

Home Owner Manual | Hebble Wharf



Welcome to Hebble Wharf

We hope that this information manual helps you get the most from your home and provides you with a great introduction to your apartment. It covers some important information so please take some time to look through it. If at any time you have any questions or need more information please do not hesitate to contact the Waterfront Wakefield Management Team: they will be glad to help.

Local history

Wakefield was probably not permanently settled until the Germanic tribe, the Angles sailed up the Calder and decided to make it their home sometime in the 5th – 6th century AD.

Since then it has owed its political and economic growth and history to its geographic location and on account of water - driving the mills and providing access to the waterway network.

During the 19th century new industries emerged with grain mills, malkilns, glass making, chemical and dye works and iron foundries. The trade in wool gave way to mills spinning cloth (the machines could now be powered by steam). On the outskirts of the town new coalmines were being sunk – 46 were operating in 1869 - as the industrial revolution created an insatiable need for it to power factories throughout the country.

For further history see:



[www.wakefield.gov.uk/CultureAndLeisure/
HistoricWakefield/default.htm](http://www.wakefield.gov.uk/CultureAndLeisure/HistoricWakefield/default.htm)

Waterfront redevelopment

The city's 10 acre historic waterfront is being transformed into a mixed-use quarter of international significance and includes the Hepworth Wakefield, Yorkshire's exciting new art gallery and creative centre.

The gallery will provide a lively programme of exhibitions, events and activities for families and children, as well as visitor facilities including café, gallery shop, conference rooms, creative zone and public gardens beside the river Calder.

We hope that you enjoy and benefit from the design features that have been incorporated into Hebble Wharf and the adjoining buildings.

CTP St James Ltd.

November 2008



Introduction

Why you need this manual

This manual sets out 'what you need to know' about:

- Living in and caring for your new home
- Fire protection and the fire alarm systems
- Management of the development
- Flood defences and warning systems

Chapter 1 sets out 'what you need to know' about:

- The developer's customer care service
- What to do and who to contact if problems arise

As the techniques used to build and equip new homes become increasingly more sophisticated, it is essential that you understand how your apartment functions for your health and safety, and to avoid any unnecessary problems.

It is recommended that you:

- Acquaint yourself with the content of the manual, including the quick reference cards, so that you will know how and where to find help and information when needed
- Keep the manual and the quick reference cards readily available within the property for the benefit and safety of any visitors, tenants or subsequent owners

Notes

Content of manual

The developer has provided the information in this manual to assist the owners at Hebble Wharf, but the developer reserves the right to make alterations or amendments to the information contained herein at any time. Nothing contained in this manual implies a contract or invitation by the developer and the information is given without the responsibility of the developer, its directors or employees. The information is believed to be accurate, but neither the content nor its accuracy is warranted by the developer.

Copies of the manual

Additional copies of the home owner manual in CD format, from which a printed version can be produced, may be directly ordered and purchased from the supplier Vincent-Silk:



0117 330 6008



enquiries@vincent-silk.co.uk



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- Brintons carpet care and maintenance
- Boen timber floor care and maintenance
- Ellis kitchen aftercare guidance
- Various kitchen appliance manuals
- Ideal Standard sanitary ware schedule and care and maintenance
- Tribune hot water cylinder manual
- GreenBrook water heating time controller
- Nobo 2 zone room heating time controller
- NOBO panel heaters and temperature controller
- Nuair MEV fan manual
- Diva audio/video entry phone guide
- Environment agency terms and conditions
- Environment agency floodline registration form

Wallet enclosures

1. Kitchen appliance manuals and warranties
2. User instructions for:
 - a. Heat and smoke detectors
 - b. Hot water heater
 - c. Hot water time controller
 - d. Room heating panels
 - e. Room heating time controller
 - f. Extract ventilation fan
 - g. Audio/video entry phone unit
3. ICEIC certificate of electrical installation compliance
4. SAP energy labelling notice



Chapter 1.1 Building warranty

The property has been sold with a National House-Building Council (NHBC) Buildmark Policy 10-year warranty and insurance cover that is designed to protect owners of newly-built properties if a problem occurs in their new home.

During the two years, from the date of legal completion of the first sale of the property (the initial warranty period), the developer will rectify problems in accordance with the terms of the NHBC Buildmark Policy and their warranties.

For further guidance, see copies of the NHBC documents that were issued to your solicitor at the time of exchange of contract and on legal completion.

Each apartment NHBC policy number will be found on the apartment handover form.

What the home owner is required to do

Should any problems arise with the construction of the property during the first two years of occupancy the owner should advise the developer in writing, using the 'defect reporting form' available from the estate office, before the end of the initial warranty period.

It is essential that any problems you identify are raised as soon as possible with the developer.

What the developer will do

If responsibility for remedying a problem lies with the developer, they will arrange to resolve the issue.

For appliances in the property that are provided with a manufacturer's warranty, contact should be made directly with the manufacturer or supplier.

Notes

NHBC

For further information about the warranty terms and conditions contact NHBC.

Refer to chapter 1.7 for contact details.

Properties 'sold as seen'

The developer's responsibility may not apply if the property was purchased subject to any such special conditions.

Chapter 1.2 Apartment emergencies and repairs

During the two year warranty period

For emergencies

In the event of an emergency within the apartment that occurs during the two-year warranty period, that:

- Renders the apartment unsafe or insecure, or
- Caused or may cause further damage to the apartment, or
- Causes personal risk to the residents

contact the estate manager, or the managing agent in the estate manager's absence, see chapter 1.7 for contact details.

The estate manager, or alternative agent answering your call, will initiate reasonable appropriate action.

NB In the event that you call the managing agent's 'out of office hours' help number about a problem, which is not covered by the warranty terms, you may be charged for the call and any subsequent call out costs.

For non-urgent defects:

Defects or problems relating to the apartment should be reported to the developer, via the estate manager, in writing using the 'defect reporting form' obtainable from the estate manager.

If responsibility for remedying a problem lies with the developer or its agents, arrangements to rectify the problem within a reasonable time will be made in liaison with the residents.

Defects are those matters that arise after legal completion but exclude wear and tear, deterioration caused by neglect or failure to carry out normal or specific maintenance, dampness, condensation or shrinkage not caused by a defect.

After the two-year warranty period

A professional contractor should be employed at your own expense.

Notes

Access to properties

After legal completion has taken place, the developer will neither retain nor take responsibility for any keys to a property.

It is the purchaser's responsibility to ensure that the developer's agents are able to gain access to the apartment during normal working hours to undertake any defect works. You may incur a call out charge if access is not given for a pre-arranged appointment. Temporary key holding arrangements may be discussed with the Management Office.

Routine servicing of property appliances

Neither the developer nor the managing agent is responsible for routine servicing.

To ensure warranties are sustained, appliances must be maintained by the property owner in accordance with the manufacturer's recommendations.

Warranty documentation for appliances should be completed and submitted promptly.

Chapter 1.3 Communal area emergencies and repairs

The managing agent is responsible for such matters as:

- Communal areas of the building and the estate
- Building access and security
- Building fire alarms
- External and internal lighting of communal areas
- Cold water supply and sewerage services
- Terrestrial and satellite media distribution services
- Fabric of the buildings including water leaks or flooding
- Refuse storage and recycling
- External window cleaning (except for apartments on 4th floor)
- Car park

NB Any problems should be promptly reported to the estate manager, see chapter 1.7 for full contact details.

Notes

Managing agent's role and responsibilities

For further information refer to chapter 6.3.

Chapter 1.4 Selling or renting the property

The Home Information Pack (HIP)

All home owners planning to market their property to the public in England and Wales will need to prepare a HIP before putting their property up for sale.

HIPs, including Energy Performance Certificates, have been implemented on a phased basis since 1 August 2007.

The HIP is a set of 'required' documents providing important information about a property such as searches, copies of the deeds, new home warranty and information regarding its energy efficiency.

The HIP may additionally include various "authorised" documents such as a Home Condition Report and other guarantees and warranties, which may be voluntarily provided where it is judged that they will be of interest and benefit to prospective buyers.

Energy performance certificate (EPC)

An EPC is required for all newly constructed homes and those marketed for sale, or put up for rent, since 1st October 2008.

The EPC gives a property an asset rating that assesses the property's ability to be energy efficient.

EPCs tell you how energy efficient a property is on a scale of A-G. The most efficient properties - which should have the lowest fuel bills - are in band A.

The EPC also tells you, on a scale of A-G, about the impact the property has on the environment. Better-rated properties should have less impact through carbon dioxide (CO₂) emissions.

The average property in the UK is in bands D-E for both ratings. The EPC includes recommendations on ways to improve the property's energy efficiency to save money and help the environment.

Further information

Whether proposing to sell or rent the property, for the latest statutory information about HIPs and EPCs and other obligations (e.g. health and safety in rented accommodation), you are recommended to refer to an estate or letting agent, a solicitor or the government website.



www.direct.gov.uk/en/HomeAndCommunity/BuyingAndSellingYourHome

Your property HIP and EPC

Due to the phasing-in regulations for the provision of HIPs and EPCs, and depending upon when the sale of the apartment was agreed, the property developer will have separately provided a HIP and an EPC relating to the property during the property purchasing process.

Notes

Maintenance of the property and retention of documents

In anticipation of the subsequent sale or renting of the property, you are strongly recommended to:

- Maintain all aspects of the property in accordance with the manufacturers' instructions, and the guidance provided in this manual
- Keep all documentation e.g. property and appliance warranties and guarantees
- Keep copies of all financial and other records e.g. maintenance records, receipts

Chapter 1.5 Energy

Energy labelling - SAP notice

A copy of the original SAP notice and carbon index rating relating to your property is included in the wallet, the original notice being retained by the managing agent.

What is energy labelling?

The Standard Assessment Procedure (SAP) was the Government's previously adopted methodology for calculating the energy performance of a property.

The SAP rating is based upon the energy costs for space and water heating. They establish a means for home owners to understand the running costs and environmental impact of the property.

Ratings range from 1 to 100, with the higher number reflecting a more energy efficient home.

There is no statutory minimum or maximum SAP rating figure, and the rating figure cannot be used to predict running costs accurately.

Energy saving features

The energy saving features incorporated into your home are:

1. Efficient modern hot water and central heating systems, see chapter 4.4.
2. Low energy lighting

Compact fluorescent lamps (CFLs) that last up to 10 times longer than conventional bulbs and use less than a quarter of the amount of electricity.

A bulb used for approximately six hours a day, will pay for itself within a year of installation. It is also preferable to switch off CFLs even if you are only leaving the room for a few minutes. In a typical home, one compact fluorescent bulb can save 260 pounds of CO₂ per year.

3. Effective insulation measures

Heat loss in the home is directly linked to the levels of insulation in the ceilings, walls, windows, doors and floors.

Average heat loss percentages are as follows:

- 25% through the ceiling
- 35% through the walls
- 10% through the windows
- 15% In draughts
- 15% through the floor

All insulants in your home use reduced ozone depletion substances and have a low global warming potential.

In addition to helping to reduce heat loss, the insulation is also designed to reduce airborne and impact sound transmission.



Chapter 1.6 Environmental sustainability

What can you contribute?

The developer has built Hebble Wharf in a socially responsible manner.

How can you - the residents - contribute to and maintain this momentum by living a more environmentally friendly life style?

Are there things that you can do differently?

The following points are offered for your consideration and guidance.

Within the apartment

Energy

- Use low energy light bulbs; conventional bulbs use 75% more electricity
- Keep room radiators to fall back setting when not in use
- Avoid leaving electrical equipment on in standby mode
- Check your washing powder and if possible use a 30°C wash cycle rather than 60°C and save a third in electricity
- Draw curtains and blinds at night to retain heat in rooms

Water

- If you're not filling up the washing machine or dishwasher use the half-load or economy setting
- Only boil as much water in the kettle as you need (but remember to cover the heating elements)
- Remember the toilet has two flush settings so that either a half or full cistern of water may be used
- Turning off the tap when brushing your teeth can save 6 litres of water per minute

Cleaning

- Wash with biodegradable soap
- Use ecological washing powders which are readily available to minimize detergent being washed into our waterways
- Review your chemical based cleaning products and replace with traditional methods e.g. a tablespoon of lemon juice in a bucket of warm water is perfect for cleaning windows

Refuse

Keep up to date with Wakefield Council recycling arrangements and news.



www.wakefield.gov.uk

Everyone in Wakefield can recycle paper, cardboard, glass bottles, cans and plastic bottles, refer to chapter 5.5 for building arrangements.

Protect your identity but avoid using a paper shredder as it shortens the fibres and makes the paper useless for recycling.

Prevent unwanted junk mail being delivered by registering online with mailing preference service.



www.mpsonline.org.uk

Chapter 1.6 Environmental sustainability

In other aspects of your daily life

Purchasing decisions

- Buy fresh organic food to reduce your exposure to harmful chemicals
- Eat seasonal foods rather than buying produce out of season that has been flown around the world to reach your table
- Buy Fair Trade products e.g. bananas and coffee, so you know that the farmer has received a fair price and works in decent conditions
- Use recycled paper products e.g. toilet rolls
- When buying electrical appliances look for A rated Energy Saving Recommended and (EU) energy labels

Travelling

- Use public transport

Notes

Other sources of information

One planet living



www.oneplanetliving.org

Direct government



www.direct.gov.uk

Energy saving trust



www.energysavingtrust.org.uk

Local public transport



www.wymetro.com

Chapter 1.7 Useful contacts

Management office

Waterfront Wakefield Management Suite

Navigation Walk, Wakefield WF1 5RH

Office Hours Monday to Friday 08:00 to 17:00
Saturday and Sunday 08:00 to 20:00



01924 365 514

Managing agent

Mainstay

Whittington Hall, Whittington Road, Worcester WR5 2ZX



01905 357 777



01905 361 046



mail@mainstaygroup.co.uk

Office Hours Monday to Thursday 09:00 to 17:15
Friday 09:00 to 17:00

In the event of an emergency outside the management office and managing agent's office hours.



08451 898 024

This is a helpline that will provide personal attention and advice - but only for emergency situations relating to:

- Communal areas of the building and the estate
- Apartment emergencies during the two year warranty period.

NB In the event that you call the managing agent's 'out of office hours' help number about a problem, that is not covered by the warranty terms, you may be charged for the call and any subsequent call out costs.

Local authority

Wakefield Council

General enquiries



0845 8 506 506

Council tax



0844 9 020 205



www.wakefield.gov.uk

Chapter 1.7 Useful contacts

Other service providers

E.ON - for electricity billing enquiries

 0845 059 9905
 www.eon-uk.com

Yorkshire Water

 0845 124 2424
 www.yorkshirewater.com

British Telecom

 0800 800 150
 www.bt.com

TV Licensing Authority

 0870 241 6468
 www.tvlicensing.co.uk

Sky

 08442 411 268
 www.sky.com

Apple Group – the TV & satellite systems installer

 0800 052 9355
 www.aerialservicesinleeds.co.uk

Building warranty provider

National House-Building Council

Buildmark House, Chiltern Avenue, Amersham, Bucks HP6 5AP

 Non-Claim Enquiries - 01494 735 363 or 735 369
 Claims Reception - 0870 241 4329
 Helpdesk - 0845 845 6422
 www.nhbc.co.uk

Calder and Hebble navigation

British Waterways

 www.britishwaterways.co.uk

British Waterways – for leisure information

 01923 201 120
 www.waterscape.com

Environment Agency – for floodline warnings direct service

 0845 988 1188
 www.environment-agency.gov.uk

Chapter 1.8 Postal address and deliveries

Postal address

All apartments share the same address and post code e.g.

Apartment 101, Hebble Wharf, Navigation Walk, Wakefield WF1 5RD

Postal deliveries and post boxes

Mail will be delivered to individual apartment letter boxes that are located in a bank on the ground floor level lobby, see picture 1.

Requests for acceptance and/or redirection of mail or parcels should be discussed with the estate manager.



Notes

Post box keys

The post boxes are owned by the landlord.

Contact the estate manager in the event that:

- Post box keys are lost
- Additional keys are required
- A lock is broken

Residents will be responsible for all costs incurred.

Chapter 2.1 Care and maintenance guidance

The apartment has been built to conform to building regulations that were in place when the development commenced on site, to ensure that residents benefit from prescribed construction standards which include essential health & safety features, various environmental features and best practices.

Consequently, to maintain and preserve the integrity of the property, including the appliances, systems and services, residents should observe the guidance provided in this manual and the various separately provided manufacturers' appliance manuals.

Furthermore, residents are advised that no structural or electrical alterations to an apartment should be undertaken without the prior written approval of the landlord to conform with:

- Covenants contained in the lease
- Latest regulations relating to procedures for carrying out electrical work, see chapter 2.5
- Latest building regulations

NB In the event of any doubt or queries concerning repair and maintenance matters, residents should contact the estate manager for guidance.

Notes

'As built' drawings and other information

If and when required detailed information about the mechanical and electrical design and the layout of the apartment may be obtained from the estate manager.

Apartment layout variations

Since the designs of the apartments vary, the locations of various components described and illustrated in the manual may also vary. If any clarification is required the estate manager should be consulted.

Chapter 2.2 Running-in

Need for ventilation and temperature control

The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible.

Natural materials used in the construction of your new home will expand and contract due to changes in temperature and moisture content of the air.

Make every effort to keep an 'even' temperature. The recommended room setting is 20°C (68°F), which should provide adequate heating.

Extremes of cold and heat can lead to movement and cracking of finishes.

Adequate ventilation is important for allowing the drying process to take place.

A mechanical system is in place to facilitate ventilation and to aid the process, where possible, open the windows to allow a through flow of air to all rooms.

Movement and shrinkage

As the 'drying out' process occurs, the building materials will shrink, which may cause small cracks to appear. Some cracks may reoccur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and the developer is not obliged to rectify them.

Trade emulsion, which is a breathable product, has been used to allow walls and ceilings to dry out before any further decoration is carried out.

The 'drying out' period should take approximately three to six months.

Minor shrinkage cracks should be left for this period and then filled with a DIY product, such as 'Polyfilla' or a flexible decorator's caulk.

Damage to decorations

The developer cannot be held responsible for damage to additional decorations which have been applied too soon.

Chapter 2.3 Servicing and maintenance checklist

The list below suggests items that should be considered for regular servicing, maintenance or testing in accordance with the manufacturers' or installers' recommendations.

Floor coverings	Clean all surfaces
Windows and balcony doors	Clean frames/glazing and lubricate hinges
Balconies	Clean surfaces
Apartment doors	Lubricate hinges and service door closers
Smoke and heat detectors	Clean and test units including batteries
Cooker hood	Clean and/or replace filter
Ventilation fan and grilles	Clean fan filter and grille inlets

Notes

Scope of checklist

The check list is not exhaustive and should not be considered, or relied upon, as the only list of tasks to be arranged.

Servicing, maintenance or testing frequency

Refer to manufacturers' literature, where available, for specific guidance on the frequency of cleaning, servicing, maintenance and testing.

Chapter 2.4 Prolonged absences

Residents are recommended to advise the estate manager of dates of absence and contact details in case of emergencies.

Specific consideration should be given to facilitating access to your property during your absence i.e. providing key holder details.

In the event of a water leak within your property, forced entry and subsequent damage maybe necessary in order to prevent flooding to the adjacent properties.

What to do - what not to do - what to leave alone

When leaving the property for extended periods, for example exceeding two weeks, it is recommended that the following matters should be considered, for health and safety and practical reasons.

Supply type	Leave on or off?	Why?	Location of supply
Electricity	On	To maintain: Smoke and heat detector units Kitchen appliances i.e. refrigerator Room heating at a minimum setting Ventilation fan motor	Consumer unit in electricity cupboard
Cold water	May be turned off	Minimise build up of mineral deposits and bacteria in stagnant water	The isolator valve in the hot water cylinder cupboard

When an apartment has been uninhabited

When the isolator valves are re-opened, and before any water is used, it is advisable to run all outlets within the apartment for approx 5 to 10 minutes to flush any deposits out of the system.

Notes

Scope of activities

The list is not exhaustive and should not be considered or relied upon as the only list of tasks or events to be arranged.

Chapter 2.5 Making changes to your home

Before undertaking any changes to your apartment you are required to consider the following:

Restrictions within the lease

Residents should always ensure that any proposed alterations to their property conform to the terms of their lease.




Maintaining the integrity of fire and acoustic protection

In accordance with building regulations, each apartment has been designed to minimise the spread of fire and sound pollution within the building.

Making large structural changes, such as kitchen or bathroom renovations that may damage fire walls etc., should only be undertaken after consulting the estate manager, who will have access to the 'as-built' drawings.

Suitable fixings

Fixtures can be attached directly to finished dry linings using the recommended fixings listed.

Fixings		Light-weight Objects	Medium-weight Objects
Very light fixtures e.g. small pictures can be fixed using picture hooks and wood screws		Small mirrors, floor cupboards, light fittings etc.	Radiators, sanitary ware, wall cupboards
Plasterboard plug		Yes	
Self-drill fixing		Yes	Yes
Poly-toggle rawl plug		Yes	Yes
Spring toggle			Yes

Chapter 2.5 Making changes to your home

Sustainable DIY

The purchase of certified timber when carrying out DIY around your home is recommended.

The certification schemes recommended to residents are FSC, SFI, PEFC, CSA and MTOC. Look out for the 'tick-tree' trademark, launched in 1996 on timber products in superstores and DIY shops.

It is also recommended that you utilise low VOC paints. Most paint manufacturers now produce one or more non-VOC paints. These new paints are durable, cost-effective and less harmful to both human and environmental health.

It is recommended that you:

- Read the label and product literature
- Buy the right amount of paint for the job
- Re-use turpentine and paint thinners
- Use a natural brush cleaner
- Avoid old lead paint

It is also suggested that, when possible, you buy no more product than you need. A retailer can help assess the required quantity.

In the event of any surplus, leftovers can be passed to a neighbour or community organisation. In the event that you need to dispose of any leftovers, care should be taken that you do so in a safe and responsible manner.

Responsible purchasing

White goods

It is recommended that when purchasing white goods, you purchase products with an A or A+ rating under the EU Energy Efficiency Labelling Scheme.

Light bulbs

It is recommended that you use energy saving bulbs where possible.

Energy saving light bulbs use up to four times less electricity to generate the same amount of light.

For example where you would normally use a 60W bulb, you would only need a 13-18W energy saving equivalent.

Despite the increased purchase cost, energy saving bulbs can help reduce annual electricity bills.

Chapter 2.5 Making changes to your home

Electrical changes to your home

Prior to contemplating or undertaking any changes to the electrical installations within your apartment, you need to be aware that, for your health and safety, there are restrictions upon what you may do as prescribed by:

- Covenants contained in the lease
- Government legislation

It is recommended that you consult the estate manager for further guidance prior to undertaking any changes or alterations to the apartment electrical installation.

For specific details refer to chapter 6.8 and your copy of the lease.

The following Press Release was issued by The Office of the Deputy Prime Minister on 30th December 2004.

'New building regulations aimed at curbing the unacceptable number of deaths, injuries and house fires caused by faulty electrical installations, came into force on 1st January 2005. The new rules affect anyone considering electrical work in the home, including DIY enthusiasts. Failure to comply could lead to householders being required to bring the work up to standard and may make it more difficult to sell their homes.

Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However anyone thinking of, for example, carrying out electrical work in kitchens, bathrooms or outdoors or adding new circuits to any part of their house will have to get building control involved. The alternative is to get the work carried out by a suitably qualified electrician.



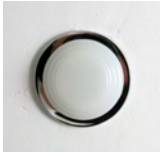
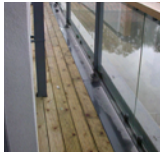
The key question for householders is who will be carrying out the work. If it is themselves, a friend or relative then they will have to notify the local authority building control department unless only minor work is involved. An alternative is to employ someone who is registered with a 'competent person' scheme.

The Office of the Deputy Prime Minister leaflet 'New rules for electrical safety in the home', explains the options and how to identify a 'competent person' in your area in a clear, easy to read style. You can view it on-line now at the ODPM website and hard copies will be available from local authorities and competent person scheme operators from the New Year.

The changes bring England and Wales further into line with Scotland where Building Regulations already address electrical safety issues.'

Chapter 3.1 Lighting

The apartment is fitted with a combination of conventional and low voltage fittings and lamps.

Location	Description	Fitting
Hall, bedrooms and living room	Superswitch SW56 low energy pendant Phillips master PL-C 13 watt 4 pin lamp	
Kitchen area	ASD PEN 132C downlighter 13 watt 4 pin lamp	
Bathroom	Robus R1021 G2/03 IP rated downlighter with integral electronic control gear GU10 lamp	
Balcony	Robus R 3 LED 5 recessed uplighter IP68 fixing kit circular 3 LED	

Switches, sockets and outlets are from the MK Logic Plus white range.

Notes

Changing lamps/bulbs

Before changing any lamps the power must be turned off at the consumer unit.

Allow time for lamps to cool before attempting to touch them.

Bathroom downlighter

- Twist outer ring and glass cover, which will drop down
- Twist lamp to take out
- Fit new lamp and replace outer ring and glass by twisting back on

Balcony uplighter

Contact estate manager for guidance.

Chapter 3.2 Windows and glazing

Windows

The apartment is fitted with VELFAC composite double glazed windows.

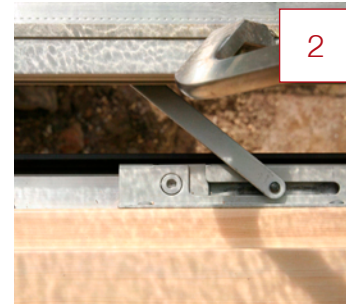
The external window sash is manufactured from aluminium with a powder coated finish.

The internal window frame is manufactured from pine coated with a water-based lacquer.

For security and safety the windows have:

- Lockable handles, see picture 1
- Locked restrictors that limit the window from being fully opened, see picture 2

To provide background trickle ventilation the window frames have a clickvent fitted within the frame which is opened by pressing one or both ends marked with circles, see picture 3.



Chapter 3.2 Windows and glazing

Juliet balcony doors

The main opening door has two open positions:

- Limited tilt
- Full swing

To open door handle lock:

- Insert key and turn clockwise to release the handle lock, see picture 1

To tilt door frame:

- Turn handle 90° and the door will move inwards to a fixed position, see picture 2

To swing door frame open:

- Turn handle 45° and the door will swing fully inwards picture 3

N.B. for your safety, and to avoid any damage, the doors should be secured when fully opened during windy conditions.

To secure the door

- When closed push key button inwards to lock

Care and maintenance

It is recommended that you adopt the following guidance:

- Cleaning should be carried out at regular intervals

- Non-alkaline detergent and warm water may be safely applied to the finishes using a soft cloth; finish with a chamois leather
- Do not use steel wool, strong acids and alkalis and abrasive cleaners
- Minor scratches to the pine can be repaired with water-based diffusion open paint or lacquer



Notes

Responsibility for window cleaning

Residents are responsible for cleaning:

- The inside surfaces of all their windows
- The external surfaces of Juliet balcony doors and the internal facing surface of the balcony
- The external surface of all windows and the internal facing surface of the balcony to all 4th floor apartments

The managing agent is responsible for cleaning external surfaces, including the external face of glass balconies except as specified above.

For your safety cleaning should only be undertaken from floor level.

Window operational problems or breakages

In event of any problems (e.g. condensation forms between the two glazing panes indicating that the sealed double-glazed unit has been punctured and must be replaced) consult the estate manager, who will arrange for repairs, which will subsequently be charged to the tenant.

Chapter 3.2 Windows and glazing

Condensation on internal surfaces

Formation of condensation on the inside of your windows is a natural occurrence, which cannot be completely avoided. It forms when warm moisture held in the internal atmosphere cools against the glass and forms small droplets of water. Because warm air can hold more moisture, condensation increases as the room temperature is lowered and improves as the temperature rises. Moisture running on to the wood frame may generate fungus or discolouration.

There are three important measures to combat condensation:

- Rooms should be aired thoroughly two or three times a day for at least 10 minutes, especially after baths or showers, cooking, or if clothes are dried inside
- A consistent indoor temperature of 20-22°C should be maintained
- Good air circulation in all rooms should be ensured

Condensation on external surfaces

Due to the low-energy double-glazing used in VELFAC windows, condensation may form on the outside. During colder months, the outer pane cools further than the inner pane and moisture in the external atmosphere forms small droplets of water against the glass. This kind of condensation is completely harmless to the window and will disappear as the external temperature increases.

For further information refer to Velfac window guide appendix on this CD.

Chapter 3.3 Kitchen units and appliances

Kitchen units

The kitchen was designed and installed by Ellis Furniture with the following units.

Item	Description	Colour
Base and wall units	Monterey	White
Handles	Monterey bar	Nickel
Worktops and upstand	40mm laminate	Graphite matt

For Ellis Furniture kitchen care instructions and guarantee see separate leaflet and appendix on this CD.

General care and maintenance

Whilst modern materials and finishes provide good heat and stain resistance, excessive heat from hot saucepans, cigarettes, etc. should not be allowed to come into contact with any surface. Spillages of any kind should be quickly removed to avoid the possible dangers of staining and distortion. Materials are sealed for protection, but prolonged exposure to moisture could cause materials to degrade.

Cleaning

For all surfaces, it is important to use only a soft cloth, slightly dampened with water and a mild detergent solution. This will be suitable for the interiors of cabinets, drawer boxes, frontals (in both timber and synthetic materials), work surfaces and decorative in fills.

Following cleaning, a polish with either a soft lint free cloth or window leather will ensure all excess moisture is removed and surfaces are left safe and attractive.

Warning

Under no circumstances should scouring pads or similar products be used to clean your kitchen.

These are particularly dangerous where scourers could scratch and disfigure the surface. Only careful use on the inside of the cabinet, for moving stubborn stains, can be recommended.

Chapter 3.3 Kitchen units and appliances

Laminate worktops

Protect from scratching

The surface can be damaged if used as a cutting surface. So, always use a separate chopping board when preparing food.

Protect from moisture

It is important to wipe up all spilt liquids, especially around joints.

Protect from stains

The decorative laminate surface will resist most household chemicals.

However, damage may occur if strong chemicals such as bleach, curry, beetroot juice, concentrated fruit juice, food colourings and dyes are left in contact with the surface. To ensure protection, spillages of any likely damaging chemicals, should be quickly removed.

Protect from heat

The laminate surface will resist the temperature of boiling water, and hot cooking splashes. However, damage may occur if hot saucepans, oven dishes, electric irons or burning cigarettes are placed on the worktop surface. To prevent damage, always use heat resistant mats and ashtrays.

Cleaning

A wipe over with a damp cloth is all that is needed for normal day-to-day use. An occasional clean, using a mild detergent and warm water, will help maintain its original appearance.

Cupboard door hinges

In the event that the cupboard doors require re-alignment the hinges may be adjusted, see Ellis Furniture kitchen care instructions and guarantee separate leaflet and CD appendices.

Supplier – kitchen units

J.T. Ellis & Co. Ltd.



01484 514 212



www.ellisfurniture.co.uk

Notes

Lubrication

The cupboard doors should not require lubrication, but should the hinge become stiff then a little sewing machine oil can be used.

Chapter 3.3 Kitchen units and appliances

Kitchen appliances

The apartment is fitted with the following Zanussi appliances.

Appliance	Model
Oven/grill	ZBF360X
Ceramic hob	ZKSF641X
Hob hood	ZHC605X
Refrigerator/freezer	ZI920-9KA
Dishwasher	ZDT6053

For further information refer to separate product manuals, the appendices on this CD or manufacturer's website.



www.zanussi.co.uk

Placing service calls

When reporting problems with appliances, you will need to provide the following information:

- Resident's full name and address
- Make and model of the appliance with brief description of the fault
- Product ENR and FD number, which can be found either on a plate on the appliance, or on the appliance instruction booklet

Appliance repair agent

Service Force



08705 929 929



www.serviceforce.co.uk

Notes

Care and maintenance

Refer to the individual appliance manufacturer's manual.

Neither the developer nor the managing agent is responsible for routine servicing.

Appliance warranties

Warranty documentation for appliances should be completed by the purchaser and promptly registered with the manufacturer in accordance with manufacturers' instructions.

For warranties to apply, appliances must be maintained by the property owner in accordance with the manufacturers' recommendations.

Need to use water softening and appliance de-scaling products

To minimise the effects of hard water and ensure efficient operation of appliances, refer to the individual appliance manufacturer's manual.

Chapter 3.4 Bathroom and en-suite

Sanitary ware

The bathroom and en-suite shower room have a range of Ideal Standard fittings.

For further information about individual fittings and manufacturer's care and maintenance guidelines, refer to appendix on this CD or visit their website.



www.thebluebook.co.uk

Care and maintenance instructions

Basins, baths and shower screens

Trays and tops should be cleaned and dried as soon as possible after use to prevent build up of soap residue. If the water is hard, insoluble lime salts and grime will harden on the surface and become increasingly difficult to remove, as well as being unsightly.

It is important to ensure that when cleaning bathroom furniture that only non-abrasive cleaners are used, to prevent scratching of the surfaces.

In the interests of safety, baths and shower trays must not be polished with wax or silicone polish.

A sealant has been applied around your bath and shower tray where water splashes occur. This should be checked regularly and maintained as required to ensure water resistance.

Shower heads

Heads should be cleaned and de-scaled if necessary in accordance with manufacturer's instructions.

Taps and hinges

Under no circumstances should cleaners containing any abrasive or chemicals be used. The use of cleaners of this type, whether on stainless steel, chrome, gold or white taps or hinges, will abrade any protective surfaces and cause corrosion. Soapy water, silicone or wax polishes may be used with no risk of causing damage.

Chapter 3.4 Bathroom and en-suite

Tiles

The floors and walls (25% coverage) are finished with the following tiles.

Area	Tile type	Colour
Wall	Linear ceramic 300 x 100	Matt white
Floor	Acapulco natural porcelain 300 x 300	Black

Care and maintenance

Ceramic tiles

The fired on glaze gives a hard wearing impervious easy to clean surface. The grouting between the tiles is however less easy to keep clean. Cement based grouts are both porous and textured and is set below the level of the surrounding tiles, therefore enabling them to hold in dirt. To renovate and deep clean grout joints use HG grout cleaner or an equally approved product.

Porcelain tiles

These tiles are fired at a very high temperature resulting in the tiles having almost no porosity, 0.5% with fully vitrified tiles. Although almost stain proof, these tiles will benefit from being cleaned using HG quick clean or an equally approved product. These tiles may, if required, be sealed with a porcelain sealer/protector.

Regular cleaning

Warm or hot water and a neutral or mildly alkaline (ph6 to ph8) detergent mixed in the proportions recommended by the manufacturer will remove all but stubborn dirt. Water detergent mixture must be allowed to remain on the floor for sufficient time to allow it to penetrate and emulsify the dirt, after which it should be rinsed thoroughly with clean water to remove all traces of mixture using the two bucket method.

Supplier – tiles

Ceramique Internationale Ltd



0113 231 0218



www.tilesandmosaics.co.uk

Notes – health and safety

Bathroom floor tiles

These do not have a structured surface and are not classed as “non slip tiles”. Consequently, residents are recommend to take due care particularly when the tiles are wet.

Chapter 3.4 Bathroom and en-suite

Toilet cisterns

For water economy the cistern has two flush options (small button for partial and large button for full).

In place of the traditional overflow pipe that leads to the exterior of a building, each toilet cistern incorporates an integral overflow system. This system should reduce the amount of water wasted due to a faulty cistern valve and alert residents more quickly to a problem.

In the event of the valve failing to stop water entering the toilet cistern:

- The toilet pan flush buttons may be disabled and it may not be possible to flush the toilet
- The excess water will continuously be disposed of directly into the toilet pan

In the event of any operational problems, the estate manager should be consulted for the name of a competent plumber.



Notes – health and safety

Cistern access

In the event that the cistern requires maintenance, residents are recommended to employ a competent person who, for health and safety reasons, should only attempt to lift the heavy timber cistern cover, see picture 1, with an appropriate vacuum suction cup device.

Chapter 3.5 Doors and locks

The apartment is fitted with the following doors that also meet building regulations for fire containment.

Front door

Hardwood 60 minute fire rated factory finished oak veneer door and brushed stainless steel ironmongery.

For your safety, the door is fitted with an:

- Automatic closer to keep the door closed when not in use
- Intumescent strip and smoke brush, which in the event of fire will automatically expand to reduce the rate at which smoke will penetrate the apartment

To maintain the door's effectiveness residents should not:

- Disconnect the automatic door
- Remove, paint over, damage or interfere with the intumescent strips and/or smoke brushes

Front door lock

5 lever lock by Lloyd Worrall of Sheffield with a heavy duty cylinder.

- Thief resistant locks to BS 3621
- Cylinders for locks to BS EN 1303

Internal doors

Flush solid core 30 minute fire rated matt white doors and brushed stainless steel ironmongery.

Care and maintenance

To maintain the appearance and effectiveness of the doors and locks residents are recommended to:

- Carry out routine cleaning (e.g. for removal of finger marks), using proprietary products and a soft cloth
- Not to use any abrasive household cleaning materials
- Not to use a door wedge that could damage the veneer finish
- Carry out routine inspection and lubrication of hinges and door closers
- Maintain door locks with a periodic application of powdered graphite into the keyway and around the turn. Lubricants such as WD40 fluids should not be used since they attract dust which can affect the smooth operation of the lock

Notes

Door and ironmongery replacements

In the event of any problems contact the estate manager who can provide appropriate product details and guidance.

Door ventilation gap

To facilitate sufficient ventilation, the following doors have been undercut at the foot of the door by an additional 7mm:

- Bathroom
- En-suite shower room
- Utility cupboard housing washer/dryer

Chapter 3.6 Carpeting

The bedrooms are fitted with the following carpet product.

Manufacturer	Description	Colour
Brintons	Duet 80% wool / 20% nylon cut pile	Flapjack

Care and maintenance

Regular cleaning of your carpet will help to keep it looking good for years. Here are a few tips from Brintons to help:

Barrier mats

Barrier mats to help keep your carpet clean. All types of flooring get dirty although some show soiling more than others. Wool rich carpets, because of the nature of the wool fibre, will generally hide soiling better than synthetic products and will also be easier to clean. However it is a good idea to use small mats or an off-cut of your new carpet in kitchen doorways or in other areas where the carpet is next to a hard floor to prevent greasy spots spreading to the carpet. Doorways where there is street access will also benefit from a small off-cut or rug. Please remember to keep these mats clean so that soil does not spread from them to the carpet.

Vacuuming

Vacuuming is the most important thing you can do to keep your carpet clean. You cannot over-vacuum a carpet! Brintons recommend upright vacuum cleaners or canisters with power brush attachments for cut pile carpets.

Spillages and stains

NB Never rub or over wet your carpet when trying to remove a mark.

It is very important to clean up spillages as soon as they occur.

Solid residues should be gently removed by scraping with a knife.

Greasy residues can be treated with an oil/grease remover sprayed onto an absorbent cloth. Blot frequently but do not rub.

Liquid spillages should be blotted up as far as possible with a clean, white cloth or absorbent tissue. Then use a 'wool-safe' - approved shampoo solution or trouble-shooter spray for upholstery and carpet. Moisten the area of the stain and then blot thoroughly with clean tissue or cloths. Repeat as necessary and allow to dry thoroughly before walking on the area. A wet suction vacuum cleaner can also be used to remove spillages and the trouble-shooter spray from the carpet. Do not use water in the machine however as you do not want to over wet the carpet.

NB Do not rub as this will roughen and un-twist the pile.

For further guidance refer to the manufacturer's cleaning and maintenance guidelines that will be found as an appendix on this CD or Brintons website.

Also consider employing a professional carpet cleaning contractor.

Manufacturer

Brintons



www.brintons.net

Supplier

Fresco Hardwood Flooring Ltd



0113 245 4050

Chapter 3.7 Timber flooring

The hall and living areas are fitted with the following timber product.

Manufacturer	Description	Colour
Boen	BOENClic 14mm engineered plank with protect ultra (lacquered)	Oak Animoso with a random pattern

NB The planks have tight joints, although as with any natural product there may be some seasonal movement. Therefore small gaps are not unusual but it will vary between different apartments depending on heating levels etc.

Care and maintenance

General care

To prevent damage to your floor by grit, dirt and moisture, it is advisable to fit a dust attracting mat at front and balcony doors.

Always fit felt furniture protectors to table and chair legs and to other moveable pieces of furniture. This will prevent the surface of the timber floor from being scratched.

Here are a few helpful tips:

- Sweep or vacuum with a soft brush regularly - a build-up of grit can damage the surface of the wood
- Remove spills quickly using a soft cloth and recommended cleaning product
- Avoid heavy wet mopping or flooding of your floor with water or other products. A slightly damp cloth is all that is needed, using a diluted wood floor cleaner
- Place small carpets or rugs in high traffic areas, especially if you have a large family

Ambient climate

Both you and your BOEN floor will benefit from a healthy ambient climate. A room temperature of 20 to 22 degrees Celsius and relative humidity of about 50 to 65 % will provide ideal conditions for you and your floor. It goes without saying that rooms should not just be heated but also regularly aired. Especially in new buildings it is possible that residual damp from walls and floors make it necessary to use de-humidifiers.

Cleaning

For normal domestic cleaning all you need is a mop, a brush or a vacuum cleaner. In everyday cleaning you add 50 ml "Parquet Cleaner" to 10 litres of water and then moisten the floor. Parquet should never be submersed, because the wood will swell and be damaged. This means the cleaning solution should be removed immediately.

BOEN has its own maintenance products specifically made to suit the BOEN Parkett pre-finished floors and comprising a 'cleaner' and 'refresher'.

These products must be applied in accordance with the appropriate product data sheet and care must be taken to avoid over application of the material.

It is important to note that floors treated on a regular basis using a polish, 'maintainer', 'gloss-builder' or similar, must be sanded back to bare wood prior to the application of further coats of lacquer.

For further guidance refer to the manufacturer's cleaning product instructions that will be found as appendices on this CD or the BOEN website.



www.boen.com

Supplier

Fresco Hardwood Flooring Ltd



0113 245 4050

Chapter 3.8 Décor

The apartment has been decorated using the following ICI Dulux trade products and finishes.

Surface	Description
Walls and ceilings	Vinyl matt emulsion white reference 411
Woodwork	Satinwood finish white reference 406

Fitting items to walls or ceilings

Caution should be exercised as electrical cables and water pipes may be running within the wall or ceiling areas.

Cables, which usually run in a vertical direction from switches and sockets, may be located by use of a cable detector.

Ensure that the fixings used will support the load.

Use of proprietary products suitable for dry lined walls available from DIY or specialist shops are recommended.

Consider employing a competent person to undertake all work.

Plasma and flat screen TVs

No special provision has been made for the wall fixing, electricity supply or aerial cabling to support the installation of flat TV screens on walls.

Blinds and drapes

These may be fixed within the window opening to the wood surround.

Notes

Initial running-in period

Trade emulsion, which is a breathable product, has been used to allow walls and ceilings to initially dry out before redecoration.

Protection of property fabric

To avoid damage to the special acoustic and fire withstanding properties of the partitioning fabric, drilling or cutting into the fabric of the walls and floors is not permitted.

If in any doubt consult the estate manager who will have copies of 'as built drawings' for the apartment.

Chapter 3.9 Balconies

Balconies

Apartments with a balcony have hardwood decking.

Care and maintenance

Simple procedures of keeping the decking free from debris, extended frost coverage and fungal growth will help to prevent premature deterioration.

The decking should be regularly cleaned but only with a stiff brush and small amount of soapy water.

Any spills must be wiped up immediately as they may cause staining.

No cleaning agents (e.g. bleach or petroleum based products) should be added to the water to avoid the chemicals seeping down on to and damaging the protective membranes where fitted or the uplighter light fittings.

Notes

Responsibility for balconies and terraces

Residents are responsible for keeping their area free from any damage, neat and tidy and free from rubbish.

Caution using barbeques and smoking

To avoid fire risks, nothing likely to ignite the structure should be dropped (cigarette ends) or allowed to fall between the decking or paving surface and the membrane beneath.

Barbeques may not be used on the balcony without the prior written consent of the managing agent, see chapter 6.2.

Protection of the structure

Nothing must be drilled into the decking or paving surface or hung from the horizontal fabric to avoid damaging the fire and waterproofing protective properties.

Chapter 4.1 Fire protection

The apartment has an independent fire detection system that is neither linked to the estate office nor a remote alarm monitoring system.

The fire detection system comprises:

- Aico EI 141 ionization smoke detector(s) located in the ceiling in various locations according to the style of apartment (e.g. hall; bedrooms), see picture 1
- Aico EI 444 heat detector located in the kitchen area ceiling, see picture 2

Each detector:

- Constantly monitors the immediate area
- Has a separate alarm sounder
- Is mains power operated with an internal dry cell back-up battery

Refer to the manufacturer's operating instructions for further details and guidance, especially how to check that the detectors are receiving AC mains power and the dry cell batteries are healthy.

When a potential fire risk condition occurs:

- All the alarm units will sound and a light will flash on the activated unit

- Push the 'Test/Hush' button for a few seconds to silence the activated alarm unit. This action will silence the alarm for approximately 10 minutes after which time the unit will automatically re-set. However, if the smoke density increases when in silenced mode the alarm will automatically restart

In event of a false alarm:

- Open windows and doors to clear the air
- Apply vacuum nozzle immediately around the affected smoke detector

Manufacturer

Aico Ltd



01691 657 466



Notes

Apartment system testing and maintenance

Regular testing and maintenance should be carried out in accordance with the manufacturer's operating instructions and is the responsibility of the resident.

Back-up battery replacements

To indicate that a battery needs to be changed, the detector unit will beep every 60 seconds - use only batteries recommended by manufacturer.

Chapter 4.2 Electricity

Electricity service provider

Electricity will initially be supplied by E.ON a national service provider.
See chapter 1.7 for contact details.

However, residents have a choice over which company they subsequently wish to contract with for the supply of this service and may wish to consider contracting with an environmentally friendly service provider e.g. Good Energy

Tariff information

All electricity consumed throughout the apartment is charged at the service provider's standard/peak rate tariff.

For current tariff rates, residents should contact the service provider.

Electricity meter point administration number (MPAN)

An MPAN is a unique number identifying the apartment metering point.

The MPAN for each apartment is required to identify your meter when communicating with a service provider. The MPAN will also be found on the electricity bill issued by your service provider and should not be confused with your customer reference number.

Each apartment MPAN will be found on the apartment handover form.

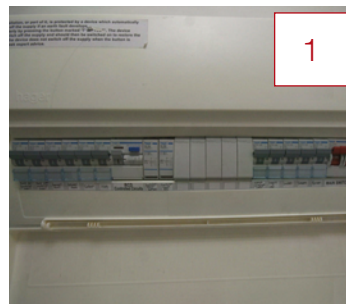
Electrical installation certificate

The certificate that was issued when the apartment was completed will be found in the handover wallet.

Consumer unit (modern equivalent of a fuse box)

The apartment consumer unit, see picture 1, is located in the hall cupboard. The main switches and individual circuits are appropriately labelled.

In the event that the power supply to the apartment fails, and cannot be restored from the consumer unit, the estate manager should be contacted and requested to arrange for a competent electrician to check the supply to the apartment from the building main supply room.



Electricity meter

The apartment main electricity supply switch and meter are located in a locked meter room at the eastern end of the car park.

For meter readings contact the estate manager giving a minimum of 24 hours notice.

In event of a power supply failure to the estate

All lighting, power, heating and water supplies will fail. There is no backup power system.

Residual current device (RCD)

Inside the consumer unit the electricity supply is protected with one RCD device, which will quickly cut off the supply if a fault occurs from a power outlet socket BUT NOT from a lighting circuit.

The circuit breaker should be tested quarterly.

To test the RCD press the blue Test button, see picture 2.

To reconnect the power after testing, or in the event that the supply has been automatically cut off, push the switch adjacent to the blue 'Test' button fully up and then down.

Chapter 4.3 Water

Water and sewerage service provider

Residents have no choice over the supplier of these services that are provided by Yorkshire Water, see chapter 1.7 for contact details.

Water supply system

The apartment is supplied directly from the mains supply.

There is no separate cold water storage tank or circulation pump within the apartment, but under normal working conditions, the water pressure should be adequate.

In event of any water supply problems contact Yorkshire Water and not the estate manager.

Water treatment

The mains cold water supply is not softened by any chemical means before being distributed to individual apartments.

For details about the hardness of the water supply you should contact Yorkshire Water. The estate manager should be consulted before any water softening system is installed.

Water supply isolators and meter

The water supply isolator and meter are located in a locked service riser cupboard in the corridor outside the apartment.

For meter readings contact the estate manager giving a minimum of 24 hours notice.

Additionally, there is a cold water supply isolator located in the airing cupboard, see picture 1.

The hot and cold water supplies to each outlet also have separate isolator valves (red for hot; blue for cold). For access to water isolators, see illustrative picture 2 for access to bath taps.



Notes

Waste blockages and water leaks

In event of waste blockages access to the waste pipes is afforded via rodding access points located within apartments. However, the cause of a blockage may be from either your or another apartment.

Consequently, in event of waste blockages or water leaks from another apartment contact the estate manager who will advise upon what action to take.

Information sources about hard water

British Water



0207 957 4554



www.britishwater.co.uk

Information sources about water treatment systems

The following company's name is provided without responsibility, and purely as a source of information.

Ensign (UK) Ltd.



0800 019 8202



www.thewatersoftenercentre.com

Chapter 4.4 Water heating

Overview

Hot water is provided by an electrically powered Range Tribune HE high performance duplex stainless steel mains pressure unvented cylinder. The system is designed to provide easy control, economic operation and minimal supervision and maintenance.

The hot water cylinder, located in the airing cupboard, see picture 1, has two separately powered immersion heaters. For further guidance about the operation and maintenance of the hot water cylinder refer to the manufacturer's user instructions that will be found in handover wallet and as an appendix on this CD.

Time controller

Both immersion heaters are controlled by a GreenBrook T80-C digital compact timer that is located within the consumer unit, see picture 2.

For further guidance about the operation and programming, refer to the manufacturer's operating instructions found in handover wallet and as an appendix on this CD.

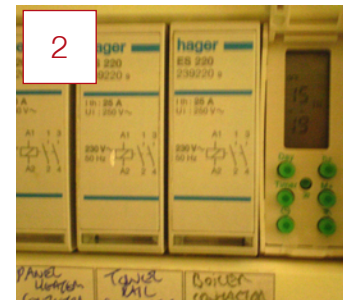
NB The timer has a built in rechargeable battery that maintains the timer clock and programmed instructions. Consequently, the power supply to the timer should be kept switched on at the consumer unit. The timer clock will require adjustment between GMT and BST periods..

Normal heating procedure

Both immersion heater isolation switches should be switched on. The time controller will automatically provide electricity to both immersion heaters during the pre-set programmed time periods. The thermostatically controlled immersion heaters will maintain the water supply at approximately 60° C and from cold the water supply should reach working temperature in approximately 30 minutes.

Boost heating procedure

If at any time, the hot water supply is exhausted, or requires a boost, the immersion heaters may be turned on using the 'override' switch on the time controller.



Manufacturer - hot water cylinder

Range Cylinders Ltd



01924 376 026



www.range-cylinders.co.uk

Manufacturer - time controller

GreenBrook Electrical plc



01279 772 772



www.greenbrook.co.uk

Chapter 4.4 Water heating

Notes

Adjustments to the system

The system should not require further adjustment.

System servicing

The manufacturer recommends an annual service to ensure safe and optimum performance which should be carried out by a competent engineer.

NB The manufacturer's guarantee may be void without proof of an annual service.

Water &/or steam discharging through the tundish

During normal operation, the water pressure will rise within the expansion vessel picture 1 (previous page.)

Excess pressure will automatically be released through a safety pressure relief valve and water may be discharged via the tundish see picture 1

In the event of water or steam continuing to be discharged into the tundish, the power supply should be turned off and a competent engineer should be called to attend to the system.

Chapter 4.5 Room heating

Overview

Throughout the apartment, heating is provided by a number of electrically powered and centrally controlled Nobo E4 range of slimline panel radiators and DTR towel rails.

The radiators are not night storage heaters and the electricity used will be charged at the supplier's standard tariff rates.

The heating is controlled from a Nobo 2 zone controller that allows separate control over the:

- Living room, hall and bedroom panel heaters
- Bathroom and ensuite towel rails

Panel radiator temperature control

Each radiator panel is fitted with a separate:

- On/Off switch on the side of the unit, see picture 1
- Temperature control on the top of the unit, see picture 2

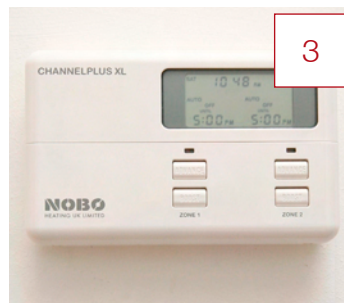
Adjacent to the unit is an isolator switch which should be left switched on to enable the unit to function, and be controlled by the central time controller. Where there is more than one panel heater in a room, it is recommended that the temperature settings should be set to the same levels on each radiator panel.

For further details, refer to the manufacturer's operating and cleaning instructions that will be found in handover wallet and as an appendix on this CD.

Towel rails

The towel rails are switched on/off from a switch located outside the bathroom.

The towel rails have been separately zoned from the room panel heaters to enable them to be operated separately during warmer periods when the room heating is not required.



Heating 2 zone controller

The controller is located in the hall, see picture 3.

The 24-hour and 7-day digital timer allows for programmed and manual control using:

- Channel one for the living room, hall and bedroom panel heaters
- Channel two for the bathroom and ensuite towel rails

For further details, including factory pre-set timings, refer to the manufacturer's user's operating instructions that will be found in the handover wallet and as an appendix on this CD.

Manufacturer

NOBO Heating UK Ltd.



0845 608 5001



www.noboheatinguk.com

Chapter 4.5 Room heating

Notes

Safety and efficiency

The radiator panels should not be covered nor should anything be placed upon or over them.

Timer clock setting

The programmer was pre-set with current time and date during manufacture. No alteration should be necessary for changes between GMT and BST but should adjustment be required refer to user's operating instructions.

Chapter 4.6 Ventilation

The apartment is fitted with a Nuaire MEVAC Ecosmart mechanical extract ventilation system that constantly sucks stale and moisture-laden air from the bathroom, ensuite, utility cupboard and kitchen through ventilator grilles located in the ceiling, see picture 1. The extract fan discharges the stale air via a louvre located on the outside wall of the building.

Fan normal operation

Constant trickle ventilation is provided by a low energy fan motor located in the hall cupboard in a ceiling void accessed via a hatch, see picture 2.

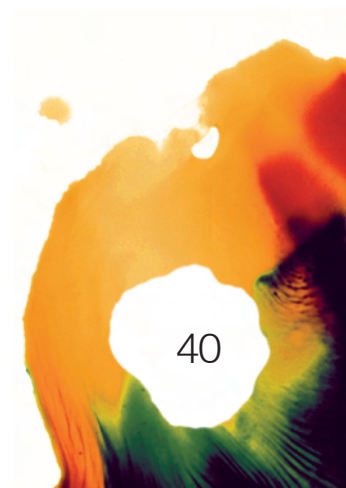
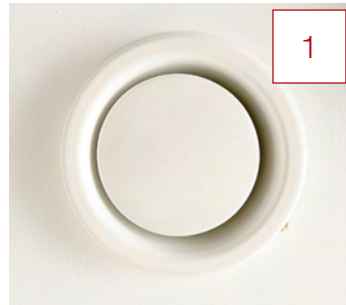
Fan boost operation

In the bathroom and ensuite, whenever the light switch is turned on and off the fan speed will simultaneously be boosted and revert back to trickle speed.

In the kitchen there is a separate on/off switch located on the wall which boosts the extract fan speed. Once cooking has finished the on/off switch will return the extract fan to trickle speed.

The extract fan motor is very quiet and when the motor switches to boost speed it is unlikely that any noise will be heard as the speed increases by approximately 20/25%.

For maximum efficiency allow an adequate flow of air through the apartment by opening windows.



Chapter 4.6 Ventilation

Care and maintenance

In the event that steam or condensation does not appear to clear from a room the system may be malfunctioning. However, it may take several minutes for the room to clear – this is normal.

The ventilator grilles should be kept clean and free from dust.

It is inevitable that some dust, fluff etc. will pass through the filter and which, if allowed, will build up internally on motors and impellers, shortening the life of the unit and, in severe cases, leading to overheating of the motor.

Consequently, it is strongly recommended that the unit is inspected and cleaned every six months by a competent engineer. To clean the filter, remove from the unit and wash in tepid water to which a little mild detergent has been added. Shake out excess water and allow to dry naturally. Replace when dry.

Before conducting any maintenance work on the fan unit the power supply should be switched off at the isolator and distribution board.

For further guidance about the operation and maintenance of the fan motor refer to the manufacturer's installation and maintenance instructions in handover wallet and as an appendix on this CD.

Manufacturer

The Nuaire Group



08705 121 400



www.nuaire.co.uk

Notes

Kitchen hob hood

This appliance is not connected to the extract fan but recycles air only. For further details see chapter 3.3 and the appliance manual.

Chapter 4.7 Home entertainment

Television and radio services overview

The apartment is cabled to receive, from the communally owned and maintained aerial systems, the following media services:

- Terrestrial very high frequency stereo radio (FM)
- Terrestrial digital audio broadcasts (DAB)
- Terrestrial analogue television (i.e. BBC1, BBC2, ITV1, CH4, Ch5)
- Terrestrial freeview digital television (e.g. BBC News 24, ITV2)
- Satellite Sky Plus HD digital satellite television, radio and interactive services
- Satellite freesat digital SD and HD television and radio services (a new service recently jointly launched by BBC and ITV, see overleaf)

Access to these services will depend upon:

- Resident's receiving equipment (e.g. TV receivers, adapters, decoders)
- Services currently available from the service providers (e.g. Sky, freeview and freesat) and resident's level of subscription to the appropriate service provider

For further information about any aspects of the media distribution system, residents are recommended to contact the system installer, see chapter 1.7 for contact details.

Services in living area

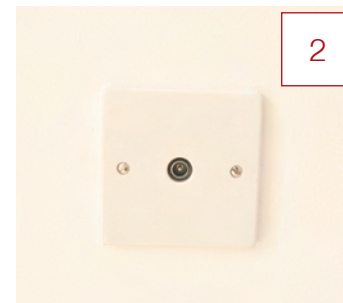
The multi-media wall socket, see picture 1, provides connections to:

- Terrestrial TV and FM/DAB radio services
- Satellite Sky and freesat services by connecting to either a Sky or freesat decoder box

Services in bedrooms

The multi-media wall socket, see picture 2, only provides connections to:

- Terrestrial TV & FM/DAB radio services



Notes

Television receiving licences

Residents are responsible for paying their own Television Licence.

Withdrawal of terrestrial analogue services

Between October 2007 and 2012 analogue TV transmissions will progressively be switched off across the country and be replaced by a combination of freeview and subscription digital services.

To receive digital transmissions, either a digital adapter to upgrade an existing TV receiver (i.e. a freeview box) or an integrated digital TV set (iDTV) with a built in adapter, will be required.

Chapter 4.7 Home entertainment

Connection to satellite services

For new Sky subscribers

Currently, Sky will not deal directly with residents in buildings where a communal distribution system is already provided.

Consequently you are recommended to either contact:

- Sky, who will pass your telephone call directly to a business partner who will make an appointment to visit the apartment, arrange a subscription contract with Sky and install the appropriate equipment, or,
- the systems installer as they are also an authorised Sky installation provider, see chapter 1.7 for contact details

Subsequently, Sky will bill the subscriber for the monthly service subscription, and the independent installer will be responsible for any technical problems with the installation under a 12 month warranty.

For existing Sky subscribers

Connect decoder box in accordance with Sky system instructions to the living area satellite outlet sockets and advise Sky of your change of address.

For freesat services

All TV and radio channels delivered by this jointly developed service by the BBC and ITV are free.

To receive the service residents will require either:

- An appropriate digital or HD digital decoder box
- A integrated digital television (IDTV) with freesat HD built in

Connection to the service will be similar to that required for Sky utilising one or both of the Sat and Sat 2 outlet sockets.

For further information about freesat services:



www.freesat.co.uk

Alternatively, seek advice from a local TV retailer.

Notes

Sky satellite service subscriptions

Whilst reception is via a communal distribution system, residents are responsible for paying their own Sky service subscription fees, see chapter 1.7 for contact details

Chapter 4.8 Telephony and internet

The apartment is cabled to receive analogue telephone and internet services.

Initially, a single line has been cabled to the apartment terminator box, located within the hall cupboard

Availability of more lines, ISDN or ADSL services should be confirmed with British Telecom or your preferred alternative service provider.

Outlet sockets are located in the living area and bedrooms.

Notes

Arranging telephone service

Residents are responsible for contacting British Telecom to arrange for their own service, see chapter 1.7 for contact details.

To connect the service

Engineers may require access to:

- The terminator socket located in the hall cupboard
- A locked communications cupboard on the ground floor by prior appointment with the estate manager

Cable services

No provision has been made for any alternative cable services to be available within the apartments.

Chapter 5.1 Access and security

5.1.1 Overview

Hebble Wharf is designed to be a secure building with electrically controlled locks on the lobby entrance doors and vehicle gates, see building diagram overleaf. Generally the doors and gates will be locked at all times.

Building pedestrian entrances

The lobby door locks are operated:

- For residents - by a proximity fob, see picture 1
- For visitors - remotely from an apartment in response to a call from the calling panel located outside the lobby doors, see picture 2

Removal arrangements and deliveries

Residents are requested to liaise with the estate manager to discuss what prior arrangements (dates, times, routes etc) may be necessary to simplify the process, minimise any inconvenience to other residents, and especially to arrange access to the building and the lift.

Bicycle storage

Hoops are located in various external locations for residents to secure their bicycles.

Vehicle parking

There are no allocated spaces for visitors or trade delivery vehicles within the estate or the building car park. Residents requiring deliveries should make prior arrangements with the estate manager.

Closed circuit TV surveillance

To facilitate the monitoring of various locations for security purposes, CCTV cameras have been installed around the building perimeter and in the estate. The cameras are linked to video recording equipment, which can be set to record activity on a 24-hour basis.

Any occurrence of theft or vandalism should be reported as soon as possible to the police and to the estate manager so that historic video records can be referred to, as a possible source of help for police enquiries.

Data protection act 1998

On behalf of Waterfront Wakefield Management Limited, the managing agent will be registered as the Data Controller for the CCTV system in operation around the estate.

The managing agent is obliged to conform to the requirements of the Act in respect of the retention of video records and applications for access to and copies of video records etc.



Notes

Building and residents' security

To avoid compromising residents' safety and security, proximity fobs should be strictly cared for and kept in a resident's possession.

Contact the estate manager in the event of a fob being lost so that it can be disabled.

Restaurant

There is a restaurant located on the ground floor at the west end of the building that has seating areas outside the building.

To avoid any disturbance to residents the restaurant external seating may only be used until 21:00 each day.

Chapter 5.1 Access and security

5.1.1 Overview

Calder and Hebble Navigation

The canal is owned by British Waterways.

Wakefield Lock may not be used by residents for any activities such as swimming, angling or boating, and there are no mooring rights.

For further information about the canal and its leisure usage residents should contact British Waterways, see chapter 1.7.

Notes – health and safety

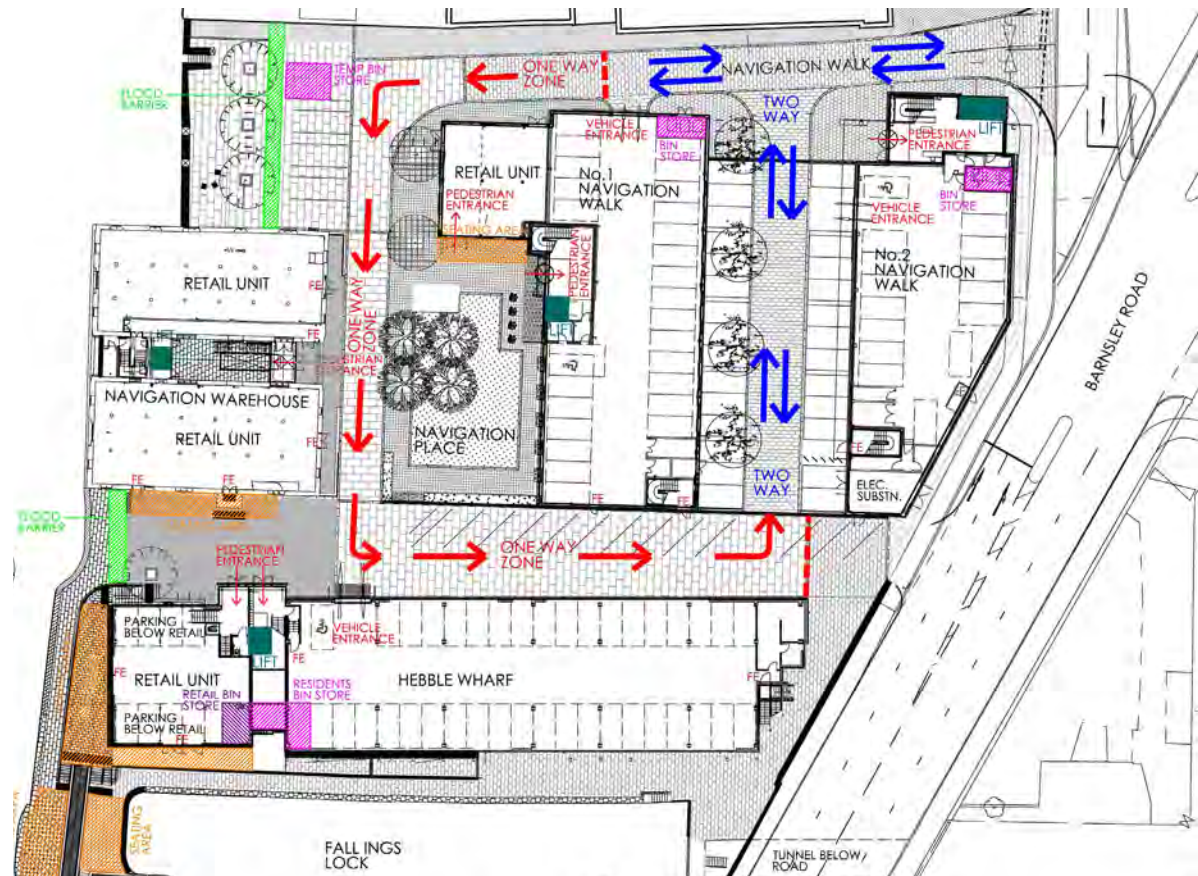
Canal depth

The depth of water is up to 2 metres deep (6 feet) with no guarantee that it is any less.

Chapter 5.1 Access and security

5.1.1 Overview

Site diagram



Chapter 5.1 Access and security

5.1.2 Resident access and egress

Residents will be issued with two uniquely identifiable proximity fobs per apartment.

Doors leading into the building lobby entrance, and to the stairwell between the ground floor and car park levels, are secured doors with locks that are operated via the adjacent proximity fob readers, see pictures 1 and 2.

To indicate that a fob reader unit is active all three LED lights will be illuminated.

To release the lock and open a door:

- Present the fob within a 4 cm range of the proximity reader unit, see picture 3
- A green LED light will be illuminated, the door lock will be released and the door will automatically open
- The door will automatically close and lock after a preset delay period

Leaving the building

The lobby doors are opened using the 'push to open' button located on the wall adjacent to the doors, see picture 4.



Notes

Additional and/or replacement proximity fobs

These can only be purchased from the managing agent via the estate manager and only after any lost fob has previously been disabled.

In an emergency

When leaving the building, or requiring to enter the stairwell, if the door lock fails to open press hard on the front of the green box marked 'emergency door release' located adjacent to the 'push to release' button or proximity fob reader unit, see pictures 2 and 4.

Contact the estate manager as soon as possible, since the door will remain at risk to unauthorised access until the system has been repaired.

In event of a fire alarm activation or electricity supply failure

The lobby entrance door locks will automatically be opened.

Chapter 5.1 Access and security

5.1.3 Visitor access

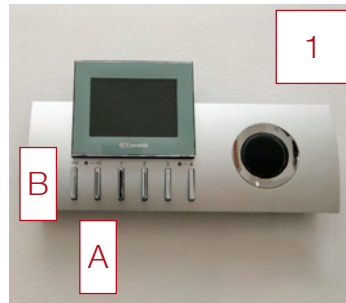
The apartment has an FT Diva 01 hands free audio/video entry phone unit located on the wall in the hallway, see pictures 1 and 2. The unit is part of a communally owned and managed system that is powered from the landlord's and not the apartment electricity supply.

To call an apartment:

- Enter the apartment number into the calling panel, see picture 3 (e.g. for apartment number 308 press the three digits) and press the 'Bell' button
- The calling panel will emit a ringing tone to indicate that the apartment has been called
- The audio/video entry phone within the apartment will sound and the camera view will appear

To admit a visitor:

- Press button A to speak to and hear the caller, the calling panel 'Speak Now' LED will illuminate to indicate that the visitor can be heard by the resident
- Press button B to open the lobby entrance door lock and the calling panel 'Door Open' LED will illuminate to indicate that the door lock has been released and the door will automatically open.
- After the visitor has entered, the door will automatically close and lock after a pre-set delay period



Audio/video entry phone other functionality

For further details about the use of the unit refer to the manufacturer's instruction booklet in handover wallet or see CD appendices. There is no intercom service between the apartment and the management office.

Audio/video entry phone care and maintenance

Buff lightly, do not spray liquid based cleaning products directly onto the unit. In the event of any problems with the phone system contact the estate manager. Depending upon the nature of the problem, the resident may be required to pay the cost of repair or replacement.

Chapter 5.1 Access and security

Notes

Hearing aid support

The visitor calling panel is fitted with a loop system that will enable a caller wearing a hearing aid to conduct a conversation with a resident.

Nuisance calls

If a 'caller' presses successive apartment numbers it may not be possible to view or speak to the 'caller'.

The action of calling a subsequent apartment number will cancel the call to your phone and should not be confused with failure of the system.

Building security

For security reasons, the 'Trades' button on the visitor calling panel has not been commissioned.

Any visitor to the building will have to call a specific apartment to request access.

NB Residents should not allow anonymous callers into the building. This includes callers claiming to be visiting other residents, and those asking to post leaflets etc. If residents receive such calls they should advise the estate manager.

In event of system failure

Report all problems to the estate manager.

Depending upon the nature of the problem, the resident may be required to pay the cost of repair or replacement of an audio/video unit.

In event of electricity supply failure

The visitor apartment calling system will fail and the door lock will be released.

Chapter 5.1 Access and security

5.1.4 Vehicle access and egress

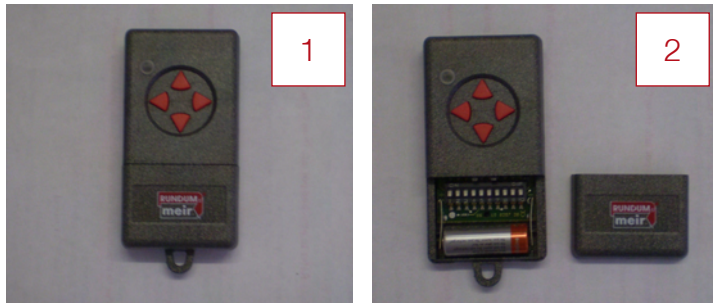
From Navigation Walk a gated slipway leads into the underground car parking area, see site diagram.

Those apartment owners with an allocated car parking space will be issued with a battery operated radio remote transmitter unit, see picture 1.

On approaching the entrance gate to enter or leave:

- Press the remote radio transmitter unit button once
- The red LED on the unit should illuminate to indicate that a signal is being transmitted to open the gate
- The gate will automatically close after a pre-set time delay once the vehicle has passed through

NB Only the top button will operate the gate; none of the other buttons have any functionality.



Radio transmitter unit battery replacement

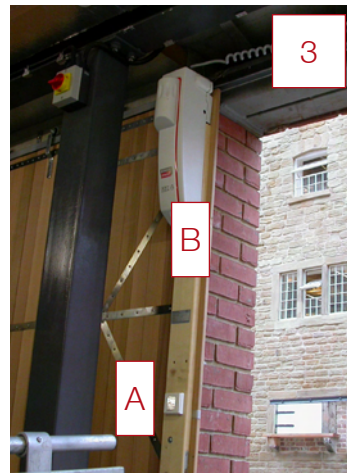
The battery should be replaced at approximately 12 monthly intervals or when the LED flashes to indicate that the battery is flat.

Open unit by sliding the battery cover downwards, see picture 2. Gently ease battery out and replace with an alkaline 12 volt battery mangan type 23A, ensuring + contact is facing in the correct direction.

NB Ensure that none of the dip switches adjacent to the battery are disturbed to avoid having to ask the estate manager to re-programme the device.

Reassemble unit and check LED illuminates.

In the event of any difficulties consult the estate manager.



Notes

Radio transmitter unit operation

The unit should function within a 10-metre range of the gate.

For safety and security reasons the unit should only be activated when in sight of the gate.

Additional and/or replacement transmitter units

These can only be purchased from the managing agent.

In an emergency

If the gate fails to open in response to a signal from the radio transmitter:

- Press the white switch located on the back of the gate, see picture 3 figure A

If the gate fails to open due to a power failure:

- Pull down red knob to disengage the drive mechanism and slide the gate open, see picture 3 figure B

In the event of any problems, for security purposes, advise the estate manager or managing agent as soon as possible.

Chapter 5.2 Fire protection

For residents increased safety, and to meet fire regulations, the building communal areas are designed to have minimal fire risks to afford occupants safe access to stairways and exits.

The communal areas (e.g. lobbies, stairwells, corridors and lift) are constantly monitored by detection units that are linked to a master alarm panel located in the building entrance lobby.

When a potential fire risk condition occurs within a communal area, the system will automatically:

- Sound alarms throughout the building communal areas
- Activate flashing beacons in the car park
- Open appropriate smoke extract vents
- Close those corridor doors that are held open by magnetic locks
- Send the lift car to the ground floor where it will remain
- Alert the Wakefield Waterfront management office
- Alert the Redcare monitoring service, that will be responsible for contacting the emergency services and the managing agent
- Open the building lobby door locks

The system can also be activated manually by breaking the glass on any of the red “Fire Alarm” boxes situated along corridors and beside exits.

On discovering smoke or a fire before the communal fire alarm is activated:

- Exit the building via the stairwell closing doors as you go
- Do not use the lift
- Break the glass on any of the red “Fire Alarm” boxes to activate the alarm system
- Do not re-enter the building until it is declared safe by the attending Fire Officers

Notes

Ground floor fire escape doors

In addition to the main lobby doors, there is an emergency escape door at the far end of the building on each floor level, see site diagram chapter 5.1.1.

Residents should not use these doors as an everyday short cut to leave the building to avoid doors not being properly closed and compromising the security of the building.

Smoking in communal areas

Smoking in enclosed communal areas is prohibited to:

- Avoid the risk of activating the fire alarm system
- Conform to Government Regulations that came into effect on 1st July 2007

For further information refer to the smokefree England website.



www.smokefreeengland.co.uk

Fire alarm system testing

Regular testing of the system will be arranged by the estate manager.

Chapter 5.3 Lift

There is one lift that serves the car park and all apartment levels.

To call lift:

- Press the call button and the indicator light will illuminate to confirm your request

To ascend or descend:

- Press the appropriate floor level button on the control panel
- Floor level numbers will be displayed and supported with voice announcements

NB Passengers need to be aware that the lift has a door at either end of the car and passengers will access through one door and exit through the other.

To hold doors open or to re-open doors to let someone in or out:

- Press the door open button [<>] on the control panel

NB Passengers should not lean against the door or try to prop doors open, as this will affect the operation of the lift.

After a short period without movement in and out of the doorway, the lift car doors will automatically try to close.

If the door sensors detect either movement, or an obstruction in the doorway, the lift car doors will remain open for a further period.

After multiple failed attempts to close, the lift car doors will eventually lock open.

Use of the lift

The lift may only be used for removals and deliveries by prior arrangements with the estate manager:

- so as not to inconvenience other residents
- to use protective cladding for the lift car
- to have use of the key to hold the lift car door open

Residents will be held responsible for any damage caused to the lifts.

Lift car weight restriction and measurements

When planning removals you should note the following restrictions and measurements that apply to the lift car.

Lift car		
Width 1100 mm	Height 2100 mm	Depth 2100 mm
Lift car door		
Width 900 mm	Height 2000 mm	
Max weight		
1075 kg	13 persons	

Door closing time delay

The time delay before the door automatically closes is adjustable. If problems are encountered contact the estate manager who can arrange to have the time delay period adjusted.

Notes

Lift emergency procedures

For emergency purposes, the lift car is fitted with an alarm push-button, which will sound an audible alarm in the lift shaft and initiate a telephone call to the lift company control centre.

Emergency battery back-up lighting

The 'Alarm' button on the control panel MUST be pressed for at least five seconds for the lift car to be automatically connected to the lift company control centre (by a 'hands free' telephone link). An emergency operator will then be able to talk to the passenger and advise them how long it may be before an engineer can release them. Residents hearing the alarm should try to talk to the trapped passenger and, if necessary, call the estate manager.

If lift doors fail to open

If the lift car travels to a floor, but the doors fail to open automatically or when the door open push-button "<>" has been pressed, before passengers press the alarm push-button, they should try to return to the floor where they entered the lift.

Reporting lift faults

All problems with the lift should be advised to the estate manager without delay.

Chapter 5.4 Lighting

Building internal communal areas

Illumination will be provided as follows:

- Ground floor entrance lobby and stairwells – time switch and photo electric cells, which will automatically switch lighting on and off in response to the surrounding lighting conditions
- Corridors - movement sensor activated timed to illuminate for minimum of 5 minutes
- Apartment door numbers - permanently illuminated
- Car park and refuse storage area - movement sensor activated timed to illuminate for minimum of 5 minutes

Building external areas

Illumination will be provided as follows:

- Public domain and water front areas - time clock activated illumination

Notes

In the event of electricity supply failure

The communal area lighting will be maintained from backup batteries for up to three hours.

Care and maintenance

For safety reasons, when lamps require replacing please advise the estate manager.

Chapter 5.5 Refuse

Disposal arrangements

Residents are required:

- To take their refuse suitably wrapped to the refuse storage area located in the car park
- To place recyclable materials in the appropriate containers
- Not to leave refuse elsewhere for health and safety reasons

The estate manager will arrange for the refuse to be transported to a collection point for removal by the local authority.

Recycling policy

This issue will be addressed by the managing agent in accordance with local authority requirements.

For environmental and service charge cost reasons, residents will be required to conscientiously observe the appropriate separation of waste products e.g. glass, cans, plastic bottles, paper and cardboard etc.

Bulky items

Residents must not leave any bulky items (e.g. furniture, electrical appliances etc) in the refuse storage or any communal area. If you wish to dispose of such items, please contact the estate manager for guidance, or alternatively disposal arrangements can be made with the local authority.

Notes

Refuse following removals and contractors deliveries

There is no provision for storage of bulky packing material (i.e. after removals.)

Residents must make their own arrangements for all such material to be removed from the building.

Restaurant refuse store

The restaurant has its own separate refuse store room in the car park, adjacent to the secure stairwell door leading to and from the restaurant.

This storage area is exclusively for the restaurant and may not be used by residents.

Chapter 5.6 Flood defences and warnings

In the event that the water level in the river and lock rises beyond acceptable safe levels:

- Flood barriers around various parts of Wakefield Waterfront will automatically be raised and other gates will be closed. When the barriers are being raised an audible warning will be activated as an alert.
- The Wakefield Waterfront management office will automatically be alerted
- If appropriate, the estate manager will warn those residents in occupation of the imminence of flooding and appropriate action

The management company will have formulated a contingency plan to inform residents, neighbours and emergency services in the event of a catastrophic failure of the flood prevention systems.

Floodline warnings direct service

The Environment Agency (EA) is responsible for issuing flood warnings to the public.

To warn you of expected flooding in your area, and to give you time to prepare your home and family, the EA offers a free flood warning service directly to your telephone, fax, pager or email.

Registration for the warning service

If you wish to receive this free warning service:

- Firstly, read the EA's terms and conditions, see appendix on this CD
- Complete the 'Floodline Warnings Direct' registration form

(A copy of the form can be printed from the appendix on this CD)

Post the registration form to:

Flood Incident Management
Environment Agency
Phoenix House
Global Avenue
Leeds
LS11 8PG

Alternatively, once the apartment has been registered by the initial occupant, subsequent residents may register by telephoning the EA and providing their post code.



0845 988 1188

For further information

For ways to help protect your family, home or business in the event of a flood, refer to the EA website



www.environment-agency.gov.uk

About what to do before, during and after a flood contact Floodline.



0845 988 1188

About specific matters, and to speak to someone contact Flood Incident Management in Leeds.



08707 506 506

Chapter 6.1 Landlord's responsibilities

In accordance with the terms of the lease the landlord, Waterfront Wakefield (Hebble Wharf) Limited, is required to ensure that the building, systems and services are appropriately managed and maintained.

To carry out the management function, the developer established Waterfront Wakefield Management Limited as a management company.

The landlord and the management company both employ Mainstay as the managing agent to undertake:

- The financial and day-to-day management of the building
- The collection of the ground rent and service charges

The managing agent, whilst accountable to the management company, is also obliged to provide tenants with certain financial information. Furthermore, the managing agent's books of account, together with all invoices relating to the building must be open to inspection by the owners, if required, and in accordance with statutory requirements.

The landlord and management company have power to make and vary building regulations as it may reasonably think fit for the preservation of the amenities of the building or for the general convenience of the residents, see chapter 6.2.

Notes

Landlord's covenants & powers

For full details refer to your lease or the managing agent.

Chapter 6.2 Resident's obligations

The lease contains various covenants and regulations that apply to all tenants and residents in respect of the use and care of the apartments and communal areas, which are:

- Intended to enable residents to co-exist with their neighbours as comfortably, safely and harmoniously as practicable
- Intended to maintain the integrity and general upkeep of the apartments, the building and amenity areas
- Enforceable by the landlord

Furthermore, the landlord and management company may at any time impose and vary reasonable regulations in the interests of good building management.

The following are some of the obligations that are designed to help achieve these objectives and which all residents need to be aware of and are required to observe.

Use and care of apartment

1. Not to use the apartment other than as a private residence
2. Not to permit any mats, rugs or other articles to be shaken or beaten outside the apartment or in or about any balcony or terrace
3. Not to keep any petrol, oil or other combustible, dangerous or offensive substances or goods upon the apartment except as may be necessary for or in connection with the reasonable occupation of the apartment
4. Not to do or permit anything in or upon the apartment which may be or become a nuisance, damage or disturbance, danger or annoyance to the

landlord or the owners, tenants or occupiers of the nearby premises

5. Not to allow any auction to be held in the apartment
6. Not to permit the apartment or the estate common parts or any part of them to be used for any illegal or immoral purpose or for any trade, business or occupation
7. At all times to keep tidily the appearance of all windows of the apartment and to clean the inside surfaces of the same at least once a month
8. Not to bring or keep or suffer to be brought or kept upon the apartment anything which in the opinion of the landlord is or may become unclean, unsightly or detrimental to the apartment or to the building
9. Not to affix or exhibit or permit to be affixed or exhibited to or upon any part of the exterior of the apartment or within the same so as to be visible from their exterior any placard, poster, signage or other advertisement except such as shall be previously approved in writing by the landlord
10. Not to install or suffer to be installed any machinery on the apartment other than ordinary domestic appliances and not to use or permit to be used any part of the ceiling of the apartment in such manner as to subject it to any strain beyond that which it is designed to bear nor likewise to overload any floor area of the apartment
11. Not to keep or permit any dog or other animal or reptile upon or in the apartment (other than small caged domestic animals or fish in a fish tank) except with the prior written consent of the landlord which consent shall not be unreasonably withheld or delayed but may be revoked at the discretion of the landlord and to remove such dog, other animal or reptile upon the revocation or withdrawal of such consent

Notes

Full list of covenants and regulations

For full details of all covenants refer to the lease or consult the managing agent.

Chapter 6.2 Resident's obligations

Use and care of apartment

1. Not to carry out any trade or business on the apartment
2. Not to display any board or placard or notice relating to the sale or letting of the apartment upon the apartment
3. Not to use any electrical device which has not an effective suppressor fitted to it.
4. Not to make any noise audible outside the apartment whether by wireless, television, musical instruments, singing or otherwise at any time
5. Not to erect or permit to be erected any wireless or television aerial or other aerial, mast, any satellite television dish or other apparatus for receiving wireless telegraphic or other signals on any part of the exterior of the apartment or other part of the building and not to cause or permit any such aerials or apparatus wholly or in part to project from the interior of the apartment
6. Not to use any balcony serving the apartment for the purpose of hanging or drying clothes, linen or other articles of personal domestic use

Alterations to the apartment

1. Not to alter the apartment (including the entrance door) externally or cut, maim or injure any structural part or erect any further building or addition upon the apartment or any external projection without the prior written consent of the landlord, nor to make any alterations in the design or elevation of the apartment or alter any of the landlord's fixtures, fittings and appliances

2. Not to interfere with or remove the flooring of the apartment without replacing it with like flooring with the same or higher specification of noise insulation.

Use of communal areas

1. Not to place any personal items including any rubbish in the common parts (save the placing of rubbish in any area designated for the storage of rubbish suitably wrapped)
2. Not to use any outside parts of the building or the common parts for the purpose of hanging or drying clothes, linen or other articles of personal domestic use
3. Not to allow any parcels, packages, bicycles, perambulators or other items to remain in the common parts.
4. Not to do or permit or suffer any act or thing which may render any increased premium payable for the insurance of the building or which may make void or voidable any policy of insurance thereon and not to interfere in any way with the fire prevention systems fitted to the building
5. Not to stop up or obstruct or permit or suffer to be stopped up or obstructed or permit or suffer oil, grease or other deleterious matter or substance to enter the drains, sewers, gutters, pipes, channels and watercourses of the apartment or of the building
6. Not to carry out any decoration, repair or maintenance upon the exterior of the building including for the avoidance of doubt any balcony

7. Not to use or permit to be used any barbeque on any balconies, patios, the external common parts without the prior consent of the landlord

8. Not to use the lift for any purpose other than as access to and egress from the apartment by the tenant and any persons authorised by the tenant provided that the lift may be used to transport items of furniture to and from the apartment subject to the following conditions:

- the maximum load of the lift shall not be exceeded
- the lift doors shall not be blocked or forced open by artificial means or force
- the tenant shall be liable for the cost of repairs for any damage caused to the lift during the removal of such items

9. Not to cause any nuisance or annoyance to other residents

10. Not to permit any dog or other animal to foul any of the roads, footpaths or other parts of the estate

11. Not to carry out any repairs or vehicle maintenance to any vehicle in the car park or within estate

12. Not to block or permit to be blocked any fire escape or use or permit any fire escape to be used for any purpose other than an emergency exit

13. To report all lost or damaged keys or other security devices to the managing agent and to pay to the managing agent the cost of replacement of any lost or damaged keys or other similar device

Chapter 6.3 Managing agents role and responsibilities

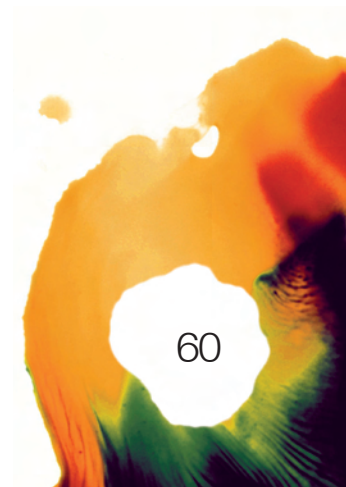
In accordance with the lease, the managing agent's main role and responsibilities are the security, support, maintenance and servicing of the common areas and structures of the Hebble Wharf building, and the other parts of Wakefield Waterfront development.

These services are provided by an estate manager from the Waterfront management office, see chapter 5.1.1 site diagram for location and chapter 1.7 for contact details.

The estate manager's responsibilities include managing:

- Minor repairs and defects
 - Utility issues including meter readings
 - Power failure and systems failures
 - All apartment defects during the first 24 months from legal completion for each apartment
 - Parking issues
 - Unsociable behaviour
 - Proposed enhancements e.g. neighbourhood watch etc.
 - Parcels and deliveries service
- Any financial queries
 - Concerns over staffing
 - Suspected lease breaches
 - Emergency repairs
 - Fob and radio transmitter unit reordering
 - Budget and accounts requests
 - Sub letting and sales
 - Insurance claims

The managing agent's head office, see chapter 1.7 for contact details, should be contacted directly in respect of any of the following matters:



Chapter 6.4 Rent

Ownership of the land and buildings

Waterfront Wakefield (Hebble Wharf) Limited (the landlord) currently own the freehold interest in Hebble Wharf.

Owners of individual apartments (tenants) each hold a lease for a term of 250 years from the date of their lease.

Payment and review arrangements

The rent, which is due to the landlord, is payable annually in advance on 1st January.

This sum will be invoiced and collected separately from the service charge instalments by the managing agent.

In accordance with the terms of the lease, the initial annual rent for the first ten years of the term shall be:

Studio	1 Bed	2 Bed
£100	£150	£200

The rent will be reviewed every 10 years in accordance with the formula specified in the lease.

For further details refer to your lease or the managing agent.

Notes

Payment of rent

The amount invoiced must be paid promptly and in full.

If not paid within 7 days penalty interest will be charged from the due date.

If not paid within 14 days of the due date action may be taken in accordance with the terms of the lease.

Chapter 6.5 Service charges

Service charge estimates

The managing agent will be responsible for the production of financial budgets for the running costs of the building in accordance with the lease.

The proposed annual budget estimates and service charges for each accounting year (1st January – 31st December) will be presented to the landlord for approval.

The service charge will be split into four constituent parts, namely estate, building, apartment, and parking.

Copies of the approved annual budget estimates and details of future service charges will be circulated to all apartment owners (copies are available on application from the managing agent, see chapter 1.7 for contact details).

Service charge invoices

Based upon the approved annual budget estimates, the managing agent will issue half yearly invoices (usually one month prior to the due date) requesting payment of service charge instalments due in advance on 1st January and 1st July.

As specified in the lease, the proportion applied will be based on the square footage of the apartment, and in accordance with the managing agent's scheme for the building

Annual reconciliation

The managing agent is required to prepare an annual account of the maintenance expenses (distinguishing between actual expenditure and a reserve for future expenditure).

The accounts are to be audited by an independent accountant as soon as is practicable and the managing agent will circulate a copy of the accounts, together with the accountant's certificate, to each apartment owner.

Since the service charge instalments are based upon the annual budget estimates annually, on completion of the managing agent's audited accounts, each apartment owner will receive a reconciliation statement showing any credit or debit balance on their service charges account. Any debit balance will be payable within 21 days and any credit balance will be off set against future instalments.

Notes

Payment of service charges

The amount invoiced must be paid promptly and in full.

If not paid within 7 days penalty interest will be charged from the due date.

If not paid within 14 days of the due date action may be taken in accordance with the terms of the lease.

Payment methods

If requested by the managing agent the tenant shall pay the service charges by bankers order, direct debit or other means of automatic transmission of funds to a bank account nominated by the managing agent from time to time.

Chapter 6.6 Insurances

Buildings insurance

Arranging and maintaining adequate buildings insurance cover for the building, is the responsibility of the management company on behalf of the landlord.

The managing agent will collect the insurance premiums from tenants and account to the management company and landlord for these sums.

Contents and personal effects insurance

Insurance arrangements to cover personal effects (e.g. clothing; furnishings, carpets, TV equipment, appliances etc) are the responsibility of the residents and not the landlord or managing agent.

The landlord's insurance covers various items within a property (e.g. kitchen fixtures & fittings but not the domestic appliances.)

Notes

Insurance policy and certificate of cover

Full insurance policy details and a copy of the latest certificate of cover can be obtained, on request, from the managing agent's office.

Apartment front door lock

If an insurance company requests details about the type and standard of lock fitted, and whether it conforms to appropriate standards for security locks, refer to chapter 3.5 .doors and locks, for further details.

Bicycles

Insurance arrangements for bicycles kept within the estate are a resident's responsibility.

Chapter 6.7 Landlord's right of access

The lease includes obligations that permit the landlord or their agents to request and be granted access to the apartment in order to:

- View inspect and examine the state and condition of the apartment and take any measurement or valuation
- Ensure that the tenant has complied with its obligations under the lease
- Exercise any of the rights excepted and reserved by the lease or in default of the tenant exercising any of its covenants under the lease

Whilst for cyclical work the managing agent should give residents reasonable notice (not less than 72 hours) and details about the work so that the resident may make appropriate access arrangements, immediate access may be required in emergency situations.

Chapter 6.8 Sale or subletting

To conform to the lease, when the ownership of an apartment is to be transferred, or a property is to be sublet, the landlord and management company must be formally advised of the transactions via the managing agent, and preferably before legal agreements are entered in to.

When selling a property, your solicitor will need up-to-date information about the insurance of the buildings, service charges etc.

You may be able to supply the solicitor with some of this information yourself but, if not, the solicitor should apply in writing to the managing agent who will charge a fee for this service.

Notes

Formal notification to the landlord and the managing agent

This provision applies to all subsequent transactions following the initial purchase of a property whether a sale or letting.

Chapter 6.9 Representation arrangements

The responsibility for the management of the building rests solely with the landlord.

However, the lease and certain legislation contain various provisions to protect tenants' rights to have the building cared for in a suitable and cost effective manner.

To provide a forum for residents' collective views and wishes, upon the needs and quality of services required for the building, to be brought to the attention of the landlord and management company, tenants may wish to form a residents' association.

The secretary of the association should ask the landlord and management company, via the managing agent, for a written notice of recognition. Once the landlord and management company have recognised the association they must give six months' notice to withdraw recognition.

Notes

LEASE - The leasehold advisory service

This is an executive non departmental public body funded by government to provide free legal advice to leaseholders, landlords, professional advisers, managers and others on the law affecting residential leasehold and commonhold. The agency may be contacted at:

LEASE. 31 Worship Street, London, EC2A 2DX



020 7374 5380



info@lease-advice.org



www.lease-advice.org