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1. FIRE ALARM STRATEGY/EMERGENCY PROCEDURES

The building supports an escape strategy which is a stay put policy. The building is of substantial construction and all apartments are fully separated from each other. Each apartment is fitted with an automatic, domestic fire sprinkler system with concealed sprinkler heads in each room within the apartment. These sprinkler heads operate on an individual basis and false activations are extremely rare.

If Fire Breaks Out In Your apartment:

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

If You See Or Hear Of A Fire In Another Part Of The Building:

- The building is designed to contain a fire in the apartment where it starts. This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your apartment, or if you are told to by the fire service.
- If you are in any doubt, get out.

To Call The Fire Service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

Should your apartment become affected or you feel threatened by fire, heat and smoke at any time you should leave and make your way down the stairs without using the lifts.

The corridors on every floor are fitted with an automatic ventilation system. There is an automatic opening vent/window by the lifts and mechanical extraction fans are located at either end of the corridors. This system will keep the corridor free from smoke for evacuation purposes and for the fire service during firefighting operations.

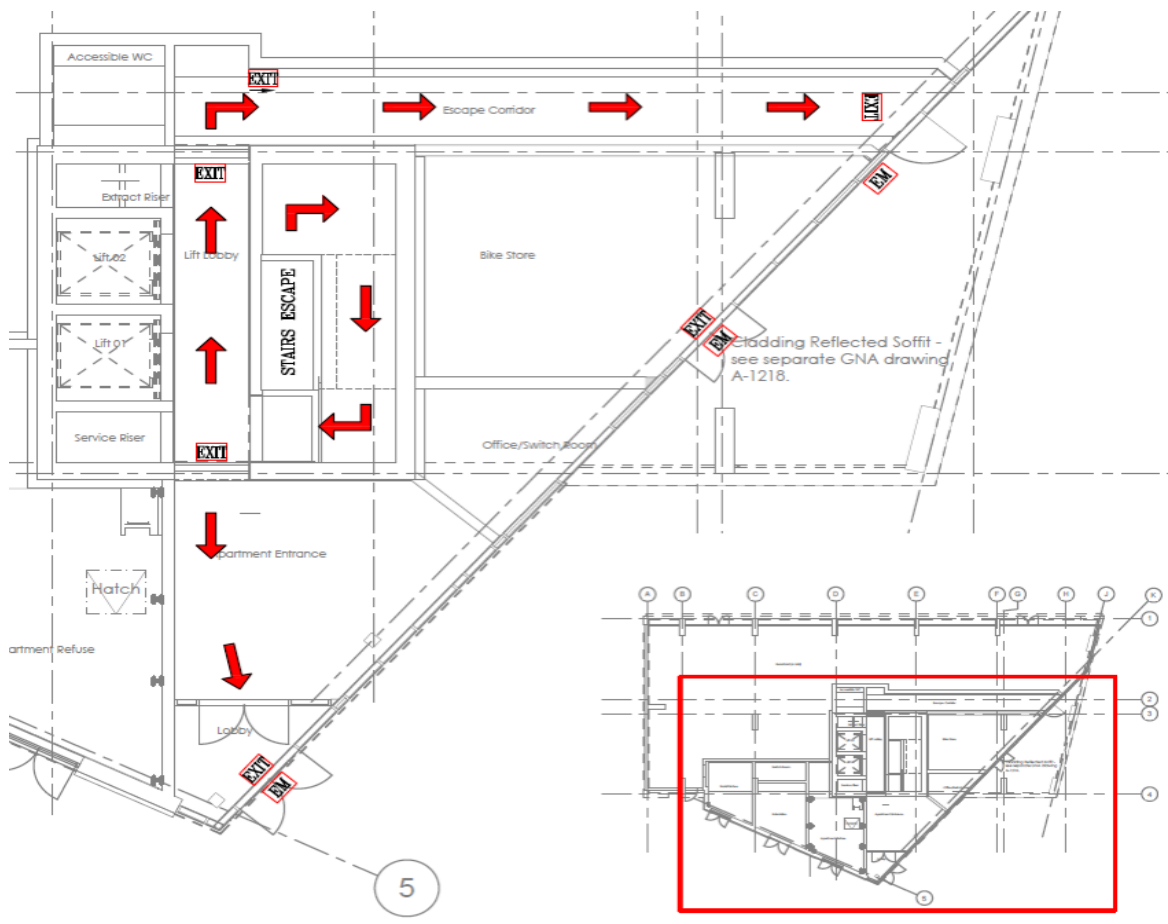
A member of the building management team will call the fire service when present

and out of normal hours an automatic system will notify the emergency services.

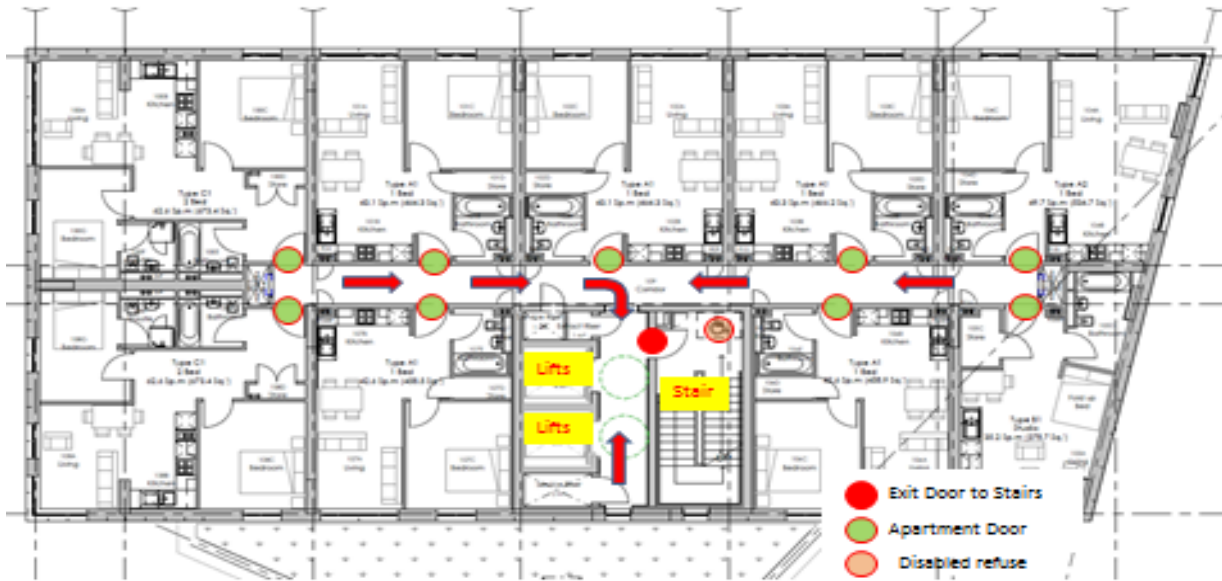
Emergency Exit Routes

The main emergency exit route is via the stairs down to the ground floor and then through the side escape corridor past the lifts, following the illuminated fire exit signs to the final exit door. This is a protected route. There is a disabled refuge area located within the stair well of every typical floor as indicated on the plan below.

Ground Floor Emergency Exit Route Plan



Typical Floor Emergency Exit Route Plan.



2. SERVICES & EQUIPMENT INFORMATION

This information pack has been created to provide you, as the new property owner, with the following information:-

Information on the services within the property – when we say “services” we mean the lighting, heating, hot water, internal call system etc.

Information on the safety aspects of the property – how to turn off the electricity in an emergency or shut off the water for example.

Operational procedures for the services within the property – how to turn on the heating, how to work the shower or heat up the hotwater.

3. DESCRIPTION OF THE SERVICES WITHIN YOUR APARTMENT

Your new property contains the following services, systems and equipment: -

Electric Heating System

The apartment is heated by new energy efficient, wall mounted panel heaters with integral digital thermostat/timer modules on each heater, so that they can be controlled independently from each other.

The heaters installed are sized as follows:

- Type A - 500watt 400mm H x 525mm W x 90mm D
- Type C - 1000watt 400mm H x 725mm W x 90mm D



Creda Nobo Heater

The thermostat/timer controller on each heater can be manually adjusted up or down to suit the comfort levels or the timer can be set to bring the heaters on at specific times of the day if required.



Heater Control Module

Hot & Cold Water

The Apartment is supplied with mains cold water from the incoming mains which feed all the properties in the development.

There is a cold water shut off valve in the apartment cylinder cupboard which will isolate the service within the apartment.

The mains cold water enters the Apartment within the cupboard off the main corridor. The water meter is situated at mid-level to allow meter readings to be taken as and when required. There is also a water supply valve to the property adjacent to the meter which can be used in the event of an emergency. This can be accessed via a square ended plastic (budget lock key) issued to each owner as part of this homeowner pack.



NOTE: If the water is turned off and back on again for maintenance purposes, you may find the taps and shower will 'spit'. This is normal as air trapped within the system is being released. This will clear after a short time of operation.

The hot water is generated by the electric water heater, which is situated in the cupboard and has a Horstmann electronic 7 time controller, which can be used to set the hot water time schedule and temperature. Refer to the Horstmann Controller operation guide with the Property Equipment Suppliers Operational Manuals section of this home owner pack for further details.

Ventilation

The property is fitted with a Whole House Heat Recovery System extracting from the kitchen, bathroom & Ensuite (if applicable).



The Whole House Heat Recovery System will continually operate and will boost automatically when the bathroom and ensuite (if applicable) lights are switched on or the boost switch in the kitchen is switched on. When the lights or boost switch are switched off the Whole House Heat Recovery System will still operate for a short period of 15 minutes to clear any steam/moisture and will then revert to a trickle ventilation mode.

There is an isolator switch located inside the cupboard which allows you to have the Whole House Heat Recovery System turned on or off.



HRV Isolator switch.



Boost Switch.

Lighting

The property is lit throughout with pendants with the exception of the kitchen, bathroom and en-suites, which are fitted with 240v GU10 LED spotlights. The lights are generally switched from standard light switch arrangements within each room, generally next to the entrance door into each room.

The Kitchen is equipped with dimming so the lighting levels can be varied up/down to suit.



Typical Pendant



Typical Battenholder



Kitchen Downlight



Bathroom Downlight

Corridor Lighting

The Lighting in the apartment corridor is on 24/7 for 3 out of 5 lights. When leaving the apartment or arriving from the lift lobby, the remaining 2 lights will illuminate via a microwave detector.

The lighting in the lift lobby is only illuminated when dark and is operated via a photoelectric cell located adjacent to the window.

Electrical Power

The incoming power is brought in to the property and supplies your consumer unit which is located within the apartment store cupboard. The main electricity meter is located in the service riser adjacent to the lift which is only accessible via the building management provider.



Individual electrical circuits are labelled & can be isolated by switching the relevant breaker to the off position.

Various power sockets have been provided throughout the property, generally located at low level around the perimeter of the rooms. Within the kitchen, the appliances are all turned on & off via a localised switched fused spur or isolator above the worktop.

Media & Telephone

A 'multimedia plate' and a phone point has been provided within the lounge of each property. This is provided for the connection of televisions and media equipment such as a Sky box, telephone or internet router.



Telephone Master Plate



Multimedia Plate



Multimedia Plate Insert

Phone entry system

An audio only intercom is positioned by each apartment door to communicate with the main entrance door entry intercom; this is to communicate with visitors and the Central Porter Switch, located on reception only and cannot be used to open the main entrance door. Visitors must be met by the tenant at the entrance door to greet them.



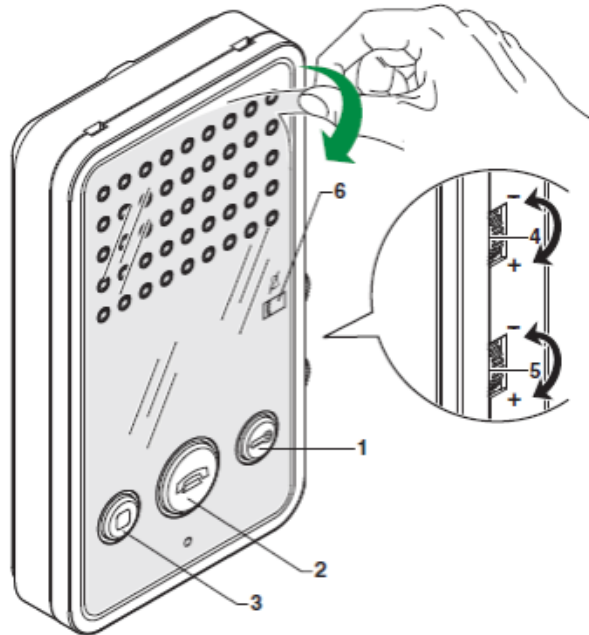
Apartment Intercom Handset

In order to gain admittance, visitors to the building must press the button for the apartment that they are visiting on the communication panel located adjacent to the main entrance and wait for the resident to reply.

The resident in the apartment will then be alerted via the intercom handset, that they have a visitor and they can communicate with the visitor(s) via the two-way intercom.

The resident must then go down to the main entrance of the building and physically open the door to admit their visitor(s).

Handset Functions



As indicated on the diagram above, the buttons on the handset operate as follows:

1. Door Lock Button – use this to open the corresponding door lock. (This function is disabled on this installation)
2. Audio Button/LED. The LED flashes to indicate that a call has been received. Press and release to activate or deactivate a conversation with the external unit. The LED illuminates to indicate that a conversation is in progress. For manual SPEAK/LISTEN mode: when the door entry phone is in audio mode, press the button to speak and release it to listen. **CAUTION: once the manual SPEAK/LISTEN mode has been activated, it remains active until the next call.**
3. This is a customizable button which can be configured to perform other functions if required.
4. Call volume adjustment and Privacy service activation. The Privacy function disables calls from the external unit and switchboard.
5. Loudspeaker volume adjustment knob.
6. Red indicator signaling Privacy service active

Fire Detection and Alarm System – within individual flats

The property has been equipped with a mains powered fire alarm system. Ceiling mounted multi-function detectors, with non-replaceable 10 year lithium cell battery back-up, are located throughout the apartment within the main areas of the property; bedrooms, hallways, living room, dining room/kitchen and store cupboard.



Should your apartment fire alarm sounder be activated, this is a local alarm only and not linked to the main building fire alarm. There isn't a common system!!

Sprinkler Protection.



Within your dwelling there is a sprinkler system installed which covers bedrooms, living rooms, hallways, kitchens and can be identified by this cover plate. The system is linked to the main building and may require inspection by the Building management team

periodically.

4. HOW TO OPERATE THE EQUIPMENT WITHIN YOUR APARTMENT

The Hot Water Cylinder

The Cylinder installed within the property is a Megaflo 125ltr or 200ltr unit. The cylinder is located within the hall way cupboard along with the Horstmann 7 controller.

The cylinder manual attached to this document details how to operate the cylinder controls and describes the different functions available. The cylinder will be set up when the system is commissioned but any of the settings can be altered at a later date if required.

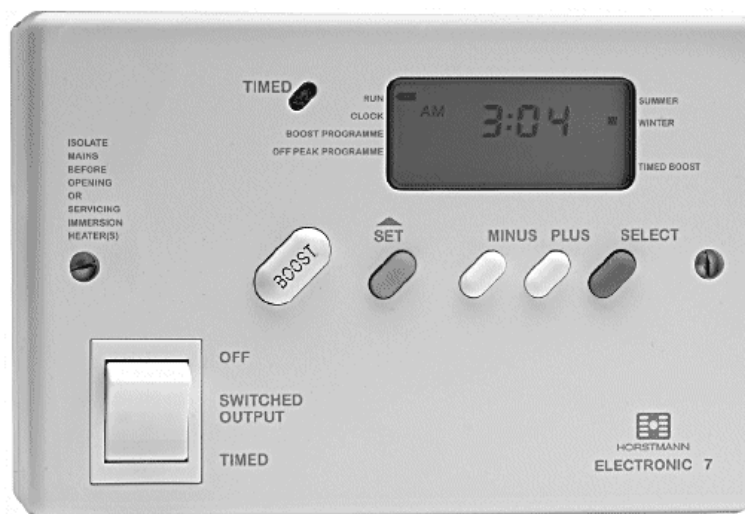


The cylinder provides the hot water to your apartment tap outlets. The hot water outlet temperature to the kitchen sink and wash hand basin is set at 60deg c and the bath filler is regulated by thermostatic mixer valves preset to a temperature range of 42 – 48 degrees.

Cylinder Controls

The cylinder time settings are controlled by externally mounted controller on the wall next to the cylinder.

The temperature of the cylinder is fixed at 60 / 68 deg c on the thermostats and cannot be adjusted.



Water Meter

The water Meter is installed within the services cupboard and monitors the apartment's water consumption.



Electricity Meter

The electric Meter is installed within the services cupboard and monitors the apartment's electricity consumption.



The electricity meters for all 9 apartments on each floor are located in service riser 1, provided by Ecotricity. Access to this riser is highly restricted for safety reasons and can only be obtained by contacting the building management team.

Shower/ Bath Shower Mixer

Each shower is provided with a wall mounted shower mixer valve which will look like the following image:



The shower is switched on/off by turning the handle at the side of the mixer.

The temperature of the water can then be adjusted by turning the mixer handle either clockwise to make the water cooler, or counter-clockwise to make the water hotter.

Towel Radiator

The towel rails within the apartment are electric, and they are controlled by an on/off switched fused spur located outside the bathroom, with a neon indicator to confirm status of the rail.



Chrome Towel Rail

External Door Entry Controls & Intercom

The main entrance and bike store external doors are equipped with an electronic door entry system. The door entry system is operated by a pre-programmed fob issued to all residents by the building management team.

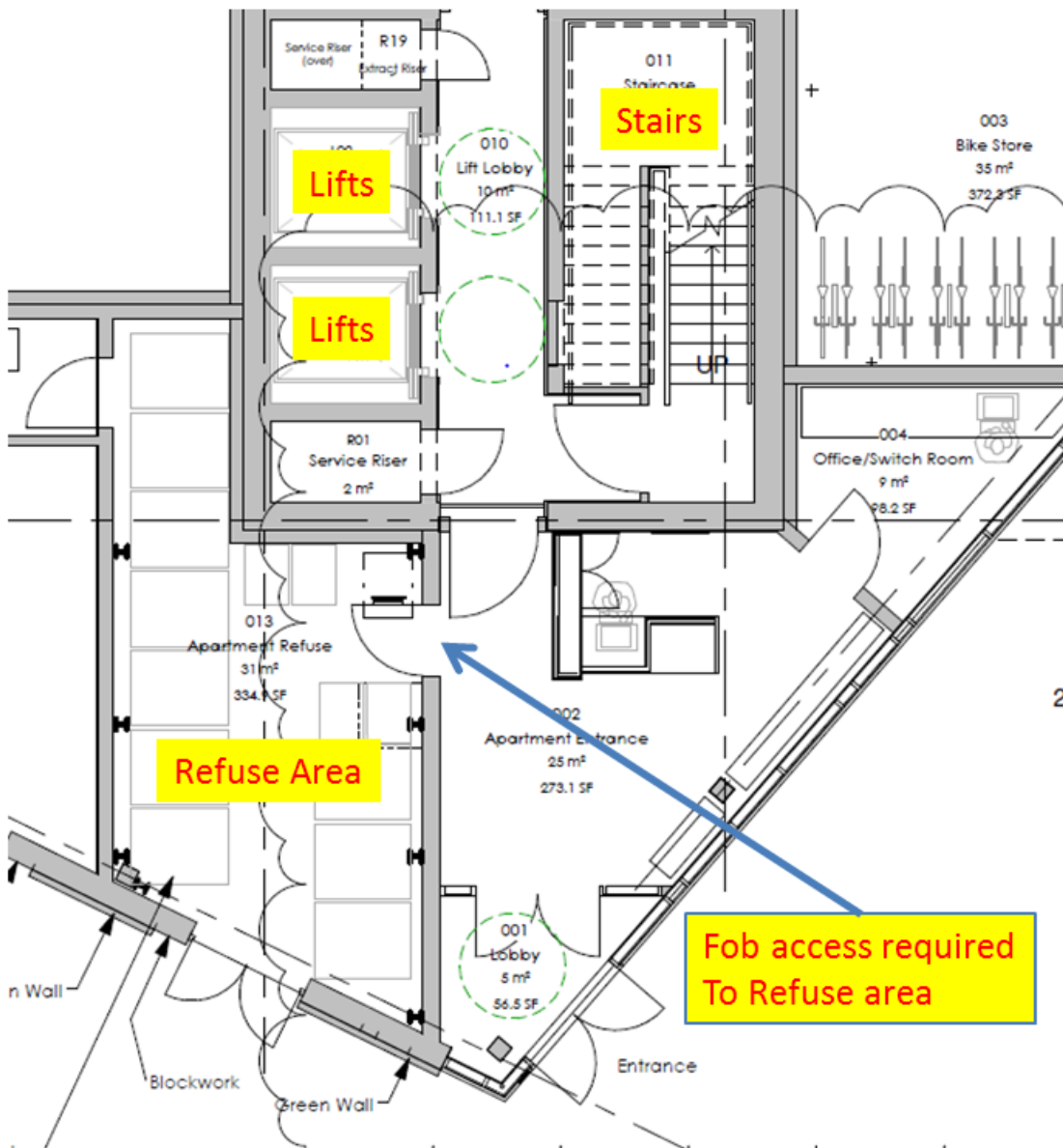
Residents can gain access to the front door, refuse area and bike store by presenting their pre-programmed fob to the reader unit located adjacent to the door being opened. The door will then be released so can then be pulled/pushed open, and will close and latch behind the person passing through it. 2 fobs will be issued per apartment.

When leaving the apartment block, or to open an access controlled door from the other side, press the green button to release the door or in the case of emergency or door failure use the emergency door release.



To access the Refuse area from your apartment, go down to reception via the stairs or lift to the entrance lobby. Enter reception using your fob, then enter the refuse area again, using your fob and dispose of your rubbish in the appropriate bins provided.

Plan for Door Entry Controls to access refuse area



Please note that in the event of a fire related emergency, the access controlled doors will be automatically over-ridden by the fire alarm system to stay open, until the fire alarm has been reset.

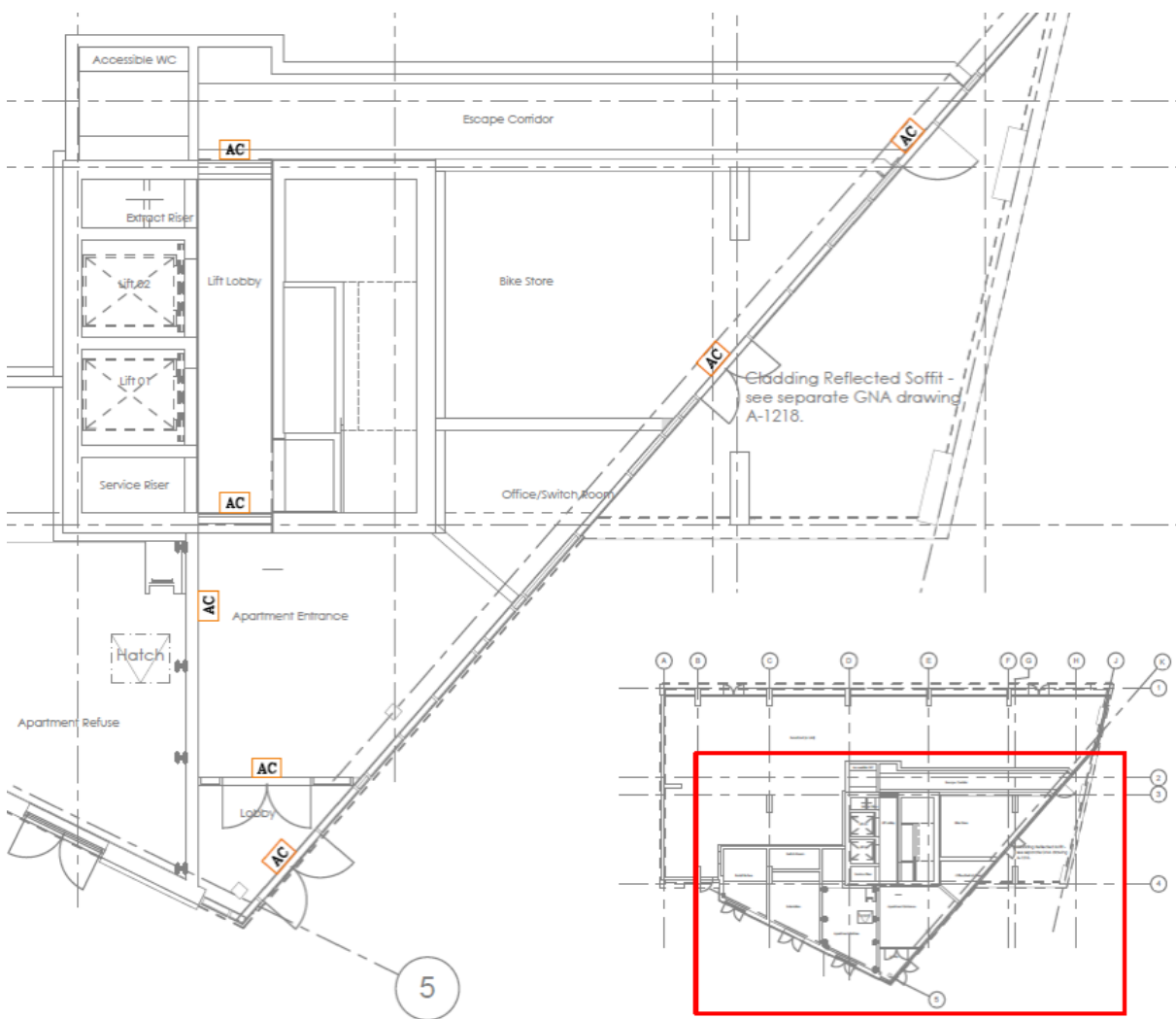
The Access Control System has been installed to the following doors as shown on the

Information Pack

plan below:

- Entrance Lobby
- Apartment Entrance
- Residents Bin Store
- Bike Store
- Escape Corridor

Plan of Access Controlled Areas



LEGEND

AC ACCESS CONTROL

Phone System

There is a phone outlet in each property in the lounge, service provider to be confirmed by building Management Company.

Isolating Electrical Power

The electrical power to your apartment is supplied by the consumer unit located within the cupboard off the main hall. It will look like the following image:-



Lifting the metal flap on the unit will reveal the circuit breakers, as the image below:-



During normal operation, the circuit breakers and main switches should all be in the “ON” position, i.e. the switch should be up.

The circuit breaker on the far right labelled “Main Switch” will switch off all power to the apartment. Individual circuit breakers can be switched off if required. All circuits are

clearly labelled above the breaker.

Electrical Faults

Should you need to isolate the electrical supply to the apartment, turn off the main switch at the consumer unit, located in the Store Cupboard.

Should an electrical appliance go into earth fault, this will cause one of the two RCCD main switches in the consumer unit to trip out, which will also turn off the power to 50% of the apartment.

Each appliance has a double pole switched fused spur located adjacent to the appliance for local isolation. The switched spur should be turned off to isolate the relevant appliance. The RCCD on the consumer unit can now be reset by pushing the switch on the RCCD down fully and then back up again slowly to allow the mechanism to latch on again and the power will be restored.

If an appliance fails due to overload, there is a fuse carrier in the switched fused spur.

In either of the above circumstances or any other electrical problem, your first action must be to contact the building management company, who will arrange for an approved electrician to undertake the necessary repairs.

5. ROUTINE MAINTENANCE SCHEDULE FOR PROPERTY

Hot Water Boiler Maintenance

It is recommended that the boiler is serviced by a qualified technician on an annual basis to ensure correct operation.

Smoke Detector Maintenance

It is recommended that the smoke detector in the apartment is tested on a monthly basis and also following initial installation or after re-occupation (e.g. following a holiday), to ensure correct operation.

This is achieved by pressing and holding in the test button on the smoke detector for up to 10 seconds and ensure the sounder operates. A red indicator light on the cover of the smoke alarm should also flash whilst the smoke alarm is sounding. The alarm will cease to sound when the test button is released.

The smoke detectors are mains powered but also have battery back-up in the event of a mains power failure; the battery has a 10 year life and is non-replaceable. The Battery cannot be changed and therefore the entire unit will require replacement at the end of this period.

Sprinkler Head Maintenance

Sprinkler heads require very little or no maintenance but it is important to ensure the Air gap around the Sprinkler head is not obstructed or damaged in any way.

Cleaning of Appliances and Sanitary Ware

The weekly cleaning of appliances and sanitary ware should be carried out so that both seen and unseen dirt and germs are not present. This should be done using only approved products designed to clean the specific areas you are cleaning.

Abrasive cleaning agents should NOT be used.

Waste Drain Blockages

In the event of the waste drain becoming blocked, utilising either a chemical blockage cleanser or alternatively using a plunger / other approved unblocking tool, attempt to

manually unblock the drain by placing the plunger over the blocked drain and pushing the handle of the plunger up and down vigorously. Repeat this process a few times until the drain becomes unblocked. If after several attempts to unblock the drain the drain is still blocked, contact a member of the Left Bank team for further assistance.

Light Bulb Replacement Procedure

Before replacing a 'blown' lamp, ensure sufficient time has passed to allow the lamp to cool down before attempting replacement. Ensure the light switch controlling the fitting is switched off preventing power to the damaged fitting being replaced.

Use stepladders (if required) to gain comfortable access to the light fitting in question, before removing the lamp from its fixed position within the pendant/recessed spot light.

If in doubt always seek help from an electrician and do not put yourself in any danger.

6. ELECTRICAL SAFETY CERTIFICATES

Refer to the Electrical Installation Safety Certificates overleaf.

7. EPC CERTIFICATION

Refer to the Electrical Installation Safety Certificates overleaf.

8. ARCHITECTURAL PLANS NOTING KEY ISOLATION POSITIONS

Section 8. Left Bank Tower 1 - Apartment Service Isolations



This drawing to be read in conjunction with all specifications and all other consultants design information. Any contradictions between this drawing and any other design information to be advised to the contract administrator and author immediately.

The contractor to site measure, check and verify all information issued, and confirm the correctness of the contents prior to the commencement on site.

The contractor to comply with all current statutory legislation, Building Regulations, British Standards, and good building practice. Do not scale from this drawing.

Rev	Description	Date	Dr by	App by
A	First Issue (Construction Stage)	27.04.16	SB	AM
B	Construction Issue	04.07.16	MP	AM
C	Service Riser adjacent LIR 02 sub-divided & additional door added. Drawing sheet amended to A2	05.10.16	SB	AM
D	Internal layout amended to comply with revised internal setting out plans	13.04.17	SB	AM
E	Bathroom increased in size to comply with Contract instruction 21 and Store rooms adjacent bathrooms re-sized to 780mm wide.	12.05.17	SB	AM
F	Kitchen & Bathroom layouts amended to comply with updated kitchen & bathroom elevation drawings. Drawing title amended to levels 1 - 20	22.04.17	SB	PJ

Main electrical riser where your meter can be read from. Access strictly via building manager only.

Individual apartment water isolation point within corridor (external to apartment)

Store cupboards housing electrical isolation point and water isolation point with apartment

Note: This drawing to be read in conjunction with the Left Bank Tower 1 NBS Specification document reference A1020.

Note: All structural elements shown are indicated and subject to separate design by the Structural Engineer, including Ground/Floor slab, foundations and piling arrangements.

Wates	
LEFT BANK - Apartments Scheme - Tower 1	
GA Floor Plan Level 01 - 20	
Date: 14/12/16	Scale: 1:100
Author: SB	Rev: RA2
Contract No: 13029-GNA-T1-01-OR-A	Issue: 1201
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9. **EMERGENCY NUMBERS**



Lancaster House, 67 Newhall Street, Birmingham B3 1NQ

t: 0121 212 5986 (24hr Emergency Contact)

w: www.kwboffice.com



Are you ready for the 2017
Rates Revaluation?
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10. PROPERTY EQUIPMENT SUPPLIERS OPERATIONAL MANUALS, APPLIANCE WARRANTIES AND GUARANTEES

Refer to the following suppliers operational manuals within this section: -

1. Kitchen Appliances
2. Water Heater
3. Hot Water Cylinder

Kitchen Appliances

Refer to the manufacturer's manuals overleaf.

Water Heater

Refer to the manufacturer's manuals overleaf.

Hot Water Cylinder

Refer to the manufacturer's manuals overleaf.