

ESSENTIAL INFORMATION

New Road Triangle



New Road
Feltham, Hounslow
TW14 9BG

www.lamptonhomes.co.uk

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Home Essentials



Heating & Hot Water

In your hallway utility cupboard you will find the Daikin heating and cooling unit. They are an energy efficient way to heat and cool your home. The units come installed and ready to use so you will not need to set anything up. Your heat pump will need to be serviced once a year, which your managing agent can organise for you.

How To Use:

There is an LED screen on the front of the unit which is the user interface which will be in sleeping mood after 15 minutes of non-interaction. When you see a continuous blue light, this means the unit is in full operation and a blinking red light means there is a malfunction. You can use the dials and buttons to navigate through the device. Please refer to your operation manual for full instructions.

DO NOT:



Unplug, disconnect or remove the heat pump from the wall



Tamper, damage with or alter the heat pump in any way

The temperature is controlled by a thermostat located in the hallway.

Heat meter built by Sycous Orbit.

Radiators

These are part of your heating system and are filled with hot water when the heating is switched on. Check your operation manual for maintenance requirements for your heating system.

Please do not cover your radiators. They are fancoil unit and need unrestricted air flow.



Daikin Air Source Heat Pump



Daikin Control Unit



Sycous Orbit App



Daikin Radiator

Television and Satellite

Source / Location

This can be found in the front room or living area.

Operation within your home

TV outlet points linked to your aerial location are provided in Living room and bedrooms.

Media Plate

You will need to connect a link cable from the main TV point in your media plate to your television in order to receive signal. Doing this will allow access to all Freeview channels, but you will need to subscribe to a provider such as Sky, in order to access satellite channels.



Media Plate

Please note: No satellite dishes are allowed to be fixed to the building.

Telephone and Broadband

An Openreach Fiberoptic connection point has been provided in Living room and bedroom.

To have your telephone including broadband services enabled, please contact your preferred telephone/ broadband service provider and sign up. If you decide to have a telephone installed, you should make arrangements directly with your chosen provider and enquire about home phone line installations.

You will be responsible for providing your own broadband connection.



Broadband Outlets



Council Tax

London Borough of Hounslow
7 Bath Road
Hounslow
TW3 3EB
020 8583 4242

[Pay your Council Tax by direct debit | Paying your Council Tax | London Borough of Hounslow](#)

Ventilation

Natural Ventilation

Please open the windows frequently for ventilation.

Mechanical Ventilation

Your home is fitted with a central Mechanical Ventilation Heat Recovery (MVHR) system throughout. The MVHR unit is located within the ceiling void above your hall cupboard or within the cupboard depending on the space available.

Whole apartment ventilation is maintained by a constant flow of air between input and extract points. A boost facility activates when you turn on any light switch to a wash room, which provides rapid extraction to remove higher levels of pollutants.

The MVHR unit is a centrally located and continuously running mechanical supply. The fan extracts air via ducts, from moisture producing areas or 'wet rooms', such as kitchens and bathrooms, to remove odours and excessive humidity. Incoming air supply comes from the outside via a duct to the MVHR unit and then it is distributed to the living/dining area and bedrooms via ducts above the ceiling that connect to a ceiling grills allowing fresh air into these rooms as 'background ventilation'.

Please note the following:

- There might be a slight hum from the unit.
- The unit must not be adjusted or tampered with.
- Please DO NOT turn off your Ventilation system.
- Please use the 'Boost' switch located above worktop level within the kitchen when cooking. Please refer to the instruction booklet for instructions on use and cleaning.

For an optimal indoor climate it is recommended to clean your filters twice a year. For cleaning, remove the filters and brush them out in the open air outside your property. We do not recommend cleaning the filters with a vacuum cleaner as this will damage the density and structure of the filter thus decreasing its efficiency. Alongside this you will also vacuum some of the fungi and bacteria into your vacuum cleaner where it will stay and grow. Replacing the filters on time will assure you of a healthy, bacteria-free airflow and you will save on energy consumption.



MVHR Unit

Door Entry System

Your apartment has been installed with a video entry system. For you as the resident to gain access to the building, swipe your key fob to unlock the front entrance door.

If a guest would like to visit you, they will have to press the number of your flat on the keypad at the main entrance door, this will then sound in your flat alerting you of a visitor and you can decide whether to let them in or not. Please be advised that residents will have to meet the visitors at the lobby to let them into the lifts.

Please contact Lampton Homes if you wish to purchase replacement fobs or to recode existing ones.



Door Entry System

Access Fobs and Keys

You will be provided with 3 fobs before moving into your new home. Fob keys provide you with access through the communal entrance to your apartment. Keys to be provided include:

x1	Meter cupboard (FB2)	x3	Post-box
x3	Front door	x2	Lockable kitchen cupboard
x3	Fob access for communal door, bin store and cycle store		



Lifts

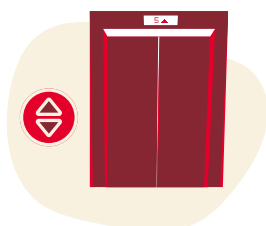
Use of the lifts

The lifts may only be used for removals or large deliveries following authorisation from Landlord. This is to ensure that you have use of the key to hold the lift car door open and to avoid any inconvenience for other residents or damage to the lift interior. Please note that residents may be held responsible for any damage caused to the lifts.

Lift car weight restriction and dimensions

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

Lift Car	Details
Width	1.2m
Depth	1.8m
Height	2.1m
Max Loading	1125kg



Refuse and Recycling

You have been provided with both black general waste bins and recycling bins with blue lids within your bin store. In addition to this you have been provided with a food waste caddy within your home. Please follow the council's guidance on how to use your bins.

Your bin store is located in the ground floor of each building, accessed off the corridors.

Bulky Items

Please contact London Borough of Hounslow to arrange removal of bulk items at a small cost.

[Request a collection of large household items \(bulky waste\)](#)

Local Recycling Centres

London Borough of Hounslow manages the community recycling centres in the county. The closest ones for New Road Triangle residents is:

Space Waye
North Feltham Trading Estate
Pier Road off Faggs Road
Feltham
TW14 0TH

You may be asked to prove that you live in London Borough of Hounslow, so please bring some address identification with you.

[Recycling and rubbish | London Borough of Hounslow](#)



Car Parking

There is no parking available, and customers are unable to apply for a residents permit.

No visitors parking on site. Short term deliveries and pickups allowed.

Electric Vehicle Charging

Electric Vehicle Charging available for authorised vehicle.

Charging port located at the charging spaces provided. You would be required to pay for charging your vehicle. Please refer to user manual for more details.

Bicycle Parking

There is a communal cycle shelter area allocated to your property.

It is your responsibility to lock your own cycle.





Lampton Homes

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