

# Left Bank Tower 2

## Broad Street

## Birmingham



## Home Information Pack

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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.

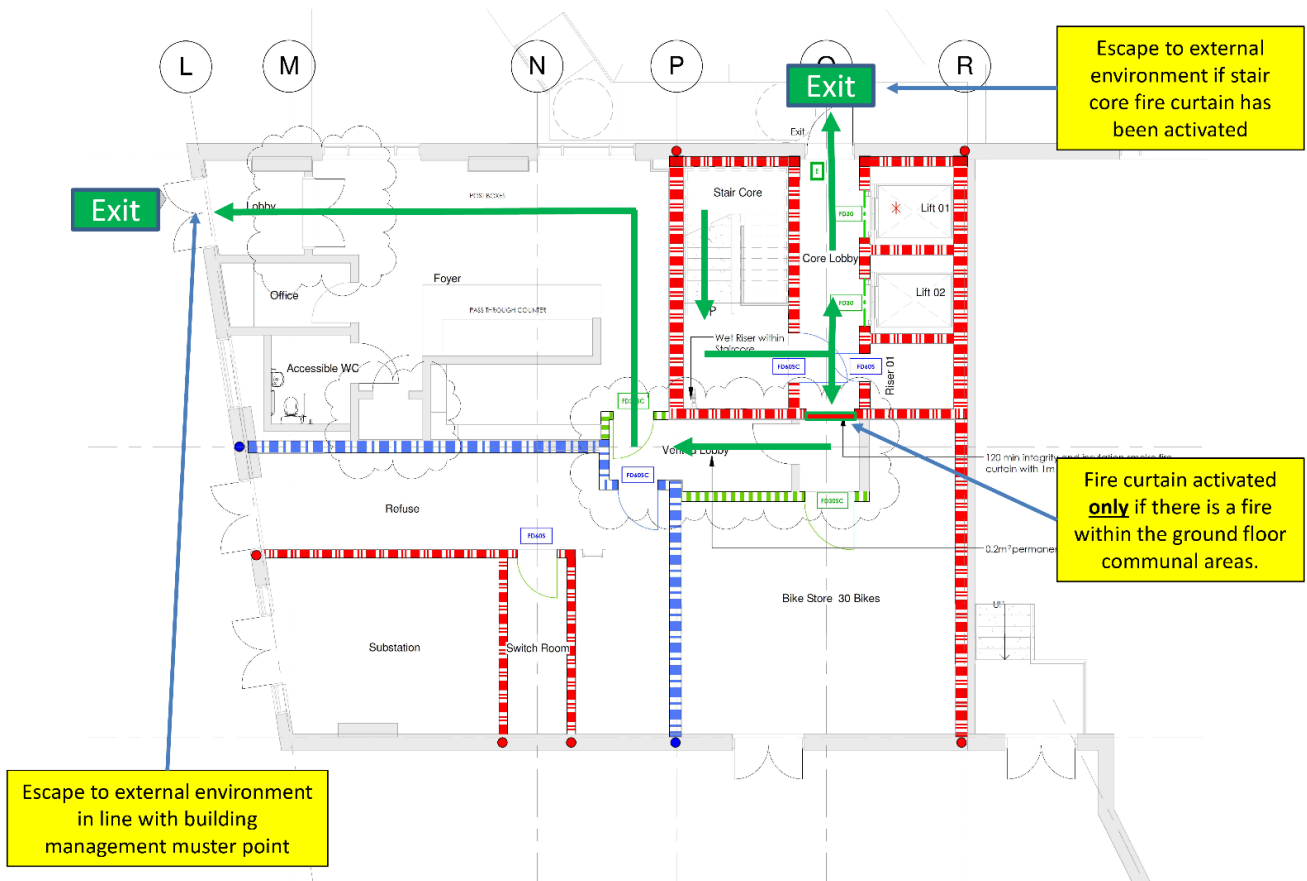
The corridors on every floor are fitted with an automatic smoke extraction system with extract vents located at either end of the corridor. This system will keep the corridor free from smoke for evacuation purposes and for the fire service during firefighting operations.

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**

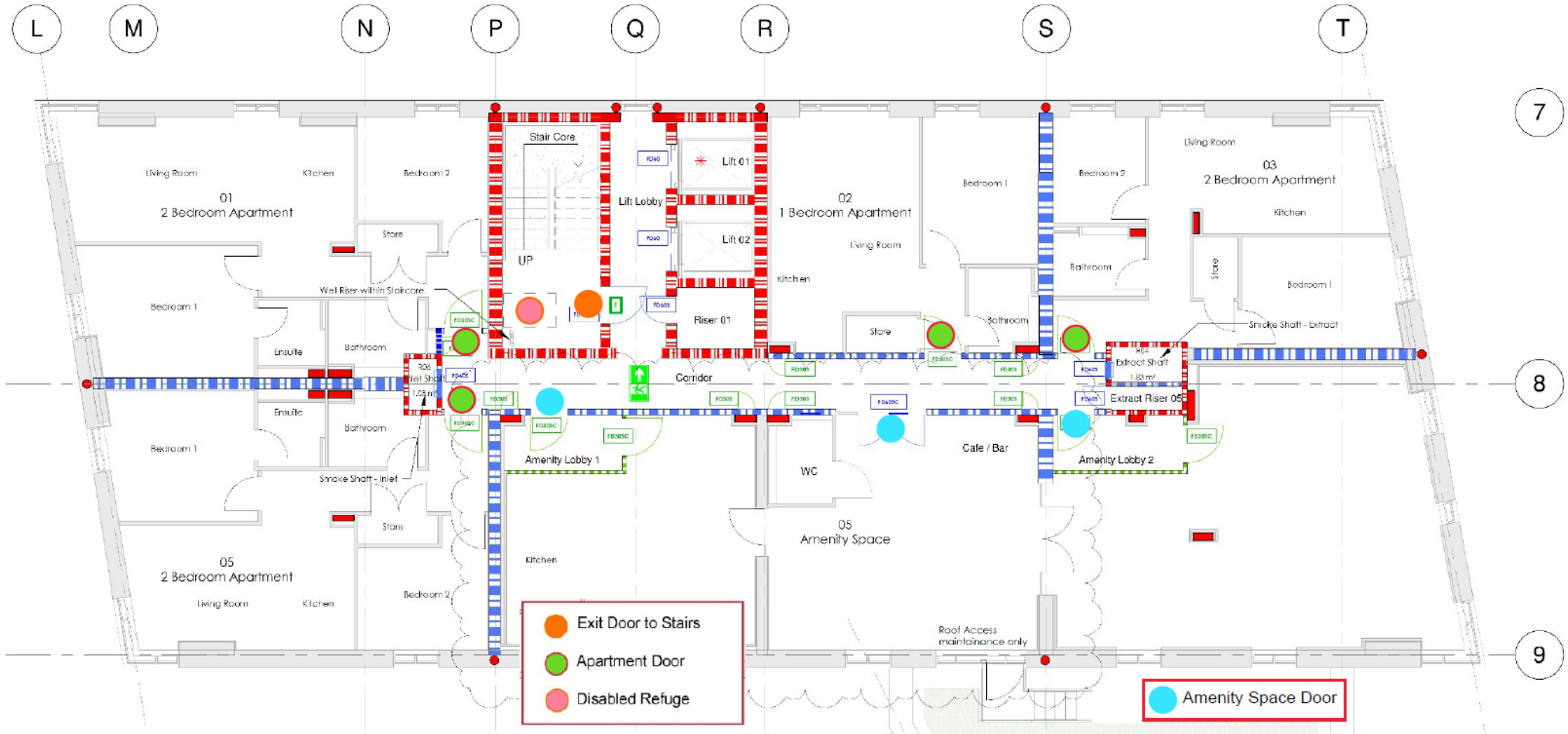
The main emergency exit route is via the stairs down to the ground floor and then through the side escape corridor past the lifts, following the illuminated fire exit signs to the final exit door. This is a protected route. There is a disabled refuge area located within the stair well of every typical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

**Ground Floor Emergency Exit Route Plan**





**Level 1 Emergency Exit Route Plan**



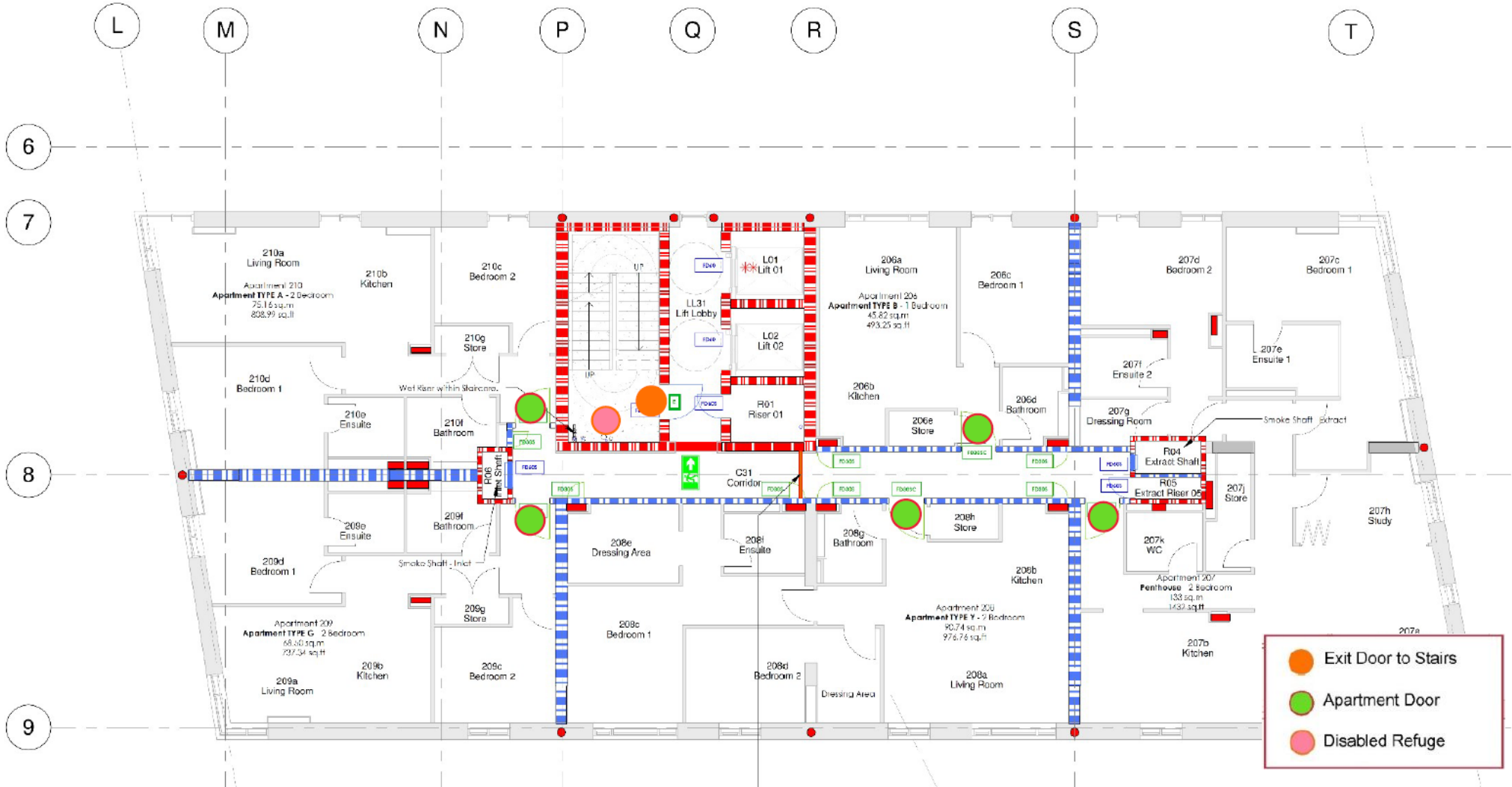
**Level 2-3 Emergency Exit Route Plan**



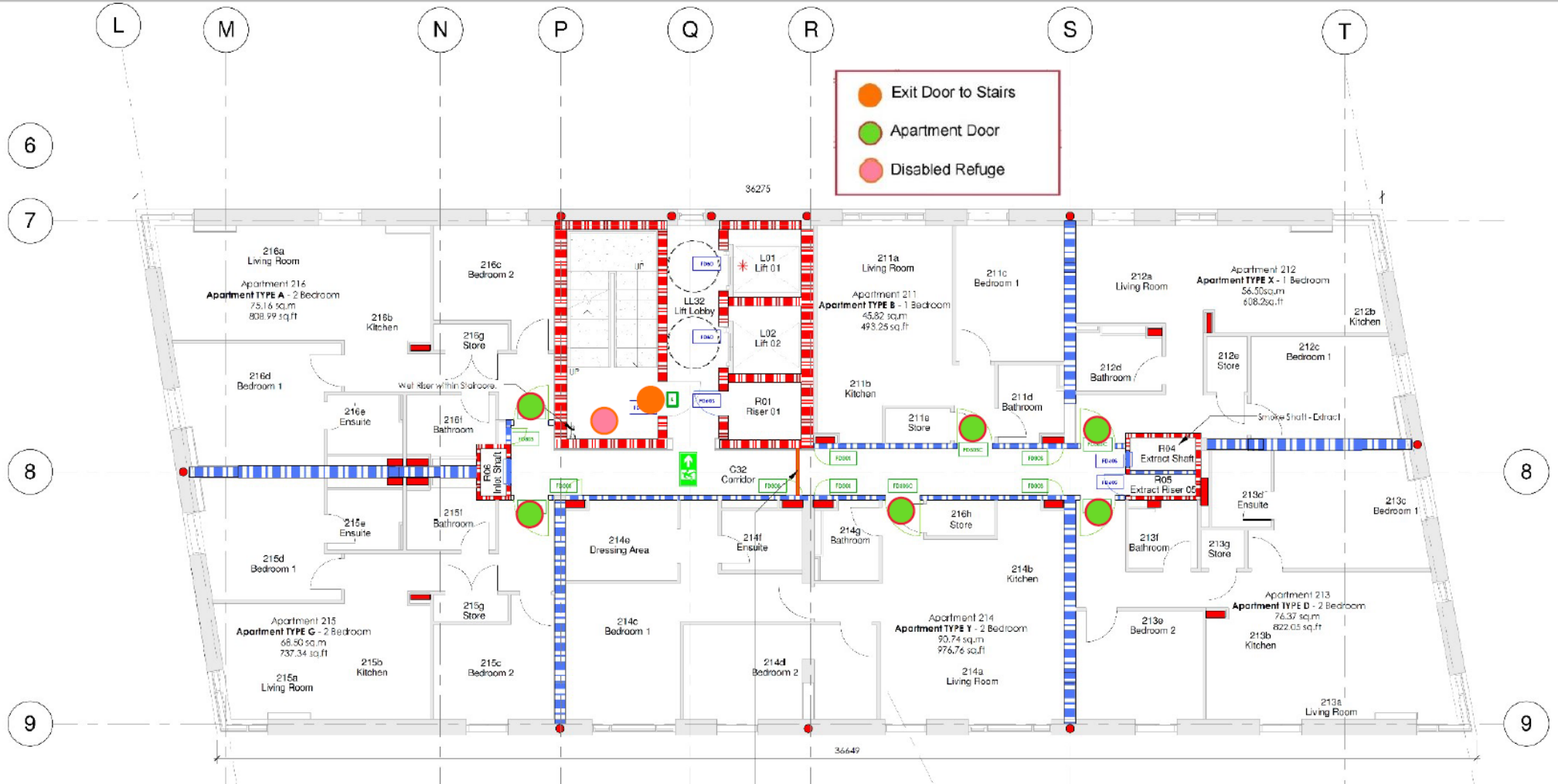
**Level 4-30 Emergency Exit Route Plan**



**Level 31 Emergency Exit Route Plan**



**Level 32 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 hot water.



### **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.



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 (NCU2T)

## **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 homeowner pack for further details.



## Ventilation

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



The Whole House Heat Recovery System will continually operate and will boost when the boost switch in the kitchen is switched on. When the boost switch is 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

## **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. This is operated by pushing the dimmer to switch the lighting on/off and twisting the dimmer to set the level of light.



Typical Pendant



Kitchen Downlight



Under Cabinet Kitchen  
Downlight



Kitchen Dimmer Switch

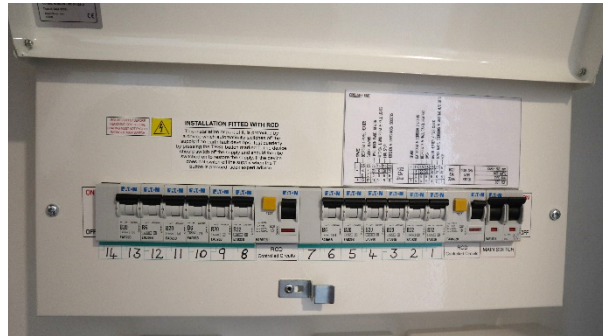
## **Corridor Lighting**

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 into 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



TV/SAT/DAB

### **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.



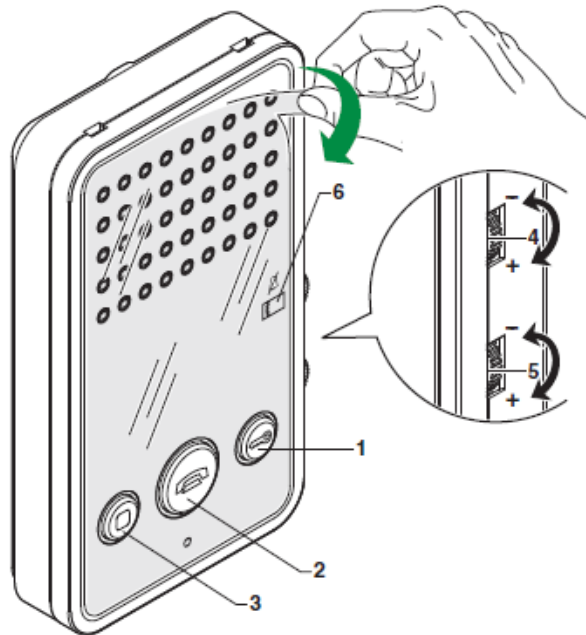
Apartment Intercom Handset

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.

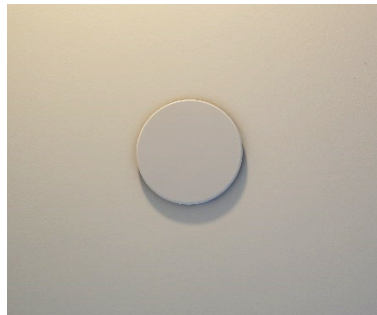
### **Fire Detection and Alarm System – Within Individual Apartments**

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, be aware that 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 hallway 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.



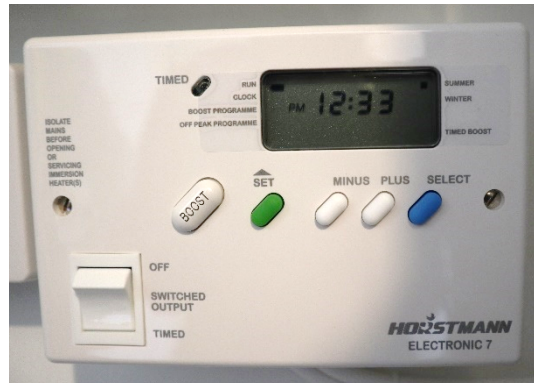
The cylinder provides the hot water to your apartment tap outlets. The hot water outlet temperature to the kitchen sink and wash hand basin is set at 60deg c and the bath filler is regulated by thermostatic mixer valves preset to a temperature range of 42 – 48 degrees.

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## **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 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



On/Off Switch

### **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.

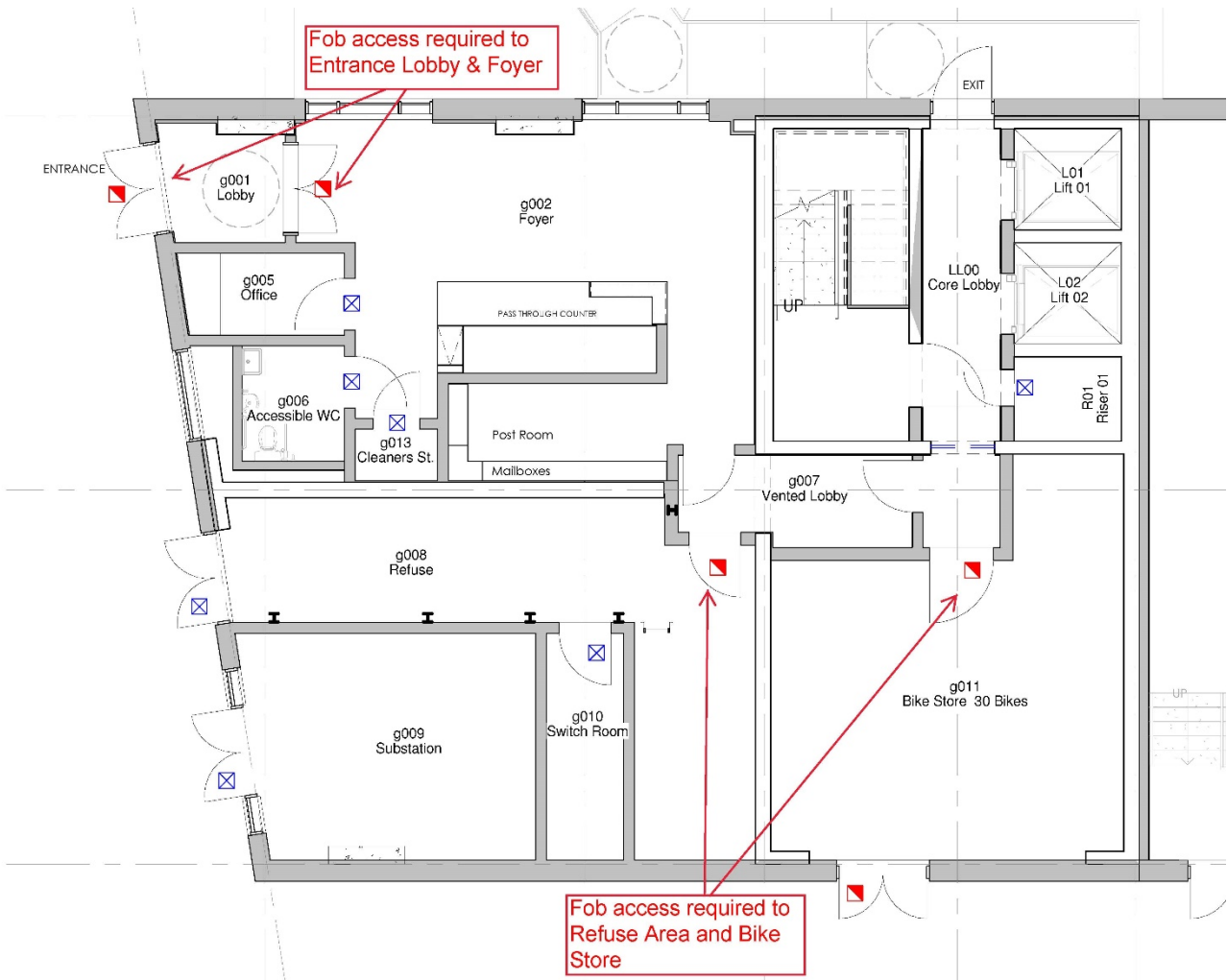
Residents can gain access to the front door, refuse area and bike store by presenting their pre-programmed fob to the reader unit located adjacent to the door being opened. The door will then be released so can then be pulled/pushed open and will close and latch behind the person passing through it. 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 vented lobby, then enter the refuse area using your fob and dispose of your rubbish in the appropriate bins provided.

**Plan for Door Entry Controls to Access Refuse Area / Bike Store & Lobby**



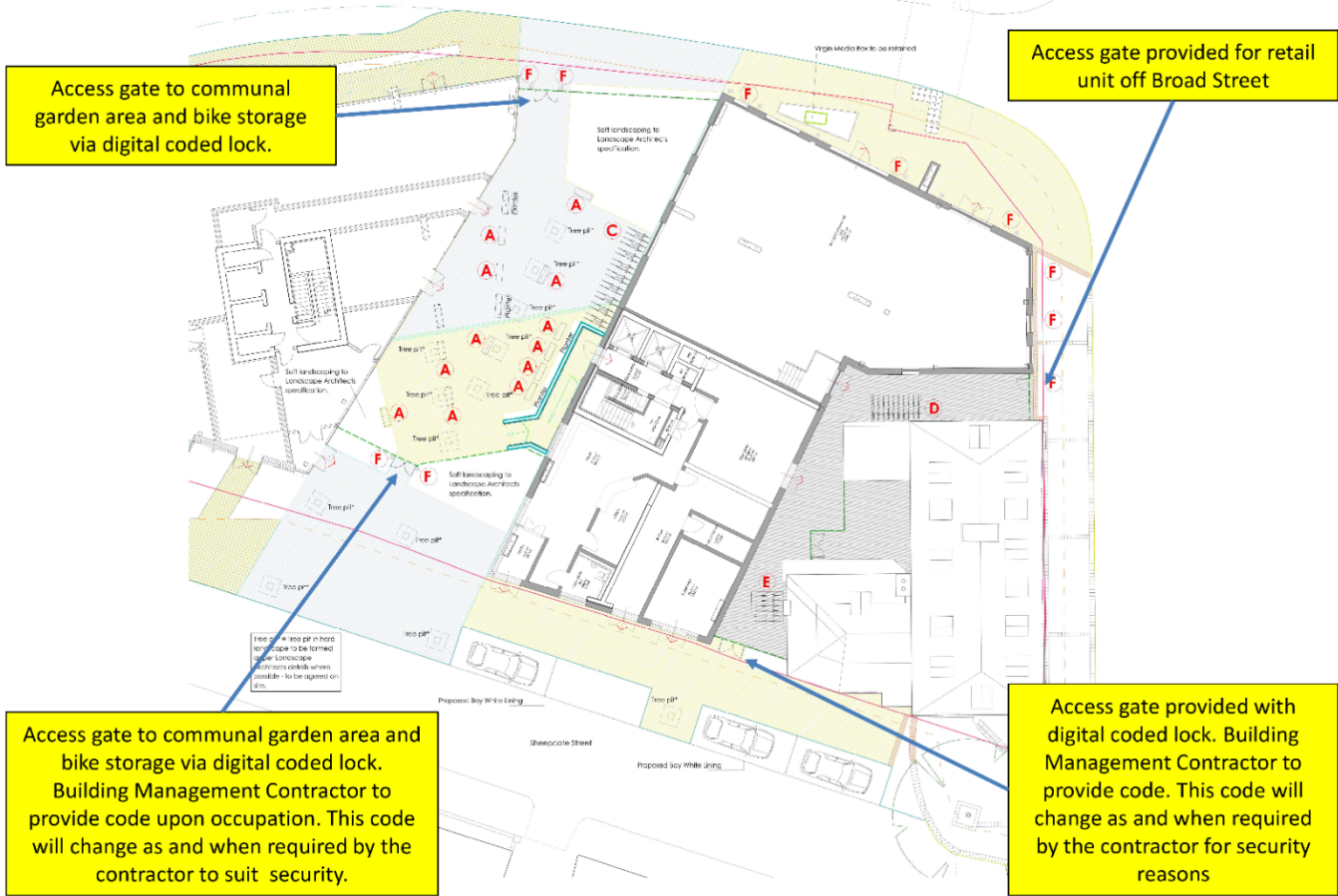
Please note that in the event of a fire related emergency, the access-controlled doors will be automatically over-riden by the fire alarm system to stay open, until the fire alarm has been reset.

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

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

**Plan for Access to Communal Garden & Bike Storage**

**External Access Control to Bike Storage and Communal Garden**





## **Phone System**

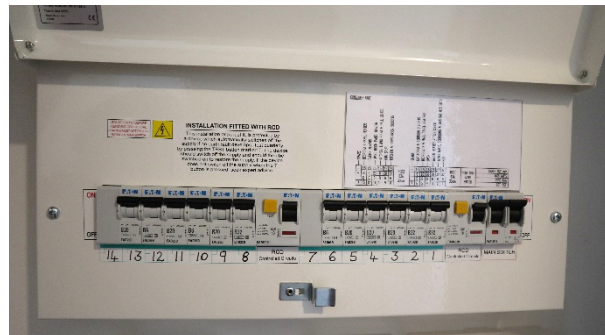
There is a phone outlet in each property in the lounge, service provider to be confirmed by building Management Company.

## **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 Building Maintenance 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 spotlight.

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

### **Karndean Floor Finishes (Bathrooms, Store, Living Room)**

Note: in conditions of heavy soiling, perform a pre-wash by preparing a solution of neutral detergent diluted in accordance with the manufacturer's instructions and pre-wash heavily soiled areas.

- Sweep/vacuum the area to fully remove all loose dirt and abrasive grit.
- Prepare solution of neutral detergent in accordance with manufacturer's instructions
- Using a two-bucket mopping system, apply a solution using a well wrung mop to remove soil
- Mop using overlapping strokes
- Rinse the mop frequently and change the solution as necessary
- Dirty water will leave an unsightly residue on the floor surface
- Allow entire floor area to dry

### **Kitchen Worktop (Krion material)**

Newly installed KRION™ countertops should have a semi-matt finish. By following the maintenance recommendations for countertops with a semi-matt finish, the surface will develop a deep, uniform stony appearance.

#### **Cleaning and Maintenance for Your Krion™ Countertops**

The semi-matt finish is recommended for domestic uses, especially because it is easy to clean and maintain. The matt finish is especially recommended for 'high traffic' areas such as Kitchens. For a uniformed finish, always rub in circular movements and clean evenly over the entire surface.

\* Darker colours may require more frequent attention to maintain \*

#### **For Daily Cleaning**

Although liquids cannot penetrate Krion, it is recommended you wipe up spills as they occur.

Clean with a damp soapy cloth. Then rinse and dry the surface with a towel.

For more stubborn marks you may use products such as Mr Muscle or Flash daily to keep your Krion looking good.

#### **For More Stubborn Stains**

Apply a gentle cream cleaner with micro particles using a white ScotchBrite™ pad, rubbing in a circular motion. Then rinse and dry the surface with a towel. Once stubborn stains have been removed, carry out the daily cleaning process.

#### **For Persistent Stains**

Apply the cream cleaner with a Micro fibre Cloth, only in the area with the stain, rubbing gently in a circular motion. Then do the same with a white ScotchBrite™ pad, rubbing gently in a circular motion, cleaning over a wider area to ensure a uniformed finish.

#### **Care Guidelines. Be Aware**

Avoid excessive heat on the countertop. KRION™ is designed to withstand high temperatures, but extreme heat can cause damage to any surface. We recommend if a cooking item is too hot to touch then it is too hot to place down on your Krion Countertop, accidental damage is not covered by warranty.

Use surface protectors when placing pots that have recently been removed from the hob or oven on top of KRION™.

Avoid pots and pans overlapping the rings on the hob.

Avoid direct contact with devices that emit heat.

When pouring boiling liquids into KRION™ sinks, run the cold water tap at the same time.

Avoid sliding heavy or hard objects over your Krion surface, this will scratch the surface.

Avoid harmful chemical products such as drain cleaners or paint solvents; this could damage your surface.

Avoid hitting objects against the external corners of KRION™ countertops. Krion does not chip of its own accord; it will have had some kind of impact. Chipped areas are not covered under the warranty, this damage is caused accidentally.

Like all fine materials, Krion responds best when handled with due care and attention.

Use a cutting board to prevent damaging the surface.

## **6. ELECTRICAL SAFETY CERTIFICATES**

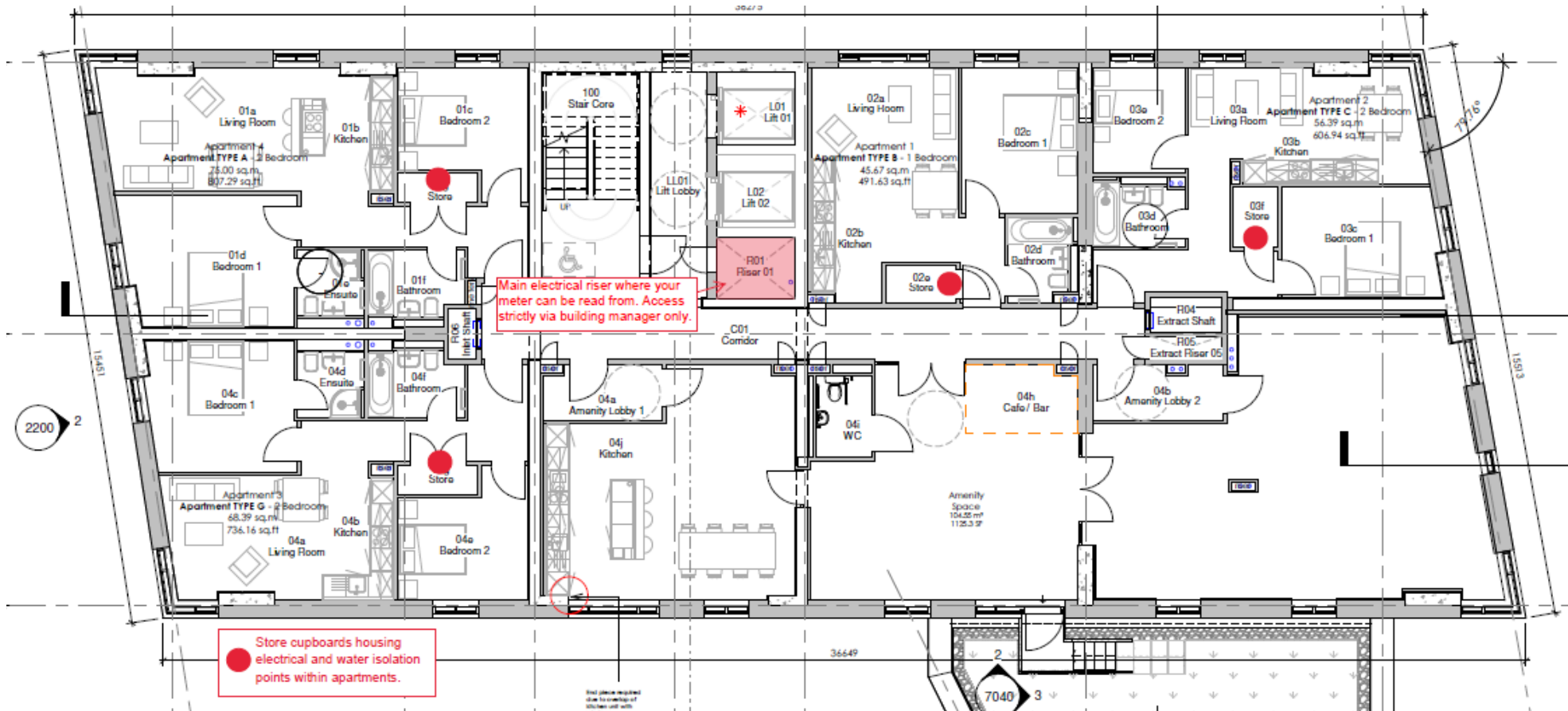
Refer to the Electrical Installation Safety Certificates overleaf.

## **7. EPC CERTIFICATION**

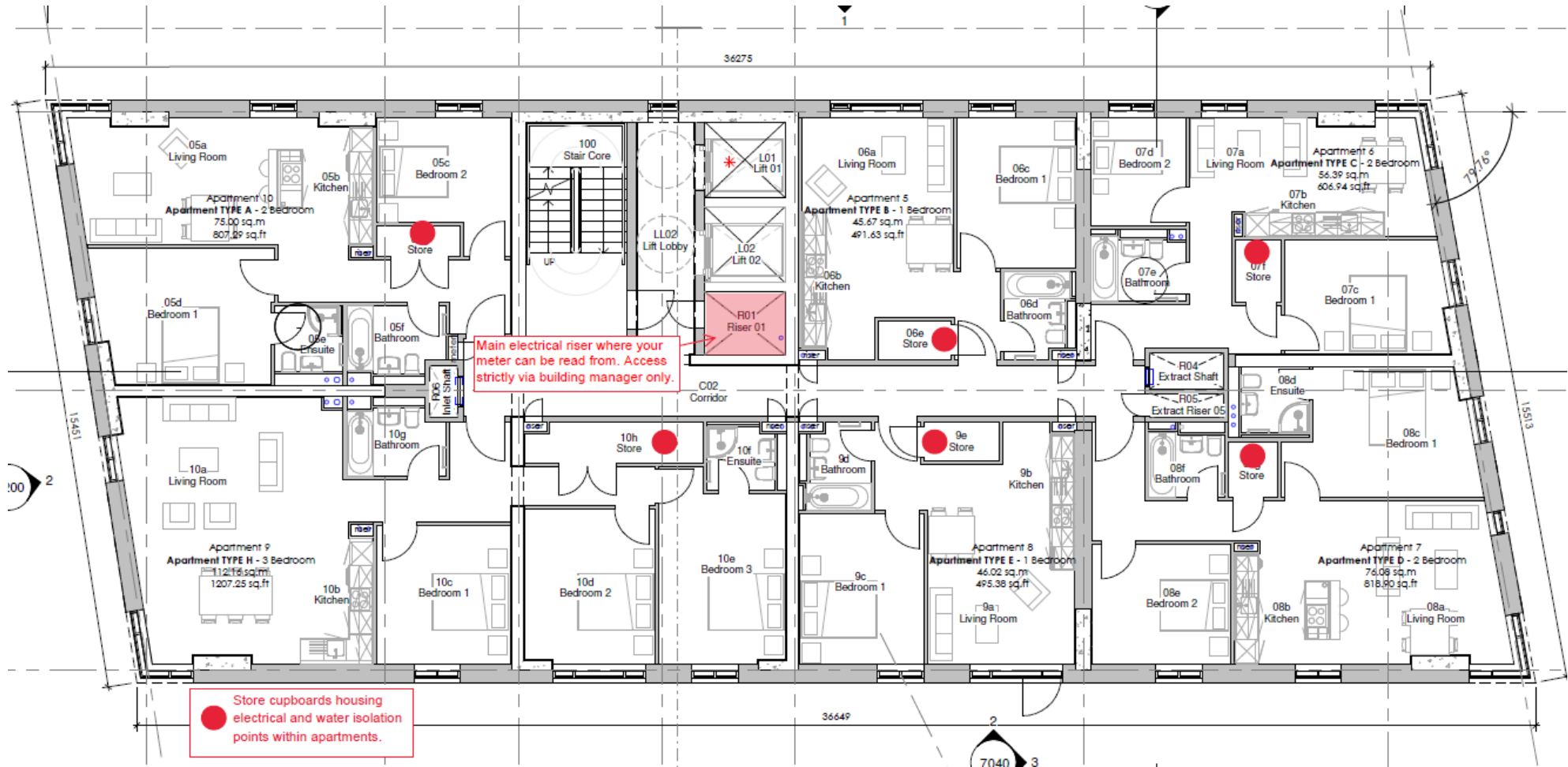
Refer to the Electrical Installation Safety Certificates overleaf.

**8. ARCHITECTURAL PLANS NOTING KEY APARTMENT ELECTRICAL & MECHANICAL ISOLATION POSITIONS**

**Level 1 Electrical Isolation & Meters**

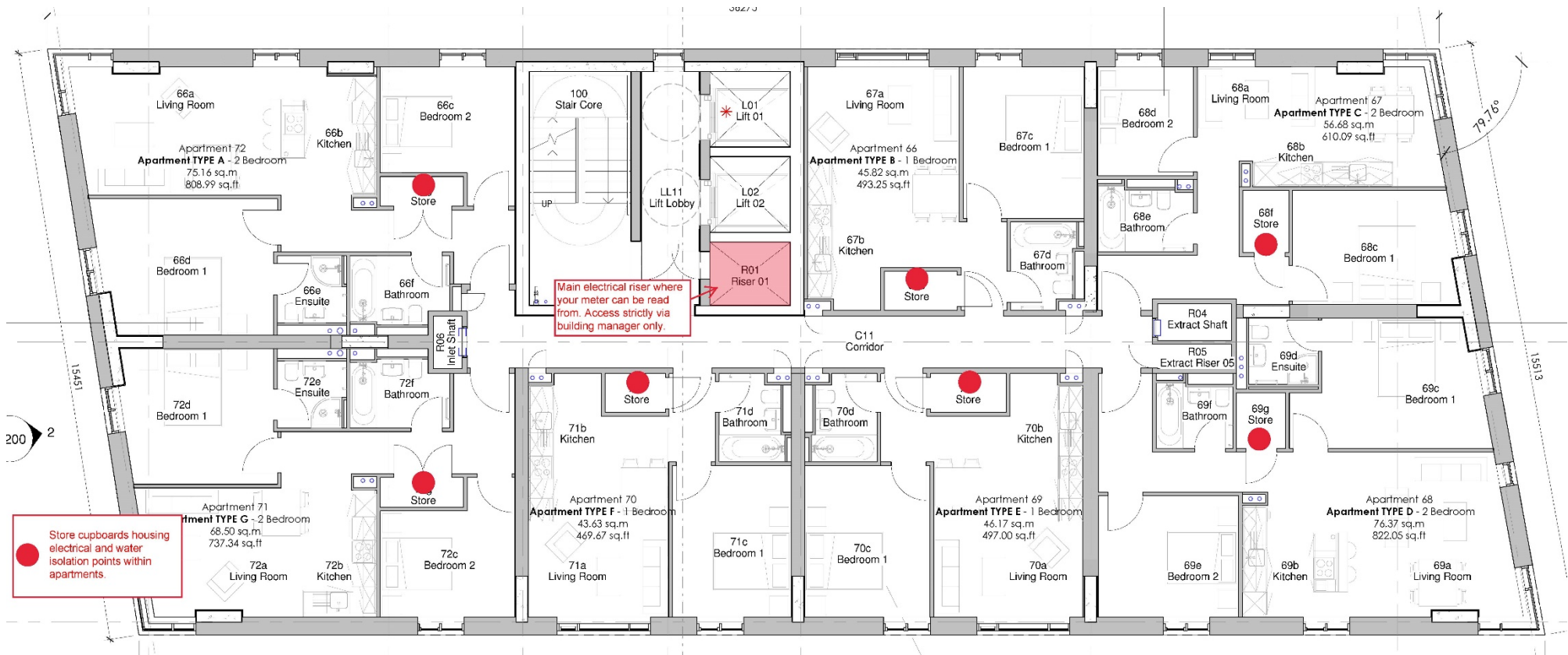


**Levels 2 - 3 Electrical Isolation & Meters**

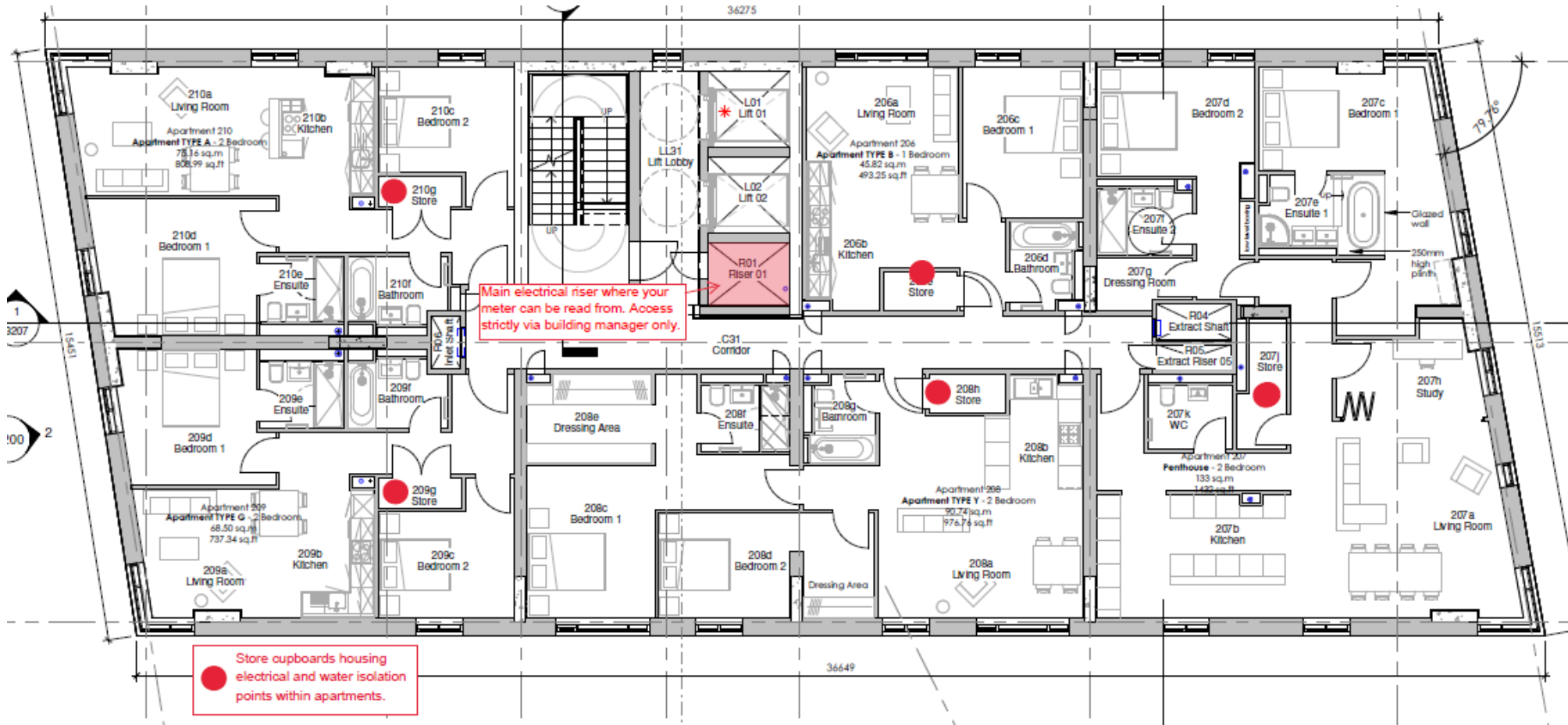




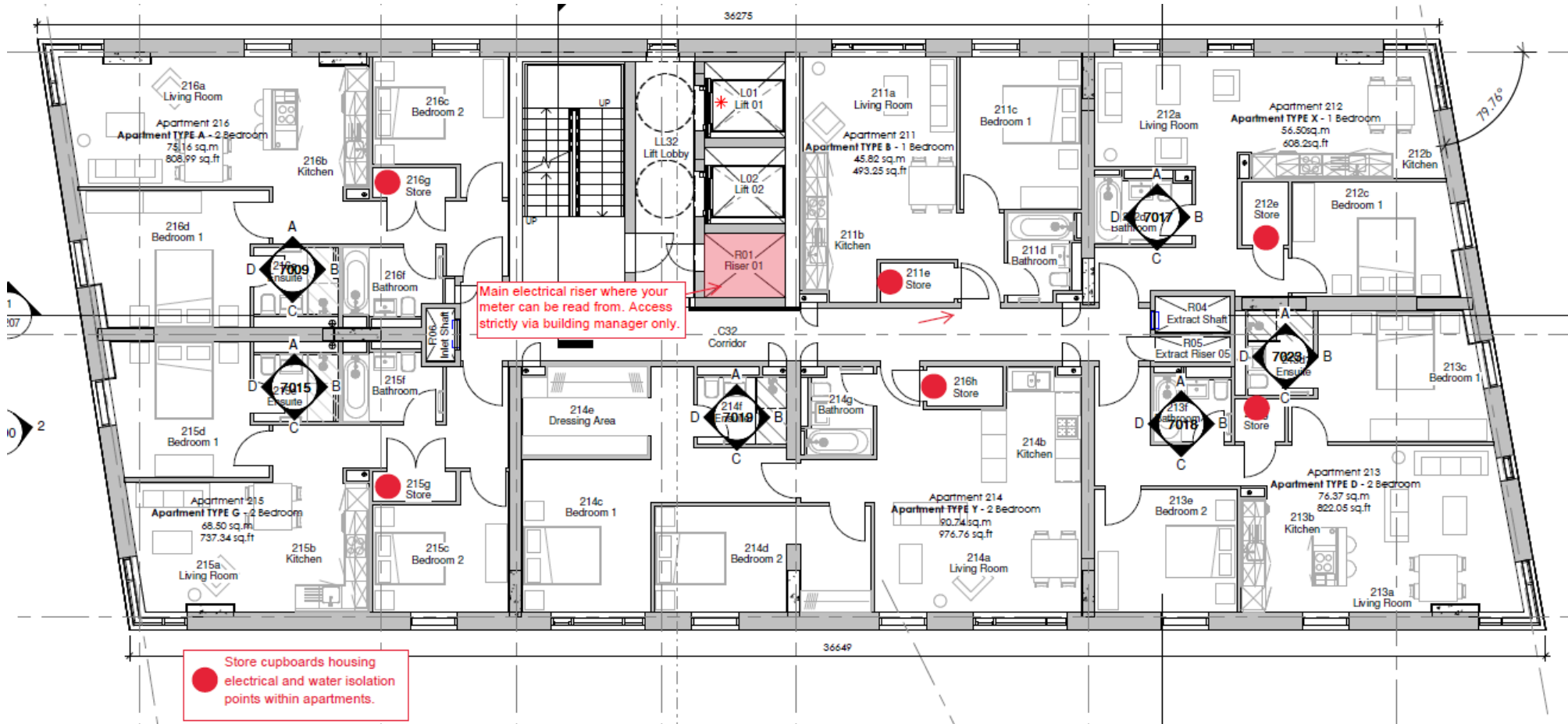
**Levels 4 - 30 Electrical Isolation & Meters**



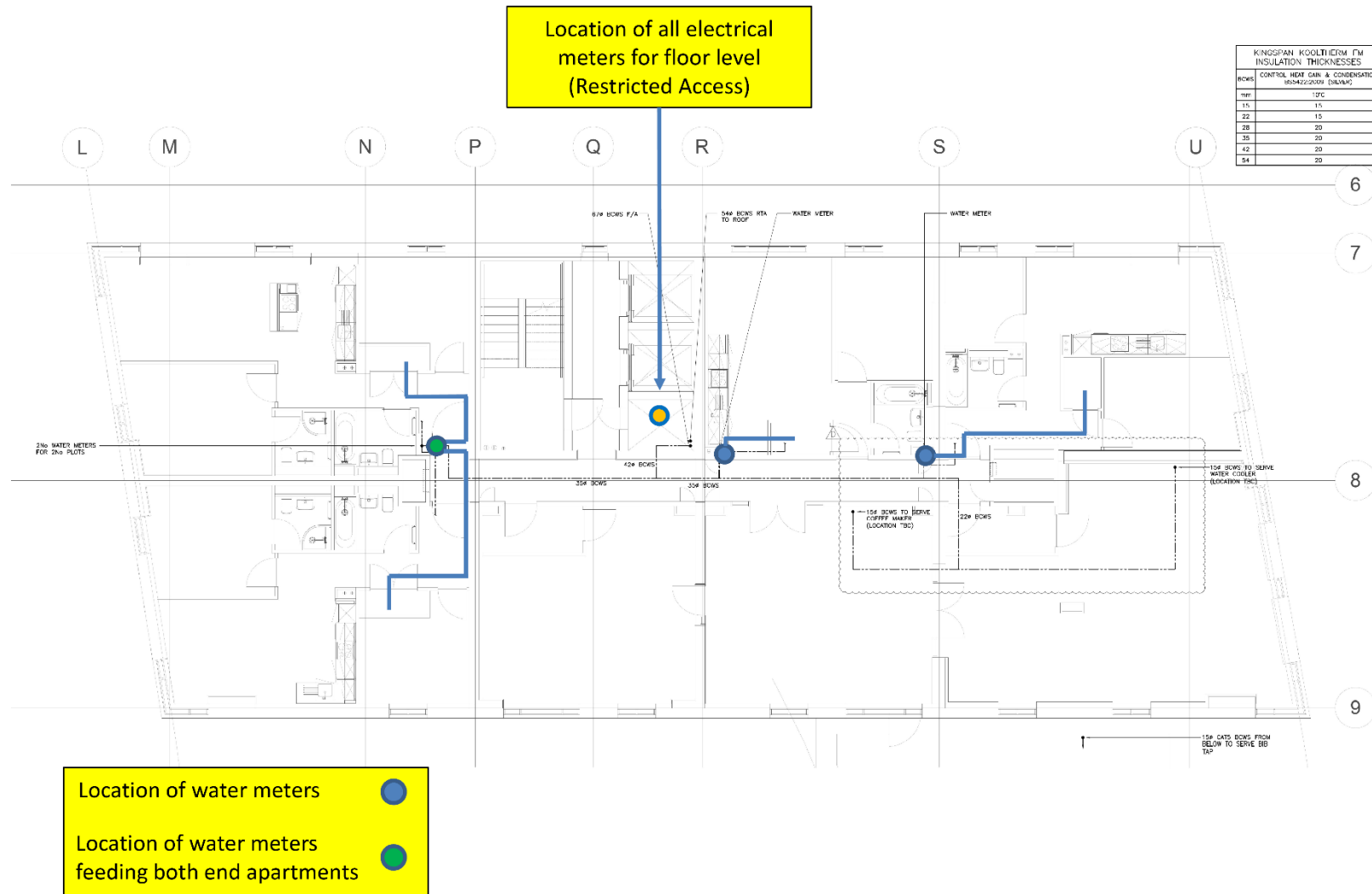
**Level 31 Electrical Isolation & Meters**



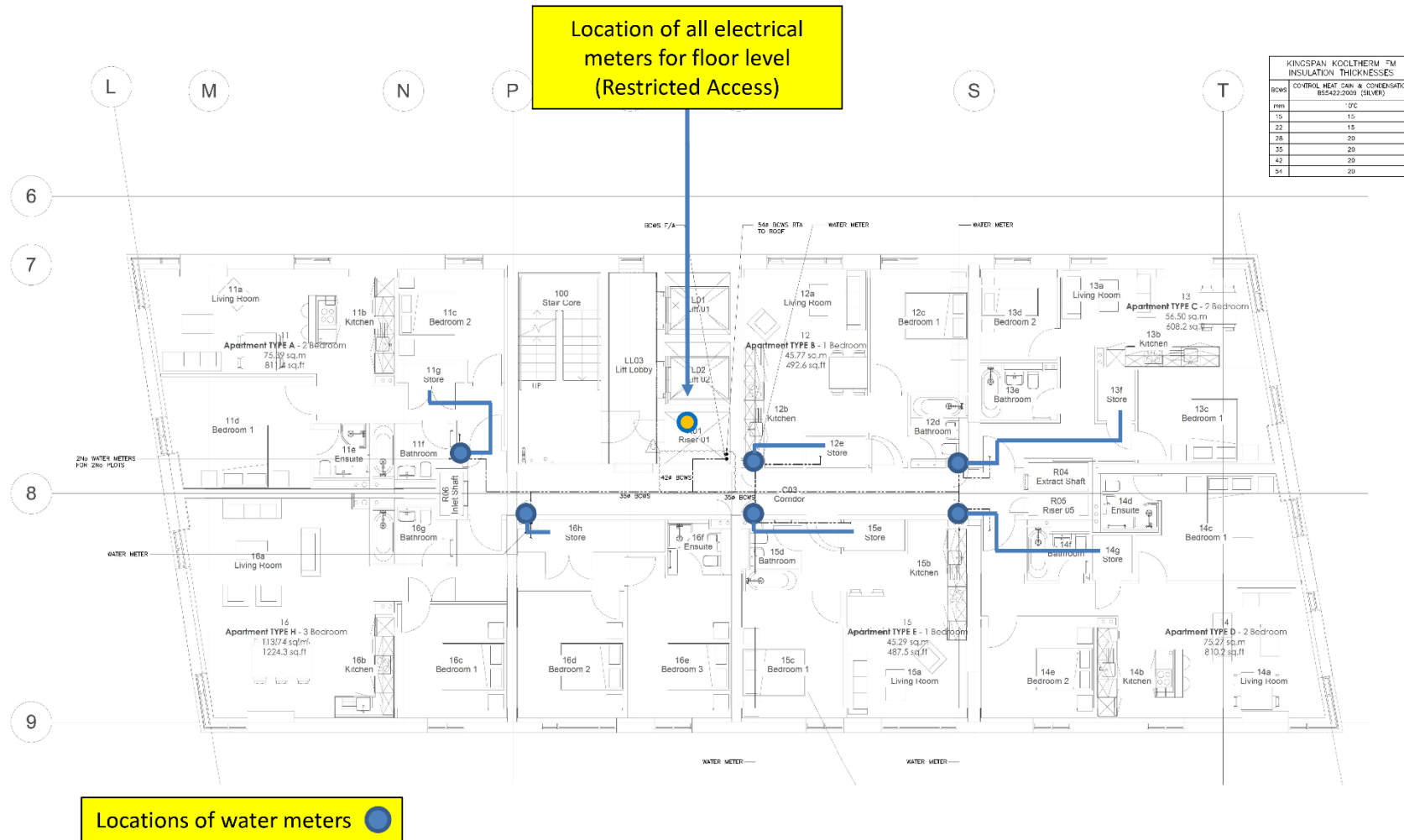
**Level 32 Electrical Isolation & Meters**



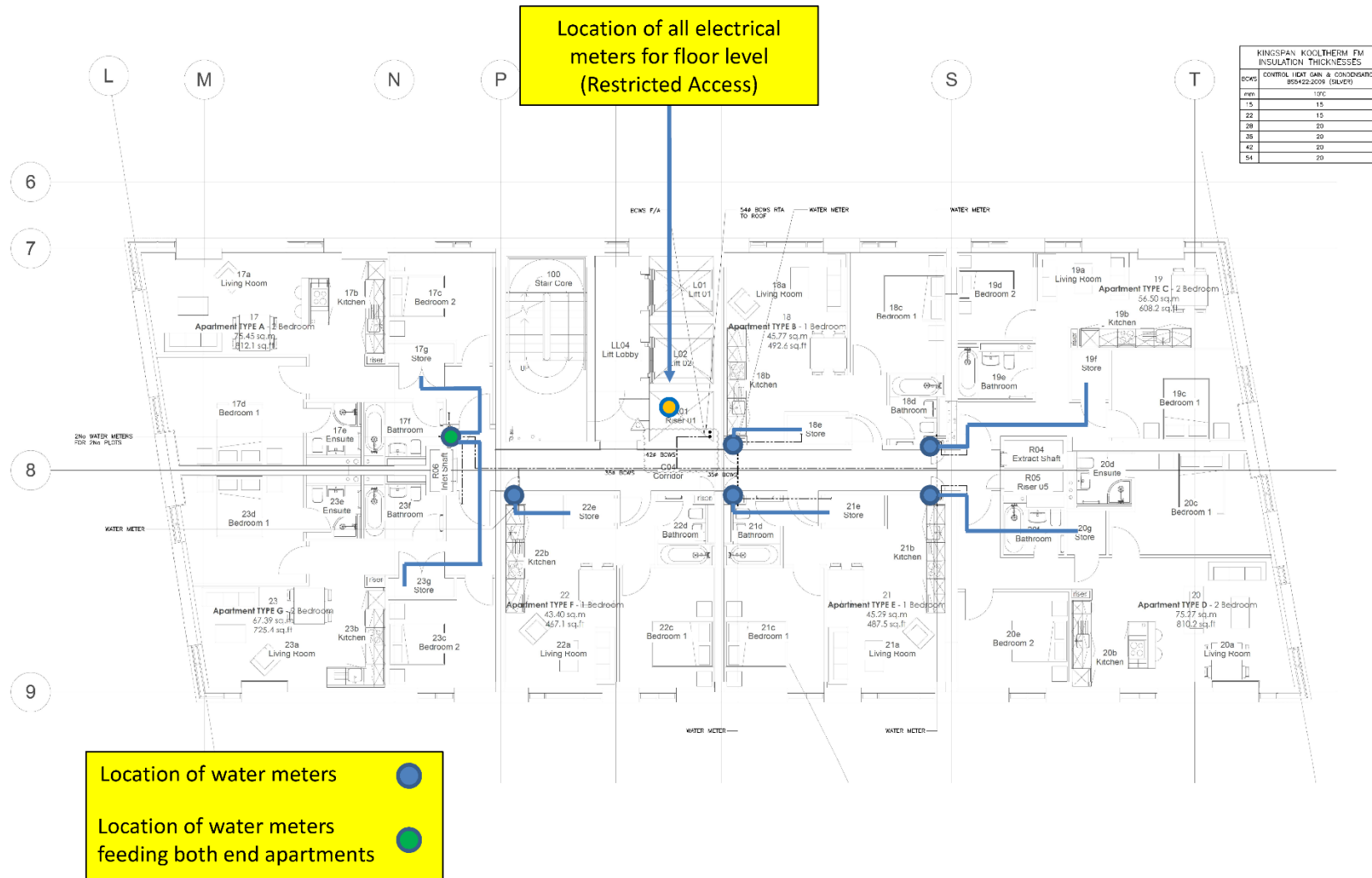
**Level 1 Typical Meter Positions**



**Levels 2 - 3 Typical Meter Positions**



**Levels 4 - 32 Typical Meter Positions**



## **9. EMERGENCY NUMBERS**

### **Reception Desk**

Reception/Concierge Mobile: 07719 517723

[thebank@kwboffice.com](mailto:thebank@kwboffice.com)

### **KWB Property Management**



Lancaster House  
67 Newhall Street  
Birmingham  
B3 1NQ

0121 233 2330 (24hr Emergency Contact)

[thebank@kwboffice.com](mailto:thebank@kwboffice.com)

[www.kwboffice.com](http://www.kwboffice.com)



## **10. PROPERTY EQUIPMENT SUPPLIERS OPERATIONAL MANUALS, APPLIANCE WARRANTIES AND GUARANTEES**

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

1. Kitchen Appliances Pack (Whitegoods Warranties)
2. Intercom
3. Electric Panel Heaters
4. Hot Water Cylinder & Certification
5. Whole House Ventilation Unit

## **1. Kitchen Appliances**

Refer to the apartment specific manufacturer's pack which accompanies this manual.

**2. Intercom**

Refer to the manufacturer's manuals overleaf.

### **3. Electric Panel Heaters**

Refer to the manufacturer's manuals overleaf.

#### **4. Hot Water Cylinder**

Refer to the manufacturer's manuals overleaf.

**5. Whole House Ventilation Unit**

Refer to the manufacturer's manuals overleaf.