



HOME OWNER'S MANUAL

Dundee Wharf, Limehouse, E14

Based on original document
by Ballymore Properties, Dec 1996.

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HOME OWNERS' INFORMATION PACK

Dundee Wharf, Limehouse, London, E14

WELCOME TO YOUR NEW BALLYMORE PROPERTY, IN KEEPING WITH OUR COMMITMENT TO SETTING STANDARDS, THIS INFORMATION AND GUARANTEE PACK HAS BEEN DESIGNED AS A REFERENCE GUIDE FOR THE CARE AND MAINTENANCE OF YOUR NEW PROPERTY. IT IS THEREFORE IMPORTANT THAT YOU READ THE INFORMATION CONTAINED IN THIS PACK.

IT EXPLAINS IN DETAIL THE SPECIFICATION OF WORK AND INCLUDES ALL GUARANTEE DOCUMENTS FOR THE APPLIANCES WHICH ARE PART OF YOUR PURCHASE CONTRACT.

THIS PACK IS ISSUED AT FIRST OCCUPATION

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CONTENTS OF PACK:

ACCEPTANCE AGREEMENT
A GUIDE TO YOUR APARTMENT
MANUFACTURER'S INFORMATION FOR: HOT WATER CYLINDER; OVEN; HOB;
COOKER; EXTRACTOR HOOD; ELECTRIC HEATING SYSTEM; FRIDGE/FREEZER
KEEP THIS AGREEMENT, INFORMATION AND GUIDE IN A SAFE READILY
ACCESSIBLE PLACE.

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ACCLIMATISING YOUR NEW HOME

MOISTURE FROM CONSTRUCTION

Your newly constructed home needs to be acclimatised gently for the first few months, so that it can dry out gradually. When you move into a new home, there is moisture present which was 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 can be achieved by keeping your home at a reasonably even temperature at all times during the drying out period. The heating should be used sparingly at first so the underlying building structure warms up and dries out gradually.

At the same time, the evaporating moisture needs to be ventilated away in order to avoid problems with dampness and condensation which will otherwise cause a black mould to grow on the walls appearing as a dark stain. Assist this drying process by leaving the windows open for as long as you can each day and when you are away from home. It will also assist to leave internal doors and doors of built-in cupboards open a few inches to encourage air circulation during this period.

FAILURE BY THE OWNER TO ACCLIMATISE THEIR APARTMENT CORRECTLY MAY CAUSE DAMAGE TO FINISHES AND FITTINGS FOR WHICH BALLYMORE WILL NOT BE RESPONSIBLE.

MOISTURE FROM OCCUPATION

Condensation is steam or water vapour which reverts to water on contact with a cold surface. It can sometimes cause mould on walls and ceilings, especially in unventilated corners behind cupboards. If allowed to persist, condensation and mould can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes. Once the building materials have dried out, modern standards of insulation should ensure you no longer experience harmful condensation. Even then, however, some normal daily activities produce a -great deal of water vapour which can cause condensation around the home. The following rules will diminish these risks, particularly during the drying out period.

Ways to produce less moisture

Cooking: cover pans and do not leave kettles boiling.

Heating: do not use portable gas heaters instead of the installed heating system. These supplementary heaters create a great deal of water vapour when burning.

Laundry: tumble dryers must be self condensing type.

Ventilate moisture away

Ventilation is needed to get rid of the moisture produced all the time, e.g. by the breath of people and pets. Keep the slot or trickle ventilators at the top of your windows open, including bedrooms, at night time when you sleep.

In the kitchen and bathroom, you need much more ventilation during cooking, washing up, bathing and drying clothes. This means using the mechanical extract fan and/ or opening a window.

Intermittent heating

A low level of heating should be provided at all times during the drying out period, as stated above. Even when this period is over, it is advisable to maintain the temperature at a low heat or set the time clock so that your home has preheated before you return. The reason for this is if the flat is unheated for long periods, the temperature drops and when occupants return and carry out normal activities such as washing and cooking; condensation is more likely to occur. A flat which is continually occupied or maintained at a warm temperature is less likely to have condensation.

<p>CONDENSATION IS MORE LIKELY TO OCCUR DURING THE DRYING OUT PERIOD WHEN EVAPORATION FROM THE CONSTRUCTION IS ADDED TO THE MOISTURE CAUSED BY HOUSEHOLD ACTIVITIES. FAILURE BY THE OWNER TO FOLLOW THE ABOVE GUIDELINES MAY CAUSE DAMAGE TO FINISHES AND FITTINGS FOR WHICH BALLYMORE WILL NOT BE RESPONSIBLE.</p>

MOVEMENT

As the drying out process occurs and as the home is lived in and heated the building materials shrink 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 but they are not classified as defects and Ballymore Properties is not obliged to rectify them. The period of drying out depends upon the procedure adopted in the previous paragraphs but should be about 3 to 6 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as 'Polyfilla'.

DETAILS OF CONSTRUCTION

THE MAIN STRUCTURE

The Dundee Wharf development consists of a reinforced concrete frame which in turn supports an external masonry cavity wall construction, consisting of an inner leaf of Sealed lightweight Thermolite or Durox blocks and an outer leaf of face brick built in the traditional manner, secured to the inner leaf by stainless steel ties across the 75 mm cavity which contains 65 mm thick mineral WOOF insulation bat leaving a 10 mm ventilated cavity. This construction brings the benefit of high Thermal Insulation giving more stable and constant room temperatures.

WALLS

Inner Leaf of External Walls

Formed by a minimum of 100 mm thick as rated block work lined on the internal face with one layer of nominal 13 mm plasterboard.

Party walls between flats

Twin walls to comply with the current requirements of the Building Regulations to meet the criteria for sound transmission and acoustic dampening. They consist of two independent metal stud frames lined on both sides with a build up of 32 mm plasterboard. Within the space between the double wall, is a layer of mineral wool as a fire break and sound insulation. Some of the reinforced concrete columns are integrated into the party walls.

Party walls between flats on the top floors have a different construction to assist in supporting the roof structure. These are of 215 mm thick aerated light weight blocks and extend into the roof space to form the roof fire break. They are lined with 22 mm thick plasterboard within the top floor apartments.

Party walls between the 11 and 7 storey blocks and between the 7 and 3 storey blocks on the south side incorporate structural joints to allow movement of the structures. Here, there is a 215 mm solid concrete block wall with an additional independent metal stud frame wall with plasterboard lining on the tower block side.

Walls between apartments & staircases

Consist of 215 mm thick as rated lightweight block work, finished with 22 mm thick plasterboard.

Partition walls within the apartment

These consist of metal stud frames with one layer of plasterboard each side. A moisture resistant plasterboard is used in bathrooms and shower rooms, where there is generally more condensing moisture. Walls between bathrooms or shower rooms and habitable rooms have also been sound Insulated.

FLOORS

Floors between Apartments

The floors are constructed to comply with the current requirements under the Building Regulations to meet the criteria for sound transmission and acoustic dampening. They consist of 275 mm thick reinforced concrete ribbed slabs with lightweight block infills.

Carpet and underlay (which must not be removed) are required to reduce Impact noise transmission. Tiled floors in the bathrooms and kitchens have a sound absorbing mat beneath.

The ceilings have a suspended plasterboard finish. The airspace between the ceiling and the floor above contains services such as hot and cold water pipework, electrical wiring and extraction ductwork.

Floors between Covered Parking and Apartments

These floors are required to be thermally insulated from the open car park below. They are built as the concrete floors above but with the addition of a 'floating floor" overlay. This consists of 80 mm thick high density mineral fibre insulation with an 18 mm floor grade chipboard top.

Common parts areas at ground level have a concrete screeded finish over insulation.

THE ROOF

The roof structure is provided by engineered timber trussed rafters, felted, battened and tile with fibrous cement slates.

The three storey blocks have ceilings with a plasterboard fining and above this is 150 mm thick mineral fibre quilt.

The seven storey blocks have an additional intermediate fire resisting board layer below which is a separate suspended plasterboard lining. The space between contains the services to the apartment. The upper fire resisting layer must not be penetrated by any subsequent services work.

The lofts are ventilated by a cross-flow of air introduced throughout the eaves and extracted at the ridge by convection. This airflow must not be obstructed during any maintenance. The lofts contain vent pipes to drains and rainwater pipe work.

Access for maintenance purposes, to the loft spaces, by staff appointed by the Management Company, is via the entrances in the common lobbies between the entrance doors. No unauthorised access is permitted and no storage is permitted in the roof-spaces or service ducts

The lofts also contain the communal terrestrial TV aerial installations.

<p>STORAGE IS PROHIBITED WITHIN ANY OF THE LOFT SPACES AND ACCESS IS LIMITED TO MAINTENANCE STAFF APPOINTED BY THE MANAGEMENT COMPANY</p>
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MAINTENANCE OF THE APARTMENT

THE CEILINGS

Making fixings

Fittings and fixtures cannot be safely fixed to ceiling plasterboard, but must be screwed into the metal channel frame work. The frame work can often be located by tapping the ceiling and listening for a duller, more 'solid' sound or by piercing the plaster board with a picture book pin to locate the steel frame.

Concealed pipes and electrical cabling

Care must be taken when nailing or drilling into ceilings to avoid contact with any plumbing pipes and particularly electric cable which may lie beneath the surface as described above.

THE WALL LININGS

As previously specified and described, in general terms the plasterboard linings perform essential fire, noise and vapour functions on:

Party walls: 32 mm thick plasterboard each side protects your apartment from the passage of fire and noise.

External walls: 12 mm thick plasterboard with 22 mm thick dot and dab plaster. Any work you carry out affecting the linings, must take the above into full consideration.

PLEASE REMEMBER THE SAFETY AND AMENITY OF YOUR NEIGHBOURS' APARTMENT AS WELL AS YOUR OWN, DEPENDS UPON YOU AND YOUR ACTIONS

Making fixings

Very light items can be fixed to the plasterboard by using adhesives but remember this will be no stronger than the weakest layer beneath the adhesive - usually the paint or wallpaper and the plasterboard. Pictures (if they are not too large) and other small items can be hung by using steel pinned picture hooks driven into the plasterboard. These will not however accept any moving or changing loads.

Effective fixings can be made into plasterboard, but the fixing type must be selected to suit the weight of what you need to fix, and the particular wall to which you are fixing. Holes must be accurately formed by metal drill with a depth gauge, preferably electrically powered.

The electrical socket boxes and fixings in the metal stud twin wall party walls have additional lining and insulation to maintain the fire and sound integrity.

Subsequent additional penetrations in all party walls are not permitted.

Lightweight items: Towel hooks, toilet roll holder, pictures: where there is a double thickness of plasterboard of 25 or 32 mm these may be fixed by screwing into a short plug. Do not drill right through the plasterboard.

On partitions with a single 13 mm thickness of plasterboard it will probably be necessary to use a proprietary cavity fixing. There is a wide variety of such devices, which typically incorporate a toggle that allows the fixing to clamp both faces of the plasterboard.

Medium weight items: Towel rails, medicine cabinet, mirrors, large pictures. Cavity fixings as previously described will be necessary, of a length to suit the thickness of plasterboard and the thickness of the item being fixed. Where fixings are to be made into the external or the party walls, they must seal the hole when tightened, e.g. the rubber grommet type. This is to prevent the passage of water vapour or noise, as the case may be.

Concealed pipes and electrical cabling

Care must be taken when nailing or drilling into wall to avoid contact with any plumbing pipes and particularly electric cables which may lie beneath the surface.

IT IS STRONGLY RECOMMENDED THAT YOU USE A CABLE DETECTOR BEFORE DRILLING WALLS TO FIND THE CORRECT LOCATION OF UNPROTECTED CABLES. IT CAN REDUCE THE RISK OF SERIOUS ACCIDENTAL INJURY. BATTERY OPERATED CABLE DETECTORS ARE AVAILABLE FROM DIY SHOPS.

WALL FINISHES

Painted plaster

The walls and ceilings of your apartment have been painted to a high quality specification with an emulsion paint to provide a microporous surface, designed to allow the surface to breathe and discharge any moisture which may be present from the construction process. When the apartment has been occupied for sufficient time to allow this moisture to evaporate, you may apply alternate wall finishes to suit your requirements.

IT IS NOT RECOMMENDED TO RE DECORATE YOUR APARTMENT UNTIL DRYING OUT IS COMPLETE. BALLYMORE WILL NOT BE RESPONSIBLE FOR ANY DAMAGE TO DECORATIONS WHICH HAVE BEEN APPLIED TOO SOON.

Ceramic Tiling

The wall tiles have been supplied by Domus Tiles Limited, 33 Parkgate Road, London, SW11 4NP, Tel 020-7223 5555

These should be cleaned with a soft cloth and mild detergent. Do not use abrasive cleaners.

FLOORS

Fitted pile carpet coverings have been provided throughout your apartment, bonded with adhesive to the floor surfaces below.

Carpets

These have been supplied by Wool Classics, 41 Ledbury Road, London, W11 2AA, Tel 0171-792 0277.

The carpet has a 'hi-lo' loop pile of 100% 2 ply wool. This is backed with woven polypropylene with hessian below.

Ceramic Floors Tiles

The floor tiles in the bathroom and kitchens have been supplied by Domus Tiles Limited, 33 Parkgate Road, London, SW11 4NP, Tel: 0171-223 5555

WINDOWS

Manufacturer and supplier

The manufacturer and supplier of the window joinery is Composite Window Systems Ltd., Unit 28, Cooples Field, Coopies Lane Industrial Estate, Morpeth, Northumberland, NE61 6JT, Tel 01670-503 337.

Operation of windows

The windows are divided into two main groups, namely types W1 and W3.

Type W1: These windows have two opening elements: a pair of doors opening inwards and a sash above. When viewing from inside the room the main door is on the right and the secondary door on the left.

Both doors are operated and locked by the handle on the main door. To open the secondary door, the bolts at the top and bottom have to be retracted first. When shutting the doors, the secondary door must be closed first and bolted, followed by the main door.

The top sash is designed to provide light background ventilation. To open this sash, turn the handle through 90 degrees, allowing it to lift inwards where it is held on a restrictor arm on the right hand side. To shut push firmly closed and operate the handle.

There is a cleaning position for the top sash to allow the outside of the glass to be reached safely from inside the building. To achieve this position, open the sash as described above until it is held by the restrictor on the right hand side then disengage this restrictor by partially closing the sash and puffing the restrictor arm out of the catch plate. Allow the sash to open where it will be held by a second restrictor on the left hand side of the sash. This position allows for cleaning of the outside glass. When closing the sash, be sure that the restrictor on the right hand side is re connected.

Type W3: This type of window has a left and right casement. The left casement opens inwards when the handle is turned through 90 degrees. The right sash has dual operation. Turn the handle through 90 degrees and the top of the sash tilts inwards for ventilation. Push the sash closed and turn the handle through a further 90 degrees and the sash will open inwards for cleaning of the outside glass.

Glazing

The windows are all double glazed with sealed units. Replacement glazed units must be fitted by the same method as the original unit, or damage to the edge seal of the glazing unit may occur. Under no circumstances should linseed oil cement putty be used. We recommend that you employ a qualified glazier (Glass and Glazing Federation registered). Our regular glazier is Crystal Glass, 478 High Road, Leyton, London, E10 6QE, Tel: 020-8558 6951/2.

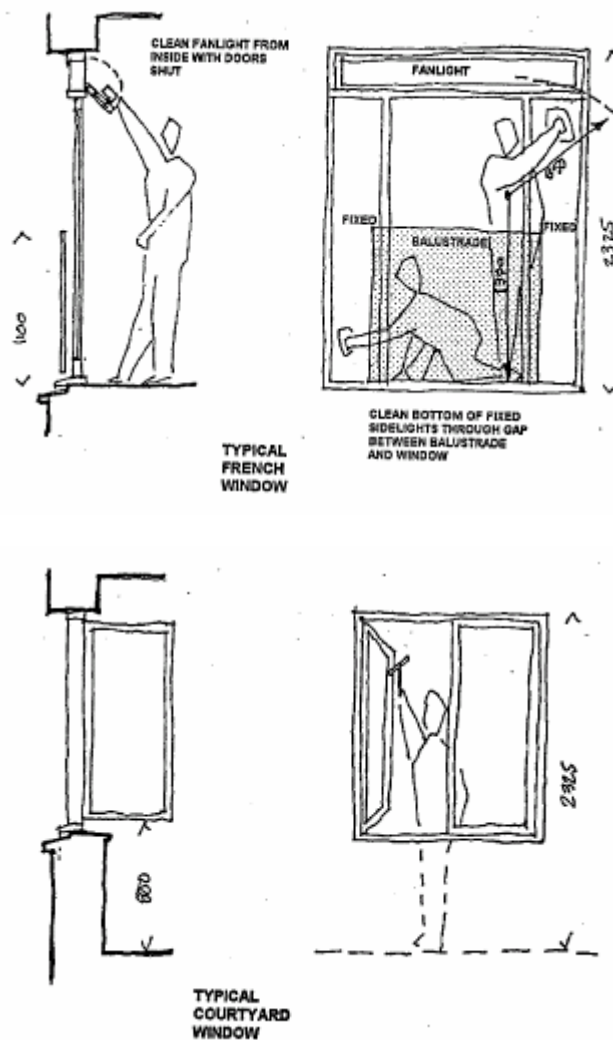
Please contact Composite Window Systems Ltd. should any other repairs are required and they will organise the necessary work on your behalf.

Maintenance

All windows to apartments can be cleaned from the inside. Fixed lights can be reached from adjacent opening lights. Fanlights can be turned inside. Great care must be taken not to over reach and risk falling.

Follow recommendations for cleaning in the diagram.

DO NOT OVER REACH. DO NOT USE LADDERS OR ANY LOOSE FURNITURE. IF DIFFICULTY IS FORESEEN, SEEK PROFESSIONAL CLEANERS ADVICE. WINDOWS IN THE COMMON PART AREAS ARE CLEANED BY THE PROFESSIONAL CLEANERS.



WARNING!

DO NOT OVER REACH!

BS82131 PART 11 1991 (CODE OF PRACTICE FOR SAFETY IN USE AND DURING CLEANING OF WINDOWS AND DOORS) FNES TYPICAL SAFE REACH FROM INSIDE AS SHOWN. IT ALSO STATES THAT "WHERE PEOPLE ARE SMALLER THAN AVERAGE, IT MAY BE NECESSARY FOR THEM TO USE SOME FORM OF CLEANING AID TO INCREASE REACH "CLEANING FROM STEP LADDERS IS CONSIDERED UNSAFE"

CLEAN WINDOWS FROM INSIDE, AS ILLUSTRATED ON PREVIOUS PAGE, USE A CLEANING DEVICE TO EXTEND REACH. CLEANING FROM STEPLADDERS IS CONSIDERED UNSAFE.

External redecoration is the responsibility of the Landlord through its Managing Agent; internal decoration is a matter of appearance only and does not affect the life of the window.

The external face of the window is anodised aluminium which requires no specific maintenance except that it should be kept clean. This can be done by washing with a mild detergent and warm water. More stubborn stains can be removed using a solvent based cleaner. On no account should an abrasive cleaner be used as this will scratch the anodised aluminium.

The internal face of the window is solid timber painted white. This surface should be kept clean by washing with a mild detergent and damp cloth. Excess water should be wiped off without delay.

If required, general maintenance of the windows can be undertaken by CWD Ltd. 62 Bullsmoor Lane, Enfield, Middlesex, EN3 6TN, Tel: 020-8372 8163.

Handles, locks and ironmongery fittings

The handles, locks and ironmongery fittings are all supplied by Titon Hardware Ltd. In the event of any malfunction of any of the ironmongery components, please contact Composite Window Systems Ltd who will arrange the necessary replacements.

There is a locking facility operated by a small key on all window/ door handles (except the W3 type which only lock on the ground floor). When the key is inserted and turned through 90 degrees in a clockwise direction, the handle is locked and indicated by a small red tab appearing next to the key. To unlock, turn the key anticlockwise so that the red tab disappears.

The casements are fitted with stay hinges which provide some measure of restraint when open. The frictional resistance can be adjusted to your preferences. We recommend that you keep your windows open in this way for as much as possible during the drying out period (see above). The windows are however still vulnerable to damage if left open in high winds.

To ensure smooth operation of the fittings, the hinges and locks should be kept clean and lubricated annually with light machine oil as required.

INTERNAL DOORS

Construction

All the doors in the hallway of your apartment are fire resisting. They are provided with concealed closers on the hinge side so that if a fire should occur, it will be contained in one room by closed doors for a period required by current Building Regulations. The apartment entrance doors have to meet an even higher standard and have seals fitted to the frames which prevent smoke seeping round the door in the event of a fire. These measures are designed to provide vital protection for your and other apartment owners to make your escape down the stairs.

You must not disconnect closers or remove doors in your apartment and under no circumstances must you interfere with the smoke seals and closers on your entrance door. Remember that any changes you make affect the safety not only of yourself but of the apartment owners in your building.

Maintenance

The hinges and closers should be lubricated once a year.

FITTINGS TO KITCHEN & BATHROOMS

KITCHEN CUPBOARDS

Cupboard units

The kitchens are fitted out by Inver Group Agencies; PO Box 2004; Seaford, East Sussex, BN25 2TG, T; 01424-84576. Manufacturers of the cupboards are RW Kalman.

KITCHEN APPLIANCES

Oven & Hob

Baumatic Ltd, 3 Elgar Industrial Estate, Preston Road, Reading. RG2 OBE, T: 01734-310 055. Instructions for operation enclosed in information pack.

Extractor Hood/Fan

Blanco Foster Beard plc, Oxgate Lane, London, NW27JN, Tel 020-8452 3399. Service Agents are Stellison Ltd, 10 Parsons Road, Manor Trading Estate, Benfleet, Essex, SS7 4PY, Tel: 01268-759 371.

Fridge/Freezer .

Baumatic Ltd, 3 Elgar industrial Estate, Preston Road, Reading, RG2 OBE, T: 01734-310 055. Instructions for operation enclosed in information pack.

Dishwasher

Servis Ltd, PO Box 14, Darliaton Road, Wednesbury, West Midlands, WS10 77J. Tel: 0121-568 8333. instructions for operation are enclosed in information pack.

Washer/ dryer

Servis Ltd, PO Box 14, Darliaton Road, Wednesbury, West Midlands, WS10 77J. Tel: 0121-568 8333. Instructions for operation are enclosed in information pack.

You should not leave the washing machine working in your prolonged absence from the apartment, e.g. while at work, in case of an unexpected blockage in the drainage. Should this occur, the machine should be switched off to stop the pump working and prevent further leakage.

Any repairs to a new/ installed washing machine must be carried out by an accredited manufacturer who should ensure the installation of feed/ waste pipes is carried out to prevent accidental leakage and flooding of your flat and the flat below.

BATHROOM FTTINGS

Sanitaryware

Your bath, basin and WC are manufactured by Shires Ltd, Beckside Road, Bradford, West Yorkshire, BD7 2JE, Tel: 01274-521 199.

The fittings should be cleaned with mild detergent or bleach as appropriate. Do not use abrasive cleaners.

Shaver light & socket

City Electrical Factors Ltd. 0181-593 5666.

Wall mounted convector heater

Patterson Heating, Tel. 0121-773 0114.

Extractor fan

Manrose Manufacturing Ltd, 8G Bedford Avenue, Slough, Berkshire, SL1 4RA, Tel: 01753-691 399.

The bathroom extract fan is linked to the bathroom light switch with a timed over run 2 minutes after the light has been switched off.

SERVICES TO THE APARTMENT

ELECTRICAL SERVICES

The electrical installation to your apartment was carried out by MBS Building Services, 4 Lodge Lane, Chalfont St Giles, Buckinghamshire, HP8 4AQ. Tel: 01494-765 800.

Supply and distribution

The electricity supply enters your apartment through the electric meter, located on the stair landing, at each level. The meter and the cable leading into it belong to the electricity company and must not be tampered with in any way. All cables and equipment on the 'home side' of the meter are your responsibility.

The wires leading from the meter go first to the Customer Units, which you will find located at high level in the small storage cupboard in the hall of your apartment. The Consumer Unit contains the main on/ off switches and a number of HRC's (High Rupturing Capacity fuses) which protect individual circuits. Written above each HRC is a description of its circuit - power, lighting, water heater, etc. HRC's have different current ratings suitable for the type of circuit a cooker circuit will require 30 Amperes, but a lighting circuit only 5 Amps etc.

Power Circuit

This is sometimes also referred to as the 'ring main' and it provides power to the wall socket outlets generally and the hood extract fan over the hob in your kitchen. You will have one or more circuits, depending upon the size of your apartment.

Lighting Circuit

As well as providing power to the fixed lights (portable lights can be plugged into wall sockets) this will include the bathroom extract fan which is operated when you switch the bathroom light on. You will have one or two circuits, depending upon the size of your apartment.

Smoke detection

Mounted on the ceiling of the hall is a smoke detector/ alarm. The hall is the route of escape out of the apartment in the event of a fire and the room which connects to all others. The smoke detector is on its own circuit for added protection. Should that circuit fail or you suffer a general power out there is an in built battery inside the detector which will keep it operational for 3 hours. This battery will require replacing about every 12 months.

The detector is manufactured by Alco Ltd., Tek 01691-657 486

<p>A RED LIGHT INDICATES THAT THE SMOKE DETECTOR IS OPERATIONAL BUT YOU SHOULD TEST THE FITTING REGULABLY AS DESCRIBED IN THE MANUFACTURER'S LEAFLET IN THE BACK OF THIS MANUAL.</p>
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Space heating

Panel heaters are provided to heat your apartment and each apartment is insulated to the high standard required by modern regulations.

The panel heaters may be switched on and off as you need the heat, but also have a thermostatic control to enable you to leave them switched on maintaining a constant room temperature. You should consult the manufacturer's leaflet enclosed with the Manual for instructions on the various controls which after the temperature settings and convector boost. The heater manufacturer is Patterson Heating, 0121-773 0114.

Water Heating

Your hot water is provided by 3 kW electric immersion heaters fitted to a factory insulated storage cylinder. Cylinder manufacturers are:

- q either Telford Copper Cylinders Ltd, Unit 22, Furrows Business Park, Haybridge Rd, Wellington, Telford, Shropshire. TF1 4JF, tel: 01952-257 963
- q or Heatrae Sadia Megaffow Ltd. Hurricane Way, Norwich, NR6 6EA, tel: 01603-424 144.

Instructions for adjusting the water temperature are given in the manufacturers leaflet enclosed with this manual.

Fused Circuits

If a circuit fails, first disconnect (not just switch off) any appliance that you think might have caused the problem. It will be obvious on the Consumer Unit which circuit has been affected because the HAC will have fused. Replace the HRC fuse: it should restore the circuit. You can double check by reconnecting the appliance and seeing if it fuses the HAC again, if it does, this means there is still a faulty appliance somewhere and you should try to locate which by disconnecting all appliances and connect them in turn and switching them on. If you still cannot find the fault, call an electrician as you may for instance have a fault inside a fitted 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 replacing the HRC. Correct the fault, calling in an electrician if necessary.

Fixed appliances such as the heaters, tans, etc. are wired to a fused spur as described above. A fault in these appliances will break the fuse in the spur and this may happen without affecting the whole circuit. A small hinged flap in the front of the spur contains the fuse, a ceramic cased cartridge. Replacements are available from hardware stores. Always replace a fuse with one of the same ampere rating.

TELEPHONE PROVISION

Installing a line

Telephone cabling has been installed to a point in your lounge, and a connection can be made immediately upon application to British Telecom.

THE VIDEO ENTRY PHONE

The handset

Located by your front door in the hall, and is linked to a remotely operated lock on the external door to the common stair hall.

The entry video phone is supplied by MBS Building Services., Tel: 01494-765 870. Instructions for operation are given in the manufacturer's leaflet in the back of this manual.

WATER SUPPLY

The main stopcock

Your apartment is provided with its own main supply fed directly from the Landlord's water meter, in a copper pipe brought into the cylinder cupboard. At this point there is a stopcock which will shut off all water to your apartment if required.

BEFORE TURNING OFF YOUR WATER SUPPLY, MAKE SURE YOU HAVE FIRST SWITCHED OFF THE IMMERSION HEATERS TO YOUR HOT WATER CYLINDER. THE HEATER ELEMENTS WILL BURN OUT IF THE CYLINDER IS EMPTY.

Distribution

Hot and cold water services are distributed in copper pipes to all fittings, including provision for plumbing to a washing machine next to the kitchen sink. All cold water is fed directly from your main supply and is therefore equally potable.

WASTE PLUMBING

Waste water

Waste water from your kitchen and bathroom fittings is drained via plastic pipework either directly into the underground drainage system or into a communal soil stack which runs vertically between flats on several floors. You are responsible for the maintenance of all your fittings and their waste plumbing; the Landlord via their Agent will maintain the soil pipe stacks and underground drains.

Soil Pipe stacks

At the base of each soil pipe stack in ground floor flats a panel is fitted to allow access into the stack, should it become blocked. You should make sure this is not obstructed in the event of an emergency.

Unblocking waste pipes

If attempts fail to clear the blockage by means of a flexible rod or suction cup, empty the sink or basin by hand and put in a strong solution of caustic soda in hot water, this falls, then carefully unscrew the plastic trap underneath the sink or basin (remembering to place a container to catch any waste water), remove the obstructing material and screw the trap back firmly in place.

AVOID PUTTING FATS, TEA BAGS, COFFEE GROUNDS OR OTHER SOLID WASTE MATTER DOWN THE SINK WASTE. BALLYMORE PROPERTIES IS NOT RESPONSIBLE FOR CLEARING OUT PLUMBING BLOCKAGES.

SECURITY

The Dundee Wharf development brings you the security and benefit of a controlled access via the common entrance gates. Your entrance door is fitted with 5-lever locks. You should remember to lock your windows whenever you are out. We suggest the following additional measure you may wish to take to keep your home secure when you are away.

TRY TO MAKE YOUR APARTMENT LOOK OCCUPIED

Leave lights on in the evening and consider purchasing an automatic time switch which plugs into a socket and switches lights on and off at pre-programmed times.

Remember to cancel papers and other regular deliveries before going on holiday.

PACK AWAY EASILY STOLEN ITEMS

Never leave valuable and easily transportable items like video recorders or car keys where they can be seen by a potential burglar.

FIRE SAFETY

The building has been built in such a way as to protect the people in it if a fire breaks out. The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out of it.

Do not wait until a fire happens. Read these instructions and find out the best way for you and your family to get out of your home and also out of the building if a fire started somewhere else. There may be more than one way out. If you and all the other people in the building follow these rules, you will all be much safer and less likely to start a fire or be injured in one.

ADVICE ON PRECAUTIONS AGAINST FIRE

At All Times

- q Make sure that the smoke alarms in you home are working.
- q Do not store anything in your hall or corridor, especially anything that will burn easily.
- q Use the fixed heating system fitted in your home. If this is not possible, use a convector heater but only in the hall or corridor. Do not use any form of radiant heater anywhere in the apartment. Radiant heaters are those with either a flame (gas or paraffin) or an element (electric bar fire).
- q Only use your room for their proper purpose; that is for sleeping, sitting in or cooking. Do not use them as a work shop or store room.
- q Do not store things in the cupboard where your and electricity meter is fitted, that will obstruct the fuse/distribution board or meter which may cause a fire.
- q Do not block access roads to the building.

If a Fire breaks out in your Apartment

- q If you are in the room where the fire is, leave straight away, together with anybody else, then close the door.
- q Do not stay behind to try to put the fire out.
- q Tell everybody else in your home about the fire and get everybody to leave. Close the front door and leave the building.
- q Do not use the lift.
- q Do not use a balcony unless it is part of the escape route from the building.
- q CALL THE FIRE BRIGADE.

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

- q It will be safest to stay in you own home.
- q You must leave you home if it is affected by smoke or heat. If possible close all doors and windows before leaving.

Calling the Fire Brigade

The fire brigade should always be called to a fire, even if it only seems a small fire. This should be done straight away.

The way to call the fire brigade by telephone is as follows.

- 1) Lift the receiver and dial 999.
- 2) When the operator answers give the telephone number you are ringing from and ask for FIRE.
- 3) When the fire brigade reply, tell them clearly the address where the fire is.

- 4) Do not replace the receiver until the fire brigade have repeated the address to you and you are sure they have got it right. The fire brigade cannot help if they do not have the full address.

AUTOMATIC OPENING VENTS

Within the common lobbies of the 7 storey blocks (the lobbies with apartment entrance doors leading off) and the lift lobbies of the 11 storey block, there are Automatic Opening Vents (AOVs) or windows.

In the event of the smoke detectors being triggered or a test, the AOVs will open automatically to allow any smoke to be dispersed and allow clear escape to the stairs.

In the 7 storey block common lobbies at ground level, there is a door panel to terraces which is an AOV.

This panel is not for general use or access and when activated will open inwards to allow smoke to disperse. As such, this must be unobstructed both inside and outside on private terraces. The glazed panels to the 11 storey lift lobbies are also AOVs and open out into a ventilation passage. This too must be kept free from obstructions. Do not enter or store anything in this passage.

USING THE BASEMENT CAR PARK

The car park is assigned to comply with Building Regulations and Fire Brigade requirements. Users of the car park must adhere to the notices displayed. Essentially,

NO SMOKING OR FILLING OR EMPTYING OF VEHICLE FUEL TANKS
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Also,

- q The car park is not to be used as a workshop,
- q Do not leave the engine running.
- q Do not drive at more than 3 MPH.
- q Do not move the fire equipment.
- q The car park is not to be used for storage space.

Users should make themselves acquainted with the layout of the car park and where escape routes are located. In the event of a fire, do not return to your vehicle, but proceed to the nearest fire exit and call the Fire Brigade:

The car park is compartmented into three areas for fire purposes. Fire resisting Roller shutters will fall and separate these areas in the event of a fire and block vehicular access only. Periodically, the shutters will be tested.

MAKING ALTERATIONS

Approval and permission must be obtained from The Managing Agents for any alterations to your apartment, as set out in the terms of your lease.

Some minor alterations you might not consider worth consulting the Agents about, may in fact seriously affect the structural performance of the building.

PROPERTY MANAGEMENT

The functions of the managing agent in so far as they affect residents:

GENERAL

The managing agent is responsible for the day to day running of the Internal and external common parts and the structure of the building: The estimating and collection of service charges and ground rent.

HOUSE KEEPING

- q Arranging for the letting of the cleaning contracts to all common parts and supervision of contractors.
- q Replacing light bulbs, etc. to the common areas.

MAINTENANCE AND REPAIRS

- q To arrange for maintenance contracts to be put in place in respect of lighting, intercom and heating. Liaising with the contractors on a routine and emergency basis.
- q Dealing with emergency repairs as required.

INSURANCE

- q Ensuring that adequate buildings and public liability insurance is put in place.
- q Acting as liaison between residents and insurers in the event of a claim being made.

SERVICES

- q Discharging all costs associated with the supply of water and electricity.

REFUSE & RUBBISH DISPOSAL

Household refuse and rubbish is to be collected within the apartment in disposable plastic bin liners, tied and sealed to prevent spillage and retain unpleasant odours then deposited in the 'Paladin' bins provided in the bin stores adjacent to the entrances. The 'Paladin' bins will be emptied periodically by the local authority contractor. No bags of refuse or loose refuse is to be stored in any other place in the event of the 'Paladin' bin being full or unavailable, the refuse should be temporarily retained in your apartment.

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