



TENANT'S HANDBOOK

NEW-BUILD DEVELOPMENT

WOODHEAD ROAD/KING'S GLEN PLACE/GODMAN
PLACE, GREENOCK

TYPE B (FIRST FLOOR)

TABLE OF CONTENTS

INTRODUCTION TO YOUR TENANTS HANDBOOK

SECTION 1 - USEFUL CONTACTS, REPAIRS AND DEFECTS LIABILITY PERIOD

- USEFUL CONTACTS
- REPAIRS
- DEFECTS LIABILITY PERIOD

SECTION 2 - HOW TO MAINTAIN YOUR HOME?

- DECORATION
- PAINTERWORK
- FIXING TO WALLS
- CLEANING WINDOWS
- SHRINKAGE
- CONDENSATION
- EFFLORESCENCE
- GUTTERS
- GARDENS
- FROST PRECAUTIONS – AN UNOCCUPIED HOUSE
- LOFT SPACE

SECTION 3 - WHAT IS IN YOUR HOME?

- HEATING SYSTEM
- GAS SERVICES
- WATER SERVICES
- SOLAR PANELS
- DOORS
- WINDOWS
- ELECTRICAL SERVICES
- TELEPHONE SOCKET
- SMOKE DETECTORS
- CARBON MONOXIDE DETECTORS
- CARBON DIOXIDE MONITOR
- HEAT DETECTORS
- MECHANICAL VENTILATION
- TELEVISION
- KITCHENS
- SHOWER
- REFUSE COLLECTION & STORAGE
- UTILITY SUPPLIERS
- FRONT & BACK DOOR EXTERNAL LIGHTS

INTRODUCTION TO YOUR TENANT'S HANDBOOK

Welcome to your new home.

This handbook has been produced by Cloch Housing Association Ltd together with CCG (Scotland) Ltd and serves as a guide to the fittings and services in your new home as well as providing advice on future maintenance. We hope you find it useful. The handbook is divided into four key sections:

- **Section 1** - **Useful contacts, repairs and Defects Liability Period**
- **Section 2** - **How to maintain your new home?**
- **Section 3** - **What's in your new home?**

Please read the handbook carefully and retain it for future reference. The handbook should be kept in a safe place so that it may be handed over to the next tenant should you vacate the house sometime in the future.

SECTION 1

USEFUL CONTACTS, REPAIRS AND DEFECTS LIABILITY PERIOD

USEFUL CONTACTS

Cloch Housing Association Ltd.
19 Bogle Street
Greenock
PA15 1ER
Tel: 01475 783637
E-mail: office@clochhousing.org.uk
Web: www.clochhousing.org.uk
Facebook: @ClochHA
Twitter: @Cloch HA

Emergency: Fire/Police/Ambulance	999
Scottish Gas	0333 202 9802
Scottish Gas Networks	0800 111 999
Scottish Power	0845 2700 700
Scottish Water	0845 600 8855

Ofgem <https://www.ofgem.gov.uk/> (for complaints about your gas or electricity service provider)

Meter Number Helpline 0870 608 1524 (for queries about who supplies your gas)

SP Energy Networks 0330 101 0300 (for queries about who supplies your electricity)

REPAIRS

You should report all repairs to the Association during office hours by contacting the Associations dedicated repairs line on 01475 783637.

The office is open between the following hours*: -

Monday	9.00am – 5:00pm
Tuesday	9:00am – 5:00pm
Wednesday	9.00am – 5:00pm
Thursday	9.00am – 6:00pm

Friday 9.00am – 4.00pm

Saturday Closed

Sunday Closed

***Note that office opening hours may differ as a result of Covid-19 restrictions.**

To report emergency repairs out-with office hours then please contact the Association on 01475 783637. From there, please choose Option 3 and you will be re-directed to CCG (Scotland) Ltd who will arrange for the appropriate trade to attend.

Please note that the out of hours numbers should only be used in the event of an emergency and should not be used to have non-emergency repairs attended to. An example of emergency repairs which may occur are: -

- Burst pipes;
- Vandalized windows or front doors;
- Loss of electrical power or sparks and smoke from fittings;
- Loss of water supply;
- Major roof leaks;
- Complete loss of heating;
- Anything which is a danger to your home, your immediate safety or to your neighbours safety.

If you smell gas or are worried about gas safety then please contact the National Gas Emergency Number on 0800 111 999.

DEFECTS LIABILITY PERIOD (DLP)

The house is subject to a DLP, which will last one year from the date of Completion. During the DLP, you should not carry out any alterations/improvements to the property and nor should you redecorate your home, as if a defect were to occur, the Contractor will only return the property to its condition on handover. It is not recommended to lay laminate/hardwood flooring in your home within the first year of occupation. Permission should also be sought from the Association should you do so at any time after the first year. Should laminate/hardwood flooring be fitted, you will be responsible for uplifting and relaying the flooring to allow access for repairs and maintenance. The Association will not accept liability for damage caused to the floor covering.

At the end of the DLP, the Contractor and a representative from the Housing Association will arrange to inspect your home inside and out and if anything is found to be faulty, arrangements will be made to have these items repaired or made good. The Contractor will not be liable to repair items that do not form part of the original house or damage that was caused by neglect or accident.

SECTION 2

HOW TO MAINTAIN YOUR HOME?

DECORATION

Wall papering should not be undertaken in the first year of occupation as:

- a) Some of the plasterwork may not be completely dried out.
- b) We want to see any small cracks that appear at the end of the DLP.

At the end of the DLP, any cracking will be made good by the Contractor, who will also make good decoration in the affected areas only, but will not decorate the entire room. You should note that the Contractor will not be responsible for reinstating any decoration, which was carried out by you after taking possession of the house.

The door facings, skirting boards etc in your home are made of MDF and have been painted with white gloss paint. The walls have been given 2 coats of Magnolia emulsion.

PAINTERWORK

Inside the house, the first painting of the new walls will have been done only with a light, water-based paint, which lets the moisture work itself out during the drying period.

Please note that the Association is responsible for external maintenance. Tenants should therefore not paint any external surface. This includes, but is not limited to windows, doors, fencing, gutters, fascias, paths and walls.

FIXING TO WALLS

The house is constructed of Insulated Structural Timber Frame which has an outer layer of brickwork. The inside finish is 12.5mm plasterboard screwed to timber studs over a rigid insulation and air-tight membrane. This has the advantage of being extremely thermally efficient, helping to keep the heat in while reducing your heating bills.

Heavy loads, such as shelving, should be supported only by fixing into the timber upright studs. This work should only be undertaken by a qualified tradesperson.

Light loads, such as small pictures, can be hung on proprietary plasterboard fixings, which are readily available from ironmongers and DIY stores. Do not put fixings immediately above or below light switches or power outlet points, or cut into walls at these locations, as the electrical supply cables are located within the walls in these areas.

CLEANING WINDOWS

When opening windows, turn the handle a half turn and the window will open inwards. Take care not to trap your fingers in the safety catch or window opening during opening operation.

Care should be taken at all times when the window is in the fully open position, particularly on upper floors. Do not leave children unattended when the window is fully open in the cleaning position.

Do not use caustic fluids when cleaning the glass, or sharp objects which may scratch the glass.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

SHRINKAGE

Please give some consideration to what your home is made from. The main materials are timber, concrete, plasterboard, glass and nails. Many of these contain & absorb water during the construction period.

As the house is lived in and heated, it will dry out. As it dries out, the wood (in particular) will shrink, causing small cracks which are not structurally significant and which can be permanently cured in the normal process of redecoration.

1. Try and keep a reasonably even temperature. Use the central heating sparingly at first, so that the house warms up gradually - this will save fuel bills too.
2. Whilst in your home, ventilate the house by leaving windows and internal doors open a few inches wherever you reasonably can.

CONDENSATION

Under normal conditions, condensation should not occur in your new home. The Department of the Environment have published a leaflet called '*Condensation and Mould Growth*'. It contains a number of tips on how to avoid creating condensation.

These tips are: -

- Condensation is usually found on north-facing walls and in corners, in cupboards and under work surfaces.
- The way you use your home affects the amount of condensation you get.
- Doors: keep kitchen and bathroom doors shut particularly when cooking, washing or bathing and ensure fans are correctly used.
- Windows: In winter open windows a little only if they are misted. Nobody likes draughts but some ventilation is essential.
- You will get less condensation if you keep your home warm most of the time. Try to leave some background heat on through the day in cold weather.
- Bottled gas and paraffin heaters: must not be used under any circumstances.
- Kettles and pans: don't allow kettles and pans to boil away longer than necessary.
- Drying clothes: drying clothes indoors, particularly on radiators, can increase condensation unless you open a window to allow the air to circulate.
- Ventilation: allow the ventilation system to operate when the windows get steamed up by ensuring the vents are kept open and clear of obstructions.
- If you have mould growth the chances are that it is a result of condensation. You can get rid of mould by washing down the affected surfaces with a bleach-type solution, and you can buy special paints, which may help to prevent it.
- Cupboards and wardrobes: don't overfill cupboards and wardrobes. Always make sure that air can circulate freely by leaving a space at the back of shelves. Where possible, do not locate wardrobes and chests of drawers on external walls.

EFFLORESCENCE

Another sign of drying out may be the appearance of white deposits on the external jambs of windows and doors. This is not a serious fault. The salts come out of the wall materials and will eventually disappear.

GUTTERS

These will be cleaned out regularly by the Association to prevent them silting up. Blocked or defective gutters and rainwater pipes are the most common source of water penetration in houses. Please advise the Association if you suspect a problem.

TURFING

Recently turfed areas are all vulnerable to damage until the roots of the grass have knitted together and grown into the soil. This can take from 6-8 weeks during the growing season, i.e. May to September. During the winter period, i.e. from October to April, very little growth occurs. Some gardens will have been created using soil which has been brought to the site, this may settle by as much as 50-150mm over the first few months and is to be expected. You should report any excessive garden settlement to the Association.

During the winter period it is important to keep off recently turfed areas for as long as possible. Dogs can cause major damage to these areas during this period and therefore access by dogs should be avoided.

It is your responsibility to maintain grassed areas within your garden by regular mowing during the growing season. Generally, grass only needs to be cut between May and September. The first cut in the spring should take off about 25mm and the remaining cuts should leave the grass approximately 35mm. Each year the grass will benefit from an application of a suitable lawn fertiliser applied in the spring. This may be in the form of a combined lawn fertilizer/weed kill product, which will treat any weeds that have established. Spot weed killing products can be obtained which are applied directly to stubborn weeds.

In all the above cases, the printed instructions on the packaging should be strictly adhered to when applying weed killers and fertilizers, particularly with regard to the storage of these products, as all are toxic to adults, children and pets.

CONCRETE SLAB PATHS AND DRIVEWAYS

You are responsible for the cleaning and clearing of the concrete slab footpaths to the front and rear entrance doors, drying area, and car parking space to the front of your house.

Paths, paving or slabbed areas may develop minor cracks or settlement as the ground slowly settles during the first 2 or 3 years. Please advise the Association if this occurs.

Do not lay any additional paths without consulting the Association.

FENCING

The vertical boarded fencing, gates and posts around the rear garden have been treated with a preservative and which will help prolong its lifespan. Do not apply paint or further stain to any of the timbers.

The metal fencing around the front garden is galvanized and should not be painted under any circumstances.

GARDEN SHEDS AND OTHER STRUCTURES

No sheds or other structures such as storage boxes or play equipment should be installed within the first year of occupation. Should you wish to install any such items in your garden following the first year, please seek permission from the Association prior to undertaking any works.

FROST PRECAUTIONS – AN UNOCCUPIED HOUSE

Although burst pipes are unlikely in your new home, except perhaps in severe weather conditions, no house should be left entirely without heating in very cold weather. If the house is to be unheated for any length of time, it's always best to drain off the systems completely.

This means

- 1) Turning off the main supply stopcock.
- 2) Turning on taps until they run dry.
- 3) Emptying the WC by flushing the cistern

If you intend leaving the house empty for any period of time, please advise the Association in advance.

LOFT SPACE

There is a loft access hatch provided within the ceiling of the upper hall (or in some cases the back bedroom). The hatch provides access to the loft space for maintenance purposes only. The roof structure has not been designed to accommodate loads from stored items within the loft. *Please do not store any items within the loft space.*

SECTION 3

WHAT IS IN YOUR HOME?

GAS CENTRAL HEATING

The house has a Gas Central Heating and Hot Water System comprising of a sealed combination gas boiler with radiators in each room, each fitted with a Thermostatic Radiator Valve (TRV).

There is no hot water storage cylinder tank within the house. Water is only heated as and when you turn on your hot water taps. This is a very economical and efficient system. Try to avoid running more than one hot water tap at the same time, as the water flow will be reduced. When running a bath you may find it takes a little longer than you previously experienced.



COMBINATION BOILER

The Control Panel for the Boiler is located on the front panel towards the middle for easy access. The Heating System Programmer can be set to automatically switch on and off the heating system daily to suit your requirements, or set to be on constantly. The Programmer allows you to have the heating and hot water on together or either only heating or only hot water. You may find you have to experiment with the settings and timings before you find the settings which suit your household.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

ROOM THERMOSTATS

There are room thermostats located in various locations within your home. These can be set to control the general temperature within the specified zones.



Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

THERMOSTATIC RADIATOR VALVES (TRV's)

The radiators in your house are fitted with TRV's with settings marked from the highest reading giving the warmest temperature. These can be set to control the required temperature in individual rooms. Do not hang towels or other items of clothing on the TRV's as this may affect the performance of the radiator.



As the boiler needs to have at least one radiator to supply hot water to, it's normal for there to be one radiator that does not have a TRV. The radiator without a TRV is located in the hall.

To drain down the heating system there is a separate sludge pipe generally located under an access panel in the floor of the kitchens in all the homes. Access to this will not normally be needed, unless there is a major problem with the heating. If so, the Association should be contacted.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

THERMOSTATIC MIXING VALVE (TMV)

There is a TMV fitted at your bath. This is a device that mixes hot and cold water before discharging it at a stable temperature. As a result of this, the maximum temperature that will be discharged from the hot tap at your bath is 48°C. The TMV has been fitted to comply with Building Standards regulations and should not be tampered with. If you believe that there is a fault with the TMV, please contact the Association.

GAS SERVICES

The house has gas powered central heating and there is a connection to allow you to fit a gas cooker in the kitchen. A gas supply pipe is provided at the cooker location, If you choose to fit a gas cooker then a Gas Safe Registered installer should be used to carry out the installation.

The gas meter is located externally on the front elevation of your home. A gas shut-off lever is located at the gas meter inside the meter box and marked on and off.



WATER SERVICES

The stopcock is located under the kitchen sink. Shutting off this stopcock will turn off all water to your home



Turning the stopcock fully clockwise will turn off the water supply to your house.

A cold water appliance valve (see below) has been provided to allow the connection of an automatic washing machine. The water valve can be turned on and off by using the blue lever. Please ensure that your washing machine is plumbed in by a competent tradesperson.



SOLAR PANELS

Photovoltaic Panels (Solar Panels) have been fitted on the roof of your home.

Solar panel electricity systems capture the sun's energy using photovoltaic cells. These cells don't need direct sunlight to work – they can still generate some electricity on a cloudy day. The system will however produce more energy in the Summer, when daylight hours are at their highest, and less in Winter. The cells convert the sunlight into electricity, which can be used to run household appliances and lighting. The benefits of this type of system include savings in your electricity bills and a reduction in your carbon footprint.

These panels require no user intervention and should not be altered or interfered with in any way.

Operating instructions accompany this handbook and should be consulted as soon as you move in.

DOORS

All external doors are composite UPVc doors. The Association is responsible for maintenance of the front and back doors and you should not carry out any work to the doors or attempt to paint them inside or out.

The house has been fitted with a mix of hollow core and solid core Vicaima pre-finished internal doors. No modifications should be carried out to doors or ironmongery without the consent of the Association.

All internal doors have an 18mm clearance between the door and the floor. As such, any floor coverings (including underlay) which are laid should not exceed 15mm. In the event that a floor covering is laid which exceeds 15mm, the Association will not be responsible for cutting the door.

WINDOWS

The windows are manufactured from UPVc and are renowned for their quality and robustness and comply with the requirements of Secured by Design.

The windows in your home have a "tilt and turn" opening mechanism for ventilation and cleaning. The windows are designed to tilt inwards on bottom hinges to allow for safe ventilation. They also open fully inwards on side hinges to allow full access to the outer pane for cleaning. These two methods of opening are operated by the same handle for ease of use.

The windows have a draught-proof seal and a tight locking mechanism, and therefore will be slightly stiff to lock and unlock initially, but they will ease as the windows are used. Please make sure you know how your windows operate and avoid excessive force. If you have any doubt how the windows operate, please contact the Association.

The windows in your home are fitted with ventilators. These allow fresh air into the rooms when the windows are closed. These vents should not be sealed or blocked up at any time.

All ground floor windows have been fitted with lockable handles. The Association will have provided you with keys when you moved in.

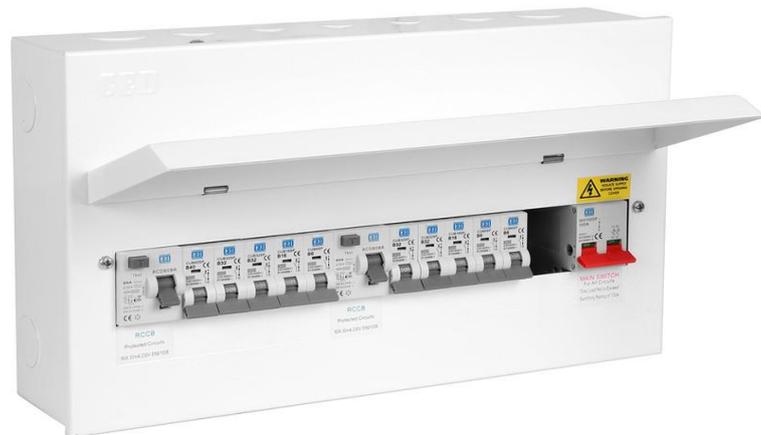
Care should be taken with the upper floor windows when there are children in the house:

- 1) Never leave children unattended in an upper floor room when the window is open.*
- 2) Never allow children to sit or stand on internal window cill-boards.*
- 3) Never allow children to lean out of open windows.*
- 4) Avoid locating furniture below upper floor windows which may allow children to climb up to window level.*

ELECTRICAL SERVICES:

The electricity meter is located in the lower hallway of your home. Note that if you live in an upper or lower flat, the meter is also located in your hallway. Your home is provided with an electrical consumer unit fitted with miniature circuit breakers. These will switch their section of the relevant circuit off if a fault occurs. These should only be switched on again after the fault has been identified and corrected. The circuit breaker is a safety feature and is very sensitive. It will cut out if there is even a slight electrical fault. Sometimes the circuit breaker will cut out if a light bulb 'blows'. This is not a defect. Faults usually occur within electrical appliances - electric kettles, lamps, washing machine, light bulbs etc, rather than with the wiring itself. If the circuit breaker cuts-out when you switch on an appliance, it is likely that there is a fault in the appliance. Switch everything else off and then switch the appliance on again. If the same thing happens, you will have established that the fault is in the appliance. This will still be the case even if the appliance previously seemed to be working perfectly. You should then get the appliance repaired. If the circuit cuts out without being related to the use of an electrical appliance, report it to the Association. Make sure you know where your consumer unit is located.

The mains isolator switch that cuts off all electricity to the house is next to the consumer unit. The circuits should be labelled (if this is not the case, please notify the Association). Make sure you are familiar with your consumer unit, especially the mains isolator switch.



Consumer Unit

TELEPHONE SOCKETS

Your home is provided with standard telephone sockets. One is located in your Living-Room and each of bedrooms. You should contact BT directly to arrange to have your telephone connected. BT may charge you for this service.

SMOKE DETECTORS

A smoke detector has been fitted, for your protection, on the ceiling of the upper and lower hall (if applicable) and within the Living-Room.

The detectors are connected to the mains electricity supply, and should not require any adjustment by you. If a fault occurs, please contact the Association. Do not attempt repairs!

The smoke detectors are there for your safety and must not be disconnected.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

CARBON MONOXIDE DETECTOR

A Carbon Monoxide detector has been provided for your protection. This is located in the Kitchen. If the detector sounds, you should immediately open all windows and doors, vacate the property and contact the Association for further guidance. The detector is connected to the mains electricity supply, and should not require any adjustment by you. If a fault occurs, please contact the Association. Do not attempt repairs!

The carbon monoxide detector is there for your safety and must not be disconnected.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

CARBON DIOXIDE MONITOR

A Carbon Dioxide monitor has been installed in the Main Bedroom. This monitor records levels of carbon dioxide (CO₂) and indicates if action is needed to improve air quality. The ambient temperature is also displayed.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

HEAT DETECTOR

A heat detector has been provided for your protection. This is located in the Kitchen. The heat detector should be used as a supplement to your smoke alarms in order to provide early warning of heat or fire. The detector is connected to the mains electricity supply, and should not require any adjustment by you. If a fault occurs, please contact the Association. Do not attempt repairs!

The heat detector is there for your safety and must not be disconnected.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

MECHANICAL VENTILATION

A continuous ventilation system has been installed within your home to protect against condensation and mould growth whilst ensuring a good level of indoor air quality. Continuous extract ventilation is a simple and effective form of whole house ventilation. The airflow rates are set to enable effective ventilation in the property as they are running 24 hours a day. Please do not switch the fans off. The annual running cost per fan is less than £2!

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

TELEVISION

There is a satellite dish installed on the roof of your block which enables connection to SKYQ. The dish supplies a satellite point to the multi-media plate in your Living-Room and the TV outlets in 2 of your

bedrooms. This system allows you to connect your TV and receive Freeview/Digital Terrestrial TV and also connect a SKYQ box to the system (subject to subscription). Do not interfere with the satellite equipment. If a fault occurs, please report it to the Association.

Note that there is no Virgin Media installed with the development.

KITCHENS

Spaces have been provided for a gas or electric cooker, washing machine and refrigerator.

The space sizes will accommodate most modern appliances.

SHOWER

There is a Triton T150+Thermostatic Electric Shower installed in your home. Where a house has 2 showers installed, the other shower is a Deva Thermostatic Shower.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

REFUSE COLLECTION & STORAGE

The Wheeled Bins provided for refuse must be stored at the appropriate position provided. Only refuse deposited within the Wheeled Bins will be collected by the normal refuse collection service. Separate bins are provided for each property. On the refuse collection day, it is the responsibility of residents to move their bins to the pavement edge adjacent to the public road. In doing so, residents must ensure the bins do not restrict the public road.

It is also the resident's responsibility to keep their bins clean and ensure that they are kept in the appropriate place. Hot ashes must not be placed in the bins. After bins are emptied by the Local Authority, they should be returned to the designated area within the gardens as soon as possible.

UTILITY SUPPLIERS

Your gas and electrical supplier is Scottish Gas.

Upon receiving your keys, you should immediately take the meter readings at both your electricity meter and your gas meter. You should then contact Scottish Gas to notify them that you are the tenant of the property and are now responsible for all electricity and gas usage.

You are free to change your electricity or gas supplier as you please in your new home, however, the Association would strongly recommend that you wait until you have received at least one bill before doing this to prevent any problems with your change of supplier.

FRONT & BACK DOOR EXTERNAL LIGHTS

Automatic Operation

There are Motion PIR light fittings installed adjacent both the front and back (if applicable) door(s) of your home. The lights are designed to automatically illuminate when the sensor detects a heat source such as humans, animals and cars.

Manual Override

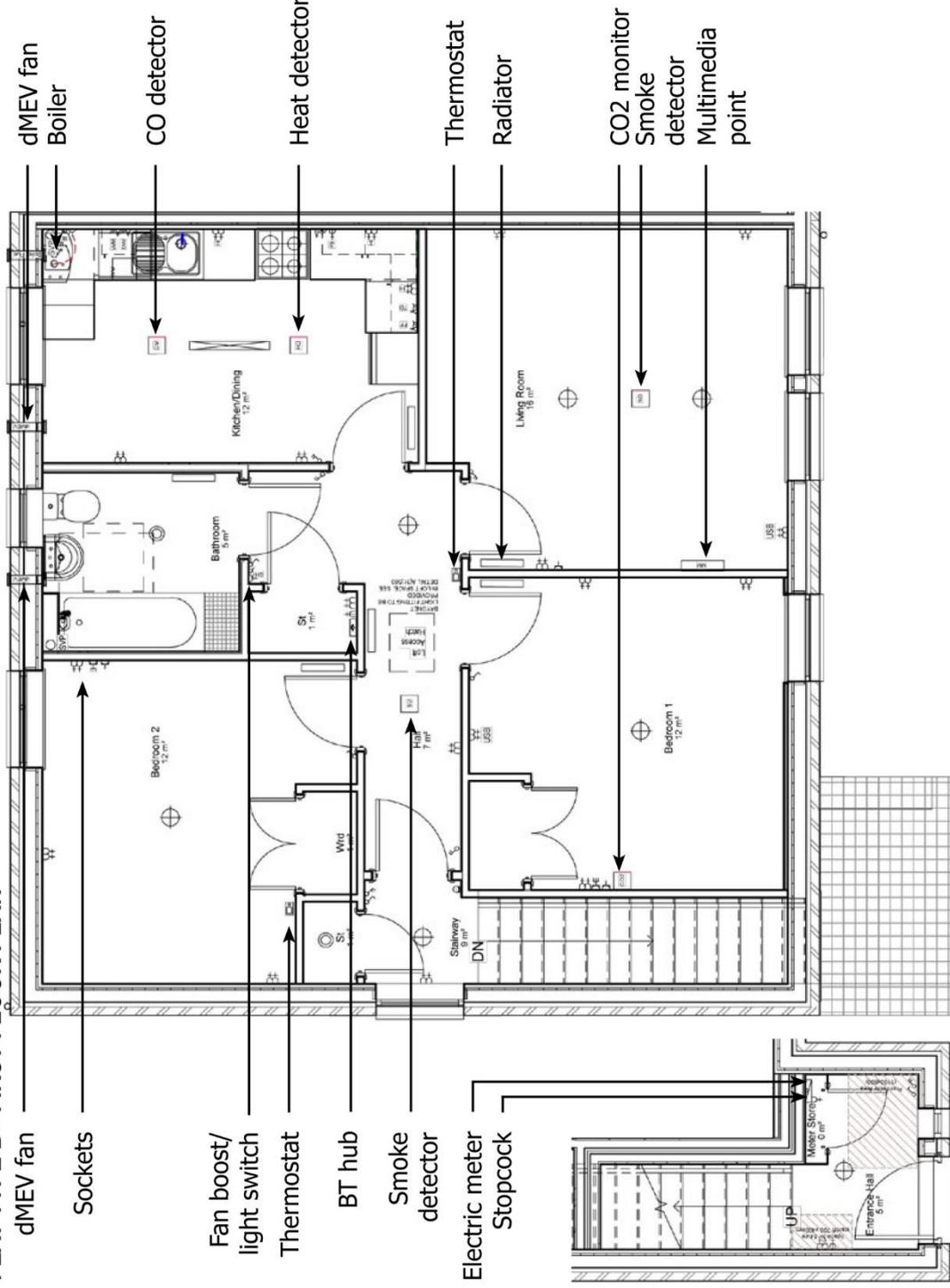
The light fitting can be switched on manually by switching the override switch which is located inside at the front and back (if applicable) door(s) of your home. By switching the override switch to the on position, the light fitting will be continuously illuminated, switching the override switch to the off position will return the light fitting to automatic.

Should the lights stop operating at any point, before reporting the matter to the Association, you should first ensure that it's not just the bulb that requires replacing. The instructions for replacing the bulb are noted on the enclosed instruction leaflet. Note that should the bulb require replacement,

you should ensure that the correct type bulb is installed. For the avoidance of doubt, the replacement bulb should be a 60W E27 GLS.

Operating and maintenance instructions accompany this handbook and should be consulted as soon as you move in.

FLAT TYPE B - FIRST FLOOR PLAN



YOUR HOME

Your home is a two bed flat comprising of an open plan kitchen and living room, 2x bedroom and a bathroom. It is built from a timber frame with an external brick wall finish. The flat is well insulated with double glazed windows. A gas combi boiler heats both your hot water and your radiators.



BT Hub



Typical window



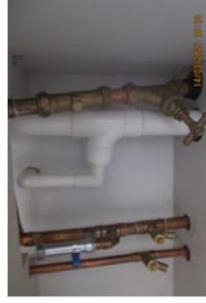
Boiler



Electric meter



Fan boost/light switch



Stopcock



Smoke detector



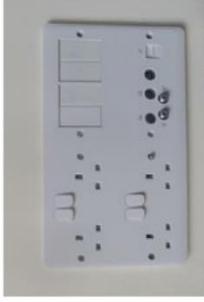
Heat detector



dMEV fan



Thermostat



Multimedia (BT/TV) point



CO2 monitor



Sockets



Typical Radiator



CO detector

