



Burlington House Apartments

Facilities Management Building User Guide

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The Project Team

Client	Highgrove Group of Companies
Principal Contractor	GMI Construction
Architect	Simpson Haugh & Partners LLP
Structural Engineer	Civic Engineers
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Purpose of this Home User Guide (HUG)

This 'Home User Guide' (HUG) contains the necessary details about the everyday operation of the building in a form that is easy to understand for the intended building users; visitors and facilities management (FM) personnel. The overall aim is to ensure that design features are used efficiently and that changes to the building are managed in an appropriate manner.

By providing this information and guidance, it is more likely that the building will be used efficiently, that occupants will be satisfied with the building and that there will be less wastage of resources. This HUG has been developed in accordance with the compliance criteria for BREEAM credit Management 1.

In conjunction with this guide the building management team have created a web information portal, the link is www.burlingtonconnect.com/en

This portal has information on the following:

- Communication with the Building Management Team
- Travel Information
- Resident Perks
- Explore Services
- Maintenance
- Resident Manuals (Building Services, Kitchen appliances)

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

General Description of Development

Construction of an 11-storey building comprising of 91 residential apartments, located within Manchester's Piccadilly Basin.

The project continues the trend for contemporary city centre living and is aimed at reinforcing the Piccadilly Basin's links with the vibrant Northern Quarter adjacent.

Requiring close consultation with English Heritage and the Canal and Rivers Trust, the project abuts the Grade II* listed Jackson's Warehouse and completes the enclosure of the Piccadilly Marina.

1.0 Environmental strategy/design and features

1.1 Systems in Place

SUDS

Sustainable (Urban) Drainage Systems are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and Sustainable Urban Drainage Systems surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses.

Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The system at Burlington house, which includes permeable paving has been designed by a hydrologist to be easily managed and will require no maintenance.

SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

Mechanical Ventilation with Heat Recovery (MVHR)

A complete MVHR system incorporating, fans heat exchanger, ductwork, controls, attenuators, grilles and louvres has been provided in your apartment.

MVHR extracts air from the kitchens and bathrooms and supplying air to all bedrooms and living spaces.

This provides fresh filtered air into a building whilst retaining most of the energy that has already been used in heating the building. Heat Recovery Ventilation is the solution to the ventilation needs of energy efficient buildings. Mechanical ventilation with heat recovery (MVHR), heat recovery ventilation (HRV) or Comfort ventilation are all names for the same thing. A heat recovery ventilation system properly fitted into a house provides a constant supply of fresh filtered air, maintaining the air quality whilst being practically imperceptible.

MVHR works quite simply by extracting the air from the polluted sources e.g. kitchen, bathroom, toilets and utility rooms and supplying air to the 'living' rooms e.g. bedrooms, living rooms, studies etc. The extracted air is taken through a central heat exchanger and the heat recovered into the supply air. This works both ways, if the air temperature inside the building is colder than the outside air temperature then the coolth is maintained in the building.

Certified Timber

All the timber used in your apartment is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.

2.0 Operational & Maintenance Information

2.1 General Information

Window operation & care

Windows are designed and constructed to require minimum maintenance. The Frames are Aluminium and should only require an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants.

Some useful do's & don'ts which have been taken from manufacturers care documentation:

DO

- Clean the glass regularly with a liquid spray glass cleaner
- Occasionally wash the frames with warm soapy water and wipe dry
- Always ensure that the drainage slots are kept unblocked and free of dirt etc
- Keep hinge and locking gear tracks clear of dust and debris to reduce wear

DON'T

- Use abrasive paste cleaner
- Use excessive pressure
- Use high pressure or steam cleaners
- Use any type of bleach, solvent or adhesives
- Use any unspecified tools or abrasive papers such as sandpaper
- Steel wool, strong acids and alkalis, and abrasive cleaners should never be used.

Minimising condensation

Although you cannot see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day.

It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off.

Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. Do reduce the risk of condensation in your home a control system this is known as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21 °C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

Care of Kitchen

Kitchens' units are designed to give many years of reliable service in normal household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction

and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

2.2 Electrical

Smoke & Heat Detectors

Your apartment has been fitted with smoke detectors in the living & bedrooms and a Heat detector in the Kitchen. These are all linked to the main building alarm system and run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply

The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.

Pressing the button will test the alarm and sound the horn while suppressed. When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging.

Lighting

All lighting in the apartment are recessed LED spotlights which are dimmable and fitted with a warm white light. All the lights are controlled by light switches typically located adjacent to the door to the room.

The service cupboard has a Batten type lamp fitting with a Concealed LED strip light above & below the bathroom cabinet mirror.

Shaver light/socket

Stylish range of dual voltage diffused bathroom Shaver lights with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.

Electric Heaters

In each of the main living spaces is a suitable sized Electrical Panel Heater with integrated Thermostat and 7 day time clock. With the Bathroom is a heated Towel rail

2.3 Water Provision

Apartment Hot Water Systems:

Each apartment has its own individual domestic hot water mains fed cylinder which provides hot water for the whole apartment.

The direct hot water cylinder is fed from 2 x 3KW immersion heaters both controlled from time controllers located at the side of the hot water cylinder. This is all located in the Service cupboard.

Showers

Your shower has a fixed head and hose attachment and is controlled by the thermostatic mixer valve. The showerhead MUST be regularly cleaned to remove scale and debris.

2.4 Additional Building Information

Fault Reporting

Tenants are asked to inform the Concierge of any fault that they find within the building. This can either be done in person, by email or by using the Ping Locker Concierge App.

Reception & Operational Times

Reception is manned 7.00am to 7.00pm by our onsite concierge. Outside these hours we have a security guard who will provide assistance outside of these hours. The concierge phone number noted above is to be used to contact either of these people. Alternatively, the concierge call button on the reception intercom can be used to contact the concierge / security guard.

Facilities Training

Tenants will be provided with guidance and training in the use of all facilities by the JLL Management team, any subsequent queries can be addressed by making contact either with the on site team or via the out of hours Concierge App

3.0 Building/Emergency Information

3.1 Fire Alarm/Exits/Assembly Points

- The building has a stay put policy as each apartment is designed to contain a fire
- The system includes
 - automatic detectors
 - automatic detectors with sounder and/or beacon bases
 - flashing beacons
 - interface units
 - main control panel
 - manual call points
 - wall mounted combined sounder/beacons
- Automatic fire detection is installed in all Common areas, Circulation, Stairwells & ancillary areas within the building, by way of Ceiling Mounted Smoke detectors.
- The alarm has a monitoring line, in the event of an activation they will call the three key holders (concierge, Building Manager and Head Office). In the event there is no reply then the emergency Services will be asked to attend.
- If you discover a fire (which has not yet triggered a fire signal) please activate the nearest red manual call point and exit the building. NEVER return to the building until instructed to do so room and alert the site staff to others in difficulty.
- Fire extinguishers are provided HOWEVER they are there to aid your escape in the event of fire
- All escape routes are clearly marked with directional signage directing occupants to the stair cores and then to the main entrance on the Level 01.

If a fire breaks out in your flat

- Leave the room where the fire is straight away, then close the door
- Tell everyone in your flat and get them to leave. Close the flat entrance door behind you
- Do not stay behind to put the fire out
- If there is a lift – do not use
- Wait outside away from the building
- Call the Fire Service dial 999 or 112

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

- The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere
- You must also leave immediately if smoke or heat affects your home, or if you are told to leave by the Fire Service
- If there is a lift – do not use
- If you are in 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 them the address where the fire is
- Do not end the call until the Fire Service has repeated the address correctly.

Fire Alarm Tests will be carried out on a weekly basis each Tuesday at 11:00am, during this time the communal alarms will sound for the duration of 10 – 15 seconds.

3.2 Fire Fighting Equipment

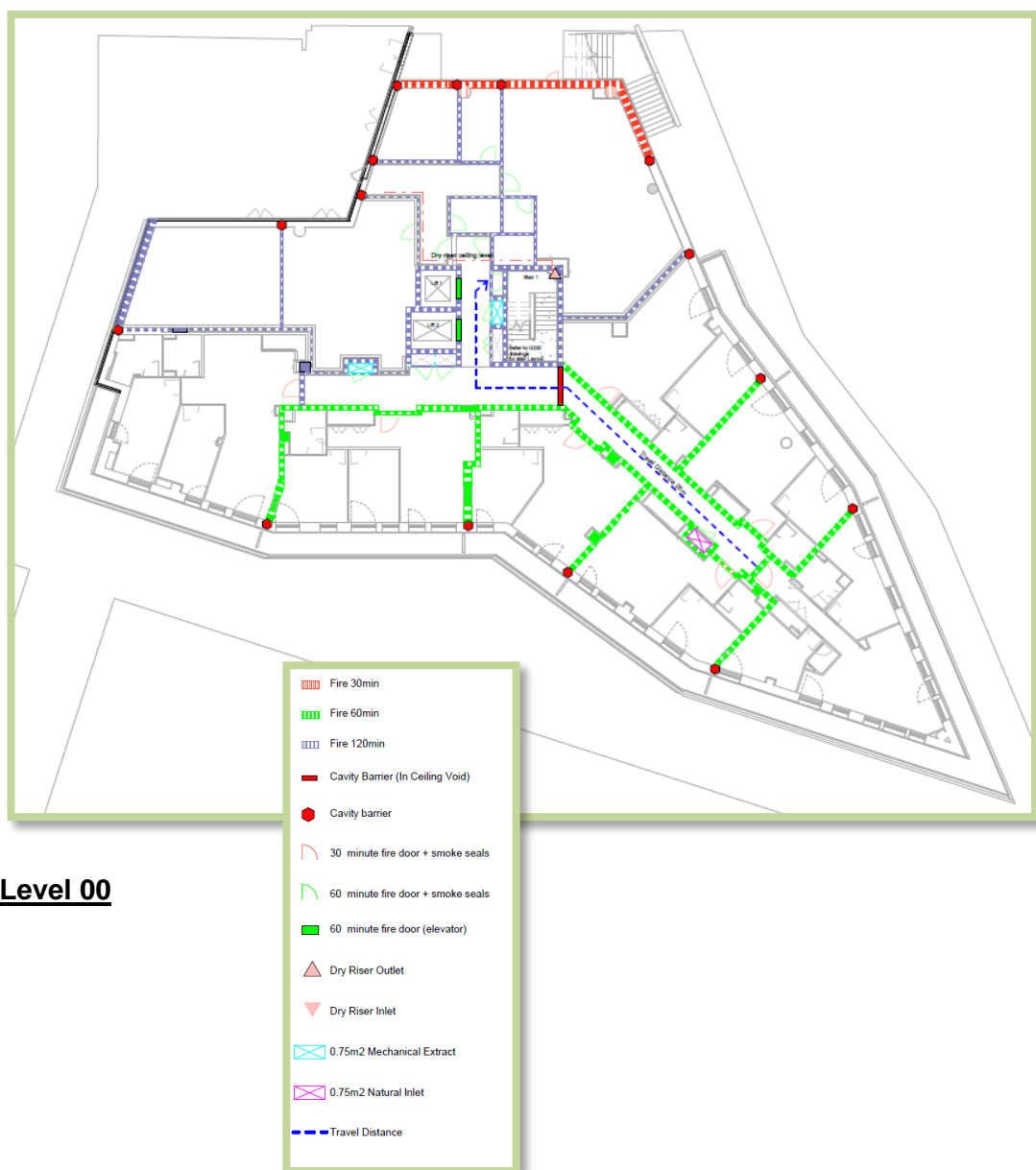
Within the building all escape routes are clearly marked with directional signage directing personal to the stair cores and then to the main entrance on the Level 01.

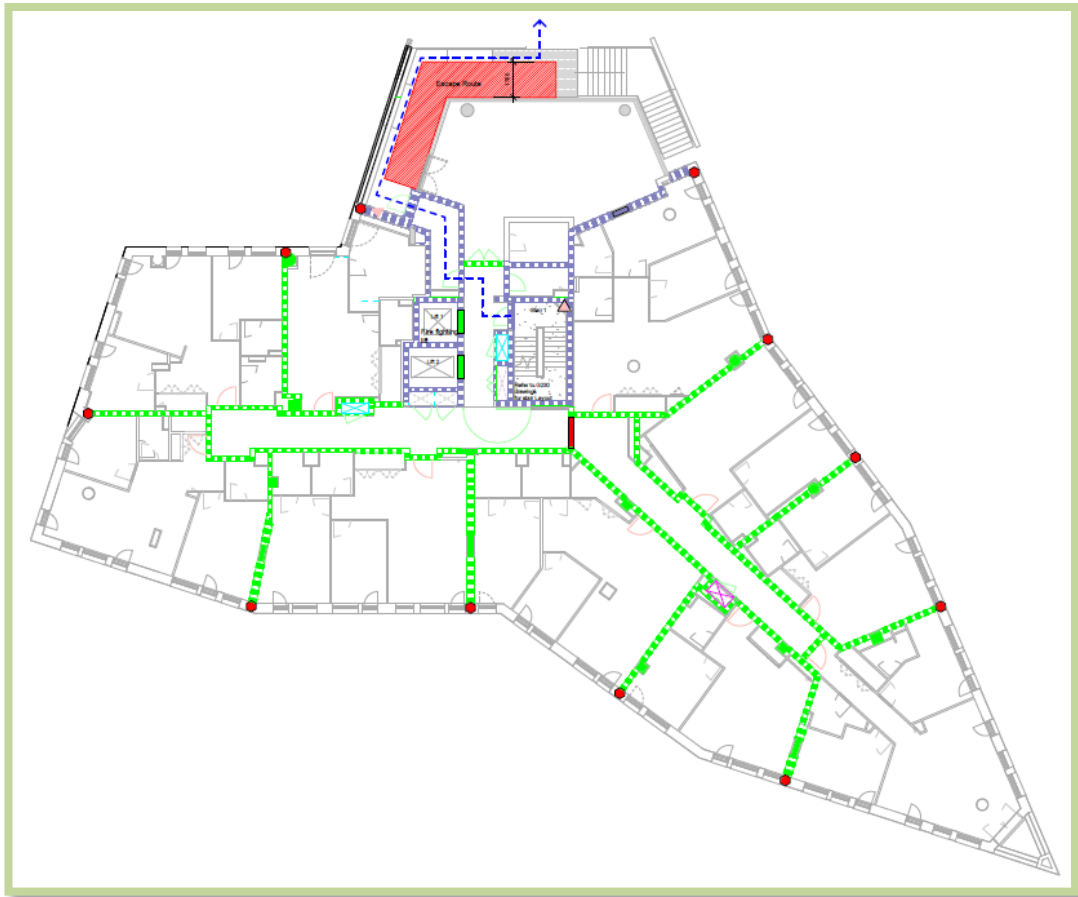
A Mains Water Fed Sprinkler system has been installed throughout the building with sprinkler heads located in the kitchens, bedrooms, Living, entrance lobby & ancillary rooms.

Emergency Access

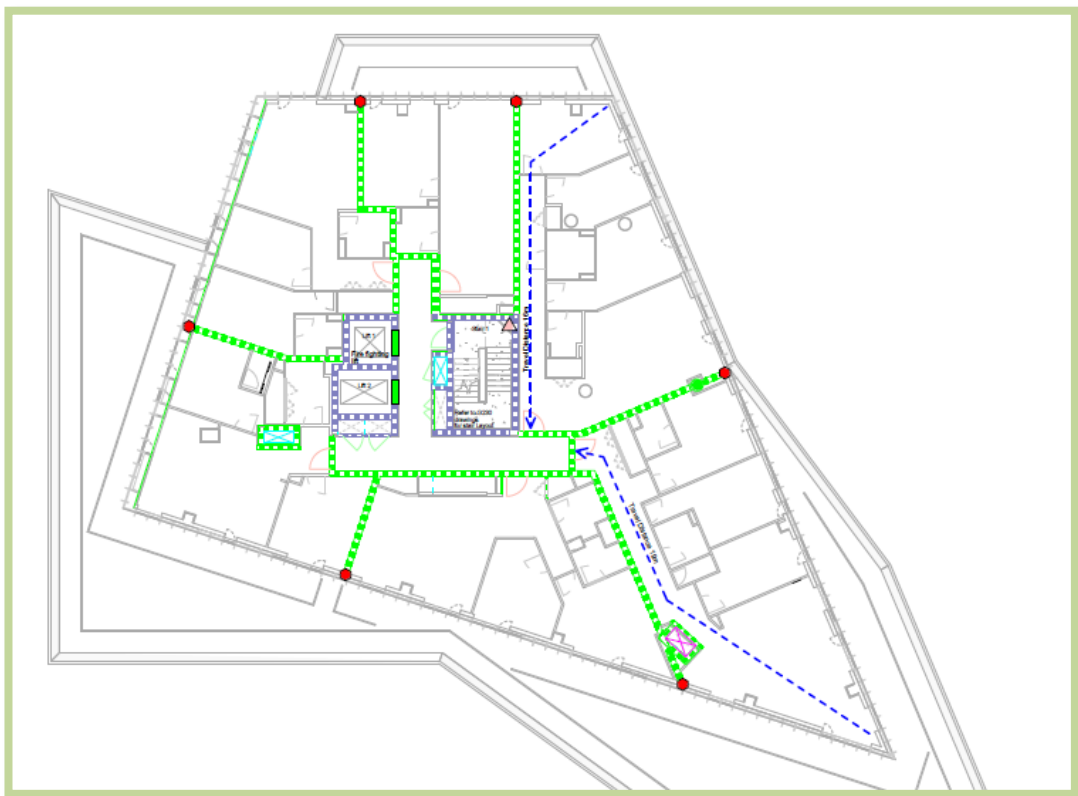
The drawing below indicates the emergency access procedures in the event of a fire at the building.

The fire strategy and associated drawings can be accessed in **Volume 02 - Section 1.5 Fire Safety Strategy** of the O&M manuals.





Level 01



Typical Upper Floor

3.3 Emergency/Incident Contacts Numbers

During office hours, visitors and staff should contact a member of site staff in the event of an emergency, for fire, gas leak, ambulance, or Police. Site staff will contact the appropriate emergency service

Numbers

- On site Concierge (day) or Security (night) – 07849 629360
- Police (Emergency): 999
- Police (Non-emergency): 101
- Fire (Emergency): 999
- Ambulance (Emergency): 999

Shut-off valves & switches to locations:

Service	Location
Incoming Electrical Supply Building	Main-Landlords switch room lower ground
Apartment	Utility Cupboard
Incoming Water Supply Internal	Main incoming Lower ground floor bike store
Apartment	Riser cupboard opposite lift on each floor
Incoming Gas Supply	No Gas Supplied to the Building
Emergency Lighting Test Panel/Points	Lower Ground Security room
Fire Alarm Panel(s)	Main Panel located in the Level 01 Main Room Repeater Panels Located in the Level 00 Corridor & the Level 01 Entrance Lobby
Intruder Panel	Lower Ground Security room

Sprinkler Isolation	Valveset Residential riser with a valve per floor– Riser Cupboard Water Supply BCWS supply with a residential valve per floor
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3.4 Location of first aid equipment

1st aid kit is available from the concierge

3.5 Shared Facilities

The building is an apartment block and as such, other than the entrance lobby, cycle store, Refuse Store & Parcel Room there are no Shared Facilities.

Parcel Room

To provide the ultimate convenience for at Burlington House a 24/7 Parcel SafePlace Room for items that don't fit into your mailbox. As a default all parcel couriers will deliver parcels for residents to the Parcel SafePlace Room. Parcels requiring a signature will be signed for by the concierge team and then delivered to the room for your collection. As soon as your parcel is securely logged into the Parcel SafePlace system you will receive a notification with a one-time unique collection code, simply enter the code and access the room to collect your parcels

4.0 Energy & Environmental Strategy

4.1 Energy efficient features in the building

- Dual Flush Wc's & flow restricted WHB' & Showers.
- Energy efficient plant and system selection to increase operational efficiency.
- LED lighting
- The use of low flush toilets with dual flush, push taps and showers to reduce water consumption.

4.2 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need an 11-14 Watt bulb.

Standard Bulbs	Energy saving equivalent
25w	5-7w
40w	8-9w
60w	11-14w
100w	20-23w

4.3 Details of EU labelling scheme for white goods

The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators. All of which require a D rating or above.

4.4 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;

- Turn your thermostat down. Reducing your room temperature by 1 °C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
- Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
- Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
- Always turn off the lights when you leave a room.
- Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
- Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
- If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

For further information please visit; www.energysavingtrust.org.uk

4.5 Simple energy 'dos and don'ts'

The following are a suggested list of occupant guides for good building operation:

Do:

1. Determine occupant comfort levels to minimise the amount of cooling and heating required i.e. 21°C is very cold in the summer months when the outside temperature is above this condition
2. Ensure circulation doors are kept shut to minimise the transfer of conditioned air to adjoining unconditioned spaces
3. Avoid blocking panel heaters and/or ventilation grilles with furniture and books as this will result in a lack of heating/ventilation.
4. Make sure that all installation services i.e. Heating, cooling, ventilation systems are regularly serviced and maintained in full working order.
5. After an Electric Power failure make sure all the Air Conditioning systems have been switched back on, to maintain the correct room temperatures throughout the building.
6. Set thermostats to the required temperature then leave them alone. Do not use them as ON/OFF switches.
7. Do not overheat or over-cool your space as this increases running costs and causes extra emissions of CO₂ into the external atmosphere.
8. Only switch the lights ON as and when necessary as they result in significant emissions of CO₂ into the external atmosphere, contributing to global warming.
9. Ensure that PCs, printers etc. are not left ON unnecessarily and have any energy saving features enabled as this will prevent your space from overheating and save energy.
10. Ensure both heating & cooling is not operating simultaneously.
11. Ensure adequate maintenance is carried out to keep all lighting functioning correctly; lamps are changed and kept clean.

Don't:

1. Cover the room sensors where they are present on the walls
2. Operate the plant 24 hours/day 7 days/week
3. Leave PCs on unnecessarily in all rooms as this will cause overheating
4. Before carrying out any room modifications check the ventilation system layouts to make sure the modification does not have an effect on the Heating, cooling and ventilation of the area.
5. Also before carrying out any room modifications, check the existing cable containment routes to any outlets which need to be modified, as these may also be linked to other service outlets within the walls.
6. Do not block any Ventilation grills within the ceilings of the rooms.
7. Interfere with BMS settings or Ignore BMS alarms or acknowledge alarms without investigation
8. Interfere with Controls for External lighting
9. Change settings on fan speeds or set points as this will affect energy consumption and noise levels
10. Isolate Fire detection or suppression systems
11. Use fire hose reels for anything other than firefighting
12. Overload electrical circuits

4.6 Air tightness

The Building has been designed to comply with the Air tightness requirements of Approved Document L Parts 1 & 2 of the building regulations.

Various Apartments have been tested by iATS and achieved the following levels

- Plot 40 - 2.94m³/(h.m²) @ 50Pa
- Plot 50 - 2.86m³/(h.m²) @ 50Pa
- Plot 70 - 2.75m³/(h.m²) @ 50Pa
- Plot 73 - 2.85m³/(h.m²) @ 50Pa
- Plot 81 - 2.78m³/(h.m²) @ 50Pa
- Plot 91 - 2.86m³/(h.m²) @ 50Pa

Please refer **Volume 2 - Section 1.3.3** for the Certificate.

5.0 Water Use

5.1 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

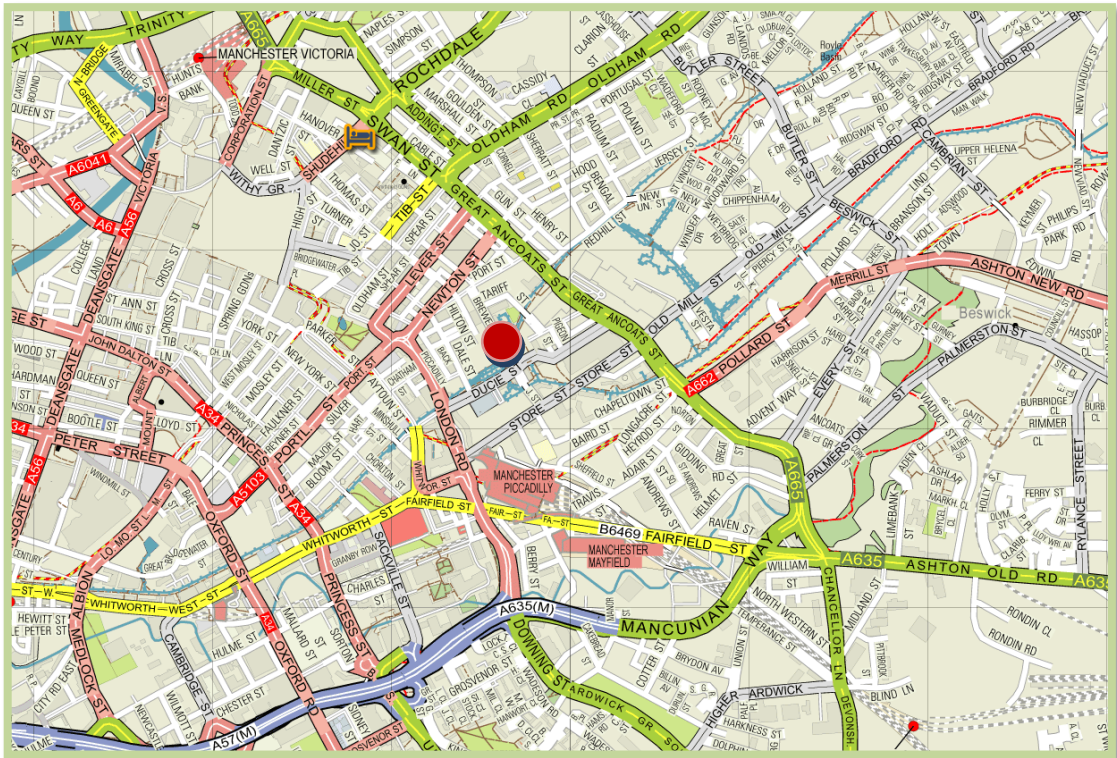
There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

6.0 Transport Facilities

6.1 Where we are

Piccadilly Basin
22 Tariff Street
Manchester
M1 2FJ



Located on Tariff Street, Burlington House is adjacent to Manchester's famous Northern Quarter and within easy reach of both Ancoats and the evolving New Islington.

Commanding views overlooking the Rochdale canal, marina and city, it is a just a 2 minute walk from Piccadilly station and within easy reach of the city's business district.

The Basin ([link to the Basin website](#)).is fast becoming an established city centre address for creative industries, and is already home to an eclectic mix of exciting and innovative businesses including fashion designers, architects and design agencies as well as popular retail park, Urban Exchange (which features a 24,000 sq. ft PureGym, M&S outlet, Aldi and Go Outdoors).

6.2 Local Public Transport Information

Piccadilly Train Station is also a 2 minute walk away

The station is serviced by

- Cross Country
- East Midlands
- Northern trains
- Transpennine Express
- Transport for Wales
- Virgin Trains

Along Piccadilly (A6) are a number of bus stop which are serviced by the following routes

- 192, 201, 203, 204, 205, 206, 207, 219, 220 & 221

Only 400m to the closest tram stop - Piccadilly Gardens in M1 1RG - easily connecting you to the rest of the city and the main stations.

fgm.com - Local public transport information

www.nationalrail.co.uk - Rail Times & Travel Information

Also refer to the on-line portal www.burlingtonconnect.com/en

6.3 Nearest Amenities

<p><u>Post office</u> Piccadilly Plaza Post Office Plaza, F4, Londis Store Piccadilly Portland Street Manchester M1 4AL</p> <p>The nearest Post Box lost located across On Ducie Street</p>	<p><u>Police Station</u> Greater Manchester Police City Centre Town Hall Lloyd Street Manchester M60 2LA</p>
<p><u>CashPoint</u> McColls 22 Ducie Street Manchester M1 2DP</p>	<p><u>Manchester Royal Infirmary</u> Oxford Road Manchester M13 9WL</p>
<p><u>Fire Station</u> London Road Fire Station 11 Whitworth Street Manchester M1 2PH</p>	

Also refer to the on-line portal www.burlingtonconnect.com/en

6.4 Car Parking

There is no on-site parking,

There are a number of public Garages/Car park located close to the your Apartment, use this link to locate one <https://en.parkopedia.co.uk>

6.5 Bike Storage

Secure cycle storage for 51 cycles has been provided on in the Level 00 Cycle Store

Please ensure you have your own personal lock/chain to secure your bicycle in any of the cycle shelters or Hoops.

Information on Local Cycling Schemes, routes and maps can be accessed on the following websites:

Sustainable Transport Website
www.sustrans.org.uk/ncn/map.

Manchester Council Cycling
https://secure.manchester.gov.uk/info/500356/cycling_and_walking/6850/cycling

7.0 Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you choose products that are sustainable, are non-hazardous and are suited to your home.

Fixings - it is important to remember that your apartment is constructed using a Plasterboard on a Metal Stud so when putting up a picture frame for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the metal stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If you are in any doubt you should contact a professional as it is essential that you know exactly what you are screwing/drilling into prior to starting.

Timber - the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example: using reclaimed wood saves energy and resources. When buying timber from a merchant it is important to know where it has come from. Buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

Paints & Finishes - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label
- a black symbol on an orange or yellow square, with a description of the hazard
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

8.0 Recycling & Waste Collections

8.1 Waste & Recycling Processes

Regular waste & recycling

Each kitchen has been designed to have separate space for general waste and mixed recycling for the following:

- Paper, card, plastic containers and bottles, foil containers, drink cans and food tins
- General domestic waste

Food waste recycling bins are also provided in each apartment together with a separate bin in the bin store.

The separation of general waste from recyclable material is to be undertaken by tenants.

Waste such as electrical and electronic equipment (WEEE) to be collected by arrangement with the concierge. .

Tenants are informed of the recycling strategy through notices on site and through their induction at the start of their tenancy.

Storage enclosures for Refuse & Recycled waste have been provided on Level 01.

8.2 Local Authority Waste Collections

The scheme will be served by Manchester Council waste collection service, any queries should be addressed to the concierge in the first instance.

8.3 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;

Household recycling centres

There are number of household centres around Manchester, please refer to the link below:

recycleforgreatermanchester.com/wheres-my-nearest-recycling-centre/

Bulky Waste Collection

Manchester Council offer a Bulky Wates Collection service, However before you ask us to collect an unwanted item, can you get rid of it another way?

- if it's in good condition, give it to [give it to someone who could use it](#)
- if you can get it there, take it to your nearest [recycling centre](#)

Who we will collect from

- We cannot collect from inside your property and items must be put as close to your bin collection point as possible. If you can't move items easily some local charities will collect for free.
- If you live in a managed building - your caretaker / building manager may be able to help.

The costs

- You can have one free collection of up to three items, a year (April 1 – 31 March). We will only take the items you have told us about. However, with this collection we will remove an additional three items for £27
- If you have already had a free collection, it is £27 for up to three items and £54 for up to six items.
- Please make sure large items such as cupboards and fridges are empty (apart from their own fixtures).
- We will only take the items you tell us about.

We do not collect some items. It's your responsibility to dispose of these properly at a waste and recycling centre.

We don't collect:

- items that are too big or heavy for two people to move and lift safely into a vehicle. This includes items that become too heavy after being left out in the rain, such as mattresses. Keep items like this as dry as possible.
- items that are dangerous to lift, or could damage a vehicle, because of sharp edges for example
- dangerous waste like asbestos, chemicals or paint stripper
- waste left in your home by building or repair work
- laminated floorboards or kitchen worktops
- window frames, external doors and conservatories
- fencing, greenhouses, sheds, pallets or petrol lawn mowers
- tyres, gas canisters, car batteries, parts or engines
- items such as cupboards and fridges that are not empty, apart from their own fixtures
- glass items such as window panes, glass tables and large mirrors.

8.4 Information on recycling

What can be recycled?

Recycling provision varies from residence to residence but paper (newspapers, greeting cards etc.), cardboard (boxes etc.), plastic (drinks and toiletry bottles etc.) batteries, toner cartridges, metal (drink cans and food tins) can generally be recycled. The Mangers can advise you which recycling facilities are currently offered and discuss other possible recycling schemes you may like to suggest.

Moving in – Recycle

- Think about recycling or reusing the packing materials you used when you arrive. Flatten cardboard boxes and recycle them or store them to reuse when you move out.

Some recycling facts:

- One recycled tin can save enough energy to power a television for three hours.
- It takes 24 trees to make one ton of newspaper.
- One recycled plastic bottle would save enough energy to power a 60W light bulb for three hours.
- Plastic can take up to 500 years to decompose
- The average person in the UK gets through 38kg of newspapers per year.
Source: www.recycling-guide.org.uk
- On average every person in the UK throws away their own body weight in rubbish every seven weeks.
Source: www.wastewatch.org.uk

- 1.75 billion plastic carrier bags are used in the UK each year. (Source: Defra)
- Making glass bottles and jars from recycled ones saves energy. The energy saving from recycling one bottle will:
 - Power a 100W light bulb for almost an hour.
 - Power a computer for 20 minutes.
 - Power a colour television for 15 minutes.Source: www.britglass.org.uk

9.0 Home User Guide Alternative Formats

If you require a copy of this guide in an alternative format please contact either the Building Property Manger of Front of House manager, they can be contacted on the Home user guide portal at www.burlingtonconnect.com/en

Please note there is a charge for this service.

10.0 Responsible Purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year - even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We do not need to get obsessive about constantly transferring to the cheapest energy supplier, but it does make sense to at least check we are not paying way over the odds by keeping an eye on competitive tariffs.

Very close to your apartment are located a number of Markets

Arndale Market

49 High Street, Manchester M4 3AH

This is open everyday

Northern Quarter Makers market

Stevenson Square, Manchester M1 1DB

This is open Every Other Sunday

www.themakersmarket.co.uk/markets/northern-quarter/

11.0 Links & References

11.1 Useful Links

www.burlingtonconnect.com/en - Home User Guide Portal

www.manchester.gov.uk – Local Council Website

tfgm.com – Local public transport information

www.nationalrail.co.uk - Rail Times & Travel Information

www.sustrans.org.uk/ncn/map - Sustainable Transport Website

www.breeam.org - Environmental Assessment Website

www.oneplanetliving.org/ - Website for Environment & Sustainability

www.wrap.org.uk/ - Waste and Resources Action Programme

www.carbontrust.com - Carbon Trust website