

Home User Guide



إذا كنت تريد الحصول على هذه المعلومة بلغة اخرى او بخط اكبر او بخط البريل او على قرص مضغوط الرجاء الاتصال بنا

Arabic

এই তথ্যগুলো যদি আপনি অন্য কোন ভাষায়, ছাপার মোটা হরফে, ব্রেইলে (অঙ্কলিপি) কিংবা অডিও টেইপে পেতে চান তবে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Bangla

If you would like this information in another language, large print, Braille or on CD, then please contact us.

English

Si vous voulez ces informations dans une autre langue, en gros caractères, en Braille, ou en cassette, alors veuillez nous contacter.

French

જો તમને આ માહિતી અન્ય ભાષામાં, મોટા અક્ષરોમાં, બ્રેઇલ અથવા સાંભળવાની ટેપ ઉપર મેળવવી હોય તો મહેરબાની કરીને અમારો સંપર્ક સાધો.

Gujarati

W celu uzyskania tych informacji w innych językach, większym wydruku, zapisanych alfabetem Braillea lub na kasecie, skontaktuj się z nami.

Polish

Hadii aad u bahantahay warbixintan oo luqad kale ku turjuman , ama far aad u waa weyn ku qoran ama farta indhoolaha ama isagoo cajalad ku duuban oo maqal ah fadalan nalasoo xidhiidh.

Somali

እዚ ትሕዝቶ ብኻልእ ቋንቋ ይኹን ወይ ድማ ብዓቢ ጽሑፍ ከምኡ-ወ.ን ብ ብረይል (Braille) ወይ ድማ ኣብ ሲዲ ምስትደልዩ ኣብኩና

Tigrinian

اگر آپ کو یہ معلومات کسی اور زبان ، بڑی چھپائی ، بریل یا ٹیپ پر درکار ہوں تو برائے کرم ہمارے ساتھ رابطہ کریں۔

Urdu

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Section 1 - Introduction

1. About This Guide

This Home User Guide has been prepared to provide you with all the information you need about your home and the facilities and services at your disposal.

Please take a little time now to read through this guide. You can refer to it in the first instance, but feel free to contact us at any time.

Please note personal safety always comes first. If you are uncomfortable or unsure how to undertake any of the routine jobs within the home, please contact an appropriate professional.

Within this guide you will find details about your home, advice on how best to maintain it and relevant instruction manuals for your fitted appliances and heating and hot water systems.

***This guide is also available in hard copy, if you require a hard copy please contact the management team.**

2. Alternative Formats

This home user guide can also be provided in alternative formats including Braille, large print or audio cassette or CD. For further information, please contact:

ForLiving on T. 0330 333 8382 E; hello@for-living.com

3. What to Do If You Have a Problem

If you find a problem with your property, want to report a repair, or discuss anything to do with your tenancy, you can get in touch with us quickly and easily by signing up To the Dock5 Concierge App, which is available to download via apple store or antroid. If you cannot access the App, please contact the concierge at the front of house.

For emergencies out of office hours please ring 0330 333 8382

If a callout during the Defects Liability Period is made and the reported defect does not amount to a defect in the Works, and is unrelated to the quality of the works of the contractor, including but not limited to

- 3rd party damage
- Operation error
- poor use/operation by the user
- non-compliance with the provisions in the O&M manual & Home User Guide
- failure to comply with manufacturer instructions and / or wear and tear

****if unsure about what constitutes a defect or non-defect, please contact the concierge or management team.***

Then the charges set out below will apply:

Normal hours (Mon- Fri 8am – 5pm)

- Call out - £80
- First hour or part of £40
- Half hour or part thereafter £20

Outside of normal hours (Mon- Fri 5pm – 8am, Saturday, Sunday and Bank Holidays)

- Call out - £120
- First hour or part of £60
- Half hour or part thereafter £30

4. Important Contact Details

Utilities

Your services are currently supplied by the following companies. Any queries about supply, tariffs and alternative options should be addressed to them.

Please make sure you keep records of the meter readings taken on the day you moved into the property; your bills will be calculated from these readings, and you must give them to the service providers.

Electricity Your supplier is Scottish Power, and their telephone number is 0800 027 0072

Your meter number is:

{{UTILITY_ELECTRIC_UNIQUEID}}

Your electricity meter is located within the communal meter cupboard In your apartment.



Water Your supplier is United Utilities, and their telephone number is 0845 746 2222.

For account enquiries please call: 0345 672 2999

You are responsible for opening a water account.

Your meter number is:

{{UTILITY_WATER_UNIQUEID}}

Your meter is located

{{UTILITY_WATER_LOCATION}}.



Local Authority

Your local authority is Salford. Their contact details are as follows:

Salford City Council
Salford Civic Centre
Chorley road
Swinton
Salford
M27 5AW

Telephone: 0161 794 4711

Section 2 - Emergency Information

1. Fire Safety

Your property is fitted with mains-powered smoke and heat detectors with a battery back-up to ensure safe operation in the event of a power failure. The detector is in all rooms including kitchen and entrance hallways (excluding bathrooms) of the property and looks like this:



It is imperative that you check that the detector is working weekly by pressing the “test” button on the base of the unit.

The communal areas of the apartment block are fitted with a communal fire alarm. This is not linked to the detectors in your apartment.

Sprinklers are installed through the building as an extra fire safety precaution in the event of a fire. The sprinklers are part of the automatic fire detection system and require no input from residents. This building is designed on the principle that should a fire occur, it is safe to stay in your apartment; however, if your apartment is affected by fire or you feel unsafe because of a fire elsewhere in the building:

- Evacuate the building if it is safe to do so
- Use the staircase
- Do not stop to collect personal belongings
- Close all doors behind you
- Once safely outside the building, call the Fire Service on 999
- Do not re-enter the building until authorised to do so by the Fire Service

If you feel you need assistance in developing a plan for your personal evacuation, please contact hello@forhousing.co.uk

If you are hard of hearing, please contact hello@forhousing.co.uk and alternative methods for making you aware of fire will be arranged.

AT ALL TIMES

- Make sure the smoke and heat detectors in your home are working
- Do not store anything in your hall or corridor, especially anything that will burn easily. Items such as bikes, buggies, and items that are in the process of been disposed of cannot be left in the hallways at any time.
- Communal doors cannot be propped open
- Front door mats are not allowed within the communal corridors.
- Use the fixed heating system in your home. If this is not possible, only use a convector heater in your hall or corridor. Do not use ANY form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric fire bar).
- Do not store things in the communal cupboard(s)
- Use your rooms only for their intended purpose; do not use them as a workshop
- Do not block access roads to the building.

CALLING THE FIRE BRIGADE

The fire brigade should always be called to a fire, even if it only seems a small fire. This should be done straight away.

The way to call the fire brigade is by telephone as follows:

1. Dial 999 from a landline or 112 from a mobile phone
2. When the operator answers give the telephone number you are ringing from and ask for FIRE
3. When the fire brigade answer tells them clearly the address where the fire is and also what floor of the property.
4. Do not end the call until the fire brigade has repeated the address to you, and you are sure they have got it right. The fire brigade cannot help if they do not have the full address.

The local fire authority provides a fire action plan service. For further information, please contact Eccles Fire Station

2. Emergency EVAC

Above the front door on the inside of your property, an evacuation sounder and loop isolation indicator have been installed. Whilst your property is ordinarily controlled under a stay put policy in the event of an emergency, under certain circumstances, the emergency services can opt to manually operate the evacuation sounder within your property.

If at any time the evacuation sounder is activated, you must leave your property and the building immediately via the nearest emergency exit and gather at the evacuation point as instructed.

3. Emergency Service Contact Information

The nearest Accident and Emergency department is located at the following address:

- Salford Royal Hospital
0161 789 7373

Your local police station is:

- Eccles Police Station
0161 856 5228

In the event of an emergency dial 999 from a landline or 112 from a mobile phone.

The local fire station is located at:

- Eccles Fire Station
0161 609 0202

Section 3 - Using Your Home

1. Using Your Kitchen

Kitchen appliances have been incorporated as part of the installation of the fitted kitchen within your property. A summary of appliances provided to the development are detailed below – please refer to the manuals within your Home User Guide which will detail the specific appliances installed as part of the kitchen within your property. Copies of these are also available on the Dock5 App.

The table below is a development generic information table:

Beko Microwave – MGB 25333 BG	
Elica Cooker Hood IEC 61231	
Beko Built in Oven BBNIF 22300 XD	
Beko Built in Hob HNIC 64400 T	

Hoover Wine Cooler - HWCB 30 UKSSM



Beko Integrated Larder Fridge BLSF 3682 – Under Counter





Beko Integrated Larder Freezer BLSF 3682 – Under Counter



Beko Integrated Built in Fridge/ Freezer BCFV 7030



<p>Beko Integrated Dishwasher DIN 15320</p>	
<p>Zanussi Integrated Washer/ Dryer Z816 WT 85BI</p>	

2. Your Heating System

The apartment is heated via a number of electrical panel heaters suitable for the space in which they are installed. These can be controlled manually on the panel heater or via an app on a mobile device. It's important to not cover your electric panel heaters with washing or alike.



3. Your Hot Water System

Hot water is provided in the apartment via a local electric hot water cylinder located in the MEP cupboard where it is accessed for maintenance purposes. The unit is provided with a smart controller which will automatically control the cylinder to meet the demands of the apartment.



4. Ventilation System

The apartment is ventilated with a mechanical ventilation heat recovery unit (MVHR). The MVHR is in the MEP cupboard within the apartment where it is accessible for maintenance purposes. This is controlled automatically, and the system is boosted when kitchen/bathroom areas are in use. Please do not touch, amend or switch off this piece of equipment. Likewise please use windows and external doors for natural ventilation.



5. The Electrical Supply in Your Home

The electrical supply enters your home through the electricity meter located in the cylinder cupboards within your apartment. The meter and the cable leading to it belong to the electricity company and should not be tampered with in any way. All cables and equipment on the “home side” of the meter are your own responsibility as the householder.

The wires leading from the meter go to the consumer unit which is in the store cupboard. This unit contains the main on/off switches and several AFDD circuit breakers which protect individual circuits. They are like small fuses that do not need rewiring, AFDDs automatically switch off the electricity supply, should there be a fault, for example from loose wiring or faulty appliances being connected to it. Written alongside each AFDD is a description of the circuit it protects – power, lighting, water heater, etc. AFDDs have different current ratings suitable for their type of circuit; a cooker circuit will require 30 amps, but lighting only 5 amps, etc.

Consumer Unit and MCB's



What to Do if a Circuit Fails

If a circuit fails, you should unplug (rather than just switch off) any appliance that you think may have caused the problem. It will be obvious which circuit has been affected by checking the consumer unit, where the switch on the relevant MCB will be in the “off” position. Switching the MCB back on should restore the circuit. To be sure that you have identified the faulty appliance reconnect all other appliances and see if the MCB fuses again. If it does, it means there is still a faulty appliance somewhere, which you should try to locate by disconnecting all appliances and reconnecting them in turn, switching them on as you do so.

Services – Connections

BT Telephone The main BT point will be located in the MEP cupboard.

You must make arrangements directly with the supplier for this service to be activated and your phone line installed.



TV point There are sockets for TV aerials in the living room and bedroom, these are connected to the communal aerial.

You are responsible for obtaining a TV licence.



4th Utility – Fibre to the Property

Your apartment has been fitted with 4th Utility Fibre to the Property, this means that you can enjoy internet speeds of up to 1Gbps, depending upon your subscription. You will find within the store cupboard the kit for the 4th Utility Fibre service, and it is here that you will need to install your internet router.

Your 4th Utility internet router will be found within your property's MEP cupboard, and is wall mounted.



Switching your internet on is quick and easy:

- Visit the4thutility.co.uk/developments
- Search for your development by name or postcode, and find your home
- Select the package that best suits your needs, up to 1Gbps available.
- Fill in your details
- And connect.

You will be online in minutes.

All packages are run on a 30-day rolling contract basis.

If you need any support regarding ultrafast fibre broadband, please email us support@4thu.co.uk

Shaver Point

Shaver Point A shaver point has been fitted within your bathroom.



Light fittings

Your home has been fitted with LED downlights throughout

Downlights are not covered under your new home warranty. If one or more of your lights need to be changed, please report this to the concierge, or via the Dock5 App.

6. “Running-In” Your New Home

Condensation is caused when water vapour comes into contact with cold surfaces and condenses to form dampness or water droplets.

Air can contain varying amounts of water vapour; warm air can hold more water vapour than cold air. When warm air comes into contact with a colder surface, it cools down and can't retain the same amount of water vapour. The excess water vapour is released and forms condensation.

Water vapour is invisible in air and is formed when you breathe and when you carry out normal activities in the house. It's also formed as the materials used in your home's construction dry out.

Condensation in the home

Condensation isn't normally a building fault. It can occur in a new home because building materials, such as mortar and plaster, contain a lot of moisture. Water vapour is formed as these materials dry out when the home is lived in and heated. This is a slow process that takes some time to complete.

Your home has been built so that it doesn't waste energy. You have better insulation, draught proofing on doors and sealed window units. These all help to minimise draughts and stop heat escaping from your home. But they also reduce the water vapour escaping, which can increase the risk of condensation.

Normal daily activities (such as taking showers and baths, washing and drying clothes, cooking and boiling kettles) produce warm air containing a large amount of water vapour. If the warm air can't escape through an open window or vent, it moves around until it finds a cold surface where it cools and forms condensation.

If you heat your home intermittently then you are more likely to suffer with condensation problems than a home that is heated continuously, at a lower temperature. This is because the continuous heating keeps the surfaces of the room warm and reduces the risk of condensation forming on them.

You are most likely to see condensation form on windows, colder parts of walls, around external door and window openings, and where ceilings and floors meet with outer walls. It can also appear in areas where air circulation is restricted, such as inside cupboards and behind furniture that is placed against an outside wall.

If condensation keeps occurring in the same place, it can sometimes cause black mould growth.

Reducing condensation

Controlling water vapour levels is important because you are living in a modern, well insulated home.

You're unlikely to prevent condensation in your home completely, but you should aim to reduce it to a level so that it doesn't cause problems. The following advice should help you achieve this.

Produce less moisture

- Put lids on saucepans while you're cooking to reduce the amount of steam.
- Avoid drying clothes on a clothes airer or radiator. If you need to dry clothes inside then open the window and close the door of the room where the clothes are drying, this will help moisture escape rather than circulate around your home.
- If you use a vented tumble drier, make sure it's properly vented to an open window or through an outside wall.

Stop moisture spreading

- While cooking, bathing or washing, use an extractor fan and / or open a window, and keep the door closed. Keep the Mechanical Ventilation Unit on boost and / or the window open for about 20 minutes after you have finished (with the door closed).
- When condensation appears, wipe it away.

Ventilate moisture away

- Your home has been built with a Mechanical Ventilation Heat Recovery unit in it, this will keep air circulating throughout the apartment. This unit can be boosted from the switch in the kitchen. The system is designed to automatically boost when the humidity goes above the designed threshold.
- If you can, put free-standing wardrobes and other furniture against internal walls, leaving a gap between the wall and furniture so that air can circulate around the room. Try not to overfill cupboards, wardrobes, and drawers so that air can circulate around the contents.

Provide even heating

- Keep your home warm to avoid cold surfaces and remember it can take a long time for a building to warm up. We recommend keeping your heating on 18 degrees.
- If your home is unoccupied during the day, make sure the timer is set so that your home is warm by the time you return. During very cold weather it's better to leave the heating on during the day to maintain an even temperature. If you are doing this set the temperature to be a few degrees lower than you would have it if you were in the property.
- If you don't usually use all the rooms in your home, you should keep them heated to avoid cold areas. You don't have to heat them to the same

temperature, and you can reduce the temperature by putting the TRV on the radiator to a lower number.

Treating mould

If you notice mould growing in your home, you should treat it straight away to stop it from spreading and causing damage to your home. It is very easy to treat and stop the spread of black mould.

- Sterilise the affected area with a suitable fungicidal wash (available from most DIY stores), following the manufacturer's instructions. Keep checking the affected area for at least a week. If the mould reappears, wash it down again with the fungicidal wash to make sure the area is thoroughly sterilised.
- If the treatment appears to have been successful you can carry out any necessary redecoration. If painting, use a good quality fungicidal paint to help prevent mould, but remember – this won't be effective if it's later covered by ordinary paint or wallpaper. If wallpapering, use a paste containing a fungicide to prevent further mould growth.
- If mould or mildew is growing on clothing items or carpets, you should dry clean them. Don't disturb mould by brushing or vacuum cleaning, as you can increase the risk of respiratory problems.
- To prevent mould returning make sure you control condensation in your home.

Movement and Shrinkage

As drying out progresses and the home is lived in and heated the building materials shrink, which may cause small cracks to appear. These are not structural defects and can be filled and covered in the normal process of periodic redecoration. Some may recur to a reduced extent. Such minor cracks are inevitable.

If you plan to repaint, we recommend that you wait 3 months until the drying out process is complete, as paint applied too soon may crack as the moisture from construction evaporates. We cannot be held responsible for damage to decorations which have been applied too soon.

Efflorescence

A consequence of drying out may be the appearance of a white deposit on walls, called "efflorescence". This is caused by natural salts coming out of the wall materials and is quite normal. It is not harmful and usually disappears over time. If efflorescence occurs on internal walls, it can be wiped or brushed away.

7. Looking After Your Property

Cleaning Sanitary-Ware

It is important that, when cleaning sanitary ware, the appropriate product is used to avoid any damage. In general, abrasive cleaning materials should not be used with

acrylic products in any circumstances. The use of abrasive cleaners should also be avoided on taps, as the surface material is likely to be scratches, eventually leading to the full removal of the surface material and subsequent corrosion.

Internal wall fixing

Your apartment has been constructed using a traditional brick and block approach. The type of fixing you need to use will vary depending upon the wall you are looking to fix to. External walls and party walls between apartments and the corridor are constructed in blockwork, these are the strongest walls in the home and can therefore support heavier items. Here, you will need screws with wall plugs, and you will need to ensure that both the screw and the plug penetrate right through the plasterboard and deep into the blockwork.

If you are fixing into internal partition walls a different fixing approach is needed. Your internal partition walls are a metal frame system, and the studs are typically found at 400mm spacing across the width of the wall, you should use a detector to determine their exact position. Partition walls are not suitable for heavy items; however, they can accommodate relatively light loads, providing you use the right fixing. We do not recommend fitting TVs to internal partition walls.

If you require assistance with fitting TV's or other equipment in your apartment, please contact the concierge or order this service online via Dock5 App.

You should NOT fix TVs to the wall in any living rooms of any apartment.

Security

The entrance to the apartment block has been fitted with a communal entrance system and you will have been given a fob to allow you to pass through this door. Your individual apartment door is fitted with a 3-point secure locking system.

A video intercom system has been provided allowing you to both see and hear the person calling your apartment, from your handset you can then decide whether or not to allow them into the block.

You should remember to lock all windows and remove window keys whenever you are out, and we recommend the following additional measures to keep your home safe:

- Try and make your home look occupied.
- Remember to cancel papers, milk, and other regular deliveries before going on holiday. Ask a neighbour to remove free papers and parcels.
- Leave lights on in the evening (not just in the hall) and use an automatic time switch. Another good idea is to have a radio playing, on a talk station, on a

similar time switch. Alternatively, ask a neighbour to come in to switch these items on.

- Pack away easily stolen items
- Never leave valuable and easily transportable items, like video recorders or car keys, on view where they can be easily seen.
- Photograph valuable items and use marker pens to add your postcode and house number, so that your property can be traced if recovered after a theft. Similarly, make a note of all serial numbers.
- Home Insurance - make sure that the contents of your home are fully insured against fire, theft and any damage, specifically referencing water damage,

Fire Doors

A fire door is designed to resist fire and stop the spread of fire from one fire compartment of a building to the next. They play a critical role in fire safety, as they allow relatively free movement through a building without sacrificing the passive fire protection offered by the structure's compartmentation. Fire doors can also protect escape routes and therefore allow occupants to evacuate.

Trimming too much material from the edges of a fire door can result in a loss of integrity as its construction may become weakened and the more vulnerable core material might become exposed. This means the fire door's test certificate may be void because the door has been altered outside the scope of its certification and its performance may be affected, rendering the door unsuitable.

Your apartment entrance doors must not be trimmed or altered in any way, they have been fixed and fit to ensure they comply with the manufacturer's instructions and building regulations.

The internal apartment doors are also fire doors but may be trimmed to suit the finished floor levels. If these are being trimmed the tenant must ensure the gap at the bottom of the door is no more than 10mm, if this is the case then the door will need to be replaced.

Waste Management System

Please do not flush anything down the toilet other than toilet paper.

Door Entry & Car Park Fobs

A wall mounted video handset (see photo) is provided for your apartment for the door entry system and is linked to the main external entrance doors. The handset has the facility for two-way video and speech conversation with the customer's visitor and if desired, the customer can allow access for their visitor via the release of the entrance door. Fob access is provided to communal areas including external doors to development, concierge, basement car park, cycle stores, lounge/gym, external gate access.



Where additional fobs are needed, please contact hello@for-living.com or speak with the management or concierge team. For fobs lost there is a charge of £40 per fob.

8. Energy Use in the Home

This section contains advice and tips about how to reduce the amount of energy that you use in your home – and keep your utility bills down at the same time!

Heating

- Turn down the thermostat to 19°C and set the timer so it comes on no more than 30 minutes before you get up and switches off half an hour before you get up and leave in the morning.
- Move furniture away from radiators or heaters to let the heat into the room.

Water

- If the water is heated by an electric immersion turn it on half an hour before you need it and turn it off once finished.
- Don't leave hot taps running - always used the plug. If you've got a leaking hot tap now is the time to fix it!

Lighting

- Switch the lights off if the room is bright or no one is in it.

- Use natural light where possible – e.g., remove books/ornaments from windowsills.
- Check spotlights - these can use a lot of electricity – check to see if you have any high wattage bulbs of 300w or greater. Perhaps assess the difference if energy-efficient spotlights were used instead.
- Make sure that all your light fittings have energy-efficient bulbs.

Cooking

- If you have an electric cooker – use the correct pan size for the element.
- When cooking vegetables turn off the heat 5 minutes before the end of the cooking time – they will finish cooking in the steam.
- Use a steamer to cook vegetables – this uses only one element to cook two or three vegetables.
- Use an electric kettle to boil water for cooking and keep it free of lime scale. Only boil the water you require in the kettle but make sure the element is covered.
- Plan ahead! If defrosting a ready-made meal get it out of the freezer earlier and put it in the fridge. This helps to keep the fridge cool and reduces your energy consumption though defrosting.
- Wait until hot food cools before putting it in the fridge. Try to ensure the fridge door is closed is opened and closed as quickly as possible

Washing

- Wait for a full load before using your washing machine. Using the half load programme does not save you energy, water or detergent.
- Air-dry your clothes when possible.
- If using a tumble dryer use the spin dry cycle before putting the clothes in the tumble drier. Cleaning out the fluff filter also improves the efficiency of the machine!
- Switch off the tumble drier when it has finished – it can use a lot of energy when on standby
- Fill the dishwasher up fully it before using it. Don't be tempted by the half load facility as it is not as energy efficient. Use the eco-cycle if your dishwasher has one and open the door during the drying phrase to reduce the energy consumed and switch off completely when it is finished.

Gadgets

- Turn off the chargers for mobile phones and laptops. Turn off the TV's, radios (DABs are particularly energy hungry) and computers!

9. Water Usage

Your home is provided with its own mains supply, fed directly from the water meter located in your cupboard. The water can be isolated via valve within the cupboard. The isolation valve is the shut off point for the water to you home and should be used in the event of an emergency.

Water shut off point
(valve)

The water valve is the shut off point for the water in your home. The valve is in the cupboard in the hallway. Should there be an emergency (i.e., leak) please use the valve to turn off the water Please familiarise yourself and test whether you can turn off the water or not.



All cold water is fed directly from the mains supply and is drinkable.

Appliances are provided so this section can be deleted.

10. Recycling and Waste

A communal waste point has been provided and this is located on the lower ground of each block. Your local authority makes collections for recyclable waste every two weeks and the timetables for the current year are contained in this user guide.

Materials which will be collected by the local authority at your home for recycling are limited to:

- Tins and cans
- Glass bottles and jars
- Paper
- Garden and kitchen waste

For specific queries regarding recycling and waste collections by your local council please see Appendix B.

Section 11 - Site and Surroundings

Recycling and waste

- If you have something that you wish to recycle such as an old TV or other electronic device, put it to one side and take it to the local skip or likewise contact the concierge team around waste disposal Salford council can collect and recycle your old goods for you but it will cost you £40 per collection.
- There is a recycling centre nearby on Cobden st, Salford m6 6NA. For more information, check their website on recycleforgreatermanchester.com or contact them on 07881 385059.

Furniture:

There are numerous Furniture Reuse Charities across the North West that will accept second-hand furniture in good condition. Some will even collect it for free! Check out the furniture reuse network (www.frn.org.uk) for your local charities. Or likewise we work closely with Mustard Tree Homelessness Charity in Eccles, please call 0161 505 0976 or information@mustardtree.org.uk.

Batteries:

Batteries contain a toxic mix of chemicals and must always be taken to waste depots for appropriate disposal. Check www.recyclemore.com to find out where you can recycle batteries.

Local Travel and Public Transport

- www.tfgm.com
- www.nationalrail.com
- www.thetrainline.com
- www.firstgroup.com/greater-manchester
- www.stagecoachbus.com
- www.metrolink.co.uk
- www.traveline.info
- www.transportdirect.info

Responsible purchasing

Everyone, as a consumer, must make decisions on everyday purchases. Being responsible for a home requires consideration for yet more products. Responsible purchasing is having consideration for the impact of the products we buy on both people and the environment.

The products you purchase for your home can make a significant difference to the overall fuel bills for your property. With energy prices, both gas and electric, predicted to rise in the future now is the time to consider the long-term use and energy consumption of essential home products. We have outlined a few key products below:

White goods

White goods are electrical items such as fridges, freezers, washing machines, and dishwashers, items that are regularly used in the home. White goods are now sold with energy efficiency ratings A to G with A (or in the case of fridges and freezers A+ +) been the lowest energy user and therefore best for your money saving and reducing your CO2 emissions.

Electrical equipment

Increasingly electrical equipment such as TV's, set top boxes and radios are being sold with energy efficiency labels. These demonstrate the potential savings that can be made. The Energy Saving Trust recommended digital radios can use approximately 75% less electricity annually than a standard digital radio.

Responsible purchasing also considers the food we purchase. The Soil Association and Fairtrade are two nationally recognised certification schemes that ensure the environment is considered during production of food.

Many people purchase organic food because they believe it is healthier. Organic farming is crucially less harmful to the environment as biodiversity is encouraged and less herbicides and pesticides are used enabling wildlife to flourish.

Alternatively, there are a number of organic box schemes available in your area. You can find your local scheme by viewing:

www.boxscheme.org

www.freerangereview.com

Section 12 – Maintenance Schedule

This section lets you know briefly the maintenance required to ensure your home continues to operate efficiently.

Item	Maintenance Required	Maintenance Cycle	Person to do the works
Windows - communal	Cleaning	Quarterly	Landlord
Windows – externally apartments	Cleaning	Quarterly	Landlord
Cylinder	Service	Annual	Landlord
Electrical	Test of circuits	Five yearly	Landlord
Smoke alarm within apartment	Testing of sounders	Weekly	Customer responsibility

Sprinklers within apartments	Visual checks	Annual	Landlord
EVAC within apartments	Testing and functionality	Annual	Landlord
Lifts	Serviced	Annual	Landlord
Cleaning	Communal areas	Weekly	Landlord
Grounds Maintenance	Communal areas	20 visits per year	Landlord

Section 13 - Links, references and further information

Here is a list of links that you may find useful to find out more information regarding some of the information included within the use guide.

To find out more about reducing the environmental impact through transport, recycling, and responsible purchasing please visit:

- www.sustrans.org.uk
- www.recycling-guide.org.uk
- www.salford.gov.uk/recycling.htm
- www.recyclenow.com
- www.energysavingtrust.org.uk
- www.lovefoodhatewaste.com