

Here, for renters.

Welcome to your new home

[SITENAME]
RESIDENTS' HANDBOOK

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Welcome to Oaklands Rise

In this Home user guide, you will find useful information to help you get settled in. The purpose of this guide is to help you to familiarize yourself with your home and Oaklands Rise. It is important that you review the contents of this manual to ensure that the features installed within your home are utilised fully.

Oaklands Rise is a redevelopment of the Oaklands House site it includes 3 mixed-use blocks, ranging in height from 6-26 storeys. The combined scheme comprises of 605 residential units and 3,500 sqm of commercial floorspace, providing a flexible range of uses. The scheme provides 120 underground car parking spaces, 1,080 cycle spaces, amenity space, landscaping and associated public realm.

Folio

Folio London Are Here For Renters

About Us

Our mission is to inspire, support and champion renters in London. We provide high quality homes for rent across London and beyond, exceptional customer service and ongoing support. We strive to give renters more than just a roof over their heads. We are here for all renters, for as long they need us.

We have a number of rental properties across London to suit different budgets. Our renters are diverse, from all backgrounds and all corners of the globe. We provide the reassurance, security and stability of renting with an organisation rather than an individual.

We are driven by people, not profit. We answer to our customers. Our profits are invested back into creating affordable homes for Londoners through Notting Hill Genesis.

We are here, for renters.

We are Folio London.

Property Management Executives

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NHG Call Centre : 020 3815 0000

folio

Folio

Folio online portal – My account

We strongly recommend registering your account with Folio, this is where you can get information to your tenancy and rent details. You can also raise your own home repairs, pay your rent and seek any extra support that you may need to manage your tenancy.

Installing My account: Access the Folio website
<https://www.nhhg.org.uk/residents/my-account/>

| | |
|--|---|
| <p>Access the NHG website</p>  | <p>Access the NHG website</p> <p>https://www.nhhg.org.uk/residents/my-account/</p> <p>My account</p> <p>Home / Residents</p> <p>We've launched a brand new My Account service to make it easier for you to manage your home and account needs whenever it's most convenient for you.</p> <p>If you previously registered for My Account before 25 May 2020 on My Notting Hill, you'll need to re-register but it only takes a minute.</p> <p>Register or log in</p> <p>Need help registering?</p> |
| <p>Registration options</p>  <p>There are two options for registration.</p> <ol style="list-style-type: none"> 1. Social sign-in – This will minimise the number of new logins they create. The information (name, date of birth) in their social account must match their real world information 2. Email/password combination – If they previously registered with the old 'My Account' service they can use the same details, but must register again | <p>Email and password option</p>  <ul style="list-style-type: none"> • Enter an email address and create a secure password • Enter date of birth in the format requested • Enter first name • Enter surname - make sure they enter any names used by NHG in communication (it needs to match what we have in Northgate) • Your resident will receive a confirmation email that an account has been created |
| <p>Contact details</p>  <ul style="list-style-type: none"> • Encourage your resident to check the contact information we hold for them under the 'My details' tab • We use this to let them know about their account or any repairs to their home, so it's important they are up to date • Once they update it here, it will correct the main record in Northgate | <p>Successful registration</p>  <ul style="list-style-type: none"> • Once your resident has successfully signed up they will see the home page dashboard |
| <p>Verifying the account</p>  <ul style="list-style-type: none"> • Residents must enter their payment reference to verify they are an NHG resident • This is supplied in the invite they will have received to register • You can also supply this to help them sign up by searching for it in HOP, CRM or WorkWise • If they are still having difficulties direct them to the digital support team via myaccounthelp@nhg.org.uk | <p>Problems registering?</p>  <ul style="list-style-type: none"> • If any of the following information provided doesn't match the information we hold in Northgate, the resident will be unable to register: <ul style="list-style-type: none"> – Surname – Date of birth – Payment reference • The digital support team can correct information in Northgate so residents can register. Get your resident to contact them via myaccounthelp@nhg.org.uk with the new details |

folio

Estate management

Concierge

The concierge office is the point of contact for residents if you have any questions or queries regarding any other aspects of site. The concierge service is based on the ground level of Lysander House.

From here you will be able to speak with our concierge member of staff with any questions regarding the site and they will be able to point you in the right direction.

The concierge member of staff will also be carrying out inspections of the communal areas from time to time to ensure the site is clean and tidy. When on patrol a notice will be left at the super lobby providing contact details for the security officer.

Outside of the concierge hours there will be a security officer on site who will also patrol site. Please note that security staff will not have the same knowledge and expertise as the concierge so they may ask you to return the following day or to e-mail us.

These members of staff will be managed by the Estate Operations Manager who has overall responsibility for the operation and upkeep of the site.

If you need to contact a member of site staff please e-mail
oaklandsriseconcierge@nhg.org.uk

Estate management

Post and deliveries

The post boxes for apartments are located on the ground floor of your building, within the main lobby.

Royal mail postal service delivers once a day, Monday to Saturday excluding bank holidays.

Any parcels for residents will be taken at the concierge desk and kept for your collection unless you have requested for the courier to contact you directly so you can take personal collection. We advise you to do this if a parcel is particularly important or valuable. We take all parcels on your behalf and in good faith. We do not take any responsibility for any items in our storage.

We use a digital collection service. When a package is delivered it is scanned by our concierge staff and given a specific bar code and kept in our store room. You will then be sent a message by e-mail and text with a bar code in which you can scan at the screen in the concierge office and we will then give you your parcel.

Parcels can be collected from 8.00am-10.00pm on a daily basis.

Please note we do not hold grocery or take-away deliveries.

For grocery deliveries you will need to arrange directly to meet them outside your block.

For take-aways you will need to meet them outside the entrance to site as they will not be permitted past the entrance until the site is fully open.

Estate management

Parking

Oaklands Rise has onsite parking and is located in the basement area however allocations are strictly limited. If you have been allocated a parking space, you will be made aware by your PME.

You can enter the car park, accessed via Union Way using either your fob on the pedestrian gate if you are on foot, or your Ultrapass transmitter if you are driving. Similarly, you can exit the car park by using the Push to Exit button on the pedestrian gate, or by simply approaching the gate, as it will automatically open upon detecting your car when it comes into range.

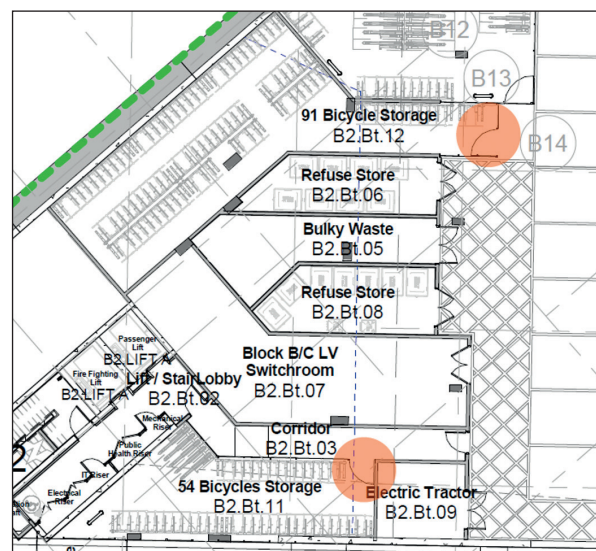
The car park will be patrolled regularly, and parking enforcement will be in operation for any unauthorised vehicles.

Please note that all vehicles must be registered with Oaklands Rise management before a parking permit can be issued. All parking permits are required to be placed in the front windscreen of the vehicle and visible. There are several blue badge parking spaces allocated in the car park, this can be used by any resident who hold a blue badge providing the badge is up to date and clearly displayed.

Cycle storage

Cycle racks will be provided across the development, with cycle stores dedicated to each block. Your own cycle store is in the basement.

All cycles are stored at the owner's risk.



Estate management

Security/Access

Oaklands Rise has onsite security 24/7 and there is extensive CCTV coverage around site. For any security matters please contact the concierge office.

The blocks are accessed with an access fob that each resident is given. The access fob will permit you to enter the block, the lift and your floor only. You will not be permitted to access other areas of the block for security reasons.

You will need to use the fob to go up the lift. The fob will only permit you to select your own floor or the floor of your communal roof garden (if available).

You must tap in at every reader each time you enter the building, otherwise the lift will not work for you.

Communal and Window cleaning

Cleaners managed by the Oaklands Rise estates team will be responsible for the cleaning of the landscaped areas, shared surfaces and pedestrian routes as well as communal corridors/entrance lobbies and lifts all cores throughout normal working hours. Please contact the concierge for further details.

As part of the estate management your external windows will be professionally cleaned at least once a year by abseil. You will be notified in advance of when these works will take place. If you have any queries regarding this, please contact the Oaklands Rise management team.

Lifts

There are 2 lifts in Hopton House. If a lift goes out of service, please report to the Oaklands Rise management team. An emergency is only considered when someone is trapped inside the lift, please note a lift being out of service is not considered as an emergency.

In the event of a fire, do not use the lifts. When the fire alarm is activated, the lift will automatically return to the ground floor.

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Estate management

Estate regulations

If the street lighting is out or for any pavement issues, please contact concierge at oaklandsriseconcierge@nhg.org.uk

It is essential that estate regulations are set, implemented and appropriately managed in the event of non-compliance by any occupier. A copy of the proposed estate regulations is below and is intended to enhance the quiet enjoyment of Oaklands Rise for the benefit and convenience of all. The estate regulations will form part of the leases and tenancy agreements.

Noise – Noise levels are to be kept at a minimum as so not to disturb your neighbours. No loud noise is permitted between 11pm and 8am. Any noise allegations will be investigated by the management team.

Balcony – No items should be stored on the balcony. This includes washing and bicycles.

Window Dressings – Windows should not be covered in any material other than the window dressings provided. Residents are not authorised to change the window dressings.

Barbecues/Fires – No barbecues or fires will be allowed at any time at Oaklands Rise, including on private or shared balconies, terraces or podium gardens.

Satellite – All blocks have a communal satellite. No resident will be permitted to have a satellite on display at any time. Any satellite located will be removed immediately.

Podiums, gardens, shrubbery and Estate Areas – These areas are provided for the enjoyment of all residents at Oaklands Rise. No ball games are permitted within these areas, except within designated facilities. The interfering or removal of any plants is not permitted, and the interfering of any water features is not permitted.

Pets – All pets are to be registered and authorised by the landlord. Authorisation requests can be obtained from your PME.

Bicycles – All bicycles are parked at the owner's risk.

Estate management

Parking – There is limited provision for residents or visitors parking on the estate. Cars may be parked in designated bays as long as they are displaying valid permits. Any abandoned vehicle will be removed and disposed of.

Common parts – Do not obstruct any of the access ways i.e. fire exits. Smoking is not permitted within any communal area or lifts.

Property – Any act that may interfere with the safety, comfort or convenience or cause nuisance or danger to any person or property is prohibited.

Disposal of waste – All waste is to be disposed of in the correct manner.

Advertising – No advertising by Estate agents will be allowed to be displayed within Oaklands Rise. Window stickers, advertisements or notices will be removed immediately.

Immoral use – No apartment or area within Oaklands Rise is to be used for any illegal, immoral or improper activity.

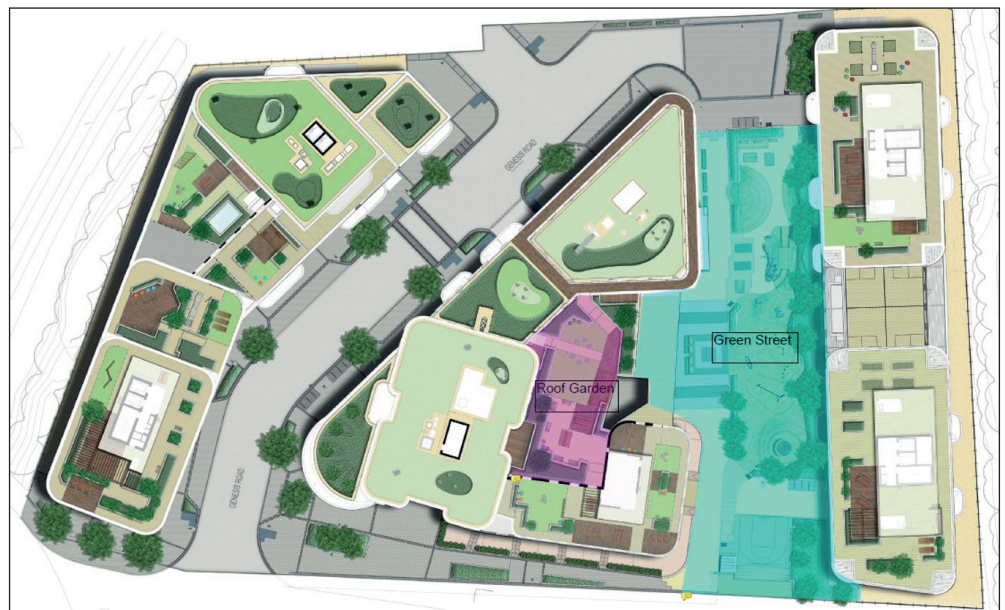
Fire equipment – Residents are not to remove, dispose or interfere with any equipment or sign that is provided for their safety and the safety of others.

Road closures – The landlord is permitted at any time to authorise the closure of any road so that building work may be carried out.

Estate management

Communal and Landscaped areas

There are communal and landscaped areas at Oaklands Rise for resident's enjoyment. You have access to the ground floor podium named "Green Street", and the 2nd floor roof garden.



Please note these areas are for all residents to share and therefore the following rules must be adhered to:

Estate management

Roof Terraces

Roof Garden will be available to use from 8.00am-10.00pm each day.

Site staff will be locking the door to the roof gardens at 10.00pm each evening so we appreciate your co-operation in vacating this area by this time and when requested by our staff.

There may be occasions such as when extreme weather is predicted that the site staff may close off the roof gardens for use on safety grounds.

Whilst enjoying the views please use Roof Terraces in a considerate manner and in respect of your neighbours keep noise to a minimum.

- CCTV in operation
- No Barbecues or Fires
- No Smoking
- No Ball Games
- No Littering
- Children must be supervised at all times
- Do not lean over the Balustrade
- No Pets permitted on Roof Terraces

Please report any damage on this Roof Terrace to the Concierge immediately

Ground floor landscaped areas

Whilst enjoying these spaces please use in a considerate manner and in respect of your neighbours keep noise to a minimum

- CCTV in operation
- No Loitering or Noise after 10pm
- Use of Sports Court prohibited past 8pm
- No Barques or Fires
- No Smoking near Play Equipment or Sports Court
- No Ball Games outside of Sports Court area
- No Littering
- No Dog Fowling
- Children must be supervised at all times

Please report any damage in this Area to the Concierge immediately
oaklandsriseconcierge@nhg.org.uk

Defects

Defect liability period

Your home is covered under a 12-month defects warranty, known as the defect's liability period. This period started when Notting Hill Genesis took possession of your home from the contractor. The contractor is responsible for the rectification of defects and faults that occur during this period. You need to report all repair issues on MY ACCOUNT or to your HO/PMO, once this is reported it will be forwarded to the contractor who will contact you to arrange a time to visit your property and rectify the problem. The response time will vary depending on the urgency of the problem.

Defect response times

The repair line will take a decision as to whether the fault is a repair, a defect, or your responsibility. Please make sure that the information you provide to the property management office is correct. Incorrect information which results in the contractor attending your home will be charged to you.

Defects categories

Emergency – 4 Hours

- Gas leaks – to be reported immediately to Transco.
- Dangerous electrical works that are a risk to life or property.
- Failure of electric lighting.
- Burst water pipes or other ingress of water that causes/is causing damage.

Emergency – 24 hours

- No water supply to a property
- Failure of front entrance doors
- Failure of lifts (where all residential lifts are affected)
- Loss of heating and hot water supply (Vulnerable residents)
- Defects that may cause injury or danger to any person if not immediately attended to.

Defects

3 days

- Defective Front Door Lock
- Ease & Adjust External Door
- Ease and Adjust windows to Open/Shut
- Re-Fix Loose Staircase Nosing/Tread
- Door Entry System Not Working
- Power Point not Working
- Cooker Point not Working
- Defect Heating Programmer
- Defective Thermostat
- Leaking Radiator
- Leaking Waste Pipe
- Leaking W/C
- Inoperative Radiator
- Discharging Overflow
- Poor Water Pressure
- Shower Inoperative
- W/S Will Not Flush

7 days

- CCTV System not Working
- Air Conditioning not Working
- Adjust Garage Door to Shut
- Adjust Gate to Shut
- Ease and Adjust Internal Door
- Leak to Window/Door Pane
- Re-Fix Loose Window Door/Furniture
- Leak to Door Threshold
- Re-Fix Loose Balustrade
- Re-Fix Newel Post
- Re-Fix Loose/Defective Floor Finishes
- Re-Fix Loose/Defective Floorboards
- Relay Defective Block Paving Slabs
- Extractor Fan not Working
- Poor Television Reception
- Leaking Gutter/Down Pipe
- Dripping Taps

28 days

- Defective Double-Glazed Units
- Draught to Front Entrance Door
- Draught to Window
- Re-Fix Loose Fence Panel
- Re-fix/Adjust Loose Kitchen Cupboard Door
- Make Good Holes in Wall

Defects

At the end of defects liability period a final joint inspection is carried out in each home and the communal areas. The inspection party consists of the building contractor, the development project manager, Notting hill Genesis' employer's agent, site inspector and PME. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building contractor.

It is important that access is gained to all homes and the external and internal communal areas. This is the last opportunity to report defects for repair by the building contractor.

Following the inspection, the building contractor will arrange appointments directly with you to carry out final defect rectification works. You will be required to give access at this appointment time.

After the end of the defect's liability period, general defects inside the home are the responsibility of the homeowner or Folio. Communal areas will be the responsibility of Folio.

If a repair arises out of misuse of or damage to the property, then the cost of the repair will be borne by the resident.

Repairs

Repairs are reported via MY ACCOUNT and or directly to your PME.

What is an Emergency repair:

Any repair that will threaten the health or safety of our residents or the wider public if it is not carried out immediately is an emergency.

Any repair that will seriously damage the property if it is not carried out immediately is an emergency.

We are responsible for emergency repairs to:

A heavy leak in your property where it is not possible to contain the water, or it is leaking between floors or properties.

An electrical fault in your property where it is not possible to contain the water, or it is leaking between floors or properties.

An electrical fault in your property which endangers health or life.

Complete electrical failure, or electrical failure in a kitchen/bathroom.

How long will I have to wait to have a repair carried out?

- We aim to have someone attend your property within 4 hours if you report an emergency repair.
- We aim to complete non-emergency repairs within 20 working days.

Please be aware that our contractors cannot always fix a problem on the first visit. If they cannot fix something, they will arrange a date and time to come back and finish the job.

Preparing for the repair

When waiting for a repair, it is important to clear space or move furniture so that the repair is accessible for the contractors. This will help them to carry out the works more quickly and minimise the risk of any accidental damage to possessions.

If you have any concerns or think you may have difficulty clearing space for the contractor, please let your housing officer know as soon as possible.

Utilities

Mains water/ drainage

Thames water supply the incoming mains water through an underground service pipe fitted with a stop valve at the boundary to the development for use by the water company in an emergency.

As water enters your home, its flow is controlled by the stopcock, which allows you to turn off the supply in an emergency or for maintenance.

Mains water and drainage supplier: **Thames water**

www.thameswater.co.uk

Telephone **0800 316 9800**

Billing and account enquiries: Telephone **0800 980 8800**

Stopcock

Your water meter is located within the communal riser cupboards.

The dwelling stopcock is located in the Utility Cupboard of your property adjacent to the HIU.



Water meter



Dwelling stopcock

Utilities

There is an isolation valve outside the front entrance door. The water supply for the whole apartment can be closed off from there. The stop cock within the Utility Cupboard will also perform the same function

Isolation valves within the bathrooms above the access hatch can shut off water supply for these rooms.



Isolation valves

Troubleshooting

Kitchen Wastepipes: If a blockage occurs and the sink is full of water try to remove the blockage by pushing a flexible drain rod down the plughole or by using a suction cup plunger to move water up and down the wastepipe. The risk of blockages can be reduced if you remember to put fat (which solidifies when cold) into an empty container rather than down the sink or drain.

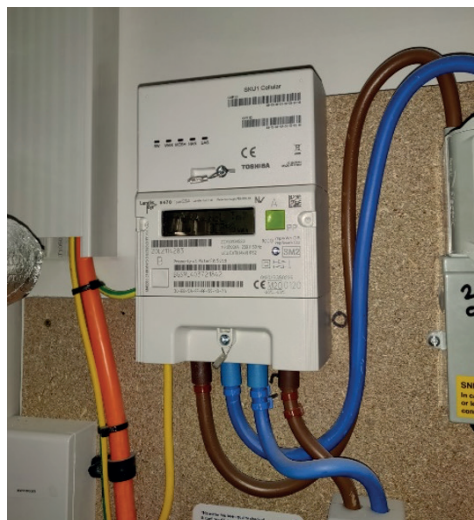
Bath, shower and basins: Blockages here are normally caused by the build-up of hair and soap in the plug hole and become noticeable when the bath or basin starts to drain away more slowly. Clear bath or basin wastes with a 'Sani snake' (available from hardware stores) or by using a propriety chemical cleaner (please read the instructions carefully). You can purchase a small filter to put over the bath/ water outlet to collect hair, etc. and prevent blockages.

Utilities

Electricity

Electrical supplier details: **British Gas**

Telephone: **0333 202 9802**



Location of meter:
Utility Cupboard



Location of Consumer unit:
Utility Cupboard

Utilities

Energy Tips

Light

The light fittings in your property use energy efficient light bulbs. Although these lights may cost more, the cost saving in reduced energy bills will ensure money saving in the longer term. See the Finishes section for electrical light fittings installed in your property.

For replacement bulbs contact your local electrical store.

Changing light bulbs

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed.

For further information on energy saving lighting visit
www.energysavingtrust.org.uk/electricity/lighting

Electrical alterations, including replacing light fixtures and fittings should only be carried out by a qualified electrician. Cables may run in any position above a ceiling or under a floor. Before fixing to walls, floors and ceilings always check for buried pipes and cables using a detector available from diy stores.

Do not interfere with earth bonding cables connected to pipework and main earth connection.

For further information on electric safety in the home visit the electrical safety council website www.esc.org.uk

Utilities

Energy Tips

Loss of power and troubleshooting

If your electricity goes off, start by checking to see if it is a power cut or a fault in your home. The easiest way to do this is to see if your neighbour's have electricity. If they do not have power either then it is a power cut and you should contact 105.

It isn't possible to predict a power cut however here are some precautions you can take in case a power cut occurs:

- Make sure you have multiple torches along with extra batteries
- Keep a plug-in telephone that does not require electricity – remember that with cordless phones you may not be able to make phone calls once the batteries are dead
- Keep important documents safe and handy
- If your neighbours have power, then it could be a fault in your home.

Your trip switch may have turned itself off. If it has, try turning it back on. If it switches off again then one of your electrical appliances may be faulty. Your trip switch turns itself off to make sure you do not get injured by a faulty appliance. Once you have found the faulty appliance and turned it off, your power should stay on.

If you have only lost power in part of your home you may have a fault with your electrical wiring somewhere, in which case you should call a qualified electrician as soon as possible.

Energy and water efficiency

Tips for saving energy and money around your home:

Washing machines

- Wash at the lowest temperature that will give efficient results.
- Wait until you have a full load or use the 'half load' setting to reduce water.
- Use short wash cycles for lightly soiled items.
- Consider buying a shower wash type of washing machine.
- If you are planning to use a tumble dryer, choose a washing machine with a high spin to save on drying time.

Utilities

Energy Tips

Washer dryers

- Washer dryers save space and often cost less than two separate machines. They usually hold less than a dedicated built tumble dryer – you can't wash a second load until the first load has finished drying, and they usually use an air/water heat exchanger, which means that heat extracted in the condenser is lost to the drain. Washer dryers can give a perfectly satisfactory service.
- Wait until you have a full load before using the washer and/or tumble dryer.
- If the machine has an energy saving load setting use it whenever possible.
- Use low temperature settings for lightly soiled items.

Fridges and freezers

- Try to keep your freezer at least three quarters full.
- Do not put warm food into the fridge.
- Defrost your fridge or freezer regularly and avoid leaving the door open longer than necessary.
- Check that the door seal on your fridge is working effectively by closing on a piece of paper to see if it is held tight. If your fridge builds up frost too quickly the door seal could be faulty.

Cooking

- Match pan sizes to ring and use pans that are appropriate for your type of hob.
- Where a long cooking time is needed use a conventional oven. However a microwave oven is more economical for short cooking times, particularly for smaller quantities of food.
- When cooking with a microwave always follow the manufacturer's instructions and ensure that there are no "cool spots" left in the food.
- For toasting use a toaster rather than the grill.

Dishwashers

- Always wait until the machine is full before running it.
- For lightly soiled items some dishwashers have economy programmes that reduce the washing temperature and /or shorten the washing time.

Television sets

- When you choose your tv consider buying a model that uses less electricity.
- Do not leave the tv switched 'on' if nobody is watching it.
- Do not leave the tv in 'stand-by' mode for long periods.

Irons

- Do not leave an iron switched 'on' if you are not going to use it within 5 minutes.

Utilities

Energy Tips

Kettles

- When you choose your kettle consider buying a jug-style model or an energy efficient one.
- Remove lime scale from your kettle regularly.
- When boiling water use a kettle – not a pan.
- Only heat as much water as you need in the kettle but remember to always cover the element.

Computers

- Switch your computer off when it is not in use.

Mobile phones

- Unplug phone chargers when not in use.

In the bathroom

- When brushing your teeth using a tumbler, instead of running the tap water for rinsing, can save nine litres of water per minute.
- Taking a shower instead of a bath can save up to 40% of the water that you use.
- Reducing the time you spend in the shower will save water and energy.
- Put the plug in the basin when washing hands or shaving, rather than leaving the tap running.

Utilities

Heating and hot water

Heating and hot water is distributed in your home via the heat interface unit (HIU), which is located in your Utility Cupboard.

Hot water is produced by the HIU on demand.

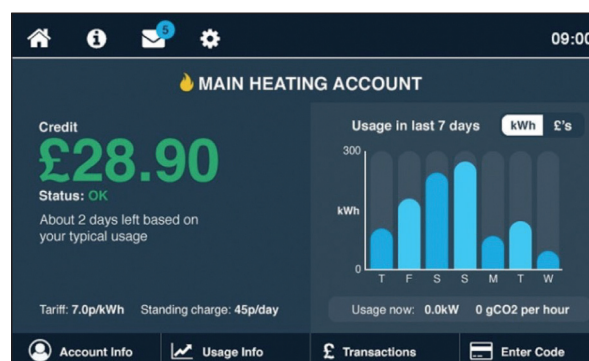
Heating and hot water consumption is measured by a heat meter, which is visible on your HIU and is read during your handover appointment with your customer liaison.

The Guru Hub has been chosen for your home. The Guru Hub is a smart energy meter and heating and hot water controller, all in one. It is a popular metering solution which is linked to Insite's "Flexi Pay" payment system. Your Guru Hub enables you to easily monitor your use of heating and hot water and also the payments you make.

The Guru Hub is connected to Insite's payment system via the internet, so it always knows how much credit you've purchased.

Below is an image of the main screen display: This displays your balance, your emergency credit limit, your kWh (unit) charge, your daily standing charge, your kWh and Carbon Dioxide usage.

Any queries with regards to meters and billing for heating and hot water should be addressed to your supplier, please refer to the separate Insite Energy brochure for further details.



Utilities

Television / Telephone / Internet

The TV signal in your apartment is supplied via a communal satellite dish and aerial; also known as Fibre Integrated Reception System (FIRS), which is managed by OFNL. You do not need a dish or aerial installed to receive TV.

FIRS delivers entertainment services, including satellite and terrestrial TV to your apartment.

There is a Gateway Terminal Unit (GTU) installed within your property which is connected via the installed aerial sockets to enable you to connect satellite (Sky or Freesat) or terrestrial (Freeview) set top boxes, TVs or DAB radios.

For any questions or issues with your TV system, please contact OFNL on the contact details below.

When calling, please advise of the status of the lights on the GTU.

Call: **02921 678 550**

Contact form: www.ofnl.co.uk/getintouch

Email: support@ofnl.co.uk

You will find an Optical Network Terminal (ONT) pre-installed within your home. This is the main fibre box where the fibre connects into your home.

To set up broadband, please refer to the OFNL Welcome Letter at the Literature section and contact one of the residential service providers which are available in your area. They will send you a router which will be plug and play.

Radiators

The pipework runs back to a manifold in your services cupboard which is connected to the heat interface unit (HIU).

Room thermostats sense the temperature in each room and open or close valves on the manifold to allow the hot water to run through the pipes until the room is warm enough. When the stat senses the room is warm enough it closes the valve to stop the flow of water.

Heated towel rails with thermostatic valves are fitted in your bathroom.

Utilities

Mechanical ventilation

Ventilation in your home is supplied by mechanical ventilation with heat recovery unit (MVHR).

The ventilation unit installed in your home will not only ensure that your property has a good level of indoor air quality, it will protect the fabric of your home from condensation and remove odours and indoor pollutants, resulting in a healthier living environment for you.

The ventilation system extracts warm, damp air from the home and draws in fresh air from the outside via ducted ceiling mounted terminals. The warm, extracted air is passed through a heat exchanger to recover the heat before being expelled outside. The cool, fresh air from outside is also passed through the heat exchanger, without coming into direct contact with the extracted air where it is pre-warmed before being pumped into your home. The unit also has a summer bypass mode. This ensures that in the summer, fresh air is not passed over the heat exchanger and as such reduces the risk of overheating.

The ventilation system to your kitchen and bathroom where excessive moisture can be generated while cooking or using the bathroom is boosted. This is done automatically when the lights are turned on in the bathrooms, and there is an MVHR Boost Switch for the kitchen above the worktop.

Thermostats

Each room has its own thermostat.

There is a Honeywell heating programmer in your hallway, which provides timing control for your central heating system, letting you set ON and OFF periods to suit your own lifestyle.

For more information on this and how to set it up, please refer to the manufacturer's literature section of this manual.



Looking after your new home

Lubrication

There are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and door mechanisms are regularly lubricated to keep them in good working order.

Door seals

The condition of all door seals should be examined at six-monthly intervals. If the seal is missing, in part or completely, it should be replaced immediately. It is necessary to replace like with like and the use of any seal, other than that originally installed, may jeopardise the performance of the door. Seals should be fitted in accordance with the manufacturer's instructions.

Ironmongery

Stainless steel and chrome finishes should be cleaned at least every six months with a dry cloth or duster and washed periodically with a soft cloth and soapy water and dried with a clean cloth. Do not use abrasive materials for regular cleaning. Acetones or solvents can be used to remove grease marks or paint from stainless steel finishes if needed. There are also special products available for removing scratches or rust from stainless steel. Always follow the manufacturer's instructions when using cleaning products.

Looking after your new home

DIY

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 tv unless the relevant provisions have been allowed for.

Redecorating

If you plan to redecorate your home, we recommend that you wait for the drying out process is complete, which usually takes between 6 and 18 months. Paint that is applied too soon may crack as the moisture in the construction evaporates. Unfortunately, NHG cannot be held responsible for damage to decorations that have been applied too soon. We recommend using emulsion paint to assist in drying out process.

Alterations

Please note that structural or material alterations are not permitted. Please contact your Housing officer/PMO for further guidance.

Looking after your new home

Reducing condensation

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces (in the same way that steam in the bathroom condenses on the window).

Once materials have dried out, you should no longer experience significant condensation. However, normal daily activities produce a great deal of water vapour, which may cause condensation if allowed to spread around the home.

Measures you can take to control condensation:

- Cover pans when cooking and do not leave kettles boiling
- Put washing outdoors to dry if you can. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type). DIY vent kits are available.
- Use the cooker hood and/or extractor fans and keep the doors closed when cooking, washing and bathing.
- Do not switch off the main isolator switch to the extractors in the bathroom or kitchen at any time, as they are needed to ventilate these rooms.
- Regularly open windows to encourage air changes.

Ventilation is needed to get rid of the moisture that is naturally produced every day in your home. Your home will only maintain a healthy internal environment when ventilation systems are running. You risk damage to your health and home if you turn these off or block outlets.

Homes where the heating is off all day, because the occupants are out, are more likely to suffer condensation problems than those heated more continuously. This is because, when normal activities such as washing and cooking are carried out in the evening, the home has been unheated for long periods and the surfaces are cold.

Make sure the heating timer is set so that your home is warm by the time you return home. During very cold weather it is better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower and turned up when you return.

Most heating systems operate inefficiently if turned completely on and off. Use your thermostat to control heating operation. This will be more efficient and help to reduce fuel bills.

Remember that condensation is not normally a building fault. Learning to control moisture levels is a vital part of living in modern, well insulated, home.

Bathroom & kitchen care

Sanitaryware

To prevent a build-up of dirt and limescale, acrylic and ceramic sanitaryware should be wiped down immediately after use with a soft cloth and thoroughly cleaned with warm soapy water, a cream cleaner or multi-purpose surface cleaner on a weekly basis.

Many household chemicals such as paint stripper, nail varnish remover, household bleach, abrasive cleaning agents, perfume, aftershave or strong disinfectants can cause damage and should not be allowed to come into contact with your sanitaryware.

If such chemicals do accidentally come into contact with your sanitaryware then it is advised that you rinse the affected area with sufficient water to completely remove the chemical.

In hard water areas mild lime-scale remover may be used from time to time.

Never leave strong bleach or cleaners in the wc bowl for extended periods of time or overnight. Never mix different cleaners in the wc bowl as this may give off poisonous or volatile gases.

To avoid damaging internal fittings do not put bleach products in the cistern.

When cleaning your sanitaryware the manufacturer's instructions take precedent over the above recommendations and should be followed at all times. The item should be rinsed and dried with a soft cloth after cleaning to provide the best finish.

Kitchen sink

Your stainless-steel kitchen sink is generally resistant to most household items and is very hard wearing, however the following substances should not be allowed to come into contact with the stainless-steel surface; mortar, cement, plaster, concrete, tile cement, grout, undiluted bleach, acids, silver dip.

Daily cleaning of your sink should be carried out using cream-based cleaners on a soft cloth. This should be adequate to remove such marks as tea stains and grease. More abrasive cleaners such as scouring powders, should not be used. The everyday film of limescale, which in hard-water areas, can be quickly removed using a standard cream cleaner but, should a thicker limescale layer form, then this will require treatment with a proprietary limescale remover and a soft brush.

It is likely that during its use the stainless-steel surface will scratch, you can reduce the appearance of scratches by using a stainless-steel cleaner.

Bathroom & kitchen care

Units & doors

It is important that you treat all cupboards with care in order maintain their appearance and functionality. Units and doors can be cleaned by using a soft damp cloth with warm water and a mild detergent, ensure to wipe excess water off immediately to ensure water is not left 'standing' on the surfaces.

Worktops

Your kitchen worktop has a laminate finish.

Due to their resistant and hygienic, dense surface, Wilsonart work surfaces do not require any special form of care.

The surfaces are generally easy to clean. As a general rule, dirt and spilled substances such as tea, coffee, wine etc. should be cleaned immediately as the cleaning effort increases if they are left to dry. When necessary, cleaning should be done with non-aggressive agents.

Please refer to the manufacturer's recommendations for further information.

Finishes

| Location/room | Type/finish | Description |
|---------------------------------------|-------------|--|
| Internal walls & ceilings | Paint | Dulux Trade Vinyl Matt Colour: BS 00E55 (White) |
| Bathroom wall | Tiles | White Wall Tile 600X300MM (BCT40309) |
| Bathroom ceiling | Paint | Dulux Washable Matt (Colour: Eggshell) |
| Kitchen walls | Paint | Dulux Trade Vinyl Matt Colour: BS 00E55 (White) |
| Kitchen worktop | Laminate | Square Edged, Symphony 40mm Premium Worktop "Liberty Rock" |
| Joinery, architrave & skirting | | Skirting: Pencil rounded softwood or mdf skirtings 125mm high Architrave: mdf, (25 x 50mm) pencil rounded |
| Bedroom floor | | Cormar 80/20, 42Oz carpet' Oaklands 42, Thames Grey |
| Kitchen / living room / hallway floor | | Amtico Spacia Vinyl flooring, Spacia Wood range, New England Oak – SS5W2527 |
| Front door (external side) | | Solid Core Door, Dulux Trade Quick Drying Wood Primer Undercoat Dulux Trade Diamond Satinwood Colour: BS 00E55 (White) |
| Front door (internal side) | | Solid Core Door, Dulux Trade Quick Drying Wood Primer Undercoat Dulux Trade Diamond Satinwood Colour: BS 00E55 (White) |
| Blinds | | Enviroscreen blackout blinds to bedroom and dim out to all others |
| Balcony decking | | T-Deck Composite Decking, Grey |

Finishes

| Location/room | Type/finish | Description |
|----------------|-------------|--|
| Light fittings | | <p>Bedrooms – Volex pendant lights, Part No: VX6677, White</p> <p>Kitchen – Orlight downlighters, ORL1009-AW-9010, White. Triotone Surface Light under the wall units, LEDSURFTRIO</p> <p>Living Room/Hallway – Orlight downlighters ORL1009-AW-9010, White</p> <p>Balconies – Orlight, ORL3010-S, Stainless Steel</p> <p>Bathrooms – Robus RTR Triplex Low LED Downlight</p> <p>Wardrobes – Orlight Micro LED Strip ORLMS6012</p> |
| Accessories | | <p>Kitchens – Worktop level – DETA Slimline Décor, Brushed Stainless Steel</p> <p>Rest of the apartments – DETA Slimline, White Plastic</p> |

Appliances

Appliance instruction manuals & warranties

For further information on your appliance, please refer to your appliance manuals. Should you misplace any of your appliance instruction manuals over time, you can refer to the manufacturer website and download a pdf version of your appliance, by providing the model number.

You are responsible for registering your appliances in order for them to be covered under the manufacturer's warranty. Should you experience a problem with any of the white goods installed in your property during the first two years following legal completion, you should contact the manufacturer's directly.

Please refer to each manufacturer's leaflet provided in the Welcome pack.

| Product description | Manufacturer | Model |
|---------------------------|--------------|------------|
| Oven | Zanussi | ZOHNX3X1 |
| Hob– 4 zone induction hob | Electrolux | EHF6140ISK |
| Cooker hood | Electrolux | LFL336A |
| Fridge/freezer | AEG | SCB6181VLS |
| Dishwasher | Electrolux | KEAF7100L |
| Washer dryer | Electrolux | ZWD76NB4PW |

Appliances

Appliance cleaning & maintenance

To reduce the risk of damaging the finishes irreparably please follow these guidelines:

- Use a soft cloth, slightly dampened with water and a mild detergent solution
- Buff dry with either a soft lint free cloth or paper towel ensuring all excess moisture is removed

Do not use the following on kitchen appliances, cupboards and worktops:

- Scouring pads or similar products
- Abrasive or harsh cleaning agents
- High pressure cleaners

| Product description | Care & maintenance |
|----------------------------|---|
| Washer – dryer | The outer parts and rubber components of the appliance can be cleaned using a soft cloth soaked in lukewarm soapy water. |
| Detergent dispenser drawer | Remove the dispenser by raising it and pulling it out. Wash under it under running water, this operation should be repeated frequently. |
| Hob | Always clean the hob after cooking to prevent a build-up of dirt. Clean the hob with a damp dish cloth and dry it with a cloth or towel to prevent limescale buildup. Only clean the hob once the heat indicator has gone out. For stubborn dirt is best removed with a glass scraper. |
| Fridge/ freezer | Remove the layer of frost regularly. Never clean the shelves or containers in the dishwasher. Wipe door seal with clear water and dry thoroughly with a cloth. Clean the appliance with a soft cloth, lukewarm water and a little ph neutral washing up liquid. |
| Extractor hood | Clean the metal filter after 8 to 10 weeks, this can be cleaned in a dishwasher, this can cause slight discoloration. Clean off any grease from all accessible parts of the housing, this reduces fire hazards. Clean the extractor hood with a hot detergent solution or a mild window cleaning agent. |
| Dishwasher | Fill detergent dispenser with detergent. Start applicant without utensils in the program with the highest rinsing temperature. |

Windows, Door & Internal Security

Your home has been fitted with Senior Architectural Systems double glazed windows and balcony doors. Operating and maintenance instructions are included separately.

Maintenance

Maintaining your windows couldn't be simpler. All you have to do is check them carefully at least once a year for the following signs:

See additional information on how to use your windows in your handover pack and labels on windows.

Look for (and remove) any airborne debris that might be trapped in between the frame and sash. To do this, open the window in the cleaning position.

Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous and undamaged. Never get any paint on the weather seal as this will reduce the window's performance.

Check that the handle moves freely and smoothly. If they are stiff, carefully use a recommended lubricant on the locking tongues/bolts while in their extended position

Check the glass does not have any water vapour inside the sealed unit or that the glass is damaged.

Check all timber surfaces for damage and note if the finishing (paint etc.) needs refreshing.

Check all handle and ventilator controls are not loose. If they are then tighten them with an appropriate screwdriver. Tighten enough so the handles and controls work freely without being too loose. Do not overtighten.

If in any doubt or you need help with anything to do with maintenance refer to Operation Manual

Windows, Door & Internal Security

Doors Locks

Your doors are fitted with unique key locks. Entry into your home is gained by the use of this lock. The door and lock mechanism are constructed to resist unauthorised entry in line with Secured By Design guidelines and UK security regulations. When leaving your home, ensure that all windows and doors are locked.

Access Control System

A wall mounted touch screen video links to the main entrance door to comply with Secured By Design. This enables you to see who is trying to gain access to your house and for you to communicate with them and allow access.

This is the Akuvox C315S Premium and it provides Audio and Video communication with all Akuvox IP Door Phones via SIP 2.0 protocol.



Burglar Alarm Wiring

There is a power supply for a future alarm within the Utility Cupboard if required, however installation of a wireless intruder alarm is recommended.

Fire Safety

If there is a fire in your flat, the smoke alarm will operate and where appropriate so will the sprinklers. You are to leave your flat without delay and ensure the front door to your flat is closed behind you. The onsite staff have spare keys and they will assist the Fire service to gain entry.

Once in a safe location, preferably outside your building, call the fire Service on 999 giving your address.

Do not be concerned if there are new noises in the corridors outside your flat. The corridors are equipped with smoke vents, which will remove any smoke and keep it clear.

The fire strategy for your building has adopted a stay-put policy in order to minimise any inconvenience from false alarms and to keep you free from harm during a fire in another part of your building. There are additional fire safety precautions within your home to help keep you safe and therefore it is normally safer for you to remain in your flat if there is a fire in another part of the building.

The onsite staff and the fire service have all the necessary information to undertake firefighting activities and respond swiftly and appropriately to ensure your safety. However if you have any concerns, or you would like to contact concierge please do so.

You are free to leave your flat should you wish, but direction from the fire service should be followed for your own safety.

Your home has been provided with a fire alarm system, sprinklers, and fire-resistant walls, floors and fire doors and they are all very important components in keeping you safe if there is a fire in the building. Therefore, before any alterations or modifications are carried out to these parts of your home, we strongly advise that you seek professional advice and the permission of the PME.

Fire Safety

Fire alarm operation

Do not paint your alarm, or allow water or dust to contaminate your alarm:

- Regularly check that the green mains indicator light on the cover is on
- Test weekly – press and hold the Test/Hush button on the alarm for 10 seconds. The alarm will sound loudly and the red light on the cover should flash rapidly
- If the alarm beeps and the red-light flashes at the same time the battery is depleted – ensure green mains power light is on
- Check the red light on the cover flashes every 40 seconds, to ensure that the detector has performed an automatic self-test.
- The red indicator will flash rapidly to show an alarm condition for the smoke detector
- In 'Test' mode the alarm will perform a self-test and emit the alarm sound
- When in 'hush' mode the alarm enters a ten-minute period instead of the normal 40 seconds to indicate the sensitivity is reduced, and will then automatically reset itself
- When interconnected to other mains powered alarms, an alarm on one detector will trigger all other interconnected alarms within one second (only the triggered alarm will flash a red indicator)
- Aim to replace the batteries once a year to avoid them going flat.

Fire doors

The front doors throughout the development are fire rated. The stairs are a protected area and internal doors onto the stairs are fire rated.

Sprinkler system

A sprinkler system has been installed within each dwelling.. When a sprinkler head is activated (by a high temperature) the sprinkler will activate and water will begin to flow.

The sprinkler system is maintained by the Oaklands Rise management team. Any damage to the sprinkler head must be immediately reported to Concierge immediately. Do not decorate over the sprinkler head.

Local Information

Borough details

Hammersmith & Fulham Council
Town Hall, King Street
Hammersmith
London W6 9JU

Web: <https://www.lbhf.gov.uk/>

Environmental Health and Bulk Refuse

Hammersmith & Fulham Council
Town Hall, King Street
Hammersmith
London W6 9JU

Web: <https://www.lbhf.gov.uk/>

Tel: **020 8753 1100**

Email: Cleaner.Greener@lbhf.gov.uk

| | Location | Details of Service |
|-------------------------------|--------------------|---|
| Mainline Train Station | Acton Mainline | TfL Rail Westbound: Heathrow Terminal 5 Eastbound: London Paddington |
| Tube Stations | Willesden Junction | London Overground Southbound: Clapham Junction, Richmond Eastbound: London Euston, Stratford Northbound: Watford Junction |
| | East Acton | Central Line Westbound: Ealing Broadway Eastbound: Hainault |
| | Park Royal | Piccadilly Line Westbound: Uxbridge Eastbound: Cockfosters |

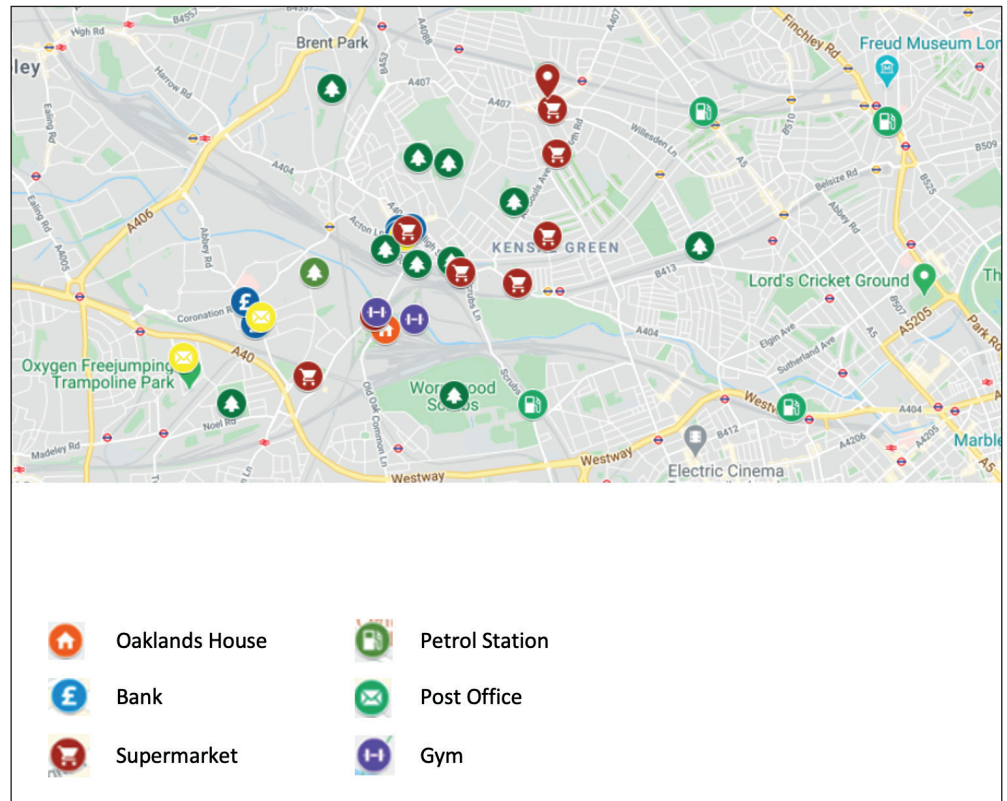
Local Information

| | Location | Details of Service |
|------------------|---|---|
| Bus Stops | Old Oak Common Railway Depot (Stop C) | 228 Park Royal |
| | Old Oak Lane Atlas Road (Stop J) | 228 / 266 / N266 Park Royal / Brent Cross |
| | Shaftesbury Gardens (Stop V) | 266 Acton |
| | Shaftesbury Gardens (Stop D) | 266 / N266 Brent Cross |
| | Old Oak Common Railway Depot (Stop T) | 228 Maida Hill |
| Hospitals | Central Middlesex Hospital Urgent Care Centre | Central Middlesex Hospital, Acton Ln, Park Royal, London NW10 7NS |
| | Hammersmith Hospital | 72 Du Cane Rd, London W12 0HS |
| | Queen Charlotte's and Chelsea Hospital | Du Cane Rd, London W12 0HS |
| Parks | The Regent's Park | London NW1 4NR |
| | Wesley Playing Fields | Park Royal, London NW10 6PF |
| | King Edward VII Park | London NW10 3SQ |
| | Queen's Park | Queens Park Lodge, Harvist Rd, Queen's Park, London NW6 6SG |

Local Information



Local Information



Manufacturer's Literature

| |
|------------------------|
| MVHR |
| Intercom |
| Heating Programmer |
| Heating Interface Unit |
| Consumer Unit |
| OFNL Welcome Letter |
| Insite Energy |