



Welcome To Your New Home

A Guide for Home Owners



HOME OWNERS MANUAL

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Welcome

Welcome to your new Urban Union home. This Home Owner's manual has been prepared to provide you with the information you should need about your home, together with the facilities and services at your disposal.

Please take a little time now to read the most important sections of this guide for your safety and comfort and refer to it for more detailed information to address any queries. The items we feel are most important have been highlighted within the text and should be considered essential reading.

Within this manual you will find details of your new home, advice on how best to maintain it and relevant instruction manuals for your fitted appliances. You may be required to complete and return manufacturer's forms for some appliances in order to register your ownership under the terms of their guarantees. Subsequent claims against manufactures' guarantees may be difficult to achieve if your ownership has not been registered in this way.

Please refer to your manual in the first instance, but feel free to contact our Customer Care Department who will be happy to help if your queries remain unanswered.



Your home has the benefit of cover under the Premier Guarantee Scheme, details of which will be forwarded to your solicitor prior to your move in date.

Pre-Occupation

Before You Move Into Your New Home

Before you move into your new home you will be given the opportunity to have a look around. Your health and safety is of the utmost importance to us, so we may not be able to invite you to view your property until a few days before you move in. This is to enable us to ensure that construction works in the immediate vicinity have reached the stage to permit you to safely access the house and plot. We will be able to advise you when arrangements can be made.

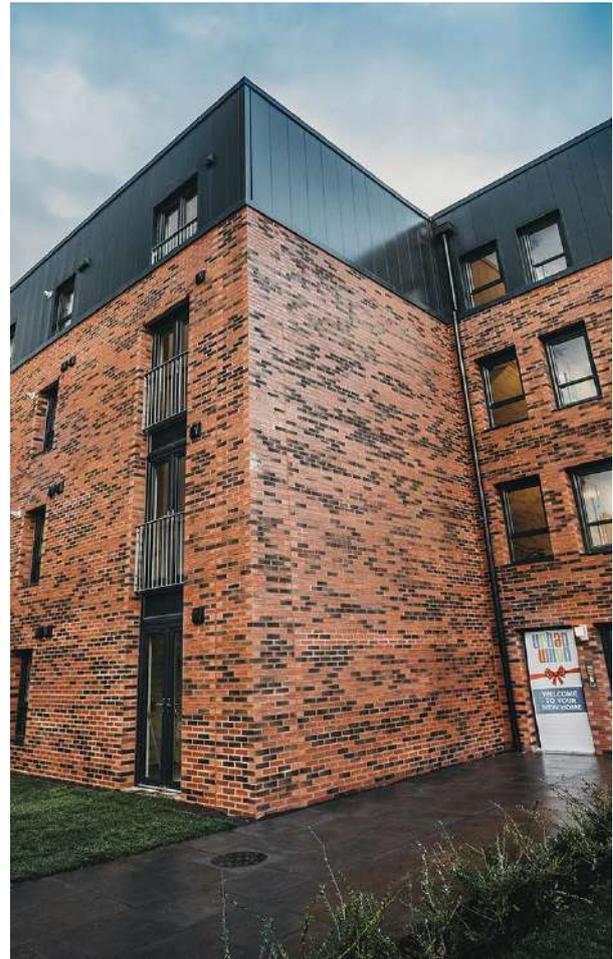
Once the property has been passed by the local authority and Premier Guarantee for habitation and we are satisfied that it has been finished to a standard expected from an Urban Union property, you will then be invited to view it. This will give you the opportunity to familiarise yourself with the house before you move in.

Move In Day

The Handover

On the day you move in, you and your Urban Union Sales Advisor should read the gas and electricity meters together and inspect the sanitary ware, kitchen fittings and glass for any visual defects. Your Urban Union Sales Advisor will explain the handover procedure to you before you start. Handover paperwork will then be completed.

This is an important document and your copy should be kept safely for future reference. We cannot be held liable for any damage to items that are not recorded on the handover paperwork. Handover is the time to report a crack in a panel of glass or a chip in the bath, for example, otherwise responsibility passes to the owner.



Customer Care

Should you require assistance regarding any defects, you should always put this in writing to our Customer Care Department. All details are included within your welcome letter which you will receive on the handover day together with emergency numbers in the event that these are required.

Urban Union guarantees your home for a period of two years after occupation (in accordance with Premier Guarantee regulations). From the end of the two-year period until the tenth anniversary of registration, your home remains covered by the Premier Guarantee against structural defects which may threaten the integrity of the property.

Please refer to the guarantee cover documents which were forwarded to your Solicitor prior to your date of entry.

Running In Your New Home

Moisture From Construction

Your newly constructed home needs to be acclimatised gently for at least twelve months so that it can dry out gradually. When you move into your new home there is moisture present which will have been absorbed by the building materials during construction. You may not feel it, and it will certainly not do you any harm, but it does need to evaporate slowly and be ventilated away.

Slow evaporation helps to minimise shrinkage cracking. This process can be encouraged by keeping your home at a reasonably even temperature at all times during the drying period. The heating should be used sparingly at first so that the underlying building structure warms up and dries gradually.

At the same time, the evaporating moisture needs to be ventilated away to avoid problems with dampness and condensation, which will otherwise cause a black mould to grow on the walls, appearing as a dark stain. You can assist the drying process by leaving windows safely ajar whenever possible.

Failure to acclimatise your home correctly may cause damage to finishes and fittings for which Urban Union cannot be held responsible.

Moisture From Occupation

Once the building materials have dried out, modern standards of insulation should ensure you no longer experience condensation. Even then, however, some normal daily activities produce a great deal of water vapour which can cause condensation around the home. Condensation is steam or water vapour which reverts to water on contact with a cold surface. As with moisture from construction, it can sometimes cause mould on walls and ceilings, especially in non-ventilated corners behind cupboards and in wardrobes. If allowed to persist, condensation could damage clothes, bedding, floor coverings, decoration and the home itself. Next to shrinkage, condensation is the most common problem in newly constructed homes. Following our guidelines can reduce the impact of these issues, particularly during the drying out period.



A low level of heating should always be used during the drying out period. Even when this period is over it is advisable to maintain the temperature at a low level or set the time clock so that your home has pre-heated before you return. The reason for this is that when the house is unheated for long periods, the temperature drops and when occupants return to carry out normal activities such as washing and cooking, condensation is more likely to occur. A house which is continually occupied or maintained at a warm temperature is less exposed to generating condensation.

Do not use portable gas heaters instead of the installed heating system. These supplementary heaters create a great deal of water vapour when burning. Tumble dryers should be self-condensing or vented externally. Ventilation is needed to get rid of the moisture produced by occupation. Try to safely leave windows ajar.

In kitchens and bathrooms, you need much more ventilation as more steam is produced in these areas. All Urban Union homes are provided with extractor fans and ductwork from the kitchen and bathrooms which always operate and can be boosted when required. These will provide enough ventilation to disperse the moisture that is generated in these rooms. Switching off extractor fans to en-suites and bathrooms will not be conducive to reducing condensation.

Drying Out

Traditional material used in the construction of your new home such as bricks, blocks, mortar, concrete, timbers and plaster will have absorbed considerable quantities of water during the construction process. The process of this moisture evaporating will still be on-going when you move into your new home and to minimise shrinkage cracks and the warping and twisting of timbers it is essential that your home is allowed to dry out as naturally and slowly as possible.

This process can be greatly aided by not overheating the home initially and with conservative use of the central heating system where possible. We recommend that the central heating thermostat settings should be no higher than 20°C unless extreme weather conditions are experienced.

Whilst it may prove difficult to leave windows open, internal doors (except fire doors) within your property should be left open where possible to allow appropriate air circulation and wardrobe and cupboard doors should be left ajar to prevent the formation of mildew. This process of further ventilation will also assist the natural drying out process.

Extractor fans and cooker hoods, where fitted, should be used whenever water vapour is being produced, i.e. when cooking, washing clothes or bathing. The fan should be left running until any noticeable vapour has cleared.

Movement & Shrinkage

As the drying out process occurs and the home is lived in and heated, the building material shrinks which may cause small cracks to appear. These are not structural defects and can be filled and covered in the normal process of periodic redecoration. Some may reoccur to a reduced extent. Such minor cracks are inevitable and are not classified as defects. Urban Union are under no obligation to rectify them. The period of drying out depends upon the procedure adopted in the previous paragraphs but in our experience is normally 12 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as "Polyfilla" or a flexible decorator caulk.

If you plan to redecorate we recommend that you wait until the drying out process is complete as paint applied too soon may crack as the moisture from the construction process evaporates. Urban Union cannot be held responsible for damage to decorations which have been applied too soon.

Drying and shrinkage of the joists and other timber components used in the construction of your new home may result in the appearance of the following features which are quite normal and in no way constitute faults:-

- The bath and/or shower tray may drop slightly and may require re-sealing around the edges with a good quality silicone sealant.
- Screw heads may start to show in the ceiling finishes. These should be fixed back tight to the ceiling, the hole filled and made good with paint.
- Wooden door frames and windows (where fitted) may move, necessitating adjustment of the door keeper or window handles to ensure smooth operation.
- Floors may drop slightly, leaving a gap between the skirting and the floor itself. This is not a structural problem, merely normal shrinkage, unseen beneath floor coverings.



Lubrication

As you would expect, there are many areas within your new property that will benefit from regular lubrication including window hinge mechanisms, door hinge mechanisms and garage door opening mechanisms. Manufacturers recommend that a light oil (WD40 or similar) should be used sparingly once a year.

Window Cleaning

Some windows in your property may be fitted with easy-clean hinges to allow these windows to be cleaned on both sides, from inside your property. This point is of importance as most subsequent damage to roof tiles is caused by window cleaners standing on porch roofs to clean the first-floor windows. We strongly recommend that you insist upon upstairs windows being cleaned using the easy-clean hinge facility.

Sanitary Ware

It is important that when cleaning sanitary ware the appropriate product is used to avoid any damage. Where acrylic baths, basins and shower trays are fitted, these should be cleaned as regularly as possible to prevent build-up of deposits which will make the component increasingly difficult to clean. Abrasive cleaning materials should not be used with acrylic products under any circumstances as this may result in the acrylic surface being scratched. The use of abrasive cleaners should also be avoided on taps, in both chrome and other finishes, as the surface material is likely to be scratched, eventually leading to the full removal of the surface material and subsequent corrosion.

The guidelines below should be observed to maintain your acrylic fittings in pristine condition.

- When filling the bath, always use cold water before hot. This will stop any thermal stress occurring and reduce condensation considerably. It is also safer especially where young children are present to avoid scalding.
- Clean the bath immediately after use, while the water is running away and the bath is still warm.
- Do not use abrasive cleaners or those of an alkaline nature.
- In hard water areas you may find that a build-up of lime salts occurs under the waterline and under dripping taps. Unsightly marks can be avoided by preventing this lime scale build-up by cleaning the bath after use and mending dripping taps.
- Do not allow solvents, such as hairspray, nail polish remover, drying cleaning fluid and cleaning products containing tetraethyl to come into contact with the fittings.
- Do not allow naked flames or burning cigarettes to come into contact with acrylic fittings.

Redecoration

The walls of your new Urban Union home have been painted with a light emulsion to allow the drying out process to complete properly. After the drying out period the walls may be painted or papered as desired.

Ironmongery

Where external and/or internal ironmongery has been fitted, it has normally been treated with a coat of clear hard lacquer. It is important that abrasive cleaners and metal polishes should not be used to clean the ironmongery as this will almost certainly cause degradation of the lacquer.

The protective lacquer can be damaged by contact with hard objects and is prone to wear and tear resulting from contact with finger jewellery. The protective coating to the ironmongery will almost certainly break down after a period of time due to atmospheric conditions.





The Garden

Landscaping

We recommend early cultivation of your back garden where it has not been landscaped. Apart from the obvious aesthetic benefits, this will considerably aid natural drainage. For further information about drainage please refer to the Premier Guarantee "Homeowner's Handbook" booklet which you will have received on or prior to the date of settlement.

Newly laid turf should be watered daily in dry weather to ensure the best possible cover. Your lawn should be mowed regularly as this will help thicken it.

It is important that tree stakes and ties are checked regularly to ensure that they are still providing support. It is equally important that they are removed once they have done their job.

Please note that landscaping on your development will be carried out in accordance with the approved landscaping scheme, which forms part of the agreed planning permission. Further permission may thus be required before significant alterations to the landscaping scheme can be carried out. Furthermore, where plots have grassed serviced strips with their boundary rather than footpaths, no planting should take place within these areas as outlined in the Deed of Conditions pertaining to the development.

Some individual gardens may have been allocated trees or a selection of shrubs. These will be shown on the landscaping plan in the sales office. They will

be immature when planted and we ask that you give them some care and attention whilst they become established. Your trees, plants and turf should be watered regularly. It is important that new laid turf and plants are well watered until they become established. This is of importance with regards to trees and plants which were subject to a planning condition and must be replaced if they die within the fixed period stated in the Deed of Conditions governing the development. We cannot accept responsibility for any landscaping that has died through neglect. Please be careful not to plant trees and shrubs close to your property as this may cause structural damage.

Garden refuse and soil must not be allowed to obstruct the damp-proof course or air bricks on the outside of your home. Soil and paving should be kept at least 150mm below the level of damp-proof course. When each development is planned, we must comply with the relevant local authority landscaping scheme, which is designed to complement the development itself, that landscaping work will take place during recognised planting seasons. We recommend that you ask your solicitor to confirm if your property is affected, as we retain a right to access your plot to carry out the required work.

You may have a drive or pathway that has been covered with block paving. Although these areas will have been treated with weed killer prior to completion, it is the owners' responsibility to continue to treat the area to prevent re-growth. Depending on the type of block paving specified as part of the overall site design, these may have porous drainage gaps between each block.



Fire & Gas Safety

Smoke Detectors

Your home is fitted with interconnected, mains powered smoke detectors with battery back-up, which will automatically emit an audible warning on detection of smoke. Where two or more detectors have been installed, each is linked to provide simultaneous operation of the alarms. The smoke alarms are connected to a dedicated radial circuit from the electrical consumer unit. A red light indicates that the smoke detector is operational, however, all smoke detectors should be tested regularly.

Please refer to the smoke detector instructions in the manufacturer's information pack supplied for your plot.

Gas

Alterations to the gas supply/apparatus must only be carried out by qualified tradesman who should be GAS SAFE registered.

In the event that you smell gas in your property please follow the gas supplier's emergency guidance. Open windows, do not operate electrical equipment, do not use any naked flames, and do not switch on or off any lights or electrical sockets. Leave the building immediately and phone the emergency contact number as provided for in the welcome letter you received at legal completion.



Security

Security Measures

All external doors are fully secure and design compliant.

You should remember to lock all windows and remove window keys whenever you are out and we recommend the following additional measures to keep your home safe when you are away.

- Try to make your home look occupied.
- Remember to cancel papers, milk and other regular deliveries before going on holiday.
- Ask a neighbour to remove free papers and parcels.
- Leave lights on in the evening (not just in the hall and landing) and use an automatic time switch. Another good idea is to have a radio playing on a talk station on a similar time switch. Alternatively, ask a neighbour to come in and switch these items on.
- Arrange for someone to cut your grass and generally keep an eye on your home while you are away.
- Always lock away garden tools such as spades, forks and particularly ladders.
- Pack away easily stolen items.
- Never leave valuable and easily transportable items like TV's, DVD recorders or car keys where they can be seen by a potential burglar.
- Photograph valuable items and use a specialised security marker pen to add your postcode and house number so that your property can be traced if recovered after a theft. Similarly make a note of all serial numbers.
- Make sure that the contents of your home are fully insured against fire and theft.



Heating & Hot Water

Central Heating

Your boiler manual contains instructions on how to operate your central heating system. These will be explained to you during your familiarisation visit by the onsite team.

Heating output within your home is provided by radiators, which have been pre-balanced in accordance with your central heating system design, but you may occasionally experience a radiator failing to heat. This is caused by a build-up of air pressure. This air pressure can be released by turning the valve in the top corner of the radiator using one of the radiator keys provided.

Your home's central heating system is controlled through the boiler programmer and a wall mounted thermostat. The temperature within each room can be adjusted by the thermostatic radiator valves. Should you ever fit a radiator cover, this may reduce the overall temperature of the room and may also affect the efficiency of the thermostatic radiator valves.

Your central heating and plumbing systems are fully covered under your initial warranty scheme. In the event you encounter any problems with your system, they can be contacted via the details found within your welcome letter. On expiry of a one year period, we strongly recommend that you take out a maintenance contract with a care provider direct or adopt one of the alternative, readily available service care plans for your heating and plumbing systems.

Where your boiler is located within the garage, a frost thermostat is fitted to give protection against freezing in severe weather conditions. This frost-stat is designed to override any programmed instructions and you will therefore experience the occasional un-programmed boiler cut-in during winter weather conditions.

Boiler

Hot water for domestic use and central heating is provided by either an electric system or a gas fired boiler. A pre-set electronic programmer enables variable on/off and continuous settings for both water heating and central heating. Instructions for the use of your boiler and integrated programmer can be found in the manufacturers literature pack for your plot.

The boiler is covered by the manufacturer's one year warranty, but as with any gas and electrical appliances, will require regular maintenance thereafter to ensure safe and efficient operation.

Making the most of your central heating system.

The boiler user instructions give specific details on boiler lighting, switching off and safety procedures that should be observed before operating your heating system.

Your heating system has been designed and installed in accordance with current regulations, utilising a high efficiency boiler with radiators to all principal areas. Your heating system will operate with the minimum of attention once set to your requirements.

Boiler Thermostat

You may wish to set this to a higher setting for the winter operation, to ensure optimum heat emission from both the domestic hot water and radiator circuit. Do not allow the air supply to the boiler be restricted by closing or obstructing the balance flue or any other air supply passages.

Programmer

Set this to the "on-off" times required, following the manufacturer's instructions. In extreme winter conditions it may be necessary to operate the system continuously.

Room Thermostat

The room thermostat, usually sited in the hall or main living area, is designed to maintain the space temperature in accordance with its settings. Comfort conditions are of a personal nature and should be set accordingly, bearing in mind our earlier recommendations not to exceed 20°C during the initial period of occupation.

It is important to ensure that the thermostat is not affected by an ancillary heat gain, such as a table lamp, as this can confuse the thermostat.

Hot Water Thermostat

This controls the domestic hot water temperature by switching the boiler off when the pre-set value has been reached. The normal temperature for domestic hot water is 60°C, although a higher or lower temperature may be set if required. It should be noted however, that there is a risk of scalding should the temperature exceed 60°C.

General

You will note that each radiator is fitted with two valves; one lock shield that has been pre-set by the installer, and one thermostatic radiator valve (TRV) that allows the radiator to be individually controlled.

When removing radiators for decoration, both valves should be turned off (ensuring TRV is fully closed) and the radiator drained into a suitable receptacle. It is important however to note how far open the lock shield valve is by counting the number of turns needed to close it off; this ensures that on replacing the radiator, this valve can be reset to its original position.

If you intend to turn the boiler off during prolonged periods of absence from your home, this can be achieved by simply switching the programmer control to "OFF". On permanent pilot models this will allow the pilot light to remain on. To bring the boiler back into service, simply return the programmer to its original position.

In colder weather however, where there is a possibility of frost damage, this method is not recommended and the heating system should either be left to operate continuously, with the main thermostat set to a lower level (min 6°C), or totally drained of water and the gas and electricity services isolated.

Should the latter alternative be adopted, it will be necessary to refill and vent the circuit, adding a corrosion inhibitor if required, before bringing the system back into operation.

Handy Hints

- Comfort conditions will only be sustained when the structure of the house is fully warmed.
- During the winter there will be a warm-up period of at least 30 minutes before the effects of any heating will be noticed.
- The main thermostat can only sense air temperature immediately surrounding its position. It should therefore be set at a level that will give comfort conditions throughout the dwelling
- The boiler must be set at high or maximum for winter operations. During the warmer months this setting may be reduced but doing so may increase warm up times.
- With some radiators turned off, there may be a slight reduction in comfort levels in other areas.
- Servicing and maintenance is important to ensure the continuing high efficiency, long life and safe operation of your boiler. The frequency of servicing required depends on the installation conditions, and the use to which the appliance is put. Annual servicing is considered the minimum requirement. It is highly recommended that servicing arrangements are carried out by a 'GAS SAFE' registered installer. It is also advisable to change the systems' calcium inhibitor fluid on an annual basis as its efficiency deteriorates with time. Signs of leakage or corrosion should immediately be checked and repaired.
- The fabric of your home, i.e. the masonry walls, concrete floors, etc. retains a certain amount of heat. If heating is periodically switched off completely in the winter, the fabric will cool and the heating will then need extra time, when switched on again, to re-warm the fabric. This may also cause a damp feeling throughout the house.

Electrical

Supply & Distribution

The electrical supply enters your home through the electricity meter. The meter and the cable leading to it belong to the electricity supplier and should not be tampered with in any way. All cables and equipment on the "home side" of the meter are your own responsibility as the householder.

The wires leading from the meter go to the consumer unit. The unit contains the main on/off switches and several MCB trip switches (miniature circuit breakers), which protect individual circuits.

Written alongside each MCB is a description of the circuit it protects – power, lighting, water heater etc. MCB's have different current ratings suitable for their types of circuits e.g. a cooker circuit may require 30 amps, but lighting only 5 amps etc.

Fused Circuits

If a circuit fails, you should disconnect (rather than just switch off) any appliance that you think may have caused the problem. It will be obvious which circuit has been affected at the consumer unit, where the switch on the relevant MCB will be in the "off" position. Switching the MCB back on should restore the circuit. To be sure that you have identified the faulty appliance somewhere, which you will see if the MCB fuses again. If it does, this means there is still a faulty appliance somewhere, which you should try to locate by disconnecting all appliances and reconnecting them in turn, switching them on as you do so. If you still cannot find a fault call an electrician as you may, for instance, have a fault inside a socket or switch.

Some faults are intermittent and you may find the circuit will work for a time with everything as it was. Do not keep switching off the MCB! Instead, correct the fault, calling an electrician if necessary. The fuses are very sensitive in order to prevent circuit damage. A loose wire or even a light bulb blowing will cause a circuit cut out.

White Goods

Your fitted appliances are covered by the manufacturer's one year guarantee. Should a problem occur with any of these appliances you should contact the manufacturer direct.

Please ensure that you have completed and returned the warranty registration forms. Subsequent claims against manufacturers' guarantees may be difficult to achieve if your ownership has not been registered in this way.

Water Services

Water Supply

Your home is provided with its own mains supply, fed directly from a water main to a stopcock, usually found under the sink in the base cupboard in the kitchen or utility room. This stopcock will shut off all water to your home if required. There will also be an external stop valve in the footpath in front of your property.

Waste Plumbing

Waste water from your kitchen and bathroom fittings is drained, via plastic pipe work, directly into the underground drainage system. You are responsible for the maintenance of all your fittings and waste plumbing.

In the event of a localised blockage, try using a flexible rod or suction cup to remove it. Failing this, empty the sink or basin by hand and apply a proprietary brand of drain cleaner. If this fails carefully unscrew the plastic trap underneath the sink or basin (remembering to place a container beneath it to catch any waste water,) remove the obstruction material and screw the trap firmly back in place.

Finishes & Fittings

General Recommendations

- Sink tops should be wiped over with warm, soapy water and dried after use.
- Local stains can be removed using a mild bleach solutions, washing carefully afterwards.
- Stained timber is very easy to maintain and has many advantages over a traditional painted finish. A lint-free damp cloth will keep the surface of the wood clean and redecoration will require only an additional coat of stain.
- Any cracks that appear in walls or ceilings can be appropriately filled and decorating requires only an application of emulsion paint.
- Flooring such as carpets, vinyl and hardwood are not provided as standard with your home, however can be purchased at additional cost from Urban Union. In the event you do decide to select and fit your own flooring, please note that there is a clearance of up to 30mm for floor finishes on standard doors and up to 15mm for fire doors. Any door cutting / trimming or adjustment to suit flooring will necessarily be your own responsibility, unless floor coverings are provided and fitted by Urban Union.



Site Safety

Safety & Security

You may have moved onto a development that still has building works in progress. Extra care **MUST BE TAKEN**, especially where children are involved. Each year a significant number of accidents occur on sites and a large proportion of these involve children. Please instruct your children and any children in your care to keep away from the active area of the development. All our equipment and materials are kept in a separate compound, away from actual building work, but your vigilance is appreciated to keep risk to a minimum.

No unauthorized persons should enter the building site.

Construction Notes

Ground Floor

Concrete finished floor

External Walls

Facing brick external skin. Cavity wall construction comprising inner leaf of insulated timber frame, faced internally with vapour barrier plasterboard. Emulsion paint finish.

Internal Load Bearing Walls

Timber load bearing studs finished both sides with plasterboard. Emulsion paint finish.

Non-Load Bearing Walls

Timber non-load bearing studs finished both sides with plasterboard. Emulsion paint finish. Partitions common to a WC compartment and habitable room are to have glass fibre infill between studwork to provide sound insulation to Premier Guarantee requirements.

Internal Doors

White ladder style factory painted pre-finished doors.

Windows

Aluclad or UPVC windows with double glazed units. Upstairs windows are fitted with an easy-clean hinge arrangement which also provides emergency escape. Emergency escape windows to ground floor rooms where building regulations dictate.

External Doors

Doors to be constructed in fibreglass or timber with draught-proofing and weather proofing trim contained within the purpose-made frame.

Ironmongery

Internal door ironmongery should be cleaned without the use of abrasive cleaners. Bathroom and toilet doors have emergency release locks.

First Floor

Chipboard flooring throughout.

Ceiling

Plasterboard with staggered, taped and filled joints with plain finish. White emulsion finish.

Staircase

Gripper strips should not be hammer nailed to the stair risers as this will lead to them coming loose.

Loft

Your roof has been designed to support roof covering, and has not been designed to take storage of household goods or material. Should you wish to store goods in the loft you should check with a structural engineer that your proposals are acceptable.

Roof Construction

Concrete interlocking roof tiles on roofing felt on prefabricated timber trusses. Glass fibre insulation quilt laid between ceiling joists with top layer cross-laid over. Ceiling access hatch draught-proofed and insulated. Rainwater goods are in UPVC.

Ventilation

Some rooms are provided with mechanical ventilation.

Electrical Work

Mains-operated and linked smoke detectors are installed to ground and first floors. All standard fittings are in white plastic finish.

Plumbing

Showers are fitted with an anti-scald (over-ride able) thermostatic mixing valve or electric shower.

Heating

Central Heating System is designed in accordance with the provisions of BS5449:1990. Maintaining a minimum temperature of 18°C in at least one room. System also designed in accordance with Premier Guarantee minimum standards for whole house heating. Boiler is gas fired, fan assisted, balanced flue type. Gas heating is controlled by room thermostat on ground floor linked to 24-hour programmer/timer with thermostatic radiator valves except in areas containing room thermostats.

Kitchen

The details of the supplier of the kitchen units fitted in your property are supplied within your handover information. Care must be taken when kick plates are removed when fitting floor coverings to your kitchen after handover.

Wardrobes

Fitted Wardrobes are as follows: -

- Master bedroom – pass doors together with shelving pack and hanging rail.
- Other bedrooms – pass doors together with shelf hanging rail.

Efflorescence

Clay facing brick can show signs of formation of a white salty deposit on the face of the brickwork, which is commonly known as efflorescence. This can occur in brickwork, which has become saturated during the building process. It often emanates from the mortar joints rather than the bricks due to the presence of soluble alkali salts on the cement.

Efflorescence usually occurs in the spring because of the drying out of brickwork built during the wet winter months. As the building dries, the salts are left behind as the water evaporates, forming the white deposit typical of the phenomenon. It rarely appears on summer built structures, and much can be done to prevent its occurrence by the builder, ensuring brickwork is covered overnight and during wet conditions.

Efflorescence is a temporary problem and natural weathering is preferable, however, it can be removed by brushing down with a non-metallic brush. Any remaining deposit can be removed or reduced using a minimum quantity of clean water.

Under no circumstances should chemical based cleaning products be used to remove these salts. Although temporarily unsightly, this is purely an aesthetic problem and is of no detrimental effort to the long-term durability of the brickwork.

This phenomenon can sometimes re-occur in early spring due to the climatic conditions. It will however disappear through the natural weathering process as mentioned previously. This may be cyclical action over a period of a few years until all salts have naturally dispersed.

House Type Specification

See specification for your house type.

