

North Island Building Tottenham Hale

BUILDING USER GUIDE



createmaster

A BuildData Group Company

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INTRODUCTION & HOW TO USE THE GUIDE

Welcome!

We want you to be able to settle into this new building as quickly as possible so we have prepared this guide to help you.

This user guide will give building occupiers, facilities management and visitors the information they need to use / operate the building correctly.

This is a non-technical guide, in the event more detailed information is required please refer to the Operation & Maintenance Manuals.

The sections of this guide are separated into two parts, providing specific information each party needs. These relate to information for the below user types:

- Building Occupiers & Visitors
- Facilities Management

Please note that this document is available upon request in different languages and formatting.

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OVERVIEW OF THE BUILDING AND ITS ENVIRONMENTAL STRATEGY

Building Overview

The North Island building is the fourth residential building at its development in the heart of The Tottenham Hale in London N17.

The building comprises 136 new homes, including 80 shared ownership and 56 market sale. 3,000 sq ft of planned commercial space on the ground floor with flexible use for a café, restaurants and shops facing onto Station Road and The Hale, which leads directly to Tottenham Hale station.

Environmental Strategy

The building has been designed to be energy efficient and use minimum resources, making it as environmentally friendly as possible. This is demonstrated by the below measures:

- The fabric of the building has been insulated to a high level, reducing the demand for heating.
- High efficiency LED lighting combined with presence detection controls, reduce energy waste.
- Mechanical Ventilation with Heat Recovery (MVHR) provided to each of the apartments, supply fresh air while recovering heat extracted from inside.
- Heat Recovery Units installed to minimise carbon dioxide levels while reducing heating demands during colder times.

BUILDING SERVICES OVERVIEW & ACCESS TO CONTROLS

Building Occupiers & Visitors

Occupiers and visitors to the building should understand the below information on how to operate services such as lighting, temperature and ventilation. Information is also provided for bathroom and kitchen use and what the visitors need to know when occupying the building outside of its normal hours.

Lighting

Lighting design, includes a combination of recessed, surfaced and suspended low energy LED luminaires to provide a sustainable and coordinated design to architect scheme with use of energy efficient lamp sources and combination of presence / daylight sensors. All light fittings are supplied complete with control gear, attachments, fixings, and lamps compatible with the lighting control system installed. All transformers and drivers for recessed fittings are located within the ceiling void and are accessible via the fitting installation cut-out or located in a remote accessible location following manufacturers recommendations.

Temperature

Heating

Your new home is served by a heat network. Heat networks are an efficient, low carbon method of delivering heat to buildings. Instead of every home having individual gas boilers, there is one central plant room generating energy into heating and hot water and feeding it to all connected properties.

Through a network of insulated pipes, the generated heat is delivered through a Heat Interface Unit (HIU) which is installed in each property. This method of delivery means your heating system is robust and reliable, allowing your heating and hot water to be provided on demand as and when you want it. Your HIU is also connected to room thermostats and programmers, giving you control over your energy use.

Thermostatic Radiator Valves

Heating to your apartment is provided via radiators in each room. Radiator temperature can be adjusted using the TRV's on the side of each radiator.

To set the temperature, rotate the thermostatic head clockwise and anticlockwise between the setting 0 and V as required. In the event of a heatwave setting the TRV's to 0 will switch off any heat output from the radiators.

The thermostatic head has within its range a frost setting *. When set at the * position the thermostatic head will react when the ambient temperature drops to 7°C and allows the valve to open.

It's recommended that you bleed your radiators once a year, even if they are working properly. Radiators need bleeding when they have air trapped inside them. This trapped air stops warm water circulating around your radiator.

That can make the radiator cold at the top, but warm at the bottom. It means your central heating system isn't working efficiently and it can take longer to warm up your room which can also cost you money, as your bills will be higher.

Ventilation

This section is intended to help you better understand the ventilation of your home. This guide does not replace the manufacturer's instructions for ventilation systems, which should always be followed.

Ventilation in your home is provided for three reasons: The first is to supply fresh air for the occupants. The second is to help to ensure good indoor air quality, which needs removal of enough moisture, odours, and other indoor pollutants. The third purpose is to help to maintain good thermal comfort; ventilation air flows help heat to mix from different sources, so it circulates throughout your home, especially from the heating system during cold periods. The different parts of the ventilation system work together to allow fresh air to flow throughout your home. During hot weather periods, ventilation can remove excess heat from your home - See the 'Staying Cool in Hot Weather' section below for guidance about this.

Poor levels of ventilation along with excess moisture in the indoor air can contribute to mould growth, so it is important to use the ventilation provided to keep your home 'fresh' and to remove moisture at source, particularly from shower rooms, bathrooms, and kitchens.

To ensure that the MVHR within your home runs at optimum performance, occupants should ensure that the filters are regularly replaced in line with the manufacturer's instructions and recommended maintenance regime.

Overheating

Staying Cool in Hot Weather

There are several ways you can help to keep your home cool, and generally these can be combined. They include limiting heat from the sun entering your home through glazed windows, limiting heat from electrical appliances and devices, and electric lighting in your home, as well as increasing ventilation air flows using external doors and windows, opening internal doors (except fire doors) and mechanical ventilation or extract fans.

At all times, the following measures may be used to cool your home and its contents:

- If you can safely and securely leave any windows open overnight, doing so will allow ventilation to cool down your home and its contents using cooler night-time air.
- If possible, open internal doors (except fire doors), including overnight and when your home is empty. This will allow ventilation air to flow freely through your home.
- Electrical appliances and devices generate heat while they are in use, and this can increase indoor temperatures. If possible, turn them off at the wall socket when they are not needed, as even standby mode creates a small amount of heat.
- If it is safe to do so, turn off electric lighting in spaces where it is not needed. Even modern energy efficient lighting generates some heat while in use, and this can increase indoor temperatures.
- Indoor blinds should be used throughout the day to protect against too much heat from the sun entering your home.
- If blinds require replacement, you should ensure replacement blinds are light-coloured and have light reflectance on the side facing the outside of the window.
- Occupants should limit the generation of internal heat gains by minimising physical exertion to reduce the heat gains they contribute to their living environment.

· For 'mechanical ventilation with heat recovery' (MVHR) fitted in your home, the MVHR unit should be switched to 'summer bypass mode'. The MVHR manufacturer's instruction will advise you how to do this. This prevents the incoming air (from outdoors) being warmed by the extracted indoor air. (Remember to switch the MVHR unit back to normal operation after the period of hot weather has ended.)

· If you do opt to provide portable mechanical cooling to assist in cooling your home, it should be noted that these come with side effects, namely: noise impacts, running costs through electricity usage, and the hot air that needs to be expelled somewhere (which is likely to impact neighbours and should be minimised).

At times of the day when the outdoor air is cooler than the air indoors (often in the late evening and overnight, but also when a building is already overheating), the following measures may be helpful:

· If safe and secure to do so, external balcony doors and windows should be opened during the cool of early morning to allow stored heat to escape from your home and its contents - Openings on different walls allow crossflow ventilation, and openings at different heights increase ventilation air flows.

Please see below summary table for the recommend times during a heatwave in which the windows/ doors within your home are recommended to be opened to aid cooling.

Type	Window/Door Description	Opening Profile
1	Tilt Turn Living/Kitchen window	Fully open when internal air temperature exceeds 22°C
2	Tilt Turn Bedroom window	Fully open when internal air temperature exceeds 22°C
3	Side Hung Door	Fully open between 9am – 10pm when internal air temperature exceeds 22°C
4	Sliding Door	Fully open between 9am – 10pm when internal air temperature exceeds 22°

At times of the day when the outdoor air is warmer than the air indoors, windows and other ventilation openings should not be completely closed, rather instead their openings should be reduced to allow lower background ventilation air flows. External doors should be closed, but internal doors (except fire doors) should be left open. This should help to keep rooms reasonably cool while still allowing adequate ventilation air flows for good indoor air quality. (Sufficient removal of moisture, odours, and other indoor pollutants is needed for good indoor air quality.) Mechanical ventilation or local extract fans should not be used to boost ventilation air flows if the outdoor air becomes warmer than the indoor air, except if needed for other normal indoor air quality reasons.

It is encouraged that you use the passive ventilation measures listed above before operating the 'summer bypass mode' on the MVHR system.

Staying Cool in the Amenity Area's

Within North Island there two amenity spaces outside of the apartment but within the building complex. There is a communal courtyard and roof terrace for residents and visitors to relax and enjoy. Should the residential apartments units remain too warm in peak weather extremes, these amenity spaces will offer residents additional areas to cool-down.

Located externally at Ground Floor (fig A) a communal courtyard is provided to the north of the building complex. This can be access via the rear residential entrance located off the Ground Floor communal corridor. The communal courtyard area offers numerous seating areas with shade provided throughout the day by the building towers itself.

On Level 18 (Fig B) is a communal landscaped roof terrace for residents to utilise. Whilst no shading is provided by the landscape itself, the area offers a large open decked area and has integrated seating. Access is gained from the Level 18 corridors where a door will take residents directly from the corridor into the external landscape space.

Fig A: Ground Floor External Communal Courtyard – the Communal Courtyard is indicated in Green.



Fig B: Level 18 Terrace – the Communal Landscaped Roof Terrace is shown in Green.

