

HOME GUIDE

Welcome to your
new home

North Gate Park (Phase 1A)





**St Ann's Road,
London,
N15 3TH
Spring 2025**

Disclaimer

This guide provides you with advice and tips on how to get the best out of your home – as well as addressing any problems that may occur. We have also included useful information about the local area and important services nearby: please read the guide carefully and keep in a safe place for reference.

While all information is correct at the time of writing, we and Hill Partnerships Limited cannot be liable for any changes that may render it incorrect. In addition, this guide is not a guarantee for any of the equipment or services described in it.

If you have any questions about this guide or the information contained it, don't hesitate to get in touch – we'd love to hear from you.

Address: Peabody, 45 Westminster Bridge Road, London SE1 7JB

Phone: 0300 123 3456

Online: www.peabody.org.uk/contact-us

For translations, large print, braille or audio format, please contact: 0300 123 3456.



About Us

More than 160 years after it was established, Peabody is one of the oldest not-for-profit housing associations in the UK. The Peabody Group is responsible for more than 108,000 homes, with around 220,000 residents across London and the Home Counties. We also provide care and support services to around 23,000 customers. Our purpose is to help people flourish, and we're getting closer to residents by taking a local approach.

We are committed to delivering a responsive and easily accessible repair service and investing in resident's homes, so they are safe and well maintained. We're improving the energy efficiency of thousands of homes so they're better for the environment and cost residents less to heat, and we're managing our open space to cultivate plants and wildlife. Together this will reduce our carbon footprint and help us meet our goal of being net zero by 2050.

We work with councils and communities to promote economic inclusion, tackle inequality and poverty, and prioritise well-being.

Our rents were £721m lower than the market in 2023-24. With an average rent of £137 per week in London and the Southeast, we offer significant value for residents and communities.

We are also committed to building much-needed affordable homes.





Your new home

Welcome to **North Gate Park**
we hope you'll feel right at
home here.

North Gate Park is situated on part of the former St Ann's Hospital site in Haringey.

To the north of the site lies Chestnuts Park, a significant recreational open space. Further afield lie important open spaces including the Lea Valley Park, Walthamstow Wetlands, Woodberry Wetlands and Finsbury Park.

The homes are built around a central green space and Peace Garden, including the sensitive retention of mature trees alongside thoughtful new landscaping and play areas.

The new neighbourhood will be formed of just under 1,000 homes, with a range of additional non-residential and commercial spaces, creating a thriving new community within North London.





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Useful contacts

Here are some important local contact numbers for you to keep – including emergency services and medical centres.

Contact Centre: 0300 123 3456

Please note: the Contact Centre line will operate after office hours but should be used for emergencies only.

Please remember – if you have an emergency, dial 999 straightaway.



Police Station

Emergency: 101/999



Hospital

St Ann's Hospital - 020 8702 3000
Homerton University Hospital – 020 8510 5555



Fire Station

Emergency: 999



Ambulance Service

Emergency: 999



Medical Centre

Lordship Lane Primary Care Centre
– 020 3224 4100



GP Practice

St Ann's Road Surgery – 020 8800 4032



Fire safety and prevention

For Peabody, your safety is the number one priority and always will be.

Smoke and heat alarm

- Where your alarms are battery-powered, test the batteries once a week. These alarms are usually mains operated but backed up by batteries. The batteries should be checked at least every 6 months for your own safety.
- Never remove the batteries for any other reason.
- Clean your alarms regularly to remove dust.

Sprinkler

Your home is fitted with a sprinkler system. Do not tamper with the fittings and do not cover or decorate over these. The sprinkler system will be serviced annually.

Insurance – important

In case of fire, your home is insured by Peabody: However, we cannot insure your home's contents or your possessions. We therefore recommend that you takeout contents insurance to protect your belongings.

Please remember – if you have an emergency, dial 999 straightaway!



Fire Action Notice

Please read this and remember what it says. Yours and others' lives may depend on it.

Any incidents within this building should be reported to Peabody Trust on 0300 123 3456

If a fire breaks out in your flat:

- Leave the room where the fire is straight away and shut the door.
- Tell everyone in your flat and get them to leave.
- Close the flat entrance door behind you.
- Do not stay behind to put the fire out.
- Wait outside, away from the building.
- Call the fire service - dial 999 or 112.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in a flat or area where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home or if you are told to leave by the Fire Service
- If you are in doubt - get out



DO NOT STOP TO COLLECT YOUR BELONGINGS



DO NOT RETURN TO THE BUILDING FOR ANY REASON UNTIL AUTHORISED TO DO SO BY THE FIRE BRIGADE



KEEP COMMUNAL AREAS CLEAR OF PERSONAL POSSESSIONS



DO NOT TAMPER WITH THE SMOKE SEALS ON YOUR FRONT ENTRANCE DOOR



FRONT ENTRANCE DOOR SHOULD SELF CLOSE AND REMAIN SECURE WHEN CLOSED



Changing your address

It can be hard to remember all the companies you need to tell about your home move, so we've put together a handy list for you...

These are the most important companies and organisations you generally need to contact with a change of address:

Financial Services

- Inform your bank / building society, credit card companies, pensions and investment providers, and store card providers.

Insurance Providers

- Inform your car insurance company, and any life insurance and medical / health insurance companies.
- Arrange contents insurance for your new home.

Government Agencies

- Inform your old and new Council Tax office, benefit providers, the Electoral Commission, and the DVLA (the Car Registration and Licence office). It is your responsibility to register for Council Tax in your new home and inform others that you have moved.

Utilities and Services

- Arrange for Gas, Electricity and Water meter readings for your new home.
- Ensure that your previous utility suppliers are aware you have moved.
- Inform your phone / mobile telephone company, Internet service provider, satellite TV company, the TV Licensing Department, and your car breakdown services provider of your change of address.
- Set up a Royal Mail redirection service to your new address.

Health providers

- Register with a local doctor and dentist – you can find telephone numbers on pages 8-9 of this guide.

Equipment Guarantees

- Remember to register the guarantees and warranties of your electrical appliances and keep a copy for your records.



Setting up utilities

Now that you're in, it's time to set up your bills for heat and hot water, electricity, and cold water.

Utility bills

One of the first things to do after moving in is to make sure your electricity, heating and water services are set up properly – and that your billing details are correct.

This building's heating system means that residents pay upfront for heating and hot water via a pre-payment meter.

The table on pages 13-16 shows who you need to contact about setting up your utility bills.

You can also switch to whichever electricity supplier you prefer – we recommend shopping around to find the best rate. Once set up, we also recommend giving regular meter readings to your electricity supplier. This will prevent you from being over- or under-charged month-by-month and will make your bill amounts more regular.

Utility	How this is provided to your home	Current provider
 Heat and Hot Water	The Heat Interface Unit (HIU) is located in the utility cupboard in each apartment. These transfer heat from the local heat network to the water used for heating and hot water in the apartment unit. Your heat meter is located in your utility cupboard. Each apartment block is fed from a central Air Source Heat Pump (ASHP) sourced energy centre located on the ground floor of Westley Court. The ASHP plant are located on the roof of Westley Court and use the outside air to provide heating and cooling for the apartment blocks.	<u>HIU</u> SAV Danfoss 7 Series I-V <u>The current metering system is:</u> Company Name: Guru II Contact Number – 020 8050 4300 Website - https://gurusystems.com/contact/ <u>ASHP</u> There are 2x ThermoNova 220 ASHP units located on the roof of Westley Court. These will be maintained by the management agent.
 Electricity	There is a local sub-station situated within the site boundary serving the new build apartment blocks. A single phase metered electrical supply serving consumer unit is located within each apartment utility cupboard. Your electricity meter is located in your utility cupboard.	Company Name: British Gas Contact Number: 0800 0728 625 Website: https://www.britishgas.co.uk/help-and-support/



There is a tank room located on the Ground Floor of Trafford Court, which includes a cold-water tank that provides water storage for a boosted cold-water portable service to the development.

Your water meter is located in the mechanical riser on your apartment floor.

Company Name: Leaf Water

Contact Number – 01376 312420

Website - <https://www.leafwater.co.uk/>



BT Openreach Modem (ONT) & Hyperoptic (ONT) is installed within your Utility Cupboard. Through this, you can also select your own internet provider that uses BT Openreach infrastructure.

There are several lights on the ONT, when these lights colour or flash, it means something is happening:

- Optical: This hosts the fibre optic cable that comes from the exchange to your house.
- PORT 1: Here you plug in an Ethernet cable that runs to your BT Hub. Some modems have multiple ports.
- TEL 1: Digital voice customers can use this to plug in a telephone.
- BBU: This port attaches to the battery back-up unit, if there is one.
- DC: Depending on your modem, this connects to the power supply or the BBU unit

BT

Company Name: BT Openreach

Contact Number: 0800 023 2023

Website: <https://www.openreach.com/help-and-support>

Hyperoptic

Company Name: Hyperoptic

Contact Number: 0333 332 1111

Website: <https://www.hyperoptic.com/help/>

Contact details for setting up your billing or queries	Meter location
<u>Electric Meter:</u> Company Name: British Gas Contact Number: 0800 0728 625 Website: https://www.britishgas.co.uk/help-and-support/	Located in your Utility Cupboard.
<u>Heat Meter:</u> Company Name: Guru II Contact Number – 020 8050 4300 Website - https://gurusystems.com/contact/	Located in your Utility Cupboard.
<u>Water Meter:</u> Company Name: Leaf Water Contact Number – 01376 312420 Website - https://www.leafwater.co.uk/	Located in the Mechanical Riser on your apartment floor.



Getting started: how your home works

When you move into your home, you first need to find out where everything is – from the TV aerial to the water supply. Here’s a summary of the most important items in your home and where you can find them.

Item	Location	Description	Image
Door-entry panel	Main entrance outside of the block	To gain entry to your apartment block, press your key fob on the reader and the door will release. Visitors can press your flat number on the keypad before pressing the ‘call’ button. This rings through to the entry phone in your apartment.	

Item	Location	Description	Image
Door-release button	Access Controlled Door Exits	The Push to Exit features a double pole switch in a vandal resistant, stainless-steel design. The push button allows normal egress through communal doors and egress routes. The switch can be pressed and held for additional fail-safe operation.	
Emergency door release	Access Controlled Door Exits	The Push to Exit features a double pole switch in a vandal resistant, stainless-steel design. The push button allows normal egress through communal doors and egress routes. The switch can be pressed and held for additional fail-safe operation.	
Door-entry phone	Internal Apartment Hallways	The Tynetec Advent XT2 is an assisted living and door entry system featuring a resident intercom that connects to the onsite management handset and also integrates with the blocks door entry system.	

Item	Location	Description	Image
Heat Interface Unit (HIU)	Wall mounted in your utility cupboard	The HIU transfers heat from the local heat network to the water used for heating and hot water in your apartment unit. The HIU type in your apartment is: SAV Danfoss 7 Series I-V	
Programmable Thermostat	TIOSTA0002 Thermostats located on walls.	The thermostats are to be used to set and adjust the underfloor temperature in your rooms.	

Item	Location	Description	Image
Mechanical Ventilation & Heat Recovery (MVHR) Unit	Wall mounted in your Utility cupboard	MVHR is a ventilation system that supplies fresh, filtered air while extracting stale air. It recovers heat from the outgoing air to provide tempered air, improving energy efficiency. There are 2 types of MVHR unit. Please check in your utility cupboard, which is included in your apartment unit: • Zehnder Wme 155 • Nuaire MRXBOXAB-ECO5-AE(OH) CV Cooling Module	Zehnder Wme 155  Nuaire MRXBOXAB-ECO5-AE(OH) CV Cooling Module 
Thermostat Control for MVHR Cooling Module	Located in your utility room only for units with a Nuaire MRXBOXAB-ECO5-AE(OH) CV Cooling Module MVHR unit.	The off/standby button allows UNIT to switch off the cooling system. To prevent accidental switch-off, the button must be held for 2 seconds to activate the change.	
Fuse Box	Wall Mounted in Utility cupboard	Deta 16 module 14 free ways 100A Mains switch Consumer (BV0004)	

**Water stop
cock**

In your utility cupboard above your HIU.

The water stop cock is a valve that allows you to stop the water supply to your unit in case of a leak or maintenance.



**Satellite/TV
aerial**

Apartment Lounge & Bedrooms

Media Plate within the Lounge are installed with Quadplex, Female Return Module along with a HDMI and Data Module.

Bedrooms are installed with Single Coaxial Plates.



Your Apartment Block

Your apartment block includes the following facilities for your convenience and use:

Postal Boxes

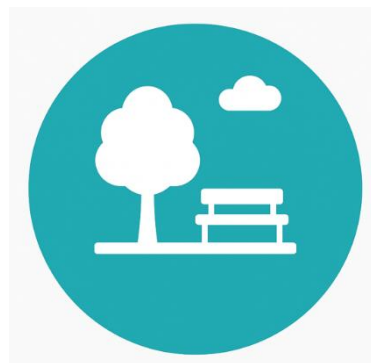
Postal Boxes are located inside the main entrance of your apartment block. You will be provided with a key to open the box assigned to your flat.

Please ensure you check your mailbox regularly for incoming post.



Courtyard

You have access to a courtyard area for your block. Entry is controlled via your key fob. This space is exclusively available to residents of your block and neighbouring blocks.



Mobility Scooter Store

There is a Mobility Scooter Store located on the ground floor of your apartment block. This can be accessed through your key fob. This storeroom has provision for 3x mobility scooters and 14x bicycles to be stored.



Ground Floor Communal Area

There is a communal area located on the ground floor of your apartment block that consists of a lounge, dining room, kitchen, laundry, WC & staff meeting room. You have access to these facilities.





Heating, HIU and thermostats

New homes in England are being designed and built with high insulation and airtightness to use less energy than existing homes. In addition to being well insulated and less draughty, they may now also include systems that were uncommon in earlier homes, including how they are heated and ventilated.

Using your heating, electric and water systems correctly will let you enjoy your home to the fullest – and create big savings on bills.



Heating

The heating system in your home has three main elements – the HIU, Underfloor Heating and the MVHR system. The following information provides guidance on these systems.



The Heat Interface Unit (HIU)

Your home uses a HIU that transfers heat from the development's energy centre into your home's central heating and hot water system. You simply set your thermostat and heating programmer, as you would with a traditional boiler.

As part of essential maintenance for your property, the HIU requires an annual service. Peabody will reach out to you to arrange this.

Your HIU: SAV Danfoss 7 Series I-V

- To set the desired temperature on your Danfoss TPOne thermostat, Turn the dial or press the "+" / "-" buttons to choose your comfort temperature (typically 18–21°C for living rooms).



Adjusting the heating

Too warm? Too cold? Here's how to make your home just the right temperature.

You can control your heating by:

- Using your thermostats to set the right temperature for your rooms.
- Setting your timer to turn on the central heating at the desired time.

Using these controls properly will not only increase your comfort – it will also help you manage your heating bills.



Thermostats

Thermostats are located on the walls in each room of your apartment. To set the temperature of your rooms, you should familiarise yourself with the systems and controls. For more information on your thermostat, please refer to the actual instruction manual.

The thermostat you are provided with is both a programmer and a room thermostat. This allows you to set on and off heating time periods for the system whilst also sensing the air temperature and switching the heating on to reach the desired temperature and off once this temperature has been reached.

If you want to save money and are comfortable with a cooler home, you can simply turn down your programmable main thermostat to the desired temperature. Reducing your temperature by 1 degree could cut your heating bill by up to 10%.

Cold rooms can also develop damp and mould. If you're not using some rooms and don't want to heat them, try adjusting the Underfloor Heating to a lower setting – rather than turning it completely off – and close the doors so that the heat from your warm rooms doesn't travel there.

To increase your comfort while managing your heating bills, we recommend the following settings for your thermostats in each room:

TRV setting / or UFH zone setting	*	1	2	3	4	5
Temperature	7°C	13°C	21°C	21°C	22°C	26°C
Room	Freeze protection	Staircase or hall	Bedroom	Living room	Bathroom	-

The Mechanical Ventilation and Heat Recovery unit (MVHR) and how it works.

To keep your home warm and reduce your heating bill, your home has a high level of insulation installed in the walls, ceilings, and windows. This means a ventilation system is needed to ensure that warm air in your home doesn't go stale, and that any odours are removed. The MVHR (Mechanical Ventilation and Heat Recovery Unit) system does this by replacing the stale air with fresh air.

The MVHR is found in your utility cupboard with extra controls (Booster Switch) in the kitchen. The boost switch is used to rapidly remove excess moisture or odours. The Bathroom/WC will enter boost mode on activation of the light.

The MVHR is designed to run continuously in the background without interference **(The MVHR must never be turned off)**. Turning it off can lead to a build-up of mould, condensation, and stale air, as well as more expensive heating bills. Aside from occasionally using the boost switch in your kitchen, residents should not need to control or adjust it and should always leave it on.

This system helps to maintain good indoor air quality throughout the year. In warmer months, the MVHR unit may enter summer bypass mode to help reduce indoor temperatures by increasing ventilation.

Some units are also fitted with a cooling coil, which can assist with reducing heat buildup in certain rooms. Please note this is not an air conditioning system, and it does not actively chill the air.

When the system operates in this enhanced ventilation mode, particularly during hot periods, you may notice a temporary increase in airflow and background noise from the MVHR unit. This is normal and part of the system working as designed to help manage comfort and air quality.

For more information on your MVHR, please refer to the actual instruction manual.

Note: The front cover of the unit must never be removed and changes to the MVHR unit should be done by trained professional.

Note: When you have an issue with this unit you should **NOT** attempt to fix this yourself, residents must contact the Peabody Customer Care Line on 0300 123 3456.

Apart from using the boost button and cleaning the filters, please do not tamper with your MVHR system or turn it off.

Note: Your MVHR unit will also need maintenance every 12 months to replace the filters. Peabody will contact you to arrange this.



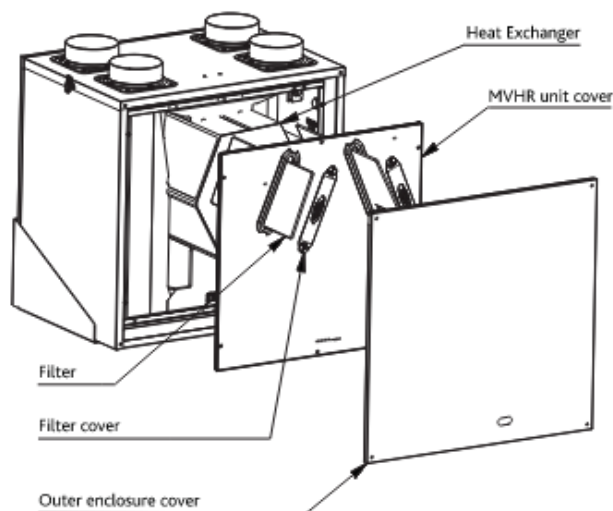
Cleaning filters & Maintenance

The MVHR system is intended to be quiet when running. To limit increases in noise over time, ensure it is maintained in accordance with the manufacturers instructions.

For the MVHR system to work properly, the filters need cleaning every four to six weeks. It is recommended to replace the filters every 12 months, or sooner if needed.

To clean the filters, follow the steps below:

1. Turn off your unit.
2. Open & remove the maintenance cover.
3. Remove and clean the filters by gently tapping or carefully using a vacuum cleaner. Where needed, these can also be washed in warm, soapy water. **Avoid using harsh chemicals or abrasive cleaners.**
4. Once dry, Re-insert the filters.
5. Close the maintenance cover.
6. Switch your unit back on.





Boost switch

The only control you will need to use is the Boost switch.

- The booster switch is located in the kitchen (marked FAN) and increases the speed of the kitchen fan to extract excess moisture.
- The Bathroom/WC will enter boost mode on activation of the light.
- Turning on the boost mode from this switch will increase the rate that air is extracted from your home. Once the boost mode has been turned off (using the switch), the boost mode will remain in operation for approximately 2 minutes
- If the steam is not extracted efficiently, and the fan filters have been maintained as directed, the fan over run time period may be adjusted by a competent engineer.



Kitchen Booster Switch

We recommend that the booster should always be turned on when cooking or using bathroom.

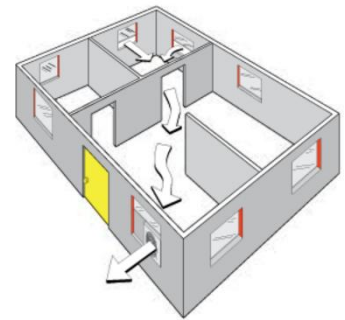
Overheating

During everyday living, residents can take certain steps to reduce indoor temperatures during periods of hot weather to improve their comfort by using the built-in features of their homes. There are several ways in which you can help to keep your home cool. We recommend all residents adhere to the following:

- 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 all internal doors (except fire doors), during the day & nighttime and when your home is empty. This will allow ventilation air to flow freely through your home.

Please always ensure health & safety is at the forefront of any actions. When opening doors and windows, ensure security is adhered to (ie by closing ground floor doors & windows at night and when the property is not occupied).

Windows are fitted with restrictors to prevent the risk of falling and should not be overridden.



- 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, this will create 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.



Heatwave Scenarios

Heatwaves present a recognised public health risk, with NHS guidance identifying increased incidence of heat exhaustion, dehydration and, in severe cases, heatstroke during periods of prolonged high temperatures, particularly affecting vulnerable groups such as older people, young children and those with existing health conditions. Excessive internal temperatures can exacerbate these risks, even in domestic settings. For guidance about this, please consult the following website, which includes advice on protecting yourself and your dependents: <https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/>

During everyday living, you can take certain steps to reduce indoor temperatures during periods of hot weather. Pages 29-30 provide clear guidance, including occupant actions for conditions when outdoor air temperatures are higher or lower than internal temperatures. This ensures occupants can operate the building effectively to minimise overheating risk and protect health and wellbeing during extreme weather events.

Residents can check the indoor and outdoor air temperatures using an ordinary thermometer, with the sensing bulb positioned in the free air, preferably away from hot or cold surfaces, and shaded from direct sunlight - It takes a few minutes for thermometers to show the correct reading. (This approach will not work for 'infrared thermometers' though, which generally measure temperatures of surfaces, not air temperatures).



Cooling Hierarchy

The following cooling hierarchy follows the guidance below and aligns with the London Plan approach to managing overheating and cooling needs. This helps to reduce the risk of overheating and to minimise energy use.

1. Passive Cooling –
 - I. Use Natural Ventilation through opening & closing windows when required and switch off lights and appliances when not in use.
2. Mechanical Ventilation
 - I. Use summer or boost settings to increase airflow.
3. Active Cooling – Only required if your MVHR includes a cooling module. Before activating, please ensure all passive measures have been considered first.
 - I. Some units are also fitted with a cooling coil, which can assist with reducing heat buildup in certain rooms. Please note this is not an air conditioning system, and it does not actively chill the air. To engage this function, locate the cooling setting on the main control panel.

When it's Cooler Outside than Inside

At times of the day when the outdoor air is cooler than the air indoors (often in the late evening or overnight), the following measures may be helpful:

- If safe and secure to do so, external doors, windows and other ventilation openings 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.
- Your home has mechanical ventilation that runs continuously, make sure this is always working normally, including overnight and when your home is empty. You can use 'boost mode' to temporarily increase ventilation air flows at any time.

- ✓ Leave MVHR switched on
- ✓ Runs automatically
- ✓ Use boost for extra airflow

- ✗ Do not turn off MVHR
- ✗ Do not block vents



Mechanical Ventilation with Heat Recovery

- In periods of hot weather, the MVHR unit will automatically switch into summer bypass mode, this prevents the incoming air (from outdoors) being warmed by the extracted indoor air.

✓ Do

- Keep MVHR running continuously
- Allow summer bypass mode to operate automatically
- Use boost mode **only when outdoor air is cooler**
- Expect slightly higher airflow/noise during hot periods

✗ Don't

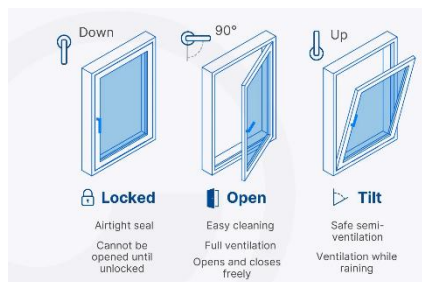
- Turn MVHR off
- Block vents or air inlets
- Use boost mode when outside air is hotter than inside



When it's Warmer Outside than Inside

At times of the day when the outdoor air is warmer than the air indoors, the following measures may be helpful:

- If you can safely and securely leave any windows open overnight (upper level properties ONLY), doing so will allow air flow around your home when the temperature is cooler.
- Windows should not be completely closed, instead their openings should be reduced to allow lower background ventilation air flows.



- Close any curtains and blinds to keep warm air and hot sunlight out.
- Use an indoor fan.
- 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 for good indoor air quality. (Sufficient removal of moisture, Odors, and other indoor pollutants is needed for good indoor air quality).



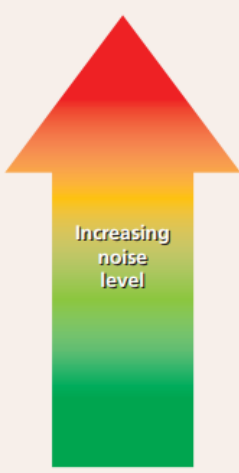
- Mechanical ventilation or local extract fans should not be used to boost ventilation air flows if the outdoor air becomes warmer than the indoor air.
- Switch off electrical appliances. These generate heat whilst in use, which can increase indoor temperatures. Switch these off when they are not needed to prevent this.
- If it is safe to do so, turn off electric lighting in any rooms that are unoccupied. Lights generate heat which can increase indoor temperatures.
- Use ice packs & cool water to cool your body.
- Use natural fibre clothing such as cotton and linen to regulate body temperature.

Acoustics - Estimated Internal Noise Levels

The below table provides an assessment of the internal noise levels against the guidelines presented in the AVO guide (Acoustics, Ventilation & Overheating Residential Guide). It is important to note that the AVO Table 3-3 are guidelines and not absolute limits.

- During the daytime residents have more control over their internal environmental conditions. They can choose to open and close windows and doors based on their preference for temperature/sound.
- At nighttime, residents can either choose to sleep with their windows open or not. Based on the sound levels for the rail facing facades, it is expected that noise levels may present a constraint to many residents (and therefore tend to keep their windows shut).
- The other facades generally have lower noise levels although they all exceed these recommended guidelines but by a small margin.

Table 3-3 Guidance for Level 2 assessment of noise from transport noise sources^[Note 1] relating to overheating condition

Internal ambient noise level ^[Note 2]			Examples of Outcomes ^[Note 5]	
$L_{Aeq,T}$ ^[Note 3] during 07:00 – 23:00 ^[Note 6]	$L_{Aeq,0h}$ during 23:00 – 07:00	Individual noise events during 23:00 – 07:00 ^[Note 4]		
> 50 dB	> 42 dB	Normally exceeds 65 dB $L_{AF,max}$	Noise causes a material change in behaviour e.g. having to keep windows closed most of the time	Avoiding certain activities during periods of intrusion. Having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.
			Increasing likelihood of impact on reliable speech communication during the day or sleep disturbance at night	At higher noise levels, more significant behavioural change is expected and may only be considered suitable if occurring for limited periods. As noise levels increase, small behaviour changes are expected e.g. turning up the volume on the television; speaking a little more loudly; having to close windows for certain activities, for example ones which require a high level of concentration. Potential for some reported sleep disturbance. Affects the acoustic environment inside the dwelling such that there is a perceived change in quality of life. At lower noise levels, limited behavioural change is expected unless conditions are prevalent for most of the time. ^[Note 8]
≤ 35 dB	≤ 30 dB	Do not normally exceed $L_{AF,max}$ 45 dB more than 10 times a night	Noise can be heard, but does not cause any change in behaviour	Noise can be heard, but does not cause any change in behaviour, attitude, or other physiological response ^[Note 9] . Can slightly affect the acoustic character of the area but not such that there is a perceived change in the quality of life.



Fixtures, fittings and appliances

So that you know exactly what's in your home, below is a list of the fixtures and fittings we have installed.

Paint

The walls (& ceilings) have been painted with 2 coats of Dalux Trade Vinyl Matt in White.

To allow the plaster in your home to dry out completely, it has been decorated with special paint that allows air and moisture to pass through it. Drying out can take up to 12 months. During this time, do not redecorate your home.

We are not liable for any faults that arise as a result of you redecorating during this 12-month period.

Walls

Party walls (walls between semi-detached or terraced houses, or flats) are designed to reduce the sound passing through them and provide a fire barrier.

In masonry construction, party walls may be built from bricks or blocks, may be solid or have a cavity, and are finished with plaster or plasterboard.

Timber

Your windows and balcony doors are made of Aluminium Clad Timber. This type of timber is expected to last for 50+ years provided it remains free from moisture. Your internal doors are made of solid timber.

If you have an externally accessed Ground Floor unit, your front entrance doors are made of hardwood oak timber door.

Timber is a natural product and so the colour and grain can vary. When wood, especially light varieties, is exposed to natural light, its colour will mellow and develop subtle variations.

All external doors are sealed with a protective lacquer, and you should polish them or clean them with a damp cloth when necessary. Do not use solvents.

Appliances

The kitchen includes spacing for future appliances.

It is the resident's responsibility to register these appliances with the manufacturer to benefit from their warranty. The resident is responsible for any claims or repair costs.

Lighting

Main Lighting: Saxby Amalfi 4 Bar Spotlight – 4x 50W GU10 Halogen bulbs.

Bulkhead Bathroom Light: Saxby - 40W E27 GLS bulb.

Pendant Lighting - Sylvania GU10 4.2W LED 3000K bulbs.

Flooring / Tiling

Polyflor Forest Fx, American Oak 3380, 2mm vinyl flooring is supplied throughout your unit.

If your unit is a wheelchair unit, then your bathroom is supplied with Polysafe Hydro Evolve, Colorado 4253 colour, 2mm vinyl flooring.

To maintain we recommend:

1. **Daily Cleaning:** Sweep or vacuum regularly to remove dust and debris.
2. **Damp Mopping:** Use a neutral pH floor cleaner with a damp mop. Avoid soaking the floor.
3. **Stain Removal:** Wipe spills immediately with a soft cloth. Use a mild detergent for tougher stains.
4. **Protective Measures:** Use felt pads under furniture and entrance mats to reduce wear.
5. **Avoid:** Harsh chemicals, abrasive pads, and steam cleaners, which can damage the surface.

Regular cleaning and simple precautions will help maintain the floor's appearance and durability.

Kitchen

Your kitchen units are the Hacienda range supplied by Symphony Kitchens.

Contact details are: enquiries@symphony-group.co.uk.

Fitted Kitchen Units:

Hacienda range – 18mm flat panel ABS edged MFC, Platinum colour.

Kitchen Worktop:

The worktop in your unit is **Tectonica T006-60**.

Cleaning & Maintenance

To maintain your worktops and splashback we recommend:

1. **Daily Cleaning:** Wipe with a soft cloth and warm soapy water or a mild household cleaner.
2. **Stain Prevention:** Clean spills immediately to avoid staining. Use non-abrasive cleaners for tougher marks.
3. **Heat Protection:** Use heat-resistant mats or trivets under hot pans or appliances — do not place hot items directly on the surface.
4. **Scratch Prevention:** Always use cutting boards — do not cut directly on the worktop.
5. **Avoid Standing Water:** Always dry the surface after cleaning to prevent moisture damage, especially around joins and edges.

Regular gentle cleaning and basic precautions will keep your worktop looking good and lasting longer.

Bathroom / WC / Ensuites: The following sanitaryware has been installed

- Washbasin – Ideal Standard 'E894501 Sandringham 21 50 WB, single taphole'.
- Bath – Ideal Standard 'S1839(01) Sandringham 21 water saving 170cm x 70cm standard gauge steel bath with chrome plated grips, 2 tapholes and anti-slip'.
- WC and Cistern – Ideal Standard 'Sandringham 21 Smooth Close Coupled Toilet E8221(01) / E8999(01) Sandringham 21 Smooth Close coupled 4/2.6 litre dual flush valve)
- Bath and Shower Mixer – Ideal Standard 'Ceratherm T50 exposed thermostatic rim mounted bath shower mixer A7224AA'.
- Shower Riser Kit – Ideal Standard 'S3 shower kit - 80mm handspray, rail, 1.8m hose B9556AA'.
- Taps – Ideal Standard 'Calista single lever basin mixer, without waste B1149AA'

Please remember to turn off your water via the water stop cock in the case of a leak or maintenance. This can be found above your HIU in your 'utility cupboard'.



Repairs to your home



New buildings take some time to “settle” – so let us know if any faults emerge, and we will do our best to help.

To report a fault or defect, call Contact Centre on 0300 123 3456. They will ask you some simple questions about the problem, and if appropriate, arrange for a contractor to come to your home. You can also raise non-emergency defects directly via your Clixifix portal. More information on page [3633](#).

Reporting repairs outside office hours

If you call Contact Centre outside office hours, you will reach our out-of-hours service. If the repair is an emergency, someone will come out to you: otherwise, we will get back to you on the next working day.

During the first 2 years of a building’s life, faults may occur that are part of the natural settling of the building. These faults are called “defects.”

You can let us know about any defects by calling the Contact Centre on 0300 123 3456 or raising on your Clixifix portal.

Common defects include:

- Kitchen units that have dropped naturally at the hinges
- Toilet not flushing.
- Loose taps
- No heating
- No hot water
- Door-entry system not working.
- Ventilation system not working.
- Large cracks (wider than a £1 coin) on stairs or where walls meet windows, doorframes, and skirting boards.
- There may be other types of defects depending on your building.

Defects do not include:

- Kitchen units that have come away at the hinges due to mistreatment.
- Toilets blocked as a result of wet wipes, nappies, sanitary towels, and other items being flushed down them.
- Damage caused by misuse or vandalism.
- TV or set-top box not working when all other TVs in the building are working.
- Small cracks that can be painted over. (As your new home is lived in and heated, the building fabric – the bricks, plaster, and woodwork – will shrink. This may cause small cracks on walls, ceilings, and at the joints of skirting boards. These cracks are not structurally significant and can be put right in the normal process of redecoration. Because such minor cracks are inevitable, these are not deemed to be defects.)

Where defects occur, the contractor who built your home is responsible to rectify defects during the warranty period (24 months). How quickly depends on how serious the defect is: on page 35, you will find the response times you can expect from the contractor to repair particular defects.

Residents clifix® portal

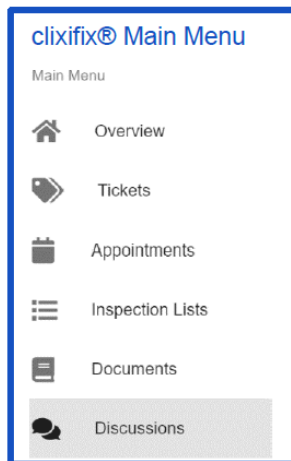
What is clifix®

The clifix® system at Peabody is used by the New Homes Team during the properties defect liability period only. It is a **web-based platform** which enables new residents to raise any questions or defects directly to the New Homes Team and access electronic versions of their property documents. The clifix® system is used by builders and housing associations across the UK, primarily to manage new home defects and speed up resolutions, Peabody started using this system in 2023.

Residents can:

- Log a **“Ticket”** for a defect and track its progress.
- See any booked contractor appointments.
- Review property documentation.
- Ask general questions, via the **“Discussions”** option.

How to access clifix®



Accessing clifix® is simple, please refer to the email invite sent by the New Homes Team before or during your Home Demonstration. The invitation email will be from **noreply@clifix.com** and contain the link **“confirm my account”** which will take you to the clifix® system, where you can create your password and access your resident portal.

If you are unable to find the email invite or believe you have not received this after you’ve had your Home Demonstration, please contact the New Homes Team via email, at **NHCC@peabody.org.uk** and include your name, phone number, email address, property address and please put **“Clifix account access”** as the subject of your email.

To log-in go to **app.clifix.com/users/sign_in** or scan the **QR code** below marked **“Resident log-in.”**

Contacting Us

Please contact us using the **“Discussions”** option in your clifix® portal, this will ensure your message is delivered directly to a member of the New Homes Team who will respond via the clifix® portal during standard office hours.

If you have any questions about the Home User Guide or any of the accompanying property documentation, do not hesitate to contact us.

If you need further help using clifix® please scan the QR code below marked **“Resident Help”** which will take you to the clifix® residents help articles.



Key variances to your Home User Guide, now clixifix® is enabled for your property.

In an emergency

An emergency is when a property is unsafe or unsecure, please refer to your Home User Guide for more detail. For emergencies only, please call us on 0300 123 3456.

Important

Do not log an emergency on the clixifix® portal, instead please call 0300 123 3456 and our team will help with immediate support to make your property safe and secure.

Contacting us

Throughout your Home User Guide wherever it mentions contacting us, please use the “Discussions” option found in your clixifix® portal for all general enquiries.

A member of the New Homes Team will respond to you via the clixifix® portal as soon as possible, however, please note this will normally be during standard office hours.

Raising a new defect

Please log new defects via clixifix® using the “Tickets” option.

A member of the New Homes Team will review your ticket to validate it is a defect and then either contact you for more information or pass directly to the relevant contractor to start the resolution.

Updates and progress on tickets can be checked by logging into the clixifix® portal and reviewing your tickets.

Anything else?

Residents may need to contact other teams from time to time for things like service charges and rent payments. These are managed by other teams and more information can be found on www.peabody.org.uk where you can also find information about registering for and using My Peabody portal.

Emergency defects

The following defects may cause real danger to life or risk of major damage to property.

The contractor must make these safe within 24 hours:

- Complete loss of power (when this is not related to the fuses in your home, which you are responsible for – or the mains power supply, which the electricity company is responsible for).
- Total loss of water supply.
- Total loss of heating or hot water between 1 October and 30 April.
- Leaks in gas pipework.
- Blocked or leaking drains or waste pipes.
- Having no working toilet in the home.
- Any leak that cannot be contained.
- Faulty locks to doors and ground floor windows on the outside of the home.
- Total lift failure.

Urgent defects

These are small repairs that need to be carried out urgently to overcome a considerable inconvenience to you and/or prevent damage to property.

The contractor must attend and repair, and if specialist parts are required then carry out a temporary repair, within 7 calendar days.

These are small repairs that need to be carried out urgently to overcome a big inconvenience to you or to prevent damage to property, for example,

- Total loss of heating or hot water between 1 May and 30 September.
- Loss of a toilet where there is another in the home.
- Any blockage or leak in sinks, baths, or basins.
- Leak in the roof (unless it cannot be contained).
- Loose handrails (unless there is a risk to a person's safety).
- Door-entry system not working.
- Ventilation system not working.

Non-urgent defects

These are small repairs where a defect is less urgent but is still causing some inconvenience or potential damage to property.

The contractor must complete these within 28 Calendar days.

These repairs are where there is a less urgent defect but it is causing some inconvenience or potential damage to property, for example:

- Minor repairs to doors.
- Faults that haven't been put right.
- Minor repairs to electrical items.

After the first 2 years

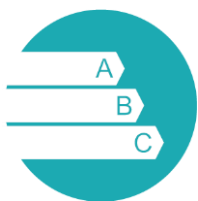
The first 2 years of a building's life – the normal settling period – is often called the "defects liability period". During this time, the contractor who built the home is responsible for any emerging defects.

However, some faults will be dealt with at the very end of this period. For example:

- Cracks that are caused by settlement and are wider than the edge of a £1 coin.
- Seals that have perished or come away.
- Rusting balcony fixings.

The defects liability period for your building ends 2 years after the building is complete. At that time, we will ask to inspect your property to ensure there are no remaining defects that need to be dealt with. After this point, any repairs will be treated as normal repairs and not defects and will be the responsibility of your landlord.

Disclaimer: *If any defect has been caused as a direct result of damage or work carried out by the resident or a contractor the resident has hired, the resident will be liable for our costs to carrying out the necessary repairs.*



Looking after your appliances

As well as cutting your electricity costs, the following tips will help your appliances last longer – saving you even more money.

Appliances

Your unit includes spacing for future appliances.

It is the resident's responsibility to register these appliances with the manufacturer to benefit from their warranty. The resident is responsible for any claims or repair costs.



Washing machine

- Keep your washing machine door seal clean to guard against leaks.
- Wash clothes at a low temperature to reduce costs. Washing at 40°C will use one-third less electricity than washing at 60°C. Most modern washing detergents are also designed to wash clothes well at 30°C, or even at 15°C.
- You can also try running the washing machine with full loads rather than half-loads (one full load uses less energy than two half-loads).



Fridge and freezer

- Keep your fridge and freezer door seals clean. This will stop heat getting in, which leads to your appliance using more electricity.
- Defrost the freezer compartment when the ice is 1.5cm thick – any thicker and it will use more electricity.
- Vacuum the back of the fridge every six months to avoid a buildup of dust. Dusty coils mean that the fridge will have to work harder, increasing your electricity bills.
- Place heavy items such as milk cartons close to the door hinges. This will place the doors under less stress.
- If your fridge starts to freeze, or if the food goes off quickly, adjust the fridge thermostat.
- Clean and drain your fridge/freezer every few months. This will help to prevent leaks that could damage your floor.



Dishwasher

- Keep the sprayer arm clear from any obstruction.
- Check the dishwasher's drain regularly and remove any food or objects from the filter (the manufacturer's manual will explain where the filter is and how to clean it).
- Clean the inside of your dishwasher. Grease, detergent residue and calcium deposits can build up. You can use a couple of cups of white wine vinegar to wash them away.



Lighting

- In most homes, lighting accounts for around 10-15%
- of electricity costs. Your home has been built with low-energy light fittings in all rooms, and we suggest that
- you always use low-energy light bulbs for these. They
- last up to 10 times longer than ordinary bulbs and are just as bright.



EU energy-efficiency labels

When buying a new electrical appliance, check the energy label. Energy-efficient products use less energy and will help you save on your electricity bill. By law, the following appliances must have an EU energy efficiency label:

- Fridges, freezers, and fridge/freezers
- Washing machines
- Tumble dryers
- Dishwashers
- Lamps
- Electric ovens
- Washer/dryer

These labels provide clear information about how much energy the appliance uses and its performance. The energy efficiency rating provides a simple scale of the product's energy efficiency, which can range from 'A+++' (the most efficient) to 'G' (the least efficient).



Water conservation

If your home is fitted with a water meter, you pay for the actual amount of water you use – either directly or through your service charge. You can reduce your water (and energy) costs by taking the following steps:

- Report or fix any dripping taps: amazingly, these can waste as much as 90 litres of water a week.
- Try turning the tap off while brushing your teeth: leaving it on can waste almost 9 litres of water a minute.
- Cool water kept in a fridge means you do not have to run the tap for ages to get a cold drink.
- Every time you boil an egg, save the cooled water for your houseplants. They'll benefit from the nutrients released from the shell.
- Taking a five-minute shower instead of a bath will use only one-third of the water, potentially saving up to 400 litres a week!
- Water-efficient washing machines and dishwashers are now available and will save energy and money. Machines with an 'A' rating are the most economical.

To find out how to save more money around your home by being water-efficient, use the Energy Saving Trust's Water-Energy Calculator. It's a very simple tool and takes about five minutes to complete:

<https://energysavingtrust.org.uk/resources/toolscalculators/water-energy>



Looking after your home

Here are some tips on how to look after both your furnishings and the fabric of your home:

Floor coverings

- Vacuum cleaners can be used on all floor surfaces – only be careful that they do not scratch the floor.
You can protect your flooring by using felt pads or castor cups under furniture, and by avoiding dragging heavy objects over the floor.
- Do not allow cigarettes, matches or other hot items to come into contact with the floor.
- You can clean the vinyl flooring in your home with a damp cloth or mop. Never use abrasive cleaning equipment, liquids, or powders, and always follow the manufacturer's instructions. If you spill anything on the floor, wipe it up immediately. Be careful with spray polish and other silicone-based products as they may make your floor very slippery.

Kitchens

Always use a chopping board and never put hot pans directly onto the worktops.

All visible edges of worktops are sealed with a waterproof sealant. However, you should wipe up all spills, especially harsh liquids, food colourings and concentrated juices.

When cleaning, it is important to use the appropriate product to avoid damage. Check the packaging of cleaning products before using them on any surface.

- Clean acrylic fittings regularly, but don't use abrasive cleaning products such as cream cleaners, as these will scratch.
- You can occasionally use abrasive cleaning products on ceramic fittings.
- Do not leave bleach to stand in the stainless-steel sink.

Wall tiles

Avoid using abrasive cleaners and strong cleaning agents (for example, bleach) on wall tiles. Day-to-day cleaning with a damp cloth and warm, soapy water should be all that is needed.



Looking after your home

Here are some tips on how to look after both your furnishings and the fabric of your home:

Cleaning windows

Some of your windows are inward opening ‘tilt and turn,’ so you can clean them from inside. Some of your windows are fixed therefore cannot be cleaned in the same way, however you **must not** try to clean the outside of them. Please see diagrams which depict how to properly operate and maintain your windows. When cleaning, ensure that open windows are not left unattended and that the operation is carried out safely. Ensure that child safety restrictors are re-engaged where applicable when closing the window.

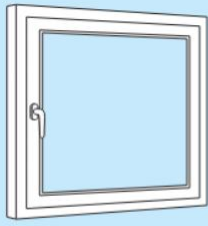
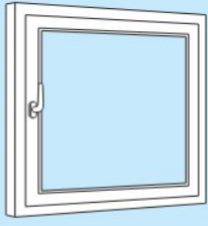
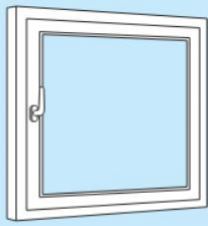
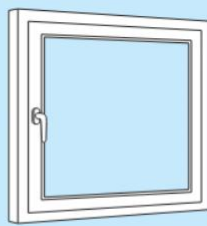
To arrange external window cleaning, please consult your managing agent.

Moving parts and fixings should be lubricated and maintained as required. Please check your windows regularly to maintain their good condition.

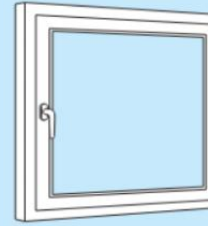
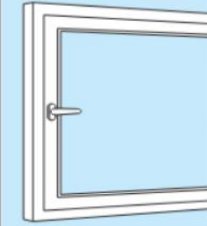
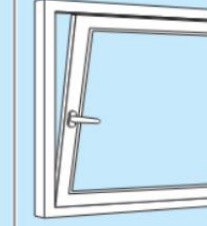
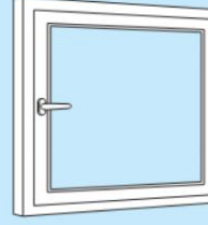
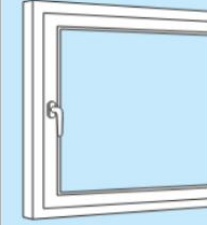
Opening doors & windows

If you cannot open or close a door or window, do not try to force it. Contact Peabody instead. If the problem means that your home is not secure, contact Peabody immediately.

How to safely clean your windows:

		
1) Ensure the handle is pointing downward (Window closed)	2) Turn the handle 180° so it points upwards	3) The window can now open into the room for cleaning
		
4) Clean the external glass safely from inside	5) To close the window, push the sash closed	6) Close handle fully

How to safely open your windows to ventilate:

		
1) Ensure the handle is pointing downward with the window closed	2) Turn the handle 90° so it is at right angles to the frame	3) The sash can safely tilt into the room for everyday ventilation
		
4) To close the window, push the sash closed.	5) Return handle to the downward position	



Wall fixings

We recommend that you do not fix anything to your walls for 12 months, to allow the new walls time to dry out. We are not liable for any faults caused residents fixing anything to their walls during this 12-month period.

Beware of wiring and pipes within the wall. Never nail or drill anything into the wall directly above or below a switch or socket, or within 300mm (approximately 12 inches) of either side of a switch or socket. You can buy wiring and pipe detectors from most DIY and hardware stores, and you should use these before drilling or nailing into a wall.

Take care when fixing anything to plasterboard walls. You can fix very light items to them using appropriate adhesives, but be careful – the bond can be very strong and if you decide to remove the item in the future you may damage the paintwork or the plasterboard.

Small pictures and other light items can be hung on all types of walls using steel picture hooks or masonry nails. Heavy pictures and mirrors should not be hung on picture hooks. Instead, use a special wall plug fixing specifically designed for fixing to plasterboard, timber or masonry walls. These special wall plugs are available from most hardware and DIY shops.

If you are fixing anything to wall tiles, put the wall plug in the grouting and not through the tile.

Electrical wiring could run in any part of a ceiling or under a floor. Before fixing anything to walls, floors and ceilings, always check for buried pipes and cables using a detector available from DIY stores.

How to prevent condensation and mould

Condensation can be a problem, even in new homes. It is caused when steam or water vapour encounters cold surfaces (in the same way that steam in the bathroom mists up the mirror). If condensation forms in your home, it will provide ideal conditions for mould to grow. This will lead to an unhealthy environment and can spoil the appearance of your new home.

Many daily activities produce water vapour, which may cause condensation if it is allowed to spread around the home. Drying clothes outside (where possible) helps to decrease the amount of moisture in your home. Simple steps when cooking can also help:

- Use lids to cover cooking pans to reduce steam. This will also help to save energy, as covered pans heat quicker.
- Use the ventilation booster switch in your kitchen to expel moisture when cooking. See page 27 for guidance on using this switch.

Stop moisture spreading through your home

- Keep doors closed when cooking, washing, bathing and drying clothes indoors.
- Do not switch the MVHR unit off. This is designed to stop moisture spreading throughout the home by removing it from the room it is created in. Your home will maintain a healthy environment when the MVHR system is running. You risk damage to your health and home if you turn off the system, or block outlets such as vents and air bricks.

Maintain background heating

- Homes that are heated continuously are less likely to suffer condensation problems. This is particularly important in the colder months as moist air (from showers or cooking) will condense on cold walls. Over time, this condensation will lead to mould.
- Use heating timer controls and thermostats to heat your home in a controlled and regular manner.

Solar PV

Solar panels have been installed on the roof of each apartment block to generate electricity using daylight. This reduces the amount of electricity brought from the National Grid.

The electricity generated from the solar panels is used to provide power for the communal (shared) areas, including powering lifts, security, and door entry systems, and lighting in hallways. Generating free electricity from sunlight means your building's running costs are lowered. This will result in a cheaper service charge.

Balconies and terraces

During winter season and on days when there are high winds, it is important that residents take necessary precautions to ensure the safety of individuals and prevent potential injury or damage to property. It is recommended that residents follow the measures below regarding outdoor furniture on balconies and terraces:

- Remove furniture - Please consider removing all outdoor furniture, including chairs, tables, umbrellas, and other moveable items. Storing them in a secure location can prevent them from being blown around or causing any harm.
- Secure furniture - If removing furniture is not feasible, residents should make sure to properly secure it in place to prevent it from being dislodged or becoming a hazard. Tables, chairs, and other items can be secured using sturdy ropes, straps, or other fasteners, ensuring they are tightly attached to fixed structures.
- Regular inspections - Residents should regularly inspect the condition of outdoor furniture particularly during winter season or periods of anticipated high winds. Please check for any loose parts, damaged structures or weakened connections that could increase the risk of furniture becoming airborne.
- Protective covers - Whilst protective covers are designed specifically to shield outdoor furniture from harsh winter conditions, they are not a substitute for securing or removing the furniture altogether (Protective covers must also be adequately secured and must not be used as a substitute for securing furniture on balconies and terraces).



Consumer unit and electrical fuses

Here is a run-down of the core electrical fixtures in your home – and their safe operation.

Electrical fuses

It is essential that you use the correct fuse for your appliances to avoid damaging them – and to guard against electrical fires.

A UK plug is generally fitted with a 3amp (3A) or 13amp (13A) fuse. For appliances up to 700watts (W), you need to use a 3A fuse, and for appliances over 700watts you need to use a 13A fuse. For example:

- 3A fuse – table lamp, floor lamp, television, DVD player, computer, food mixer, blender, fridge, freezer, power drill, jigsaw, soldering iron.
- 13A fuse – washing machine, dishwasher, microwave, kettle, toaster, iron.

Nowadays, appliances are fitted with 3A or 13A plugs. However, 5amp fuses are still used in some older equipment. Please check the fuse ratings for any of your appliances.

Consumer unit

The consumer unit is an important piece of electrical equipment that protects the electrical circuit in your home. It contains the main ON/OFF switch for your home (which is red) and a number of circuit breakers (which are black). The circuit breakers protect individual circuits within the home. Each circuit breaker is labelled to show which circuit it protects.

When one of the circuit breakers “trips,” it will go to the

OFF position and cut off the power to that circuit. To get the power back on, flick the circuit breaker back to the ON position. If it trips again, follow the procedure set out below.

1. Turn off all appliances and lights on that circuit.
2. Flick the circuit breaker back to the ON position to reset it.
3. Turn each light and appliance on one by one.
4. If the circuit breaker trips again when you turn a particular appliance or light back on, this means that the light or appliance is faulty and is causing the circuit breaker to trip out.
5. If this happens, turn off the light or turn off and unplug the appliance that caused the circuit breaker to trip out. Then reset the circuit breaker. You will then be able to continue to use the remaining lighting and appliances on that circuit.

In the consumer unit there may also be a residual current device to provide extra protection.

If the residual current device has tripped; you can reset it by flicking it back to the ON position. From time to time, you should check that the residual current device is working properly. You do this by pressing the test button.



Cutting heating costs

There are many simple things you can do to cut your energy costs... why not give some a try?



Turn your thermostat down by 1°C. This could cut your heating bill by more than 10% (based on an average heating bill)!



Close your curtains at night and make sure they are tucked behind the radiators. This will keep heat from escaping.



Close windows when the heating is on to stop the heat escaping.

Wear warm clothes when indoors during winter months, instead of turning the heating up.



Set the heating controls so that your property is heated only when you are at home. If you are out for long periods of time, set your controls to turn off.

Underfloor heating takes longer to warm a room, so factor this into your settings for timing and temperature. It is important to understand that the system may be operating at its maximum level but may not feel noticeably warm. Once the room has warmed up, the heat will be more evenly distributed than with a radiator-based system.

Your home also has the benefit of Air Source Heat Pumps to provide a low-carbon and efficient heating option, and Solar Panels to generate electricity using daylight. This reduces the amount of electricity brought from the National Grid.



Cutting electricity costs

Try these further tips to help reduce
your electricity bill...



Appliances like TVs, games consoles, stereos and computers left on standby can use up to 85% of the energy they use when switched on. Turn them off at the wall to save money. A typical household could save between £45 and £80 a year just by remembering to turn off appliances left on standby!



Fill the kettle with only as much water as you need. If you are making a cup of tea, fill the cup with cold water and then pour this into the kettle. This can save £7 a year on its own.



Charge your phone before you go to bed, and unplug it once fully charged. The average phone only needs three hours to charge; leaving it on all night will bump up your electricity bill.



Keep the oven door shut as much as possible. Every time you open it, nearly a quarter of the heat escapes, so more energy is needed to heat the oven up again.



Waste and recycling

Almost anything can be recycled these days – and it all helps support your local community.

How does recycling help?

Burying rubbish in landfill is very expensive. Every tonne of rubbish costs your council must pay around £90 to bury. A borough such as Islington will produce about 100,000 tonnes of rubbish every year: that's around £9m of Council Tax money spent throwing rubbish in the ground.

Rubbish that is recycled, however, has value. The rubbish you put out for recycling will be sold for reprocessing, and this dramatically reduces the council's costs. You may not see any of this saving directly, but the council's savings could make the difference between being able to keep a library or Sure Start centre open or having to close it.

What to recycle?

The items collected for recycling are sometimes specific to your Local Authority, but most will allow you to put the following items in your recycling bin.



Plastic bottles, plastic lids, plastic bags and waxed food and drink cartons (tetra packs)



Food and drinks cans (rinsed), aerosol cans (empty), foil trays (clean and dry), metal lids

How to recycle your waste

In one of your kitchen cupboards there is a waste bin split into sections. This allows you to separate recyclable materials from the ordinary waste that goes to landfill. Your council will provide you with clear recycling bags to put this in, and if there is a problem getting these, you can buy them from most local supermarkets. Recycling must not be put in a black bag, as this leads to the communal recycling bins in your building being rejected by the council.

Once the recycling bin in your home is full, empty it into the designated recycling bins in the communal bin store. This is located on the ground floor of your apartment block.

You are responsible for taking waste from your home to the bins and using the communal bins correctly.

Your local recycling facilities

For information about your local facilities, visit the local government website at <https://www.haringey.gov.uk/>

Getting rid of large or bulky items

Your council has a bulky waste collection scheme for items like fridges, freezers, furniture, televisions, computers, mattresses and so on. You can contact your local council to arrange a collection. However, before you arrange for your bulky items to be taken away by the council, do also consider whether they could be re-used by someone else, even if you no longer want them.

Your building caretaker will let you know where you can leave your bulky items for collection by the council. Please do not dump them just anywhere: this is considered fly-tipping, and the cost of clearing dumped bulky waste increases your service charges.

Veolia (Waste Team): 020 8885 7700
<https://haringey.gov.uk/rubbish-recycling/bulky-item-collections>



Bottles and jars (all colours)



Newspapers, magazines, writing paper, catalogues envelopes (including windows), egg boxes and yellow pages





Getting around

Accessing transport and travel in your area couldn't be easier – check out some of the options below.

Cycling

Cycling is a great way to get around London: it's also becoming easier in central London, with an increasing number of hire bikes available and cycle routes being developed.

Walkit

Walkit is a web-based walking route planner which aims to increase the number of people walking around the country. Information on walking events, walking to work or school, or walking for health can be found on the website at www.walkit.com.

Walk 4 Life

Walk 4 Life is another web-based programme that helps you to find at least 10 organised walks and walking events in your area! The programme, run by Walk England, aims to promote healthy and active lifestyles. More information can be found on the website at www.walk4life.info.

Public transport

Visit TfL/local travel network for all the latest information on buses, trains, and tubes, including service announcements. www.tfl.gov.uk

Enterprise

Enterprise are a specialist car-sharing and car club service. Once you have registered online at [www. Enterprisecarclub.co.uk](http://www.Enterprisecarclub.co.uk) and received your membership card, you can reserve a vehicle by phone on 0345 266 9290 or online. A car can be booked up to a year in advance. Your nearest car is parked on Woodberry Down N4 2TG.

There is an annual fee and then either an hourly or daily rate for the service, which varies according to the model of the car and day of the week. This charge includes fuel, insurance, the London Congestion Charge and up to 40 miles of travel per day.

Enterprise cars are professionally cleaned on a regular basis and membership includes roadside assistance 24 hours a day, 365 days a year.

Telephone: 0345 266 9290

Website: www.Enterprisecarclub.co.uk



What's in Tottenham Hale?

Tottenham has a huge range of services, places of interest and things to do – here's just a selection to get started.



Pharmacies

Med-Chem Pharmacy
73 Grand Parade,
73 Green Lanes,
London,
N4 1DU
020 8802 4855
0.6 Miles



Museums

Markfield Beam Engine
and Museum
Markfield Road,
London,
N15 4RB
+44 20 8800 7061
1.6 Miles



Restaurants

Gökyüzü Green Lanes
26-28 Grand Parade,
Green Lanes,
Harringay Ladder,
London,
N4 1LG
020 8211 8406
0.5 Miles



Schools

Chestnuts Primary
School
La Rose Ln,
London,
N15 3AS
020 8800 2362
280 Yards



Colleges

Capital City Collage
Tottenham Centre
High Road,
London, N15 4RU
020 7832 5000
1.2 Miles



Places of worship

The Community Church
of God
St Ann's Road,
London,
N15 6EQ
020 8800 9119



Dentists

West Green Dental
Practice
293 W Green Road,
London,
N15 3PA
020 8888 2408
0.5 Miles



Supermarket

Tesco Express
314 West Green Road,
London,
N15 3AN
+44 333 345 2522
0.9 Miles



Banks

Barclays Bank
62 High Road,
London,
N22 6DH
0345 734 5345
1.3 Miles



Post Office

Post Office
Grand Parade,
37 Green Lanes,
N4 1AQ
+44 345 722 3344
0.5 Miles



Cafes

Chestnut Cafe
300 St Ann's Road,
London,
N15 5RP
020 8809 4550
0.5 Miles



Allotments

South Grove Allotments
South Grove,
London, N15
0.4 Miles



Opticians

Green Lanes Eyecare Centre
20 Grand Parade,
Green Lanes,
Harringay Ladder,
N4 1LA
020 8802 9903
0.5 Miles



Parks

Chestnuts Park
St Ann's Road,
London,
N15 3TH
<http://www.haringey.gov.uk/libraries-sport-and-leisure/parks-and-open-spaces/z-parks-and-open-spaces/chestnuts-park>
180 yards



Pubs

The Salisbury Hotel
Grand Parade Green Lanes,
Harringay,
London,
N4 1JX
+44 20 8800 9617
0.5 Miles



Nurseries

Woodlands Park Nursery School
& Children Centre
74-76 Woodlands Park Road,
Harringay,
London,
N15 3SD
020 8802 0041
0.7 Miles



Places of worship

The Community Church of God
St Ann's Road,
London,
N15 6EQ
020 8800 9119



Gyms

The Gym Group London Harringay
Unit 4C, Area Shopping Park,
Green Lanes,
London,
N4 1DT
0300 303 4800
0.8 Miles



peabodynewhomes.co.uk