



Tenants Handbook

WELCOME TO YOUR NEW HOME

Welcome to your new home, a joint venture by Hill and Cambridge City Council.

This Manual has been prepared to provide you with all the information you should need about your home. Please take a little time now to read the most important sections of this manual for your safety and comfort and refer back to it for more detailed information wherever queries arise. We hope you will be incredibly happy in your new home!



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Remember! Register and account for electric and water and take meter readings. You will also need to register for Council Tax and if applicable for Universal Credit please visit <https://www.cambridge.gov.uk/make-a-benefit-claim>

Hill does not accept liability for any of the information and guidance contained within this manual. Much of the information has been obtained directly from the contractor who carried out the works to your premises and Hill are therefore unable to guarantee the accuracy of the information provided within this manual.

Please refer to your manual in the first instance, but feel free to contact Cambridge City Council Customer Services, the most efficient way to do this is through the Customer Portal <https://my.cambridge.gov.uk/> or Email enquiries@cambridge.gov.uk if your queries remain unanswered.

01 Key Contacts

Useful Numbers, Contacts and Links to Guidance

Customer Care

Cambridge City Council Repairs 01223 457000

Cambridge City Council Out of Hours 0300 303 8389

The most effective way to contact Customer Services is via the Customer Portal at <https://my.cambridge.gov.uk>.

An instructional video on how to register to the Customer Portal can be found at <https://www.cambridge.gov.uk/housing-portal>.

User guides and instructional videos on some key elements of your home can be found at the Aylesborough Close residents' page via:

<https://www.cambridge.gov.uk/newbuild>.

Utilities

Cambridge Water 01223 706050

BT 0844 381 0010

Hyper Optic 0333 332 1111

Emergencies

Police Non-Emergency 101 / Emergency 999

Fire General 01480 444 500 / Emergency 999

Ambulance General 01223 245151 / Emergency 999

Water Supply 01223 706050



Local Authority

You will need to register with your local authority for council tax. They can be contacted using the details below:

Cambridge City Council

Customer Service Centre

Mandela House

4 Regent Street

Cambridge

Cambridgeshire

CB2 1BY

01223 457000

www.cambridge.gov.uk/contact-us

02 Agreement

Cambridge City Council Tenancy Agreement

We want to provide you with a safe and comfortable home. It's in both your interest and ours to deal with issues quickly and efficiently. We will maintain the structure of your home and many of the fixtures and fittings. Some things are your responsibility to fix, though – and we will not repair any alterations you have fitted. For more information on items which you are responsible for go to <https://www.cambridge.gov.uk/who-is-responsible-for-repairs-and-maintenance>

You are responsible for

- Fixtures and fittings you (or anyone living with you) install that caused the damage
- The cost of any repairs caused by your own misuse or neglect
- Minor cracks to plaster/woodwork
- Curtain rails
- Lost or broken keys
- Replacing lightbulbs, plugs and fuses

Insurance

Building and Contents Insurance

Cambridge City Council do not insure you for either the contents of your home or your personal possessions. They are not responsible for any of these. We strongly advise that you arrange a comprehensive insurance policy covering you for fire, theft, vandalism, burst pipes, storm, flood and other risks as soon as you move in.



03 Customer Service Centre

Cambridge City Council Customer Service Helpline

The most effective way to contact Customer Services is via the Customer Portal at <https://my.cambridge.gov.uk>.

An instructional video on how to register to the Customer Portal can be found at <https://www.cambridge.gov.uk/housing-portal>.

Alternatively, you can call **01223 457000** between the hours of 09:00 – 17:15 Monday to Friday. www.cambridge.gov.uk/contact-us indicates the help could be provided

Repairs email : housing.repairs@cambridge.gov.uk

How to report a defect

Hills are responsible for defective construction or workmanship during the first 12 months of the property being handed over. When you report a defect, the Cambridge City Council will ask the following:

- Your name, address and telephone number
- What and where the problem is (please give as much information as you can)
- Hill will contact the tenant to arrange for access to the property to carry out repairs

Please note that some minor items may be deferred to the end of the 12 months Defects Liability Period. At the time an inspection will be carried out by Cambridge City Council and Hill.

At the end of the Defects Period an inspection of your property will be undertaken to ascertain any outstanding defects. Any defects identified will be listed and sent to the Contractor to review and rectify accordingly. You may not add to it at a later stage and are therefore encouraged to raise any problems at this time. Please ensure access is available to facilitate the defects inspection so that the issues can be resolved for you.

Out of Hours Emergencies

Should you require assistance outside normal working hours please call **0300 3038389** and you will be directed to Cambridge City Council's out of hours service.

Please help us and be safe

- Report defects straight away
- If there is a mains water leak, turn off the supply (via the stop cock) for incoming cold supply is located under the kitchen sink.
- If there is an electrical problem, turn off the power at the mains switch (providing it is safe) and telephone **0300 303 8389** straight away.
- Please refer to your tenancy agreement regarding damage or alterations you have done yourself which have caused a problem.

04 Looking After Your New Home

You should bear in mind the important information below over the first few months in your new home.

Moisture from Construction

During construction, the materials used to build your new home may have absorbed water. A period of acclimatisation is therefore necessary to allow your home to stabilise and dry-out. It will certainly not do you any harm, but it does need to evaporate slowly and be ventilated away. Unfortunately, failure to acclimatise your home correctly may cause damage to finishes and fittings for which Hill cannot be held responsible. There is nothing specific for you to do, due to the nature of the build and the EAHP installed this is naturally occurring i.e. There is no need to open windows any more than you usually would. As your new home dries, the materials used during construction will shrink, which may result in some of the effects described below. These effects in no way constitute faults and are simply a good sign that your home is drying-out. Hill are not obliged to rectify them unless excessive.

Effects and Remedies

Minor shrinkage cracks may appear in walls and ceilings or between skirting boards and walls. When the drying-out period is complete these can be filled and repainted.

Baths and shower trays may drop slightly and require resealing around the edges. This is important to prevent water penetrating behind fittings and causing damage.

Nail and screw heads may start to show in wall or ceiling finishes. These should be tapped back into place or screwed tight to the wall or ceiling. The hole can then be filled and repainted.

Timber door frames and windows (where fitted) may move, necessitating a small adjustment of the hinges to ensure smooth operation.

A white powder may appear on the exterior brickwork, caused by natural salts being drawn out of your home as it dries. This is called efflorescence. It is not harmful and will be washed away in time by rain, but it can be removed with regular dry brushing.

Prevention

Whilst these effects are no cause for concern and can be rectified very easily, you can help to minimise their appearance by allowing your home to acclimatise as slowly as possible. The following guidelines will help you to maintain adequate ventilation and a constant, moderate temperature throughout your new home, which will aid a slow and gentle drying-out process.



- Avoid over-heating your home or subjecting it to large fluctuations in temperature, try to keep the temperature as even as possible. Heating thermostats should be set no higher than 20°C, unless extreme weather conditions are experienced.
- Keep internal doors opened where possible (except fire doors) to aid ventilation throughout your home.
- Keep cupboard and wardrobe doors open slightly to allow air to circulate.

Decorating

The walls of your new home have been painted with a light coat of emulsion to allow the drying out process to complete properly. This can take between 6 and 18 months.

Paint Type	Colour	Location
Dulux Trade Supermatt	White	All General Ceiling Surfaces throughout
Dulux Trade Supermatt	White	All General Painted Wall Areas in plots
Dulux Trade Supermatt	White	Walls to Bathrooms and kitchens
Dulux trade Satinwood	White	All Painted Woodwork throughout

It is recommended to clean the surface of the material to prevent build-up of dirt on which bacteria could grow. Where possible the surface should be lightly brushed or dusted to remove dust etc. Where further cleaning is required use water and a soft sponge. Heavy pressure should be avoided to reduce the level of polishing or burnishing of the painted surfaces. Abrasive cleaners and course cloths should not be used. It is not ideal to wipe clean the Crown Trade Cover Matt as it is not designed to be scrubbed or wiped with a wet cloth.

Condensation

Condensation Advice Page: <https://www.cambridge.gov.uk/media/zk2m2ytg/managing-condensation-and-mould-in-your-home.pdf>

After shrinkage, the biggest problem to affect new homes is condensation, which, if left untreated, can lead to issues with damp and mould. Following the advice on the previous page will not only help to eliminate problems with shrinkage but will also help considerably in minimising condensation in your new home. There are also several other simple steps you can take to minimise condensation.



- Prevent excess moisture by covering pans when cooking
- Stop moisture from spreading by closing the door in rooms where a lot of steam is produced, i.e. the kitchen when cooking and bathrooms when bathing/ showering.
- Keep blinds and curtains open to avoid trapped air and condensation occurring
- Use extractor fans Try to dry clothes outside where you can. If you have a tumble dryer which is not self-condensing, add a flexible duct, which will carry away moist air to the outside of your home.

Despite taking these actions, sometimes condensation is unavoidable, particularly on window glass during cold weather. If condensation does occur, simply wipe the affected surface with a dry cloth to prevent moisture from penetrating into finishes.

Redecorating

Once the effects of drying out have ceased, the walls may be painted or papered as desired. We recommend that you wait until the completion of end of defects process is complete, as paint applied too soon may crack as the moisture from construction evaporates.

Fixing to Internal Stud Walls

When hanging pictures or fixing new fittings to walls, ceilings and floors, it is important to use a cable detector to avoid drilling or nailing into pipes or cables. Be aware of zones for electrical cables which are horizontally left or right and vertically up or down from an accessory plate and 150mm from an internal corner. Metal tape is fitted to any plastic pipework behind walls so it can be detected.

Your home is lined with plasterboard fixed to blockwork walls. When fixing anything to the walls use screws and plugs recommended for “hollow walls”. If you are unsure, ask a member of staff in your DIY shop.

Window Cleaning

All windows in your property are fitted with easy clean hinges to allow these windows to be cleaned on both sides, from inside your property. Patio doors and inward opening windows are to be cleaned and are the responsibility of the resident. Fixed windows are to be cleaned by the management company when and as decided.

1. Clean glass from top of building to bottom
2. Never clean glass in direct sunlight – the cleaning solution will dry on the glass – the dry surface will allow scratching to occur
3. Use a solution of water and mild detergent e.g. washing up liquid
4. Use a clean grit free cloth or a clean grit free sponge
5. Rinse the glass immediately with plenty of clean water to remove all detergents
6. Use a clean, lint free cloth or squeegee to dry the glass.

Blockages

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

1. Please be cautious and ensure that the taps are turned off when unscrewing the trap.
2. Once removed water will drain directly into the basin below, please ensure the basin is in place prior to removing the trap.
3. Please be aware that any chemicals or other hazardous substances put down the drain will be held in the area you are dismantling, as such we would always advise you wear protective equipment i.e gloves.

Please do not pour fat down the sink as it solidifies when cold and will usually cause a blockage.

Sanitary Ware

You should wipe down showers and baths after use to prevent condensation and lime scale build up. It is important that, when cleaning sanitary ware, the appropriate product is used to avoid any damage. Abrasive cleaning materials should not be used with acrylic products under any circumstances, as this may result in the acrylic surface being scratched. The use of abrasive cleaners should also be avoided on taps, in both chrome and other finishes, as the surface material is likely to be scratched, eventually leading to the full removal of the surface material and subsequent corrosion.

Ironmongery

It is important that you do not use scourers, abrasive cleaning products, or metal polishes to clean the ironmongery as this will almost certainly cause a degradation of the surface. Cleaning product will usually state if they are abrasive on the label.

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

05 Utility Services

Your services are currently supplied by the companies listed below. If you have any queries about your supply, please direct these to the utility supplier. Under current legislation you are free to change your **electricity supplier**. Further details are available at www.ofgem.gov.uk

Your electricity Metering Point Administration Number (MPAN), listed below, will be required should you wish to change supplier.

The meter readings, listed on the front cover by hand on the day of hand over, are the base readings from which your consumption will be measured and your bills calculated. We strongly advise you to contact your utility companies separately with your meter readings and serial numbers taken on completion. This will ensure that your accounts are set up correctly. At times the council may wish to monitor the energy performance of the property to help future building projects.

The heating and hot water for your home is supplied by an Exhaust Air Heat Pump, which is owned and managed by Cambridge City Council.

Electricity

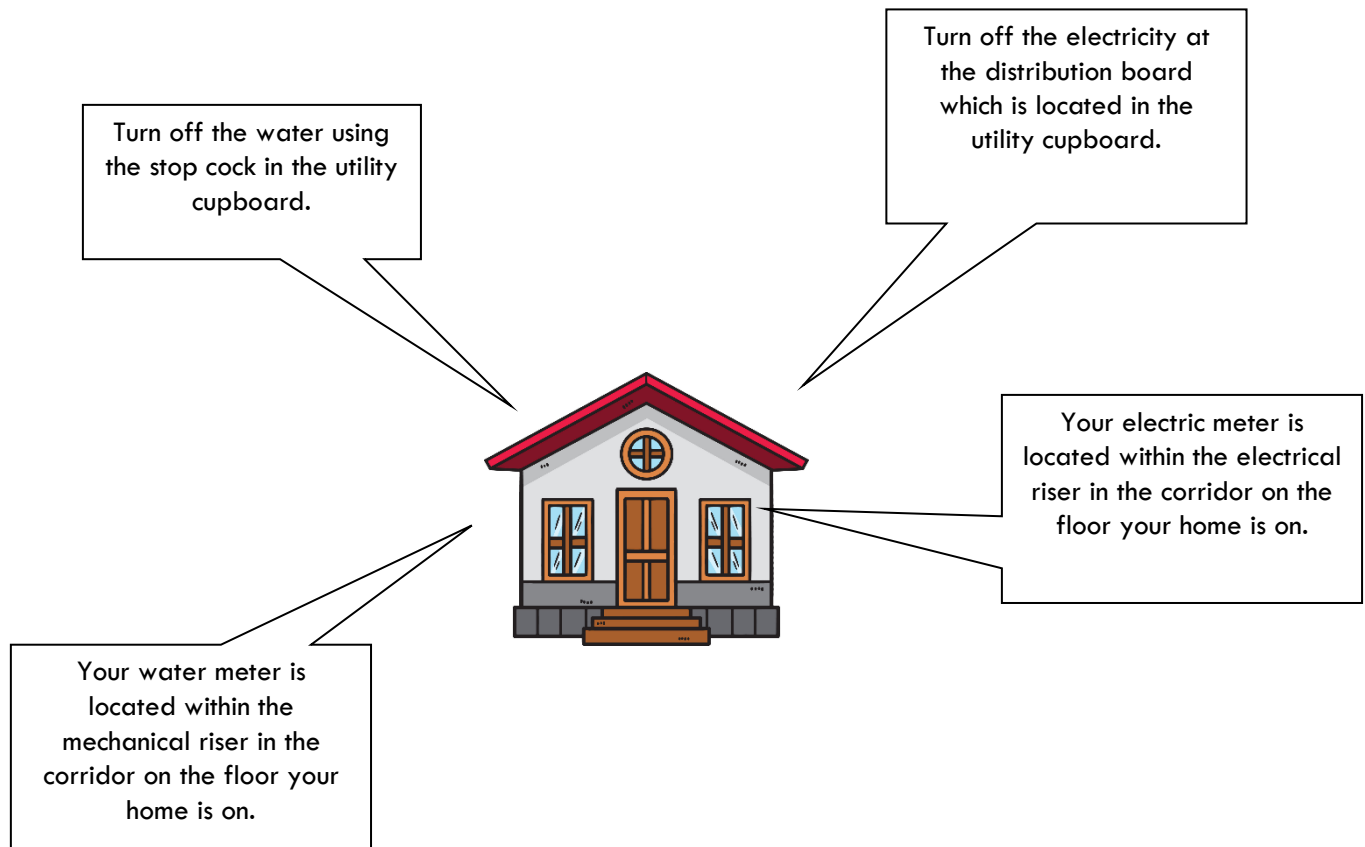
Current Supplier:	British Gas
Billing & General Enquiries:	0800 0728 625
Emergencies:	105
MPAN:	Please refer to handover record sheet
Meter Number:	Please refer to handover record sheet

Water

Current Supplier:	Cambridge Water
All enquiries:	01223 706050
Surface water drainage:	0845 791 9155
Sewerage:	0845 714 5145
Meter Number:	Please refer to handover record sheet
Stopcock location:	Located within the utility cupboard of your home

06 Quick Overview

Make sure that you know where the various **valves** and switches are situated so that they can be turned off in an emergency.



Parking and Transport

Parking in the area is limited and parking spots are placed in between the blocks. Parking spaces are not allocated to certain units. The right to park in a parking space is chargeable with a weekly rent. In order to rent a space an application need to be completed on Cambridge City council website. It will be a first come first served basis.

More information on applying for a parking permit can be found here:

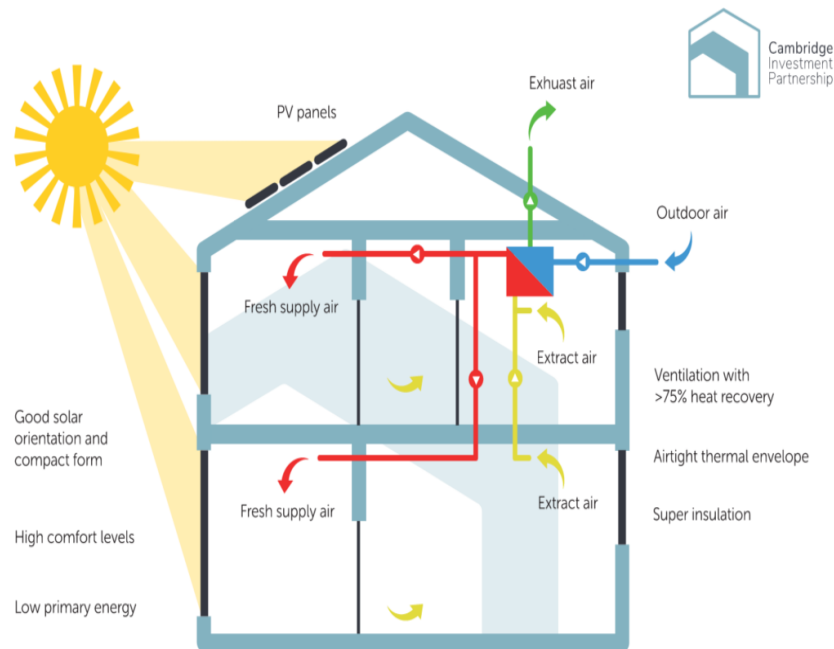
[Parking permits for residents - Cambridge City Council](#)

Pod Point Stations

The Pod Point Stations are available to all residents that have paid for a right to park on a first come, first served basis. If you would like to sign up as a Pod Point member, please download the pod point app. Once downloaded you will be able to register for an account and pay to charge your car. For additional information regarding Pod Point please call 020 7247 4114.

CAM STANDARD

Understanding and Living in a Cam Standard Home



Your new home has been built to Cam Standard principles. It has been designed to perform more efficiently and as a result will require less energy to heat. This is created by design features such as extra insulation for thermal benefits, triple glazed windows with larger profiles for sunlight, and deeper window recesses for solar shading. This combined, means your home will retain heat from the sun to keep you warm in the colder months, and deeper window reveals will help keep you cool in the warmer months. This means very little additional heating or cooling is required.

Please note, PV panels are used to power electricity for the communal areas only.

How is my home heated? Your house is mainly heated by the sun. Further heat is generated from using your appliances and even from your own body heat. Further details of the heating system and how this works is listed in the section labelled 'Heating and Hot water – Nilan Compact P Unit.'

How does 'heat recovery' actually work? The heat exchanger in the ventilation system takes the stale air out of the building and replaces it with fresh air. Around 90% of the heat is taken out of the stale air and transferred into the fresh air. It's powered by a small motor, which is incredibly efficient and plays a large part in the energy savings you can achieve.

What Is An EAHP?

(NILAN Compact P Range)

The NILAN Compact P Range is an advanced exhaust air heat pump system designed to provide energy-efficient ventilation, heating, hot water, and cooling — all in one compact unit.

✓ How It Works

The NILAN system recovers heat from the air already inside your home. Here's how:

1. **Air Extraction:** Warm, stale air is extracted from rooms like kitchens, bathrooms, and utility areas.
2. **Heat Recovery:** The system captures the heat from this used air before it's expelled outside.
3. **Heat Reuse:** That recovered heat is reused to:
 - Preheat incoming fresh air,
 - Heat your domestic hot water,
 - Help with space heating
4. **Fresh Air Supply:** At the same time, the system draws in fresh outdoor air, filters it, and supplies it to your living spaces — all while minimizing heat loss.

🔧 What It Replaces

- Traditional ventilation systems (no more manual window opening!)
- Electric hot water cylinders
- In some cases, additional heating units

🌍 Benefits

- **Energy-efficient:** Reuses heat instead of wasting it.
- **Improved air quality:** Constant fresh, filtered air.
- **Comfort:** Maintains a stable indoor temperature.
- **Compact:** All-in-one system saves space.

🧠 Smart Functionality

The NILAN Compact P unit is equipped with intelligent controls, and many systems are preset for optimal performance.

What are all the vents for? You will notice some air vents, positioned in the ceiling. You will find them in your kitchen, bathrooms, bedrooms and living room. They are part of your EAHP (ventilation system) and will either be taking out the stale air (kitchens and bathrooms) or providing fresh air (living rooms and bedrooms). You should not hang anything from the vents, block or remove them, as they are an important feature of your home. They have been

carefully designed and placed to provide you with all the fresh air you need and to maintain the energy balance of the house. You should never adjust or touch these vents, they should never be used to hang clothes etc.

What's an airtight layer? Your home features an airtight layer that prevents heat from escaping. It can be around the external walls and windows, buried within the wall cavity or sealed from the inside.

Can I hang things on the walls? To avoid damaging the airtight layer, you must not puncture or hang things from any surface that is against an outside wall.

Can I do anything to stop overheating? Your home has been designed to keep overheating to a minimum but in summer it can sometimes get warm. There are several things that you can do:

- Keep curtains and blinds closed in the day to keep the heat out.
- Open your windows during the evening to encourage ventilation and a good flow of fresh air.

Can I open my windows?

Yes, you can open windows in a home with a NILAN Compact P system — but it's not recommended as a regular habit for a few important reasons:

Why Opening Windows Isn't Usually Needed (or Ideal):

1. **Heat Loss:** The NILAN system is designed to recover and reuse heat from the air inside your home. Opening windows allows that warm air to escape directly outside, meaning the system has to work harder to maintain the temperature — which reduces energy efficiency.
2. **Balanced Ventilation:** The unit maintains a carefully balanced airflow (equal amounts of fresh air in and stale air out). Opening windows can disrupt this balance and reduce the effectiveness of the system.
3. **Air Quality & Filtering:** "All fresh air supplied by the NILAN unit is **filtered** to remove dust, pollen, and outdoor pollutants. Air that enters through open windows bypasses these filters — which can affect indoor air quality, especially for allergy sufferers. Filters are to be changed 1-2 times per year. The EAHP unit will sound a tone and alert you through the app when and as required. Some filters have been left within your home for immediate future use. The Council will be responsible for cleaning and changing your filters."

When It Is Okay to Open Windows

- **Short bursts:** Opening a window for a few minutes (e.g. to quickly clear cooking smoke) won't harm anything — just don't leave them open for extended periods.
 - **Hot summer days:** If the outside air is more comfortable than indoors and you want a natural breeze, that's fine — just be aware the system may not work as efficiently during that time.
-

Summary

Okay


Quick airing out

Summer breeze (short-term) Trying to cool/heat the home by opening windows

Emergencies (e.g. smoke) Relying on windows for fresh air daily

Not Recommended

Leaving windows open all day

 **Good to know:** With a NILAN system, you *don't* need to open windows for fresh air — it's already being delivered quietly and continuously in the background.

Do I need to put the fan on when I cook or shower?

A recirculating cooker hood has been installed within each apartment, this should always be used when cooking to avoid damage to the filter of the Nilan Compact P unit, resulting in changes being required more frequently. It is the resident's responsibility to clean and maintain the cooker hood as this is gifted by The Council. The cooker hood filters will require regular cleaning and this can be done in a dishwasher cycle or by hand in the sink with hot soapy water.

It is important to read the O&M manuals provided in your resident pack and watch the videos provided by Cambridge City Council on how to look after your home. The videos can be found via the following links <https://www.youtube.com/watch?v=uJhcTIZhGA>. This is to ensure everything performs as it is designed to keep the property performing at its best and keep you at your most comfortable.

07 Heating and Hot Water – Nilan Compact P Unit

Heating and Hot Water – NILAN Compact P Unit

The NILAN Compact P is more than just a ventilation system — it also helps provide your home with space heating and domestic hot water, using energy-efficient heat pump technology.

How Heating Works

The unit recovers heat from the air it extracts from rooms like the bathroom and kitchen. That heat is then reused in two main ways:





1. Space Heating (via air)
 - In homes designed with this feature, the NILAN unit can help warm your home by supplying preheated fresh air into living areas.
 - While it's not a full central heating system (like radiators or underfloor heating), it helps maintain a stable, comfortable background temperature.

How Hot Water is Provided

The NILAN Compact P includes an integrated hot water cylinder, which is heated using the same recovered energy from the air — reducing the need for electric immersion heating.

- Water is kept at a safe, comfortable temperature, and the system will reheat it automatically as needed.
- Some models allow you to set boost modes (for example, if extra hot water is needed for guests or a bath).

Quick Tips for Residents

-  Don't cover or block air vents – This affects how efficiently heat is recovered.
-  Avoid running out of hot water – If you've used a lot (e.g. back-to-back showers), give the system time to recover.
-  System is automatic – The NILAN manages heating and hot water automatically, but some settings can be adjusted via the control panel (ask your installer for guidance).
-  Legionella Protection – The system may occasionally heat the water to a higher temperature automatically to prevent bacterial growth. This is normal.

The SAP rating for your new home can be found on the EPC within your welcome pack.

This has been calculated in accordance with building regulations for using the Government's Standard Assessment Procedure for Energy Rating of Dwellings (SAP).

A SAP energy rating gives a measure of the overall energy efficiency of a home, based on energy consumption for space and water heating. Your rating is expressed on a scale of 1 to 120; the higher the number, the more energy efficient your home.

An Energy Performance Certificate (EPC) is enclosed in your Handover Pack.

For more information on SAP Energy Ratings (and on energy efficiency generally) contact your Energy Saving Trust Advice Centre on **0800 512 012.**

if you have no water: **www.cambridge-water.co.uk/household/my-water-supply/no-water**

Exhaust Air Heat Pump

Your Exhaust Air Heat Pump is located within your property in your utility cupboard.

Your central heating is fed by the Exhaust air heat pump so there is no boiler in your home. The Exhaust Air Heat Pump is covered by the manufacturer's warranty and, in common with any Exhaust Air Heat Pump, will require annual maintenance. This is especially important after the first 12 months. Cambridge City Council will carry out maintenance on your Exhaust Air Heat Pump.

For further information, please refer to the user manual included in the Handover pack.



Controlling Your System

The **NILAN Compact P** system is designed to run efficiently with minimal input from you, but it does offer options for adjusting settings to suit your preferences. Below is a guide on how to control your system to maintain comfort and efficiency.



Control Panel

The **main control panel** for your NILAN Compact P system is typically located on the unit itself or on a wall-mounted device in a central area of your home.

Power Button

Switch the unit on or off. This is usually the first step for any adjustments.

Display Screen

The screen shows the status of the system, including temperatures, mode (heating, ventilation, hot water), and any active settings.



User Adjustments You Can Make:

Temperature Control

Set the desired temperature for the fresh air coming into your living areas (usually between 18°C and 22°C).

The unit will adjust the heating or cooling accordingly.

Ventilation Speed

Adjust the speed of the ventilation system based on your preferences. Higher speeds can increase airflow (useful in humid conditions), while lower speeds help maintain quieter operation.

Hot Water Settings

Some models allow you to adjust the **temperature** or **schedule** for hot water heating (e.g., set it to heat water only during the night to save energy).

Holiday Mode

If you're away for an extended period, activating **Holiday Mode** reduces system activity, helping save energy. When you

For further information, please refer to the user manual included in the Handover pack.

return, the system can automatically resume normal operations.

Remote Control or App

The **NILAN Compact P** units come with a **mobile app** or **remote control** that allows you to monitor and adjust settings from anywhere in your home. With this app, you can:
Change heating or ventilation settings remotely.

Monitor energy usage.

Receive notifications about system status or maintenance needs.

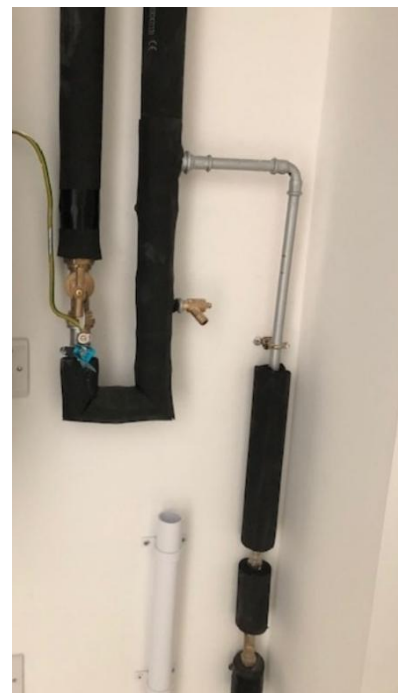
Regular Maintenance Reminders

Your system will provide alerts through the control panel or app about maintenance needs (such as filter changes, system resets, or cleaning). If you notice any of these alerts, please notify The Council immediately. The Council will arrange scheduled and unscheduled maintenance to keep your system running efficiently. Residents should not be carrying out their own maintenance on the Nilan unit.

08 Water Services

Your home is provided with its own mains supply, fed directly from a water meter to a stopcock, located in the cupboard. This stopcock will shut off all water to your home if required.

Your water meter is located within the mechanical riser on each floor of the building. As shown below:



Shower Controls

The shower control consists of two taps.

1. **Temperature Control:** Adjustable temperature control. The temperature control incorporates a safety stop facility limiting the water temperature to approximately 38°C. To obtain a higher water temperature press and slide the button on the handle and continue to control to desired temperature. Please return the temperature to within the limited temperature range of 38°C or lower to reduce the risk of scalding the next user.
2. **Water Flow Control:** Controls the amount or flow of water from the showerhead.



Lower Water Pressure

Water pressure can vary at different times in the day. Pressure is normally higher late at night when very little water is being taken from the network and most people's taps are turned off. In the morning when people are taking a bath or shower, there is a higher demand for water which can cause low pressures.

No Water

If possible, check if your immediate neighbours have the same problem. If there is no issue with their supply, the problem is likely to be with your internal plumbing.

Water leak from the pipework

Turn off the main stopcock in your utility cupboard and contact Cambridge City Council.

Waste Plumbing

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

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

Please take care to ensure that taps are not turned on when dealing with blockages.

Connecting Your Washing Machine

There will be a space in the utility cupboard where provision for installation of a standard 600mm wide washing machine has been made. Drain pipework has been provided for connecting up to the washing machine by the installer. Standard quarter turn washing machine valves have been provided. These need to be exercised to ensure they do not cease.

Connecting your dishwasher

Please refer to your dishwasher installation manual. There is a sacrificial base unit in the kitchen next to the cooker. In this space is a power supply for the dishwasher along with waste water facilities. This space is for a slimline dishwasher only (600mm)

Please obtain permission from The Council before removing the sacrificial unit. Please note the kitchen floor covering does not extend beneath this unit.

- Don't throw any medicines down the toilet
- Don't empty large quantities of bleach or similar cleaning agents into the system
- Don't empty cooking oil or similar down the sink
- Don't put sanitary towels, or incontinence pads, nappies, nappy wipes, cotton buds, panty liners, condoms, razors or tampons down the toilet
- Don't use excess washing powder in your washing machine
- Do remove hairs that get trapped in the basin/bath/shower plug hole
- Do regularly flush basin/bath/shower pipe work with disinfectant to clear soap residue.

Cambridge City Council cannot be held responsible for, or costs relating to, any blockage requiring the services of a plumber/drainage company which is a direct result of not following the above recommendations.

09 Electrical

Remember that electricity can kill. Do not attempt to do any work on an electrical circuit or appliance, unless you are suitably qualified.

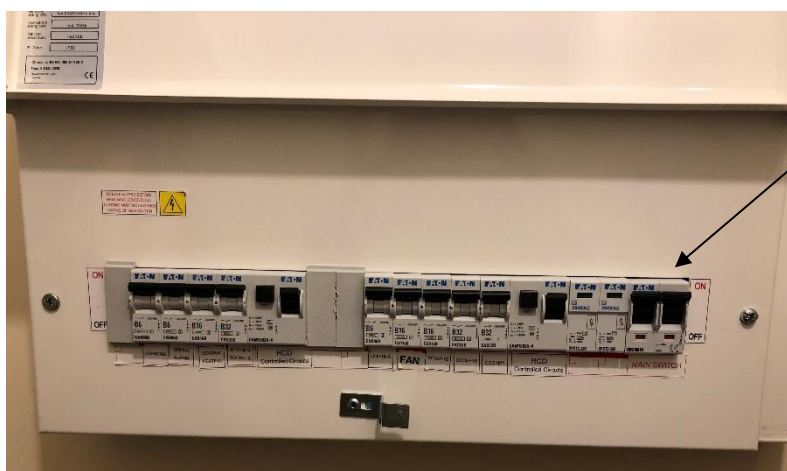
Supply & Distribution

The electrical supply will come into the meter through the electrical riser.

The wires leading from the meter go to the distribution board, which is located in the utility cupboard.

The distribution board controls the electrical supply by splitting it into various circuits around your home. It has a main switch which controls all of the circuits within. A main switch on the consumer unit will, when switched off, isolate the entire electrical installation in your home.

Individual circuits in your home are controlled by the mini circuit breakers that are clearly labelled inside of the lid.



Switch off all power to
your property here

**Remember – UP is ON and
DOWN is OFF**

What to do if your power goes off ...

In the event that for any reason you lose all or part of the electrical power to your property, please try the following checks before reporting a fault to Cambridge City Council.

The most common form of power failure in the home is when one of the Residual Current Devices (RCD) detects a fault on an appliance (washing machine, kettle, light bulb) and then trips out cutting off power to some circuits. An RCD will turn off your supply if it detects a fault with power going where it shouldn't in a device or cabling.

Circuit breakers are generally more sensitive than fuses and may well trip out even when a light bulb fails or you are using an appliance with an electrical fault or faulty plug.

If a fault occurs and a device trips, go to your consumer unit and flip the lid. Check all of your switches to see if a switch has moved from the "ON" position to a position halfway between ON and OFF.

If a circuit fails, you should disconnect (rather than just switch off) any appliance that you think may have caused the problem. Go back to the consumer unit and push the RCD back up to the ON position. Go back and plug in all of the appliances in one by one, if you have a faulty appliance the RCD will trip out instantly.

If after all the previous checks and procedures have been carried out and the RCD will not go back into the ON position, please contract Cambridge City Council.

Please refer to the user manual included in your pack for further information.

Connecting Your Cooker – (electric only)

Please refer to your own cooker Installation Manual. The cooker space is provided with an electrical connection for your cooker. There is a 13a and a 45a power supply for your cooker connections. Electric cookers must be connected by a suitably qualified Electrician (NICEIC or equivalent)."

10 Telephone points

Telephone

The BT modem can be found in the utility cupboard and have cables and ducting in preparation for connection by your chosen supplier.

The telephone connection will be live on handover, however it is your responsibility to contact your chosen supplier to set up a contract.

Telephone service supply, handset provisions and connection, and any related costs, are your own responsibility.

Your home has been prewired for BT and Hyper Optic. Contact supplier for package. Phone and internet points are located in the living room and in bedroom 1.

Internet points

Internet points are located in your store cupboard. BT and Hyper Optic are wired to your home for internet connections. You will need to contact the supplier for the service to be energised.

Television

This is your TV point located in the living area and in the bedrooms and are wired to the satellite dish. Your home is prewired for Freeview but you will need to contact a supplier to subscribe and arrange connections.



11 Lighting

100% of light fittings in your home are standard fitting but only accept energy saving light lamps, which use a fraction of the electricity of a normal lamp to generate the same amount of light. These are readily available in most major supermarkets, DIY stores or online. All lights are LED.

Bathroom Light

Your bathroom is fitted with a light with push plate and shaver socket. To operate the light push down on the left-hand side. To access the shaver socket, on the right-hand side of the light is a plate, push this to your right.



General Switch & Plug Sockets

You will find multiple sockets installed around your property for plugging electrical items into. USB sockets have been installed in the kitchen and in the main bedroom.



Appliance Switch - Check

This controls all the power to the main appliances in the kitchen



Cooker Switch

This switch can be used to turn your cooker on and off.



12 Fire Safety and Security

Smoke & Heat Detectors

Smoke and heat detectors have been fitted on various ceilings throughout the property. All smoke detectors are electrically mains wired, with a battery back up in case of mains failure.

Smoke detectors should be regularly tested, do this by pressing the test button hard. The detectors are sensitive to dust and you should periodically remove any dust with the nozzle of your vacuum cleaner.

If your detector starts to beep, your back up battery may need changing. Please contact Cambridge City Council to arrange this.



Smoke detectors are located in all rooms.



Heat detector located
In the kitchen / diner



- Test the operation of the detectors once every month by pressing the test button hard.
- Do not under any circumstances disconnect the units – they are there for your safety

Please refer to the smoke and heat detector instructions included within your Handover Pack for testing instructions and further information.

If Fire Breaks Out In Your Home

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

Alert your neighbours in case of spread

13 Ventilation (EAHP)


Your property is fitted with a Mechanical Exhaust Air Heat Pump.

It provides fresh filtered air into the property whilst retaining most of the energy that has already been used in heating the property. The heat recovery unit is designed for the energy efficient ventilation of the apartment.

The unit is designed for continuous 24 hour extract ventilation of stale moist air from bathrooms, toilets, utility rooms and kitchens. As the stale air is extracted, a heat exchanger within the unit transfers the extract air's heat, into the supply air entering the bedrooms and lounge. This provides significant energy recovery, reducing household heat costs, and providing the optimum comfort conditions.



- **This unit should be left ON at all times.**
- Cambridge City Council will service your EAHP unit at 12 months. If the unit indicates a service this should be raised with your landlord. The EAHP system is located in the utility cupboard.

<p>Outlet / Inlet</p> <p>This is the outlet/ inlet for the EAHP system. It is the main source of heating, cooling and ventilation for your home. The system runs continuously and must not be switched off or tampered with. Do not adjust <u>vents</u> as they are pre-set and <u>balanced</u>. You should not hang anything from the vents, block or remove them, as they are an important feature of your home.</p>	
<p>14 Front doors</p> <p>All external doors are fitted with approved British Standard locks.</p> <p>Locking your front door</p> <p>To lock your front entrance door, lift the door handle fully upward and turn thumb turn until you hear a click. To release the lock pull down on the handle.</p>	
<p>Patio Doors</p> <p>Patio doors are non-sliding, and can be fully opened as follows:</p> <p>Pull the door handle downwards to open the door.</p> <p>To lock your patio door, lift the door handle fully upward and turn the key.</p>	
<p>Windows</p> <p>Whilst holding in the tabs on either side of the handle turn the handle upward to 90 degrees to release locking mechanism and open the window for ventilation. To open the window fully, hold the tabs in and turn the window handle 180 degrees. We recommend only opening your window to ventilation settings for your safety.</p>	<p>Please refer to the Important Safety Information included in your pack.</p>



Security

Security Measures

You can find out more advice about keeping your home safe and secure at www.securebydesign.com. Please consider the following advice to keep your home safe.

- Lock all windows and remove the keys (keep them close by in case of a fire)
- Do not leave valuable items where they can be seen from outside
- Make sure your home is fully insured against fire and theft
- Only let people into the communal door that you know

Spare Keys

If you require copies of your front entrance door or patio door keys, we would strongly recommend contacting Halls of Cambridge to arrange.

The Halls of Cambridge,
6, The Broadway
Mill Road, Cambridge
CB1 3AH

01223 706456

<http://www.hallsofcambridge.co.uk>

15 Outdoor Cycles stores

Cycles should be stored (at owners' risk) in the cycle stores provided on site. Access is available with your fob. Please ensure that you lock your bike to the provided loop and lock the store behind you.

Cathrine Belsey Court, Aylesborough Close will have access to cycle stores shaded in green to the north west of the block.

Cathrine Belsey Court, Verulam Way will have access to the cycle stores shaded in pink to the south of the block.

Cathrine Belsey Court, Fordwich Close will have access to the cycle stores shaded in blue to the south of the block.



Bin Collection

Cathrine Belsey Court, Aylesborough Close will have access to the bin stores shaded in green to the south of the block.

Cathrine Belsey Court, Verulam Way will have access to the bin stores shaded in pink to the south of the block.

Cathrine Belsey Court, Fordwich Close will have access to the bin stores shaded in blue to the north of the block.

Your coloured bins provided are:

- Blue bin: recyclable materials
- Black bin: non-recyclable and non-compostable materials
- Green bin: food and garden waste

Further details of what can be recycled and collection dates can be found in “Your local surroundings booklet” also included in this pack or refer to <https://www.cambridge.gov.uk/what-goes-in-which-bin>

The local authority is responsible for the collection of refuse and recycling bins. Any problems with refuse collection should be reported directly to Cambridge City Council on 01223 457000.





Communal & External Areas QR Code – Scan to watch a video
online

<https://www.youtube.com/watch?v=uJhcTIZhGA>



Heating & Hot Water QR Code – Scan to watch a video
online

https://www.youtube.com/watch?v=s_Nqs-4iBhk



Rooms & Fittings QR Code – Scan to watch a video online

<https://www.youtube.com/watch?v=V0zh2FWjqhE>



Cambridge
Investment
Partnership



GOOD LUCK WITH YOUR NEW HOME
