



# ISHA

## NEW HOMES HANDBOOK





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## **1. Welcome to your new home**

ISHA would like to welcome you into your new home.

### **Contacts :**

ISHA Customer Care Line	020 7704 7300
ISHA Head Office	020 7704 7300
Local Authority	020 8496 3000

### **Mains Water Supply and Drainage –**

Thames Water	0845 9200 888
Scottish Power	0800 027 0072
British Telecom	0800 800 150
Sky	0800 151 2747
Royal Mail	08457 740 740

### **Meter Readings :**

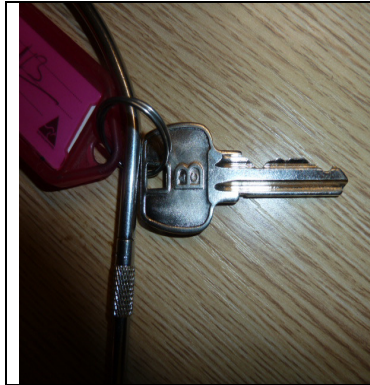
Please note your meter readings in the spaces allocated below:

<b>Service</b>		<b>Meter Reading</b>	<b>Emergency Numbers</b>	<b>Supplier</b>
Water			0845 9200 888	Thames water
Gas			0800 027 0072	Scottish Power
Electric			0800 027 0072	Scottish Power

**Keys Issued:**



**Door entry fob (3 no.)**



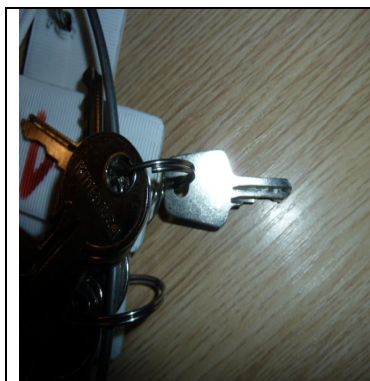
**Front Door key (3 no.)**



**Patio door key (2 no.)**



**Post box Key (2 no.)**



**Window key (2 no.)**



**Bin Store key (FOB)**



**Gas meter key (1no.)**



**Electric meter key (1 no.)**



**water meter key (1 no.)**



## **Moving In Checklist**

### **Financial Services**

- Inform your bank / building society, credit card companies, Pensions and Investment providers, and store card providers of your change of address.

### **Insurance Providers**

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

### **Government Agencies**

- Inform benefit providers, your old and new council tax office, the DVLA – Car Registration and Licence office, and the Electoral Commission.

### **Utilities and Services**

- Arrange for Gas, Electricity and water meters to be read for your new home.
- Ensure your previous utility suppliers are aware you have moved.
- Inform your phone / mobile Telephone Company, Internet service provider, Satellite TV Company, TV Licensing Department and Car Breakdown Services provider of your change of address, and connect with any new providers.
- Set up a Royal Mail redirection service to your new address.

### **Health providers**

- Register with a local Doctor and Dentist.



## **Equipment and Facilities in your home**

Please ensure that you are able to locate the following items within your new home and building.

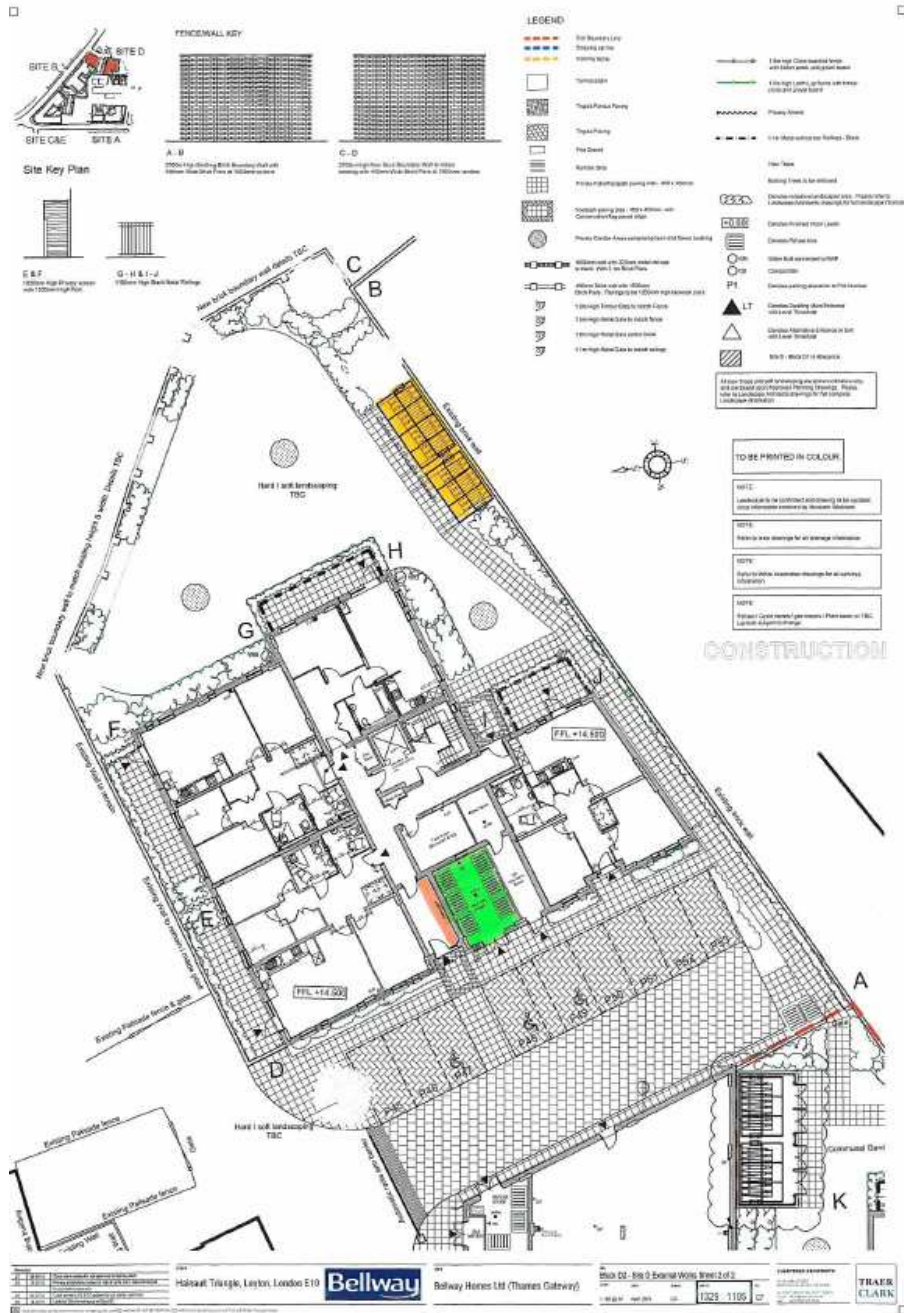
<b>No:</b>	<b>Item:</b>	<b>Location:</b>	
<b>1.01</b>	Water Main	Cylinder cupboard	
<b>1.02</b>	Water Main Stopcock	Cylinder cupboard	
<b>1.03</b>	Water Meter	Communal riser	
<b>1.04</b>	Electrical Consumer Unit	Cylinder cupboard	
<b>1.05</b>	Electricity Meter	Communal riser	
<b>1.06</b>	Gas meter	Access from external next to bin store	
<b>1.07</b>	Central Heating Boiler	Kitchen	
<b>1.08</b>	Boiler Programmer	Hallway	
<b>1.09</b>	Room Temperature Thermostat	Hallway	
<b>1.10</b>	Radiator thermostat	All radiators	
<b>1.11</b>	Door Entry Handset	Hall	
<b>1.12</b>	Smoke / Heat Alarm	Kitchen and hall	
<b>1.13</b>	Carbon Monoxide Alarm	kitchen	
<b>1.14</b>	Extractor vent	Bathroom, cylinder cupboard and kitchen	
<b>1.15</b>	Window trickle vent	All windows	
<b>1.16</b>	Shaver socket	Bathroom	

## Equipment locations

### Locating Equipment and Facilities in communal areas

- **Refuse Storage:**  
See plan below (Green)
- **Bicycle Storage:**  
See plan below (Orange)
- **Post boxes:**  
See plan below (Red)

### External Communal Facility Locations





## **2. Reporting Defects and Repairs and Emergency Repairs**

### **Defects**

Your home and surrounding new buildings are covered under a 12-month defects warranty, known as the Defects Liability Period. This period starts from when ISHA took possession of your home from the contractor. The contractor, is responsible for the rectification of defects and faults that occur during this period.

If there is a defect within the year following the Defects Liability Period you can request that your landlord, ISHA, will arrange for the contractor to carry out repairs under the provision of the NHBC Contractor's Repair Warranty.

### **What is a defect?**

A defect is a fault or malfunction in the workmanship or design of a product or system (such as an electrical socket, a door handle, the central heating system and so on) that fails to function or reach its specified standard and may require repair.

### **Emergency (within 24 hours):**

- Any defects prejudicing the satisfactory occupation of the premises or common areas and requiring immediate attention and rectification on the same day as instructed, e.g.
- Total loss of electrical power (not related to the mains fuses and power supply, which are the responsibility of the local electricity board, or to internal fuses, which are tenants' responsibility)
- A dangerous partial loss of electrical power or electrical fault
- Total loss of water supply (not related to the mains water supply)
- Leaks in gas pipework
- Blocked flue to open fire or boiler
- Total loss of heating or water
- Blocked or leaking foul drain, soil stack, or toilet pan provided there is no other working toilet in the dwelling
- Any blockages or leaks affecting sink, bath or basin
- Leaks from water or heating pipe where the leak cannot be contained
- Leaks in roof where there is serious water penetration
- Defective windows, locks, etc., which comprise security
- Lift failure

### **Urgent (within 3 working days)**

- Toilet not flushing, provided there is no other working toilet in the dwelling at entry level
- Loose or detached banister or hand-rail
- Repairing or making safe rotten timber flooring or stair tread
- Door entry phone not working
- Malfunction of mechanical extractor fan in internal kitchen or bathroom

### **Routine Defects (within 20 days):**

Any other defects which are notified prior to the expiration of the Rectification Period will require rectification within 20 days of the instruction.

### **End of the Defects Liability Period**

At the end of defects liability period a final joint inspection is carried out in each home and the shared communal areas. The inspection party consists of the building Contractor, the development Project Manager, ISHA's Employers Agent and Site Inspector. The purpose of the end of defects inspection is to check for any defects which need to be put right by the building Contractor.

It is important that access is gained to all homes and the external and internal common areas, such as the shared bin stores, cycle stores and the landlord's cupboards, as this is the last opportunity to report defects for repair by the building contractor.

Following the inspection the building contractor will arrange appointments directly with you to return and carry out final defect rectification works.

### **Reporting defects/repairs**

Reporting of repairs can either be done via email to [repairs@isha.co.uk](mailto:repairs@isha.co.uk), via our online service at [www.isha.co.uk](http://www.isha.co.uk) or if urgent or an emergency by telephone on 020 7704 7300. Residents are advised to provide:

- Your name
- Your address
- Contact number, if available



- As much information as possible about your repair
- When you will be available for our repair team to visit and inspect or carry out the repair

### **Outside normal working hours**

During out-of-office hours (6:00pm – 8:00am Monday to Friday and all day Saturday and Sunday)

Emergency defects and maintenance repairs **only** should be reported to the customer care line.

The out-of-hours facility is for emergencies only. If a reported defect or maintenance repair is later found not to be an emergency, you may have to bear the cost of the call out and any works carried out.

### **Damage caused by resident/household misuse**

If a repair arises out of misuse of or damage to the property then the cost of the repair will be borne by you.

### **3. New homes take time to settle in**

Homes should be run-in gently over the first few months. This is because concrete, bricks, timber, plaster and other materials will have absorbed water during construction. You may not be aware of it, and it certainly will not do you any harm, but it does need to evaporate slowly and be ventilated away.

#### **Drying out**

As your home is lived in and heated, timber and other materials will shrink and this can cause small cracks on wall and ceiling finishes. Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery. These cracks are not structurally significant and can be put right in the normal process of redecoration. However, because such minor cracks are inevitable, the builder is not required to rectify them. It is in your own interest, therefore, to follow the advice given here.

To minimise cracking, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied. If you move in during winter months try to use the central heating sparingly at first, so that the structure of your home warms up and dries out gradually. Depending on how your home has been built and the weather conditions, this may take several months.

Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Leave windows or, at least, the trickle vents (slotted vents in the window frame) open for as long as you can each day.

#### **Reducing condensation**

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces (in the same way that steam in the bathroom condenses on the window).

Once materials have dried out, you should no longer experience significant condensation. However, normal daily activities produce a great deal of water vapour, which may cause condensation if allowed to spread around the home.

The following advice should help reduce condensation:

### **1. Produce less moisture**

- Cover pans when cooking to reduce steam.
- Avoid drying clothes indoors over radiators. Put washing outdoors to dry if you can. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type). DIY vent kits are available.

### **2. Stop moisture spreading through the home**

Use the cooker hood and/or extractor fans and keep the doors closed when cooking, washing, bathing and drying clothes indoors.

Do not switch off the main isolator switch to the extractors in the bathroom or kitchen at any time as they are needed to ventilate these rooms.

### **3. Ventilate moisture away**

Ventilation is needed to get rid of the moisture that is naturally produced every day in your home. The trickle vents (slotted vents in the window frames) are intended to provide constant 'background' ventilation and should be left open when rooms are occupied. Your home will only maintain a healthy internal environment when ventilation systems are running. You risk damage to your health and home if you turn these off or block outlets.

### **4. Provide even heating**

Homes where the heating is off all day because the occupants are out are more likely to suffer condensation problems than those heated more continuously. This is because, when normal activities such as washing and cooking are carried out in the evening, the home has been unheated for long periods and so surfaces are cold. Make sure the central heating timer is set so that your home is warm by the time you return home. During very cold weather it is better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower and turned up when you return.

Most heating systems operate inefficiently if turned completely on and off. Use your thermostat to control heating operation. This will be more efficient and help to reduce fuel bills.

## **4. Essential Services to your home**

### **Electricity**

Most of your electricity is supplied from the mains through an underground cable, which is connected to your electricity meter. Cables leading from the meter are connected to your consumer unit.

The consumer unit contains the main on/off switch and a number of miniature circuit breakers (MCBs), which protect individual circuits. MCBs are provided to automatically disconnect the supply of electricity if one of the circuits is overloaded or if there is a fault. They can be reset by returning the switch to the 'on' position.

In addition there may be a residual current device (RCD) which provides additional shock protection. An RCD which has 'tripped' can be reset by returning the switch to the 'on' position.

If a miniature circuit breaker or residual current device trips repeatedly this may indicate a fault with an appliance or the installation.

You should call a competent electrician to investigate the cause of the problem, and not keep resetting an MCB or RCD that trips repeatedly.

### **Water**

Water is supplied by the water company through an underground service pipe which is fitted with a stop valve at the boundary to your property for use by the water company in an emergency. As it enters your home, its flow is controlled by the main stop valve, which allows you to turn off the supply in an emergency or for maintenance.

From your stop valve water enters the 'rising main' and is distributed around your home via a direct feed system.

### **Central Heating Boiler**

The unvented system operates purely from mains water with a gas boiler feeding the cylinder and provides hot water to your taps, everything is under the pressure of the mains water, flow rates are much better...Many safety devices are built into this system to accommodate for the greater pressure and expansion of the water. There is a small vessel in your utility cupboard for venting and feeding your central heating, No cold water storage tank is necessary. Your



central heating can be set with the programmer found in the utility cupboard.

User manual for you boiler/ cylinder and programmer can be found in your hand over pack.

Your landlord, ISHA, is responsible for arranging the annual servicing of your boiler and ensuring that this is carried out by a gas safe registered engineer, you will be notified of access being required in this regard.

## **5. M a i n t e n a n c e**

Shared Ownership residents are responsible for the installation, servicing and maintenance of all home appliances.

### **Smoke alarms and Heat**

The smoke and heat alarms fitted in your home are mains operated. You should check both alarms once a week by pressing the test button. Smoke and heat / carbon monoxide alarms should be kept clean by the occasional use of a vacuum cleaner.

### **Sanitary Appliances**

Surfaces should be kept clean using bathroom cleaning detergents. Do not use abrasive pads as they will scratch the surface, causing it to look dull and become more difficult to keep clean.

Do not flush unsuitable items such as wet wipes down the toilet as this will cause blockages. If a plumber is required to unblock the toilet as a result of your misuse, you will be liable for the cost.

### **Lighting and Light bulbs**

All the light fittings in your home are fitted with low energy lamps. These lamps may take a few minutes to 'warm up' to give their full light output.

To change light bulbs, the light switch must be in the off position. It is advisable to replace the bulb with the same type of bulb that was removed. The light fitting will need to be able to power the wattage of bulb you have selected.



Low energy light bulbs come in numerous types, styles, colours, and ultimately quality, some are even dimmable. A higher quality bulb will have a much shorter warm up period and last longer.

Look out for the colour rating of the bulb - 2000K will be quite a 'yellow/warm light', 3500K will provide a much brighter 'whiter' light and is better for reading but can be harsh when looked at directly.

The various types of bulbs are available from general DIY stores and supermarkets and should be available from £1 right up to £15 'Daylight Imitation bulbs'. The new style bulbs for low energy only fittings are a similar price but slightly more difficult to obtain because they have only recently become standard - and with a 10 year lifespan there is clearly low demand for replacements.

However, these should be available from DIY shops in limited supply, and you can always ask them to order some in, or order some from the internet - try [www.ebulbshop.com](http://www.ebulbshop.com) or [www.lightbulbs-direct.com](http://www.lightbulbs-direct.com) amongst other websites.

### **Electrical Goods**

You should maintain your electrical goods such as your washing machine, oven and cooker hood extractor fan as per the manufacturers' instructions.

### **Ventilation**

Your kitchen and bathroom are fitted with extractor fans. These extractor fans have an override switch which is clearly labelled. This switch **should not be turned off**.

The kitchen & bathroom extract fans are removing moisture from these rooms continuously. The kitchen & bathroom fans can be boosted to remove any excess moisture whilst cooking or bathing. These fans run on for up to 30 minutes after switching off.

Do not interfere with or cover the extractor fans. Clean any build up of dust from grills on a regular basis.



## 6. D I Y

### Fixing

#### **Wall fixings**

The type of fixing you should use to attach items to walls depends on the construction of the wall and the weight of the item.

- **Metal frame walls**

The metal frame walls inside your home are only designed to take light loads. They will be damaged if you hang very heavy loads (large televisions, cabinets or bookshelves) to them incorrectly. For such heavy items you should find the position of the timber frame behind the plasterboard and screw into that. The vertical timber studs are normally located at 600mm centres and can be located using a detector.

Do not fix into a fire separating party wall between properties as this will compromise the fire integrity of the wall.

**Before fixing to walls always check for buried pipes and cables using a detector**

**No fixings should be installed during the defects liability period.**

- **Ceilings**

Your ceilings are constructed of metal suspended framing and plasterboard. You should not hang items from or fix items to the ceilings.

### Decorating

#### **Walls and ceilings**

Walls and ceilings should not be decorated within the first year or you may invalidate the opportunity to make good defects at the end of this period. Your walls have been painted with emulsion paint. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, once the walls have dried out **(and only after twelve months)**. When you redecorate, use decorator's filler to make



good any minor gaps and plaster cracks, which have arisen from normal drying-out and shrinkage.



## **7. Safety**

### **Access**

A door entry phone system has been provided so that you can speak to and see a visitor before allowing them in.

You should not let anyone into the building or grounds if you do not know them. Do not let any workmen into your home without them having an appointment and seeing their identification.

Please ensure the communal access doors are always closed once you have gone through them.

### **Fire safety**

Your front door is a fire door. This is heavier than a standard internal door and is fitted with a self closing device. For your own safety you should not remove or disable the door closer or leave doors propped open.

The procedure for evacuating flats in the event of a fire is as follows:

1. All other residents not directly affected by a fire scenario would be expected to stay put and remain in their flat until directed to leave by the fire and rescue service.

### **Electricity**

ISHA will hire a licensed electrician to carry out any repairs. Don't remove a plug from a power point by pulling on the cord; pull the plug instead.

- Never plug adaptors into adaptors and avoid using adaptors filled with plugs where possible.
- Switch off electrical items that are not in regular use at the plug and ensure that when you are away from the house for any length of time you unplug and switch off electrical items. Items left plugged in can be a fire risk and waste energy if left on standby.
- Do not use any electrical items in the bathroom unless specifically designed for use there, e.g. Shavers and electric

toothbrushes. Even with these items however, take care not to get wet and avoid plugging and unplugging with wet hands.

- Do not use items with damaged cords so that the wires are exposed. Either repair or replace. Check items regularly.
- Do not use damaged sockets, replace with care when necessary.
- Ensure any electrical items are approved standard when purchasing and keep them correctly maintained where necessary. Look for the BEAB seal of approval.
- Do not use electrical equipment outside if it's raining.
- Circuit breakers and fuses should be the correct size current rating for their circuit.

**Electricity is dangerous and can kill.**

### **Flue terminals**

Be careful to ensure that flues are not covered over, blocked or modified.

## **8. T e l e c o m m u n i c a t i o n s**

### **Telephone and Internet Connection**

Telephone sockets have been provided in your home. Contact a Telephone Service Provider to arrange the connection of your line to all the sockets. This connection enables a fixed telephone or landline to be activated and an internet service provider to connect you to the internet. Fibre broadband is offered through Hyperoptics.

### **Digital Television / Aerial**

Your home has a (communal) TV aerial which provides terrestrial TV and Sky+ / is wired so that you can arrange for Sky+ or Hot-bird to be installed. These points are located in the living room and master bedroom.



## **9. Running your home economically**

### **Energy consumption**

When buying a new appliance, it is recommended that you find out the energy efficiency of the model you want to buy.

Energy saving appliances use less energy and water and therefore save you money as well as being better for the environment.

For more information contact the Energy Savings Trust on 0800 512 012, or on their website [www.est.org.uk](http://www.est.org.uk)

### **Tips for saving energy and money around your home**

#### **Washing Machines**

- Wash at the lowest temperature that will give efficient results.
- Wait until you have a full load or use the 'half load' setting to reduce water.
- Use short wash cycles for lightly soiled items.

#### **Tumble Dryers**

- Unless you need to dry things quickly, or have limited space available, natural drying is an effective and more environmentally friendly choice.
- Avoid setting the dryer timer for longer than necessary. Set it for a shorter time and re-set if necessary.
- When drying large items that tend to roll into a ball, stop and unroll them half way through the drying period.
- Ensure proper ventilation.

#### **Washer Dryers**

- Wait until you have a full load before using the washer and/or tumble dryer.
- If the machine has an energy saving load setting use it whenever possible.
- Use low temperature settings for lightly soiled items.

#### **Fridges & Freezers**

- Try to keep your freezer at least three quarters full.
- Do not put warm food into the fridge.

- Defrost your fridge or freezer regularly and avoid leaving the door open longer than necessary.

### **Cooking**

- Match pan sizes to ring and use pans that are appropriate for your type of hob.
- Where a long cooking time is needed use a conventional oven. However a microwave oven is more economical for short cooking times, particularly for smaller quantities of food.
- For toasting use a toaster rather than the grill.

### **Dishwashers**

- Always wait until the machine is full before running it.
- For lightly soiled items some dishwashers have economy programmes that reduce the washing temperature and /or shorten the washing time.

### **Television Sets**

- When you choose your TV consider buying a model that uses less electricity.
- Do not leave the TV switched 'on' if nobody is watching it.
- Do not leave the TV in 'stand-by' mode for long periods.

### **Irons**

- Do not leave an iron switched 'on' if you are not going to use it within 5 minutes.

### **Kettles**

- When you choose your kettle consider buying a jug - style model or an energy efficient one.
- Remove lime scale from your kettle regularly.
- When boiling water use a kettle – not a pan.
- Only heat as much water as you need in the kettle, but remember to always cover the element.

### **Light bulbs**



- Energy saving light bulbs are recommended. Most light fittings in your flat will only take low energy light bulbs.



## **10. Keeping your neighbours happy**

### **Waste – Refuse and Recycling**

Please keep the refuse store areas as tidy as possible. Please report any abuse or misuse of these areas to ISHA.

### **Noise**

Your property has been carefully constructed in accordance with the Building Regulations. These regulations specify a certain level of sound insulation. Particular kinds of noise, including loud music, will still transfer to other properties, irritating your neighbours. Regular or repeated noise nuisance will cause complaints and offence (as well as being illegal) and should be avoided.

Please take care when using the communal areas by keeping noise down to a minimum.

### **Bicycle storage**

Please ensure the communal bicycle storage areas are kept locked at all times.

### **Visitors**

Please ask your visitors to be considerate of the needs of the residents.





## **11. A p p e n d i c e s**

### **Equipment User Manuals**

## **W h a t d o y o u t h i n k o f y o u r h o m e ?**

### **Residents Survey**

Many people have worked very hard to create your new home. A Residents survey will be sent out to you 6-9 months after moving in, so that you can tell us how satisfied you are with your new home.

It is very important to us, ISHA, that you give us your opinion. You are in a unique position to tell us how we can improve the quality of our homes.

We look forward to hearing any comments you may have!