

# EBURY ESTATE

## Mandeville Apartments Home User Guide



December 2024



City of Westminster



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# Introduction

This guide has been designed for use by Ebury Estate residents. It provides an overview of the services installed within your home and how to operate them. It explains what the various control devices, panels, buttons, and switches throughout the property are used for and how to work or adjust them, as well as recommendations for cleaning, maintenance, and servicing.

Please leave this guide within the home for future reference.

## Key Schedule

- 3 x flat entrance door keys
- 3 x access fobs
- 3 x window / balcony door keys
- 2 x post box keys
- 1 x window restrictor keys





## Gifted items


Several of the items in your flat have been given to you as part of your tenancy, and you are responsible for the maintenance, upkeep, and replacement. These are:

- Washing machine/dryer
- Fridge freezer
- Electric oven
- Oven extract
- Mirror
- Blinds
- Carpets
- Wood effect flooring
- Toilet roll holder
- Coat hooks


Please ensure that you register the warranty(s) for the washing machine dryer, fridge freezer, electric oven and the oven extract. The phone number to register is included in the instruction manuals provided separately.

## Local authority

There are several ways to contact Westminster City Council:

 **0800 358 3783** (freephone)  
+44 20 7245 2990 (if calling from abroad)

 [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)

 @citywestminster

 [www.westminster.gov.uk/yourhousing](http://www.westminster.gov.uk/yourhousing) for information on making payments, reporting repairs and applying for a range of housing-based services.


The [www.westminster.gov.uk](http://www.westminster.gov.uk) website also gives access to a range of council wide services and information, such as council tax, refuse collection days, events, activities and libraries.


## Report a repair or defect

Please report all repairs/ defects to the Repairs Team by phone, email or on our website.

Please call through to report any emergencies to ensure the quickest response time.

### Repairs Team

 **0800 358 3783** (freephone) option 2

 [www.westminster.gov.uk/yourhousing/repairs](http://www.westminster.gov.uk/yourhousing/repairs)

If you are reporting a defect in the 24 months of the building being completed, please contact [aftercareteam@westminster.gov.uk](mailto:aftercareteam@westminster.gov.uk)

Multi Tenure Housing Team  
Housing Services Centre  
155 Westbourne Terrace  
London W2 6JX

### Emergency repairs

Emergency repairs occurring can be reported 24 hours to WCC by calling the usual WCC number **0800 358 3783**.

## What's a defect?

A defect is any workmanship, fixtures, fittings or where parts have failed during the Defect Liability Period. For example: doors that do not open or close correctly, extractor fans not working, or seals around showers leaking. Any faults caused in other ways, such as wear and tear, damage by neglect, misuse, accidental or deliberate will not qualify as a defect and will not be the responsibility of the Contractor or Westminster City Council.

During this period, there may be some drying out of plaster and timber used during the construction. You may notice minor cracks in the walls and gaps in the skirting boards and door frames. These are shrinkage cracks and are completely normal in a new home. The shrinkage is caused by the drying out of plaster and timber. To minimize shrinkage cracks, please try to warm up your home gradually at an even temperature whilst ventilating your home throughout.

Please note, shrinkage cracks do not affect the structure of the building and can be filled in when you redecorate.

Please note that Westminster City Council or the Contractor are not liable for faults and repairs caused by misuse, accidental damage, wear and tear, nor for natural shrinkage cracks under 3mm in width. If you find a gap that is larger than 3mm, these will be addressed at the End of Defect Period by the Contractor. As a guide, to check if the gap is larger than 3mm, place a £1 coin in the gap and, if it fits, the gap is more than 3mm.

At the end of the Defect Liability Period, we will carry out an End of Defects Inspection to make sure there are not any outstanding defects.

### Defect categories

There are three defect categories, and the timeline for a Contractor to inspect the defect will depend on its nature.

### Emergency defects

Emergency Defects	Urgent Defects	Routine Defects
24 Hours (Mon-Fri)	7 Working Days	28 Working Days

Emergency defects are those which compromise your health, safety, and security or which, if left, would severely damage the fabric of the building.

Below is a list of examples of emergency defects, which we aim to respond to within 24 hours.

- Total loss of electricity
- Unsafe power, lighting socket or electrical fitting
- Total loss of water supply
- Total or partial loss of hot water or heating between 31st October and 1st May if affecting infirm, elderly or very young people
- Mains water tap which cannot be turned on or off
- Leak from water or heating pipe, tank, or cistern
- Leaking roof
- Severe structural damage by storm or impact

### Urgent defects

We aim to respond to urgent repairs within 7 days. Urgent repairs are faults causing discomfort, inconvenience, or nuisance and faults that are likely to lead to further deterioration of the building.

### Routine defects

We aim to respond to routine repairs within 28 working days. Routine repairs are faults that can be deferred without serious discomfort, inconvenience or nuisance, e.g. broken extractor fans, dripping taps, etc.

**Please note, we may seek to recover any costs for emergency callouts where the problem is not found to be a genuine emergency or a genuine defect – To avoid charges please ensure that any reported emergencies are genuine.**

## Utilities

### Water, electricity, and heat in your home.


When you move into your new home you must contact the utility suppliers to let them know your details and to activate your accounts.

Without activating utility supply contracts, you will lose the supply to your home. You will be provided with your meter readings when you sign up for your home.

### Water

Water (Potable water) is supplied to your property by Thames Water. The cold-water meter is in the utility cupboard in your flat.

Contact Thames Water to activate your own supply account using the following details:

 **0800 9808 800**


 Emergency: **0800 714 614**

 **[www.thameswater.co.uk](http://www.thameswater.co.uk)**

### Electricity

The current electricity supplier to your property is British Gas. The electricity meter is located inside the utility cupboard in your flat.

You should contact British Gas to activate your own supply account by either:

 **0333 202 9802**

 **[www.britishgas.co.uk/new-home/move-in/energy-quote](http://www.britishgas.co.uk/new-home/move-in/energy-quote)**

Alternatively, energy comparison websites such as Uswitch at **[www.uswitch.com](http://www.uswitch.com)** may be able to help you switch to an energy supplier of your choice if there are cheaper tariffs available.

### Heating and hot water

The heating and hot water to your flat is supplied by the combination of air source heat pump, water source heat pump and ground source systems operated and managed by Westminster City Council's contractor Vital Energi. There are no traditional radiators within your home, the heat is provided from ceiling fan coil units via vents. Please do not cover these vents.

Please note there is no gas inside your property.

Westminster City Council are your heat supplier. This means you will not be able to change the heat provider.

Your heating and cooling is metered through the Heat Interface Unit (HIU) and Cooling Interface Unit (CIU) mounted on the wall of your utility cupboard and is managed by Vital Energi on behalf of Westminster City Council.

### Greywater System

The Non-Potable water system is a Greywater collection system. The greywater system collects the wastewater from the showers, baths and wet rooms from the Ebury apartments. It is NOT wastewater from TOILETS. This wastewater is then filtered and recycled back into the apartments to be used as the water to flush your toilet. This is a water saving measure and there is a meter in the utility cupboard that shows how much grey water your home has used. This system will ensure you use less Thames Water (potable) metered water. It should be noted that because the water in your toilet is recycled from the building on occasion it could on occasions be frothy from the disinfectants used in the filtration process.

Currently grey water is not charged for and Thames Water do not offer a specific Grey Water rebate.

## Post and deliveries

The post box for your home is in the ground floor lobby of the building. Please note that Westminster City Council do not hold spare keys to your post box.

There are also Renz boxes located in the main entrance; these Renz boxes are for large parcel deliveries.



To use the Renz boxes, you will need register for the service by completing the registration form and downloading the My Renz Box app. Please use the below QR code to register and download the My Renz Box app.



SCAN HERE

## Lift

There are two lifts serving all flats in Mandeville Apartments. In the event of a fire, you must not use the lift.

## Cycle storage

Residents wishing to store bicycles should use the racks which are located at the ground and basement floor level. To register for a cycle space please contact the Multi Tenure Housing Team at Westminster City Council.

Bicycles are not permitted on your balcony or terrace or in the lifts or communal areas. The cycle stores are not to be used for any other material storage. E bike charging is also prohibited. Please note that security of bicycles is the residents' responsibility.

## Parking

Ebury is a parking light development with limited spaces for white badge holders only at ground floor. If you have been allocated a parking space, you will be shown at your property handover how to access the parking area. Residents with parking enquiries should contact the Central Management Hub. Please note that all vehicles must be registered with the Westminster Multi Tenure Housing Team to enable access to the car park. Any residents using the car parking facilities are required to adhere to the following rules:

- Follow the road signage.
- Drive within the 5mph speed limit.
- Ensure the safety of passengers and pedestrians.
- Only park cars in the designated parking areas.
- Cars must be insured and registered to Mandeville Apartments.

Please note there is no visitor parking.

## Car Charging

Car charging facilities are available within the ground floor parking facility for residents with electric or hybrid cars. To access this service you will need to download a Cleenergyev App at either the Apple Store or Google Play. For further information visit [www.cleenergy-ev.com](http://www.cleenergy-ev.com)

## Zip Car

Zipcars are a car club enabling you to hire their cars as and when you need them. As a new Ebury Estate resident you have access to a free lifetime membership for Zipcars and £120 credit. This is available as part of the Ebury Bridge Estate. Please visit the Zipcar web page to activate your free membership. [www.zipcar.com/en-gb/residential/Eburybridge](http://www.zipcar.com/en-gb/residential/Eburybridge)

## Street Parking

You can also apply for a residents' street parking permit from Westminster City Council. You can download the application form from the Westminster City Council website and return it with your proof documents by email to [parkingpermits@westminster.gov.uk](mailto:parkingpermits@westminster.gov.uk) or by post to: **Westminster City Council, Parking Services, PO Box 734, Redhill, RH1 9F**

## Security and CCTV

The new Ebury is protected by round the clock monitored CCTV, including in the car park. Overnight we have patrolling security officers, the combination of which provides a 24-hour service to residents on site. While these security measures have been implemented, we also recommend the following security precautions:

- Check that all windows and doors are locked if leaving the property.
- Do report any suspicious behaviour to on-site personnel.
- Do not allow entry to anyone that you do not recognise.
- Do not allow people to tailgate through the door/gates.

## Cleaning and maintenance of communal areas

Rendall and Rittner are the Estate Managing Agents and manage the building and estate areas on behalf of Westminster City Council. This includes cleaning of communal areas and repairs and maintenance. If you wish to discuss any Estate and Building matters, please contact the Multi Tenure Housing Team.

## Window cleaning

As a tenant you are responsible for cleaning your own windows internally and externally.

If your home has a window that does not open and not accessible it will be cleaned from the outside by the Estate Management Agents.

## Refuse and recycling

The main refuse store for the building is located on the ground floor with access clearly signposted from the lobby. Please ensure that your refuse is suitably bagged so as not to cause any spillage across the corridors and communal areas. You will be shown how to access your refuse store at your home demonstration or property handover. Refuse will be collected directly from the refuse store by the Westminster City Council Waste Team.

### Mixed recycling

Please use the recycling bins to recycle:

- paper and cardboard
- food tins and drinks cans
- mixed glass bottles and jars
- cartons, e.g., tetra paks
- plastic bottles, pots, tubs, and trays
- aerosol cans: they should be empty and not crushed.
- aluminium foil, washed and squashed.

### Food waste

If you have been provided with a food waste bin, please use it for:

- Food waste, such as plate scrapings or mouldy food or fruit and vegetables.
- Tea bags and coffee grounds

Please do not use it for:

- Plastic bags
- Food packaging of any kind
- Liquids, such as milk, oils or liquid fat
- Flowers or garden waste
- Any material that is not food waste

You'll be provided with an initial roll of food waste bin liners. Once you have used these up you can pick up a new roll of liners from Westminster City Council libraries. You can also buy your own from supermarkets or other retailers or use old plastic bags that are coming to the end of their life. To dispose of your food waste, place it in the large food waste bin in the bin store on Lower Ground or Ground Floor.

For more information visit [www.westminster.gov.uk/food-waste-recycling-expansion](http://www.westminster.gov.uk/food-waste-recycling-expansion) or call **0207 641 2000**.

### Bulky waste

There is no bulk waste store at Ebury Estate but there is a Bulky Waste Collection Service provided by Westminster City Council. This costs £34 for up to six items, each additional item is £6. This service is free if you are in receipt of housing or council tax benefit. However, this is limited to 1 collection of up to 6 items every 90 days. The average waiting time is three days. You must leave items out only on the agreed collection day and time.

For further information contact Westminster City Council on **020 7641 2000**

Website: [www.westminster.gov.uk/collections/how-dispose-bulky-waste](http://www.westminster.gov.uk/collections/how-dispose-bulky-waste)

## Mandeville Apartments Ebury SW1 How To Videos

The below QR code and web link will take you to the Westminster City Council web site page for Ebury SW1 that is hosting the Mandeville Apartments Ebury SW1 How To Use Your Home videos.

If you click on the video links you will be taken to You Tube and you will be able to watch videos on how to use various features of your home.



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# Building access

## Entering your home

To enter the building please present your fob against the reader (circled in red below):



Your visitors will need to enter your flat number and press the bell symbol. This will ring your door entry phone where you will be able to see/speak to your visitors and grant entry into the building.

Once inside the lobby there is another door entry panel where you will need to again use your fob.

Visitors will also need to again call your flat and once you give access they can use the lift to your floor only.

Please note that your fob will only allow you to use the lift to your floor. Below is the fob reader in the lift.



The fob reader will also need to be used to access cycle stores and bin stores

## Exiting your home

To exit secure rooms (such as the cycle store) or leave the building "push to exit buttons" are used. Push this to unlock and open the door.



Exit doors may also have an "emergency exit" push button. These are only to be used in an emergency as these keep the doors unlocked until an authorised person resets them. To operate, push the black circle as shown below:



## Allowing visitors into your home

A video door entry panel has been installed in your home. This is wall-mounted in the hall. It allows you to receive calls from the ground floor entrance door and to allow visitors into the building.

The instructions as to how to use the video door entry are below and are also available on the How It Works Video.

## Video door entry home screen



- Call Accept/ End
- Unlock
- Silent
- Menu

### When someone calls

Press **Call Accept** to answer an incoming call. The video monitor will display during the call.



### While on the call

To let the visitor gain access, press **Unlock**.


Adjust loudspeaker volume with the touchscreen buttons  

Press **Call End** to complete the call.

### Silence a call

Adjust the ringer volume with  or press  to decline the call.

### Keep it quiet

If you do not wish to be disturbed, press **Silent**. The **Silent** symbol  will display in the top right and the ringer is muted.

### CB button

Concierge button not available.



# Systems installed

## Sprinklers

Your home is fitted with a sprinkler system. This system is automatically activated by a rise in temperature and cannot be isolated from within your flat.

The sprinkler heads are located above the white caps in the ceiling. Care should be taken to avoid direct contact with the caps as this may trigger the sprinkler head, so do not paint or hang anything from the sprinkler head

**Should you accidentally knock or damage the sprinkler head, or if the sprinkler activates unexpectedly contact Westminster City Council immediately.**



## Heating and hot water

The heating and hot water for use throughout your apartment is first generated centrally by a combination of ground source, air source heat pumps and water source heat pumps, connected to the Ebury Energy Centre

These heat pumps generate low temperature hot water that is piped throughout the building to the heat interface unit (HIU) in your apartment.

You will receive heat and hot water in your home which will be metered, you will be charged by Westminster City Council as a service charge with your rent or annual service charge if a leaseholder. Your charges will be set on a consumption basis which means you will pay for how much heating and hot water you have used. You will not be paying the same amount for your heating and hot water as your neighbours as everyone uses different amounts of heat and hot water.

Your home is heated via fan coil units that are behind the vents in your rooms. To ensure the system runs correctly please do not paint over these grills. These fan coil units will be serviced on an annual basis by the Energy Maintenance Contractor.



In your bathroom you have a heated towel rail that also receives heat via The Ebury Energy Centre and your HIU.



## Cooling

Your home also benefits from comfort cooling. The cooling comes from the Ebury Energy Centre via chilled water which is piped to the Cooling Interface Unit (CIU) in your home. The CIU will send cooling to the fan coil units in your home – the minimum comfort cooling temperature is set to 24 degrees Celsius.

Again you will be individually metered for any cooling that you use via your Westminster City Council Service Charges.

**The Heat Interface Unit and Cooling Interface Unit in your utility cupboard. Please do not adjust any settings. These will be maintained by the Energy Management Contractor.**



## Smoke and heat alarms

Smoke alarms are located in hallways, bedrooms, and utility cupboards. Heat alarms are installed in the kitchen area.

Both alarms should be checked regularly by pressing the test button circled in red. These alarms are mains powered and have a backup 10-year lithium battery. If the unit fails, please contact the Westminster City Council repair team. If the alarm should activate in your home due to vaping or cooking, then please open a window to silence it. If there is a fire you must follow the fire safety advice on page 27.



## Home temperature programmer and timer



On the wall in your hallway is a home temperature programmer and timer which controls the heating and cooling in your home.

In each room there is a sensor on the wall which looks like a sticky white dot. This photo shows one next to the light switch in a bedroom.



These sensors are connected to your home thermostat and record the temperature in each room. It is very important that you do not peel these sensors off the wall. They can be painted over to match the wall colour.

You can programme your Home temperature programmer to set different temperatures in the rooms in your apartment.

The main page will allow access to individual room page and display time and day of the week. It will also display an alarm icon if one of the 4th alarms in a room is activated.

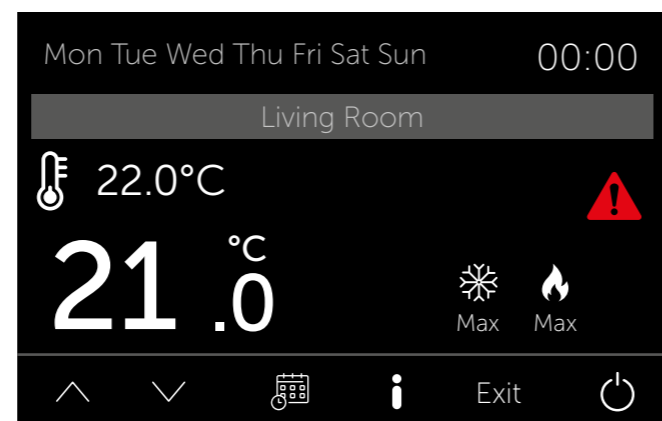
The main page will be automatically displayed after 60 second of inactivity on the wall controller.

## Room page

The room page will display time, day of the week, run status, setpoint and boost modes.

The room page will allow to:

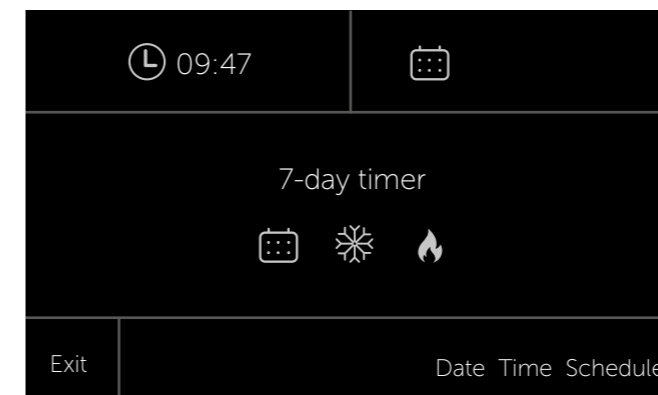
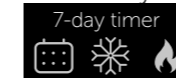
- Control the setpoint with up and down arrows.
- Control the run status which got 3 different states (Manual OFF , Manual ON , Auto ). The Auto mode will be driven by the 7 day timer. It will change from to when in an ON period.
- Activate heating and comfort cooling boost mode by pressing the or . The boost will remain activated for 1 hour.
- Access the setting page via this button .
- Access the help page via this button .
- 22.0°C display the room temperature.
- Access the alarm page via this button .



## Setting page

- The setting page will display the time, the date, and the status of the 7-day timer.
- When enter in an ON period the status of the 7-day timer will switch from to .
- The time can be edited by pressing 09:47
- The date can be edited by pressing 16/11/22

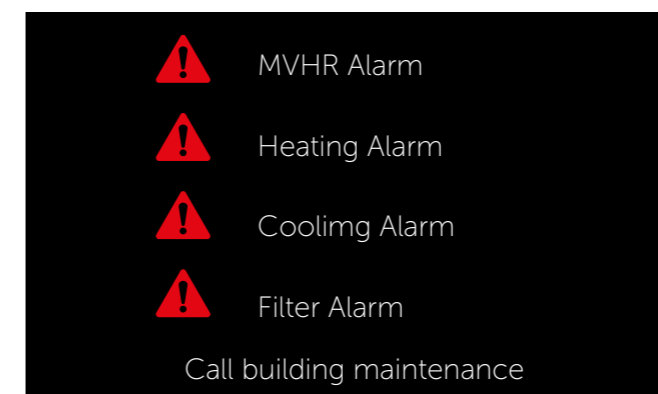
The 7-day timer can be edited by pressing



## Alarm page

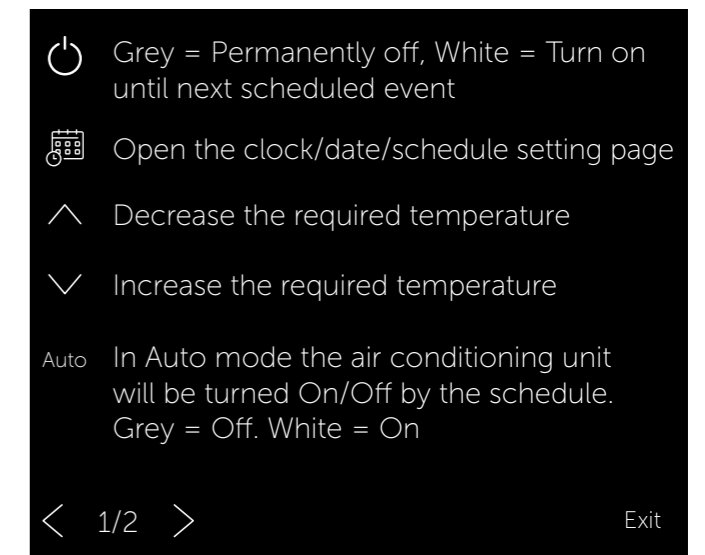
The alarm page will display the alarm details.

- 4 alarms will be available:
- MVHR alarm: VFC contact coming from the MVHR.
- Heating Alarm: Delta T insufficient between return and supply air temperature.
- Cooling Alarm: Delta T insufficient between return and supply air temperature.
- Filter Alarm: run time counter of 1000 hours.



## Help page

The help page will describe all the functionalities available on the device and will be displayed as below:



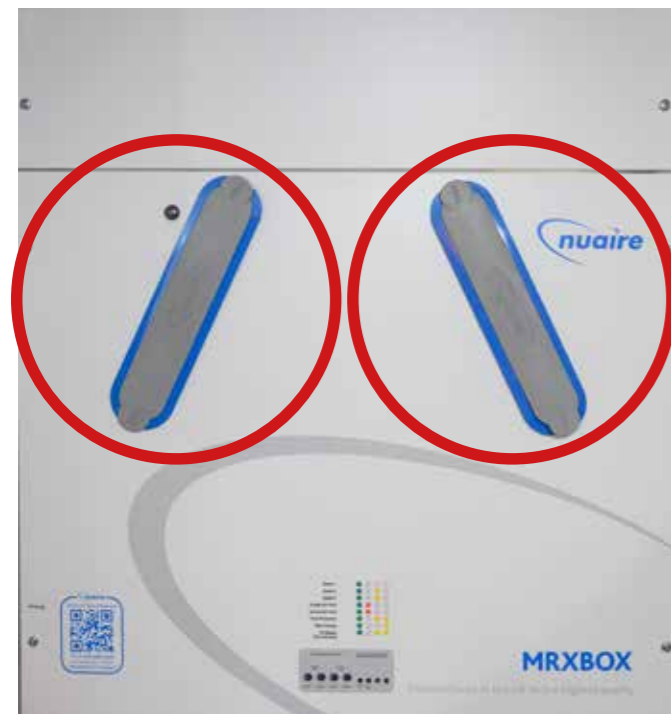
## Ventilation – MVHR

The Mechanical Ventilation Heat Recovery System (MVHR) brings fresh air into your new home through grilles in your walls. Some of these also remove stale air from your home.

These keep your new home as airtight as possible and mean you don't always have to open a window to get fresh air.

The air is circulated by a MVHR system which is found within your utility cupboard. This has been programmed and should not be tampered with. It is important that the MVHR remains always switched on to ensure air circulation. Without proper air circulation moisture can build and lead to complications such as mould. This is an incredibly efficient system and costs very little to run.

Should you require extra ventilation when cooking or showering there is a boost function which is automatically operated by either turning on your bathroom light or by using the boost button in the kitchen. Circled in red below.



There are filters inside the unit and you are responsible for keeping them clean. The unit will show when they need cleaning. To do this you open the slots (See circled in red) and remove the filter and wash under the tap. Allow it to dry then slide back into the slot.



## Television, telephone and internet provisions

Telephone points are located on the wall in the living room.

### Television

The flat has been pre-wired for:

- digital terrestrial TV/Freeview
- SKY Q
- Virgin media
- FM/DAB

Cabling has been installed from the patch panel to various outlets located throughout the apartment. This will allow internet and TV subscription services to be easily distributed throughout the apartment once they have been installed by a specialist service provider such as Sky.

### TV licensing

You will also need to notify TV Licensing of your change of address or buy a new TV license. Please remember that your television license does not automatically move with you, and you will need to notify TV Licensing so they can update your details to make sure you are correctly licensed at your new address. Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Broadband / internet / telephone

An Openreach telecommunications system has been provided to your home, this is located in the utility cupboard. You have the choice of any of the companies that use Openreach such as BT/EE, Sky, Talk Talk etc to arrange connection. You also have the option of Hyperoptic or Virgin Media as cabling has been run to each apartment.



## Electricity

### Electrical supply and isolation

The electricity supply enters your property via the electricity meter, located in the utility cupboard. Meter readings and your meter reference number can be taken from here.



You can control the electricity supply to your home using the consumer unit which is inside the metal box in your utility cupboard. The electrical supply to the property can be totally isolated by the main isolation switch on the consumer unit – this is the large switch at the side of the unit as shown circled in the photo below:

This box also contains a number of circuit breakers and trip switches which protect individual circuits. Due to the sensitive nature of this equipment, light bulb failure and defective domestic appliances can sometimes result in the circuit tripping out.

Each circuit breaker (AFDD / RCD) is labelled with details of the circuit controlled. When one of the breaker trips out it can easily be identified as the one showing OFF as it will be in the opposite direction of the others.

To restore power, it is easy to lift the switch on the appropriate RCD back to restore the ON position. If it trips out again, please follow the process below:

- Turn off all appliances and lights relating to the indicated circuit, using the fuse switches.
- Turn back on all the lights and appliances one by one.
- If the RCD trips out again as you turn back on an appliance or light, it will mean that the appliance or light is faulty and is causing the RCD to trip out.
- If this happens, turn the light or appliance off and unplug it and reset the RCD, you will then be able to continue using the remaining lights or appliances on that circuit. The defective appliance then needs to be tested by a qualified electrician or replaced. Please note that older appliances such as kettles and toasters may cause the RCD to trip out.



## Utility cupboard valves

Inside your Utility Cupboard are various valves which have a metal tag attached to them. Please do not remove the tags as they identify the different valves in your home. The tag numbers and the valves are listed below. This list is also on the wall inside your utility cupboard. It is a list for engineers when they need to carry out maintenance within your home.

### Utility Cupboard Valve tag references:

1	Thames water meter
2	Grey Water meter
3	Washing Machine isolation valve
4	Low Temperature hot water (LTHW) primary flow isolation valve
5	Low Temperature hot water (LTHW) primary Return isolation valve
6	Low Temperature hot water (LTHW) secondary flow isolation valve
7	Low Temperature hot water (LTHW) secondary return isolation valve
8	Low Temperature hot water (LTHW) quick fill
9	Low Temperature hot water (LTHW) Flushing point
10	Cold supply to Heat Interface Unit (HIU)
11	HOT supply to domestics
12	Hot water isolation valve for kitchen
13	Cold water isolation valve for kitchen
14	Chilled water (CHW) primary flow isolation valve
15	Chilled water (CHW) primary return isolation valve
16	Chilled water (CHW) secondary flow isolation valve
17	Chilled water (CHW) secondary return isolation valve
18	Chilled water (CHW) quick fill
19	Chilled water (CHW) Flushing point
20	Low Temperature hot water (LTHW) flow manifold
21	Low Temperature hot water (LTHW) return manifold
22	Cooling interface unit (CIU) safety discharge
23	Heat interface unit (HIU) safety discharge
24	Mechanical ventilation heat recovery (MVHR) condense tundish

**DO NOT ADJUST VALVE SETTINGS OR SWITCHES IN THIS CUPBOARD EXCEPT ISOLATION VALVES HIGHLIGHTED IN YELLOW IN CASE OF EMERGENCY**

## Hot and cold water

### Water supply and isolation

The main cold water shut off valve is located in the utility cupboard labelled No 1 Thames Water Meter and can be used to completely shut off the cold-water to your flat.

To shut off the water at the main valve turn it in the direction shown on the valve.

Local isolation valves have been installed on the cold-water pipework before it connects to the kitchen sink, washing machine and bathroom sanitaryware. The isolation valves to the kitchen sink are located behind the sink while the isolation valves to the bathroom sanitaryware are located below the basin within the boxing. To access them, you need to open the access panel beneath the basin.

The water supply to the item can be shut off by turning the handle 90° so that it no longer points in the same direction as the pipe.

### Loss of water supply

In the event of a total loss of cold water to your property, first check that the isolation valve is open. If the valve is in the open position and you still have no water, then please contact the Westminster City Council repairs team.

In the event of a water leak being discovered in your own property, it is advisable to isolate

the water at the 'Main's Water' valve in the utility cupboard and call Westminster City Council Repairs team immediately.

If water is found to have spread across areas containing electrical wiring or appliances, do not use the affected electrics until these have been tested by a qualified electrician.



## Lighting

Your new home uses three different types of light fittings.

The kitchen lights are sealed units and you cannot change the light bulbs. If the light fails contact Westminster City Council Repairs Team who will send an electrician.



The lights in the bedrooms and living room hold screw in lightbulbs LED E27



Cupboards use an LED linear light with an integral PIR so it does not need a switch and will turn off automatically. These are sealed units and will require an electrician to replace the unit.



## Master light switch

Your apartment has an additional switch by your apartment front door in the hallway. This switch will turn off all the lights that are on in your saving electricity over time. We would recommend that this is operated whenever exiting the apartment but don't forget to switch it back on when entering otherwise no switches will operate the various lights in your home.



## Appliances

You have been gifted a number of appliances and separate instruction manuals have been provided for them.

Please read these before using your new appliances.

The main socket switches for your appliances are located either above the worktop or inside a wall cupboard. These switches isolate the appliance and should be used when cleaning or servicing (changing bulbs in the fridge or cooker hood for instance) but don't forget to turn them back on!



## Fire safety

If you discover a fire in your home, you should immediately and wherever possible close windows and doors behind you. When you call the Fire Service (999) please ensure you give as much detail as possible.

Please note that the flats within the building follow a 'Stay Put' fire evacuation policy. This means the building is constructed to ensure the fire does not pass from one flat to another for a given time.

In the event of a fire, only the people in the flat of fire origin will need to evacuate, but other residents are to 'Stay Put' and will remain safe. Similarly, should a fire break out in any of the communal areas of the development i.e., communal corridors and entrance lobbies, an alarm will sound and the residents in the area need to evacuate.

Do not use the lift in the event of a fire.

There is a sounder mounted on the wall at high level within your home. In the event of an emergency, the fire brigade will activate this sounder to warn the residents on that floor to evacuate the building.

**Any instructions from the Fire Brigade take priority over the above instructions.**



There is a balcony sounder located behind the louver above the outside balcony door to ensure you can hear fire alarms when on the balcony with balcony doors closed.

# Constructions and finishes

## Walls and ceilings

Please note that structural or material alteration is not permitted. This includes alterations to the services within the property such as water pipework and electricity.

### Construction

The interior walls of your property are constructed from plasterboard. The exterior walls of your property are constructed from a steel frame system and brickwork.

### Fixings

In the first 2 years of the building being completed you must not fix anything to any internal walls to prevent damage. This includes TV brackets, shelving, picture hooks etc. If you are unsure, please contact Westminster Multi Tenure Housing Team for advice.

### After Two years:

When hanging pictures care must be taken to not disturb or damage any pipes or electric cabling that may lie beneath the surface of the wall. It is strongly recommended that you use a cable / pipe detector, which can be bought from most major DIY stores.

Plasterboard should be able to take a weight of approximately 10kg using appropriate plasterboard fixings. Due to this weight limitation, it is not advised that you fix heavy objects to plasterboard walls e.g., flat screen TVs.

A timber or metal pattress has been installed behind the walls, above the TV point to allow for additional weight of a TV.

## Wood effect flooring

For daily cleaning, the floor only needs to be wiped, dry-mopped or vacuum cleaned.

For more thorough cleaning, use a slightly damp cleaning cloth. Floor wipes can also be used.

String mop heads leave too much water behind and are not recommended because too much water causes the wood effect flooring to swell. For a perfect result, add a couple of drops of mild ammonia- free synthetic detergent to the water.

# Kitchen

The kitchen units are made by Commodore – Luna Range



They should be cleaned as per the manufacturer's requirements, do not stand on the worktops, or store or lean any heavy materials against them.

## Units, doors and worktops

Use a damp cloth rinsed in warm water containing a mild nonabrasive detergent for cleaning all doors, handles, knobs, units, and laminate worktops. Abrasive scouring powders, cream and even polishes should be avoided.

- Chopping and cutting directly onto the worktop may cause irreparable damage, so always use a chopping board. Do not place electric kettles and steamers directly onto worktop joints.
- Worktop laminates resist most household chemicals, however strong chemicals and dyes can discolour and damage the surface.
- Any spillage should be wiped off immediately and the area rinsed thoroughly.
- Hot water and cooking splashes will not harm your worktop but avoid placing hot pans straight from the hob directly onto the surface.
- It is important to wipe any spilt liquids with a soft cloth, especially around cut outs and joints.

## Kitchen sink

The kitchen hot water temperature has been set to 48 degrees, this is in order to assist in cleaning grease etc. This is hotter than the bathroom water for this reason. Take care when using the hot water tap.

The sink should be cleaned using a non- abrasive stainless steel sink cleaning cream which helps remove persistent stains, including rust. Always wipe with the grain, rinse thoroughly and dry when finished.

## Bathroom

Your bathroom will either have a wet-room shower or a shower over a bath.

### Toilet

Your toilet has two flushes for water saving – the bigger the button, the bigger the flush.

**REMEMBER DO NOT FLUSH SANITARY PRODUCTS /NAPPIES OR BABY/ HYGENE WIPES DOWN THE TOILET**



### Bath taps, plug and shower controls

To fill the bath first turn the silver knob as shown in red this will put the plug-in place. Then turn the taps on as normal. When you have finished your bath turn the knob again and the plug will rise and empty the water,

To take a shower lift the knob on top of the bath tap so water flows to the shower. To control the shower, use the right-hand valve to adjust the flow strength and the left-hand valve to adjust the temperature. Your shower temperature is a lower temperature than the sink temperature to ensure everyone showers safely.



### Basin – taps and plug

Your basin has a pop-up plug. To open or close push the plug at the bottom of the basin. If you wish to clean the waste turn the plug to unscrew and remove, when you have finished cleaning your waste screw the plug back on.



### Cleaning

Clean wall tiles with a bathroom cleaner and treat any mould with a mould and mildew removing cleaning product.

After showering wipe down the walls to prevent mould growth.

If you have a bath do not use abrasive cleaners on it.

## Windows and balcony doors

There are different types of balcony door in the Ebury homes.



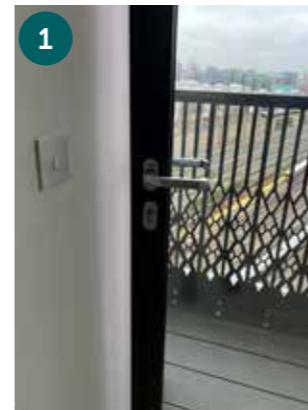
### Type 1

To access your balcony insert the balcony door key and turn anti clockwise to unlock your door. To lock the door, make sure the door is firmly shut, lift the handle then turn the key clockwise. Please take care not to leave your door open in strong winds as this could cause the door to fly open damaging the hinges.



### Type 2 – Sliding Door

Lift the large handle up and the door is now free to slide along. To lock in position the sliding door move the large handle down.



### Type 3 – Bifold Door

To open bifold doors

- 1 Open the door handle
- 2 Move the door back so the bottom catches connect
- 3 Lift the handle on the 3rd door
  - Then pull the handle to move the doors to the position you want your doors to be in.
  - To close do in reverse

Your window has been fitted with restrictors, it is important that these restrictors are locked at all times other than when cleaning your windows. This prevents them from being damaged by the wind increases security. A key has been provided to release the restrictor for cleaning purposes.



## Do you need...

ترجمة, Traduction? Përkthimi? Tradução?  
¿Traducción? Traduzione? অনুবাদ? 翻译? 翻  
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