01224 893700
Shower Head & Rail	Bristan Quadrant Shower Kit CP Ref. kit2c- CP	PTS (Plumbing Trade Supplies)	01224 893700
Bath Screen	Novellini Aurora 3- 2 panel clear glass shower screen.	PTS (Plumbing Trade Supplies)	01224 893 700
Roof Tiles	Redland Mini Stonewold interlocking concrete roof tiles colour slate grey	Supplied and installed by Forster Roofing, Brechin	01356 628560
Radon Barrier (under ground floor)	Visqueen Radon Membrane and associated components including dpc and top hat units.	Sheffield Insulations	01224 825825
Cast Stone Dressings (window cills and feature lintels, where applicable)	Plain Grey Smooth Precast concrete	Inverurie Precast	01467 624367
Masonry Paint (to precast cills - where applicable)	Keim mineral paint	Keim Mineral Paints	01952 231250

External walls render	Either white, grey or buff drydash render (white = white essno chips on white snowcrete backing, grey = Kemnay grey granite chips on cement grey backing, Buff = Tuscany beige chips on snowcrete white backing).	Materials supplied and installed by CMB Building Contractors Ltd, Turriff	01888 569191
Feature bands around windows and doors (where applicable)	Smooth K Rend render, colour depends on drydash wall render finish. (white render = Pewter Grey K Rend, grey render = white K Rend, buff render = Stone K Rend colour.	Materials supplied and installed by CMB Building Contractors Ltd, Turriff	01888 569191
Gutters & Downpipe	Marley Deepflow colour black	Drain Centre	01224 626497
Extract Fans	Vent Axia Lo-Carbon Centra	Edmonson Electrical	01224 894050
Switches & Sockets	Mode Range	Edmundson Electrical	01224 894050
ASHP Central Heating + Hot Water System	Daikin Altherma system	Daikin	01932 879000
Radiators	Myson Premier HE	Plumb Centre	01324 673465
Radiator Valves	Danfoss RASC2 15mm Valve Pack 013G600500	Plumb Centre	01324 673465
Paint to walls	Glidden Contract Matt Emulsion	Dulux Decorator Centre	01224 573044
Paint to skirting boards etc.	Dulux Eggshell	Dulux Decorator Centre	01224 573044

Please Note - Not all items may be applicable to all properties

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