

GETTING STARTED IN YOUR NEW HOME

New Road Triangle



New Road
Feltham, Hounslow
TW14 9BG

www.lamptonhomes.co.uk

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When You Move In



Newly Built Homes

On moving day, please take care to protect your new floor finishes from dirty or potentially damaging footwear. Before you start filling your home, you need to inspect it carefully, making sure any potential defects and deficiencies are noted.

Pay particular attention to:



Sanitary ware (including baths, basins and WCs)



Glass (including windows, mirrors and shower screens)



Fireplace surrounds



Kitchen fittings and appliances



Wall tiling



Carpets, floor tiling and laminated flooring

Carefully inspecting your home on moving-in day makes it easier for the builder to put right any defects you may find. Later on, it might not be impossible to prove who caused them.

However, it's important to remember that, during the first year after the building was completed, the builder still has a responsibility to put right defects that you could not reasonably have been expected to see at the time of moving in, or those that develop later down the line.

As well as checking your home, you should also confirm that:

- all keys have been handed over (including those for windows);
- all windows and doors open, close and lock properly;
- all services (water, electricity, and gas where applicable) are connected and are in working order (you should also agree meter readings).



The First Few Days

Over the coming days, you should carry out several tests and checks to make sure everything's in order:

- Familiarise yourself with the operation of your smoke alarms and check they work by pressing the test button.
- Ensure you have been given operating instructions for all systems and appliances.

Change of Address

When moving home it is often hard to remember everyone you need to inform of your change of address. In order to make the process a little easier, please find the following typical checklist:

Insurances:

- ☐ Car Insurance
- ☐ Home Contents Insurance

Car Owners:

- ☐ DVLA Swansea (Re-register your vehicle)
- ☐ DVLA Swansea (Change of address on your driving licence)

Financial:

- ☐ Banks & Building Societies
- ☐ Work
- ☐ Benefits Agencies
- ☐ Private Pension Providers
- ☐ Premium Bonds or other Investments

Health:

- ☐ Doctors
- ☐ Hospital
- ☐ Dentist
- ☐ Health Visitor

General:

- ☐ Previous service providers e.g. Gas, Electricity, Internet, Telephone, Water, Local Council Tax, TV Licensing, Satellite Television



Utilities and Metering



When you move into your new home, you will need to register as a customer for utilities and services. You will need to contact the following providers and provide them with the relevant meter reading numbers.

Electricity

The electricity meter is located in the riser cupboard on each floor.

Your supplier is:

British Gas

Supplier telephone number:

0333 009 5784

Supplier email address:

customerservice@britishgas.co.uk

Incoming electricity is connected to the electricity meter (used for measuring energy consumption in kWh). From the meter, cables run out to your consumer unit (often referred to as a fuse box), which is located in the utility cupboard inside the flats. This contains the main on/off switch and a number of miniature circuit breakers (MCBs), which protect individual circuits. An MCB will automatically disconnect the supply of electricity if one of the circuits is overloaded or there is a fault. You can reset an MCB by simply switching it back to the 'on' position. You should not keep resetting an MCB that trips repeatedly as this may indicate a fault with a circuit or with an appliance.

A consumer unit will also often contain a residual current device (RCD), which provides additional shock protection. An RCD which has 'tripped' can be reset by returning the switch to the 'on' position. RCDs should be periodically tested to ensure they are functioning correctly: you can do this by pressing the 'test' button.



Electricity Meter



Consumer Unit



RCD

Please refrain from trying to repair electrical faults in your apartments or communal areas. Contact your electricity supplier as these should be managed by competent persons only. Please do not touch or mess around with electricity as it can kill.

Water

Your water supply comes from the mains underground and connects directly to your water meter.

The water meter is located in the utility cupboard.

Your water service is supplied by:

Water (0345 357 2406)

Your sewerage service is supplied by:

Thames Water (020 8213 8451)

Your water service is billed by:

Affinity Water (0345 357 2406)

Your sewerage service is billed by:

Thames Water (020 8213 8451)

Your hot water supply comes from your Air Source Heat Pump located in your utility cupboard. Please contact your supply provider for any queries concerning your water supply.

Stop Cock

A water stop cock, used to turn off the water flow in case of an emergency, is located in the utility cupboard. It is important to know where the stopcock is so that you can turn off the water in an emergency.

A second water stop cock is located in the communal hallway. This is to allow the emergency services to turn off the flow of water prior to entering the property.



Stop Cock

Water Drain Off Valves

Hot and cold water drains off valves are located in the utility cupboard. These drain off valves are provided to enable maintenance works to be carried out on the water systems, such as flushing or removing a radiator.



How to Save Money on Fuel Bills

Your new home has been designed to be energy efficient, saving you money and helping to protect and improve the environment. However, even more energy can be saved by changing our habits:

Switch off standby

- According to the Energy Saving Trust, you can save between £50 and £86 each year just by remembering to turn your appliances off rather than into standby mode ("Powering the Nation". Energy Saving Trust, 2011).
- Almost all electrical and electronic appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver which allows you to turn all your appliances off standby in one go.
- Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

Careful in your kitchen

- Use a bowl to wash up rather than a running tap and save £25 a year in energy bills.
- Only fill the kettle with the amount of water that you need and save around £7 a year.
- Cut back your washing machine use by just one cycle per week and save £5 a year on energy

Turn off lights

- Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This will save you around £14 on your annual energy bills.

Heating your home

Within this welcome pack we have enclosed details of the controls for the heating system, but here are some general tips which will supplement the excellent insulation we have included:

- Turning the thermostat down by just 1°C can cut as much as 10% off your heating bills.
- You can also save on running costs by heating your home for an hour less each day.
- Never cover the air flow vents on electric heaters.
- If you find a draught, don't compensate by turning up the heating – it is cheaper to get the draught addressed.

Curtains

- At night, pull the curtains to stop heat being lost through the windows.
- Take care not to drape curtains over radiators as this will funnel heat straight out of the windows.

Setting Up



Connecting Appliances

All electrical appliances must be fitted with a 3-pin square plug, with a cartridge fuse to the correct rating. All plugs should display the British Standard Kitemark. Your appliance supplier can normally arrange installations. Please check the fuse ratings for any of your appliances with your supplier.

Integrated appliances

Your property is fitted with the following integrated appliances within your kitchen



Dishwasher



Extractor Hood – Zanussi ZH1612G



Electric Oven – Zanussi ZOHNX3X1



Fridge / Freezer – Zanussi ZNFN18ES3



Electric Hob – Zanussi ZITN641K



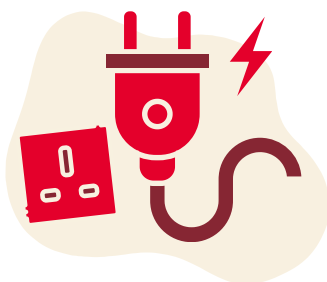
Washer/Dryer – Zanussi ZWD76NB4PW

You are responsible for maintaining these appliances after the warranty period.

If you've just moved in, your kitchen appliances may already be connected. However, it's still a good idea to check all of the hoses are in line and well tightened before turning the appliance on. You should also recheck connections when the appliances have been up and running after a day or two, as dripping connections can give rise to significant damage over time.

The same applies when you have a new appliance installed at a later date. The plumber may have connected everything up, but there's no harm in having a quick look to make sure.

Of course, checking everything's in order becomes much more important if you've connected your kitchen appliances yourself.



Painting and Decorating

Floor coverings

Flooring provided as standard is vinyl to your kitchen, and hall and hall cupboard, tiles to the bathroom(s), with carpet installed to the rest of your home. Any alterations to floor finishes provided may affect the warranty for your home during the one year defects liability period, which started when the building's construction was completed.

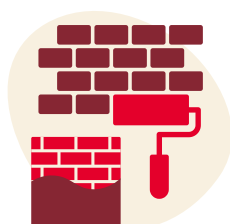
Painting and Wallpapering

When you first move into your new home, your walls will be decorated in a light, non-vinyl paint emulsion to help the structure to dry out. Please do NOT paint or wallpaper any walls during the one year defects liability period and until the property is properly settled and the drying process is complete, as small shrinkage cracks and minor gaps may continue to appear in the walls and along joinery.

As for floor coverings mentioned above, please DO NOT change any fixtures or fittings during your defects liability period, e.g. light fittings or shower heads. You will be responsible for fixing any problems if you have made any changes.

If you wish to touch up any paintwork, the colours on your walls are:

| Room | Make / Manufacturer | Colour Name / Reference |
|---------------------|---------------------|-------------------------|
| Living / Kitchen | Dulux | Matte White |
| Bedroom | Dulux | Matte White |
| Hall | Dulux | Matte White |
| Bathroom / En-Suite | Dulux | Matte White |
| Store | Dulux | Matte White |
| Joinery | Dulux | Matte White |



Wall fixings

Before fixing anything to walls in your home, you should consider the wall construction you are fixing into, as this will inform the weight of the item that can be fixed to the wall, and the type of fixing that should be used.

| Wall Type | Construction materials | Recommended fixing method |
|----------------|--|---------------------------|
| External walls | Plasterboard on SFS | By a competent person |
| Internal walls | Plasterboards on Metal Stud Partitions | By a competent person |
| Party walls | Plasterboards on Metal Stud Partitions | By a competent person |

DANGER:

DO NOT put wall fixtures directly above, below, left or right of light switches or electric sockets. You may penetrate an electric cable, risking an electric shock.

Always bear in mind that services such as pipes and cables may run behind any part of your wall, and you should always use a services / stud detector before penetrating wall finishes.

Excessive penetrations or damage to walls may affect the integrity of your wall and in turn affect the warranty for those elements of your home.





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