



# Welcome to your new home



## Introduction

Welcome to Landrow Place. We are pleased to extend a warm greeting from our Scheme Hosts and hope you will be happy in your new home.

Our Site Team have worked hard to make sure you have easy access to information and an understanding about your home, the building and local area.

This is a resident guide that contains guidance on how to use the equipment in your new home, and a few tips on what to do if something isn't working.

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## Moving In

On your moving in day, take care to protect flooring and surrounding areas to prevent damage.

### LIFT USAGE

It is essential that you ask the Site Team to isolate the lift doors when loading.

It is important that lift doors are not wedged open and weight limitations displayed in the lift are always adhered to.

Any damage caused will incur a charge.

### UTILITIES SET UP AND READINGS

Please contact the Site Team on arrival / check in to confirm Electric and Water meter readings.

All tenants are responsible for their own utilities.

**Council Tax** – Birmingham City Council  
**Electric & Water** – Amber Energy

The water meter and mains water isolation tap are located in the utility cupboard.



## Keys & Key Fobs

You will be issued with an apartment key, apartment/building fob, post box and car park keys.

If keys are lost or misplaced, the following charges apply.

<b>Apartment Key</b>	<b>£25</b>
<b>Apartment / Building Fob</b>	<b>£5</b>
<b>Post Box Key</b>	<b>£5</b>
<b>Car Park Keys</b>	<b>£20</b>

## Reporting a Repair

Please ensure you check the [troubleshooting guide](#) before reporting your fault to the Management Team.



## Contents Insurance

Residents are required to take out contents insurance for their personal belongings.

Landrow Place are **NOT** responsible for the loss, theft or damage of your personal belongings. Please contact an insurance provider for a quotation to ensure that your personal belongings are covered.

We advise that your contents insurance starts at the beginning of your tenancy.

For further details please check your Tenancy Conditions.



## Parcel Deliveries

A parcel delivery is provided by Parcel Safe Place [www.parcelsafeplace.com](http://www.parcelsafeplace.com)



### DROP OFF

Property staff and carriers deliver directly to your building's parcel room using the touch screen. Only property staff, residents, and carriers can access the room.

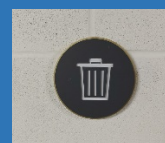
### GET NOTIFIED

After the parcel is delivered, residents are notified instantly via email and SMS that they have a parcel waiting for them, along with a one-time code to retrieve their item.

### COLLECTION

Residents enter their code into the parcel room's touch screen and pick up their item. Our system captures a signature and picture showing proof of pickup. Access is available 24/7.

## Waste Collection



Bins are located in the car park on the ground floor. Waste is collected weekly by the council.



## Parking



Landrow Place has a total of 17 parking bays and 1 disabled bay.

Parking is on a first come, first served basis for residents. Landrow Place does not allocate parking.

Parking is available at a cost of £150 per month.

## Pets

Landrow Place welcome pets following a 'pet interview' process by the Site Team.

Pets are only permitted for First Floor residents.



## Communal Areas

Bicycles and pushchairs should not be stored in the communal areas for the safety of you and your neighbours. Can you **NOT** store bicycles / pushchairs or personal belongings in the communal areas.

Bicycles should be stored in the bike racks located in the basement.

Please speak to your Site Team if you have any issues.



## Doormats

We do not permit door mats to be placed in the communal area outside your apartment.

In the event of an emergency, it can cause a trip hazard and potential injury to others.





## Troubleshooting

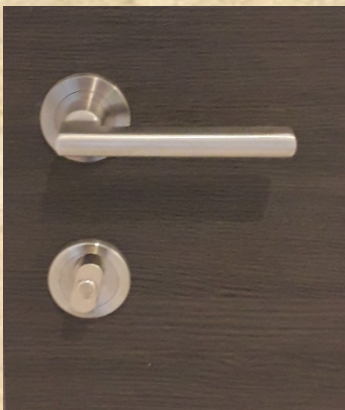
If something is not working in your apartment, please find below a few areas that you might like to check before reporting to Site Team.

Problem	Advice
No heating	Is the fuse spur on at the side of the heater? Is the timer control on causing it to switch off?
Lights not working	Check the consumer board in the utility cupboard Is the switch (MCB) labelling lighting "OFF"? Yes: turn off all light switches and reset the MCB switch to "ON"
Smoke / heat alarm sounding	Testing your alarm is a vital part of any household routine. Press the reset button on the detector, normally used for weekly/monthly testing. If you think the alarm is faulty or have tested / reset by pressing the button on the bottom and the alarm has not sounded or beeping intermittently, please contact the Site Team immediately
Excessive Condensation / mould	<a href="https://www.nhbc.co.uk/binaries/content/assets/nhbc/homeowners/moving-in/running-in-your-new-home.pdf">https://www.nhbc.co.uk/binaries/content/assets/nhbc/homeowners/moving-in/running-in-your-new-home.pdf</a>
Television connection	Check the TV is properly connected to the power and aerial sockets
Doors & Windows	Make sure that handles and locks are in the correct position before trying to operate windows & doors.
Blocked Drains	Please refer to separate guide on the link below. <a href="https://fortresscapitaladvisors-static.myshopblocks.com/uploads/e5709387ad05722AD0995F3c720B66c3/How-to-avoid-blocked-drains2.pdf">https://fortresscapitaladvisors-static.myshopblocks.com/uploads/e5709387ad05722AD0995F3c720B66c3/How-to-avoid-blocked-drains2.pdf</a>
Hot water	Hot water is fed to your apartment from the hot water cylinder located in the utility cupboard. <b>DO NOT</b> alter the settings. The water temperature to your bath is pre-set to 42° Please note that these temperatures cannot be altered
Bathroom and En-suite Seal	If the seal around the showers, sinks and bath have pulled away from the tiles leaving a gap. Please report this to your Site Team to prevent any water damage.
Blocked Toilets and Wastes	You are free to plunge the toilet with a plunger. Only attempt to plunge the toilet with the correct tools. Do not flush female sanitary products or wipes down the toilets. Under no circumstances should food waste, fats or oils be disposed of down the kitchen sink. Blockages caused by the occupier may result in a call out charge.



## Front Door Key System / Main Entrance

The entrance to your apartment is with the key as illustrated below.



The intercom is located in the entrance of your apartment. The spyhole slides open allowing you to see who is at your front door.



## Hot Water

The hot water controller is located in the utility cupboard.

Please note this system does not provide on demand hot water. It is tanked water heated by a thermostat.

This is pre-set with a standard setting; **DO NOT** alter this. In the event you require the settings changed please contact the Management Team.

The hot water has a reheat time of 150 minutes.

The immersion heaters are controlled by a programmed timer.



The system also has a manual boost button which when pressed heats the water for durations of 30, 60, and 120 mins. The boost button can only be used outside the programmed time zone.





## Wi-Fi / TV

Located in the Utility cupboard of your apartment is a fibre termination box, this in an incoming fibre from a network provided by Pure Broadband and provides internet, telephone and TV services.

Internet is included in your rent, but if you want a faster speed this will come at an additional cost of £15 per month.

RJ45 socket provides you with a connection to plug in your internet providers router.

Telephone socket: provides you with a connection for a land line telephone.

LOUNGE: You are provided with a quadplex plate which allows connection for either Freeview / satellite / Virgin / BT TV Services



BEDROOM: You are provided with Triplex plate for connection of either Freeview / satellite / Virgin / BT TV Services



## Heating

The apartment is fitted with individually controlled electric heaters.

Each heater has a separate spur / power switch to turn the main power on and off. If the heater is not warming, please check that this switch is on.



The heater has a simple control screen located on the top of the heater



**DO NOT COVER** heaters or place damp / wet washing on it to dry.

The bathroom / En-suite has an electric towel rail.

The spur/power switch is located outside the bathroom above the door frame. If the towel rail is not heating up, please ensure the switch is on.





## What happens if there is a power cut?

**Call 105.** It's free and connects you to your local network company.

We recommend that you keep a working torch accessible.

A total loss of electricity is likely to be caused by a power cut. The power cut will affect all electrical items in the flat that are supplied from the mains.

Check with your neighbours and street lighting to see if it has affected the neighbourhood.

At this stage the Site Team will be working with the local supplier for a timeframe for power to resume.

[Who's my energy supplier or network operator? – Energy Networks Association \(ENA\)](#)

How to manage in a power cut  
Please note the heating will not work if there is a power cut. Make sure children and older people are dressed appropriately to the weather climate.

Do not open the fridge if possible. Items will stay cold for a considerable time if the door is not opened. Keep yourself safe. Use a torch instead of candles.

Be a good neighbour and help those more vulnerable.

## Consumer Unit

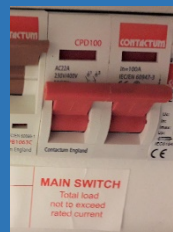
All the main on/off switches for each electrical circuit are contained in a consumer unit, located in the utility cupboard.

The small switches are called circuit breakers (MCB's) and clearly labelled to show each area of your home. i.e., lighting, sockets etc.

The consumer unit is the primary electrical protection device. Should a fault occur to a light, electrical appliance or plug socket etc. the dedicated circuit breaker will switch the power off.

1. Check the label to find out which MCB has tripped to "OFF" position. i.e. lighting switch.
2. Turn off all light switches in the apartment
3. Reset the MCB switch to "ON" position.
4. Switch each light on to find out the which one is faulty.
5. Follow the repairs reporting guidance for attendance.

We recommend your electrical appliances are PAT tested by an approved engineer.







## Fire Alarm

The fire alarm is tested every Monday between the hours 11am – 12pm and should last no more than 15 minutes. If you hear the fire alarm outside of these times, please take it seriously and adhere to instructions given by the Site team given at your induction.

Please be aware that Landrow Place have a stay put policy should you hear the fire alarm and common areas evacuate.



## Smoke Detectors



Make testing your smoke alarm part of your household routine. Check the alarm by pressing the button regularly.

It is recommended by Fire Services to test smoke detectors weekly by simply pressing the “test” buttons. If the alarm sounds, everything’s working fine. If the alarm is beeping continually, this indicates that the batteries need changing. **DO NOT IGNORE!**



## Heat Detector

A heat detector is installed in the kitchen area, this device is designed to respond when the convective thermal energy of a fire increases the temperature of a heat sensitive element. Under no circumstances should they be tampered with or removed.

## Smoke & Heat Detectors

Clean all detectors in your home using your vacuum cleaner or feather duster to clear away any dust or cobwebs that have settled around the detectors

## Sprinklers



Ceiling Mounted

Sprinkler heads are located on the ceiling in all rooms.

**DO NOT** cover, paint, or seal over the sprinkler discs

**DO NOT** tamper with or remove, this could cause activation.



- When burning a candle do so for a maximum of 2-4 hours in a ventilated room but away from drafts.
- Do not leave the candle unattended.
- Always place on a flat heat resistant surface in an appropriate holder.
- Keep the candle away from combustible materials that may catch fire i.e. blinds / plug sockets / bedding / under shelving
- Always extinguish candles before leaving a room or going to bed.
- Keep candles out of reach of children and pets.
- Do not sleep with candles on



## Kitchen Appliances

The kitchen is fitted with integrated appliances Dishwasher, Washer Drier, Fridge Freezer, cooker, hob, and cooker hood.

Please ensure you read the user guide instructions on how to use and maintain all appliances. The user manual is available on-line or please ask the Site team for an electronic copy.

Each appliance is linked to a separate switch / spur clearly labelled. The switches must be on for the appliance to work.



The Oven has a separate on/off switch/spur.

Please ensure you read the user guide instructions on how to use and maintain all appliances. The user manual is available on-line or please ask the Site Team for an electronic copy.

### COOKER HOOD

The cooker hood is designed to filter unpleasant odours from the kitchen, it will not extract steam from the area.



The hood is fitted with a control panel with aspiration speed selection control and a light switch to control cooking area lights. Use the high suction speed in cases of concentrated kitchen vapours.

It is recommended that the cooker hood suction is switched on for 5 minutes prior

to cooking and to leave in operation during cooking and for another 15 minutes approximately after terminating cooking.

### HOB

Glass ceramic hob is equipped with an operation light and a hot zone warning indicator. Hot zone warning indicates the active zone and remains lit after the plate is turned off.

Cooking level:

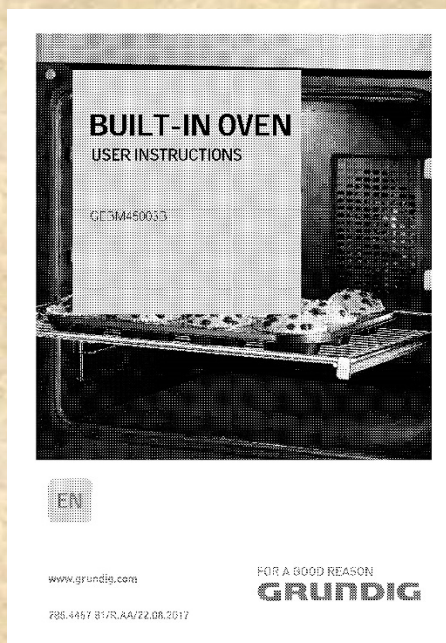
- 1 Warming
- 2- 3 Stewing / Simmering
- 4 - 6 Boiling

The hob must be cleaned daily by following the [user manual](#).

Under no circumstances should the hob be cleaned with an abrasive cleaner. or scoured.

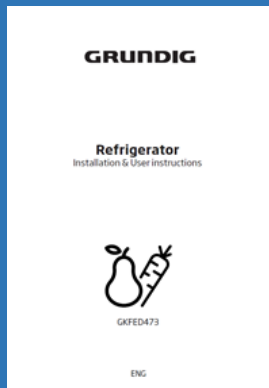
### OVEN

Check the manufacturers manual before using any of the appliances.

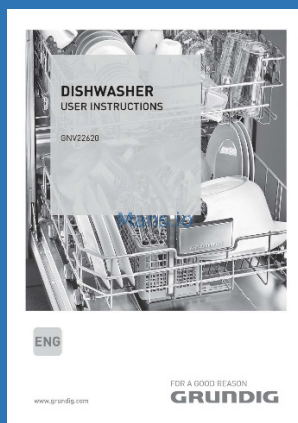




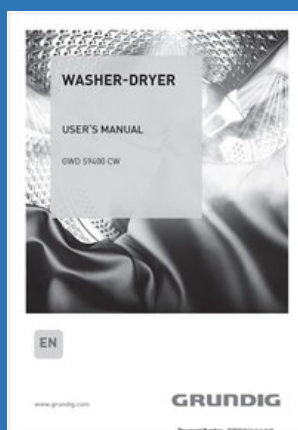
## FRIDGE FREEZER



## DISHWASHER



## WASHER DRYER



## Cleaning Guide for Kitchen

Kitchen units, doors and drawer fronts, taps and sink.

- Wipe clean with a soft dampened cloth with water containing a mild detergent. Avoid over wetting units.
- Spillages should be wiped away immediately.
- Do not use any abrasive cleaning agents such as acids, bleach, or solvents.
- Do not use scouring pads, wire wool or anything similar to clean.

### WORKTOPS

Persistent stains can be removed with a mild abrasive cleaner.

Under no circumstances should hot pans and cups be placed on the worktop without protection. They are not heat resistant.

Certain chemicals and strong dyes can cause damage and discolouration. Spillage of such things as beetroot juice, concentrated juice, dye, shoe polish, chemicals etc should be wiped off immediately and thoroughly cleaned.





## Bathroom

### SHOWER

The shower is fitted with a mixer valve to regulate the temperature of hot water.

To move the shower head please ensure you use the guide to move with ease. Do not force the carriage.



on/off

temperature control



### TOILET

The Toilet cistern is boxed in behind the toilet pan and is fitted with dual flush. The two buttons use two different levels of water. Large one being a more powerful flush. Overflow and over flushing



### IMPORTANT

Cleaning waste / plug to shower and basin. It is essential that the plug and waste is cleaned weekly to prevent blockages and floods.

The pop-up waste unscrews to remove the head and clean around all edges with a soft brush /cloth to removing debris.



## Bathroom Cleaning

### TOILET

Clean regularly using a toilet disinfectant. Do not flush paper towels, wipes, or sanitary ware it will cause a blockage of which is chargeable.

### BASIN

Clean regularly with recommended detergent and warm water, Rinse with clean water and wipe dry with soft cloth. Clean the pop-up plug waste weekly to prevent a build up of soap, which may cause the plug to stop working.



### SHOWER / BATH

Clean regularly using non-abrasive cleaner and rinse with clean water thoroughly and dry with soft cloth. Clean the pop-up plug waste weekly to prevent a build-up of soap, which may cause the plug to stop working.



### TILES

Avoid using anything abrasive (steel wool, scouring powder, etc.) as they can damage the finish of the ceramic tile. Do not use bleach or ammonia-based cleaners, they will discolour grout.

Always take note of the manufacturers recommendations before buying cleaning products to ensure they do not damage the finish. Ask your Site Team if you require further guidance.



## Cleaning Floors

Please speak to the Site Team prior to purchasing cleaning products.

### BATHROOM FLOOR

Sweep, dry mop or vacuum the floor to remove dust on a weekly basis.

Spot mop regularly to remove stubborn marks that cannot be removed easily. They can be removed by using a very small amount of undiluted alkaline cleanser.

### HARD FLOORING

Daily: sweep / vacuum to remove dust and debris.

Weekly: use a damp mop with PH neutral cleaner as and when required.

**DO NOT SOAK THE MOP WITH EXCESSIVE WATER IT WILL CAUSE DAMAGE TO THE JOINTS.**

Use an appropriate mop and vacuum head and avoid dragging/sliding items across the floor to prevent scratching.



## Condensation & Ventilation

Warm air holds more moisture than cold air, and when warm air meets with a cold surface condensation occurs. Moisture in your home is generated in several ways, it can come from cooking, bathing, washing, drying clothes and people.

Controlling condensation is a balance between heating and ventilation together with simple steps to reduce moisture.

### CONTROLLING CONDENSATION

- Cover pans and do not leave kettles boiling
- Keep the bathroom door shut when bathing and ensure the extractor fan continues to run it will reduce moisture. Ensure the door remains shut.
- Try to maintain heat in all rooms.
- Regularly open windows to their ventilation position to encourage air changes.
- If drying clothes, leave windows in their ventilation position.

Always ensure windows and doors are secure when the property is unoccupied.





## Extractor Fan

Fans are installed in the bathroom and kitchen. It is essential that the fan is on during use and remain on trickle.

The fan switches / spurs are for maintenance purpose only and should not be switched off.

It is essential to clean the fan from dust regularly. The outside of the fan can be cleaned using a vacuum to remove dust particles.



## Window Operation

It is essential that you follow the guidance to prevent damage to the operation of the components





## Tips on Saving Water

You can reduce water consumption by using the 'Economy' or 'Half Load' button

on small washes or wait for a full load.

You will use up to 33% less energy with our Energy Efficiency washing machine (compared to an older less efficient washing machine).

Dripping taps / toilet overflow running remember to report this on the online reporting app.

Long showers make the bathroom the greediest user of domestic water inside the home. An average shower can use more than 15 litres a minute, meaning a ten-minute shower can use more than 150 litres of heated water. Shorter showers save water and energy. An efficient low-flow shower head has been fitted in your home which uses less water.



## Saving Water

Water is a precious resource, and we should always use it wisely because it's not as abundant as you might think. Using water, especially hot water, also uses energy and increases emissions of greenhouse gases contributing to climate change

Your new home has been designed to use as little water as possible without sacrificing quality of living or a reduction in the standard.

### TOILETS

Toilets with a dual flush use an average of 3 litres per flush. A dual flush toilet system is designed to discharge a smaller volume of water for liquid waste than for solid waste.

### WASH BASIN TAPS

All wash basin taps will be fitted with aerating taps. These save water and energy without sacrificing the comfort of use. Flow restrictors have been fitted which also helps to save water.

# Top tips to encourage a sustainable *lifestyle*

More and more of us are beginning to recognise that the choices we make impact our planet for us and future generations.

We're here to help you with some simple actions that can be made in your home everyday, which helps take care of the planet and your own wellbeing.

**Building  
a Better  
Tomorrow**



## Fresh and clean at 30 degrees

**Fact:** 75% of carbon emissions from laundry come from heating the water.

- Wash your clothes at 30°C to reduce energy
- Washing a full machine load uses less water and energy than 2 half loads



## Cook efficiently

**Fact:** On average a UK household boils the kettle 1,500 times a year.

- Only boil as much water as you need each time
- Always put a lid on your boiling pan of water to keep heat in
- Use the most efficient appliance for each task i.e. boil water using the kettle



## Beware of standby

**Fact:** UK households spend an average of £30 a year on appliances left in standby mode. TV, computers, printers and monitors use 9% of electricity in a typical house.

- Have a big screen TV? Turn it off at the plug – the larger the screen the more energy a television uses in standby mode
- Turn off computers, printers and monitors rather than leave them on standby



## Save food and save money

**Fact:** More than half of the 7 million tonnes of food and drink UK households bin every year could be eaten. Wasting less food could save you £540 a year.

- Only buy what you need and eat what you buy. Why not prepare a meal plan for the week, it will help keep your shopping focussed and reduce waste
- Set your refrigerator temperature to 5°C to keep food fresh for up to 3 days longer
- Make sure the seals on your refrigerator and freezer doors are clean and fit tightly
- Give away or freeze perishable food before travelling



## 4 minute showers

**Fact:** Showers use 25% of all the water in UK homes. Save money, water and carbon by using a shower timer to get in and out in record time.

- Set a timer for 4 minutes whilst showering, this should save around £40 per person per year



## Use the sun wisely

**Fact:** On hot days it's important to keep the heat of the sun out and use night air to cool our homes.

- In winter, slant your blinds down and use heavy curtains at night to keep warmth inside
- In summer, use external shades if you have them. Close your blinds or curtains in the day. Open windows or run your ventilation system at night to get cool air in



## Save energy on heating, cooling and hot water

**Fact:** By far, most of the energy we use at home is for heating and hot water.

- Ask your landlord, scheme host or JLL property manager about how to make your heating system work most efficiently
- Get your heating system serviced each year and ask the engineer to show you what you can do to be more efficient. If you live in a rental property managed by JLL, your property manager or scheme host will organise this for you
- If you have one, put your smart meter somewhere you will see it every day, like your kitchen countertop
- Collect water when you're running the tap to get hot water. Use it later to rinse dishes, fill pet bowls, flush your toilet, or to water plants







## Environmental Tips



### Fridge & Freezer Tips

**ALLOW AIR TO CIRCULATE** around the condenser coils by leaving space between the wall cabinets and the fridge or freezer

**MAKE SURE** your door seals and coils are airtight and clean

**TEST YOUR DOOR SEAL** by closing it on a five-pound note. If you can pull the note out without resistance, replace the gasket

**ON NEW FRIDGES** with magnetic seals, put a torch inside the fridge and turn off the room lights and check if any light leaks through the door

**MINIMISE** the amount of time that the fridge door is open

**KEEP YOUR FRIDGE TEMPERATURE** between 35 and 38 Degrees Fahrenheit and your freezer at 0 Degrees to maximise energy efficiency without spoilage

### Goodbye to standby

Leaving gadgets and appliances on standby across the UK wastes over £900 million worth of energy. Cut your consumption and your bills by cutting standby out of your life:

- unplug appliances at the wall when they're not in use
- don't leave chargers plugged in
- don't leave TVs, computers etc. on standby
- use intelligent mains panels to switch off lots of appliances at once

**COVER LIQUIDS AND WRAP FOOD.** Uncovered food releases moisture (and gets dried out), which makes the compressor work harder

**KEEP YOUR FRIDGE FULL.** An empty fridge cycles more frequently using more electricity to run it. Try filling an old milk jug with extra water to take up space.

### Electrical Equipment

Hang on to your kit for longer. Over 6 million electrical items are thrown away in the UK every year. A desktop PC uses about ten times its weight in fossil fuels and chemicals during its production and operation.



Things you can do:

- no need to replace your mobile phone every year – the cadmium from one discarded mobile is enough to pollute 600,000 litres of water, and most phones will work for at least five years
- don't assume you need a new monitor when you buy a new computer – monitors contain toxic chemicals which are hard to dispose of safely

### **Buy energy efficient equipment**

Things to remember:

- the smaller the better – a large TV uses more energy than a small one
- look for the Energy Saving Recommended label if you are buying an integrated digital television (IDTV), or a few models carry the European Ecolabel



## Local Guide



[Birmingham City Council Homepage](#)

### HOSPITAL



#### City Hospital

Dudley Road  
Dudley Road  
Birmingham  
West Midlands  
B18 7QH  
Tel: 0121 554 3801

### LIBRARY

Library of Birmingham, Centenary Square, Broad Street, Birmingham, B1 2ND

Phone number: 0121 242 4242

Web: [Home](#) | [Libraries of Birmingham Catalogue \(spydus.co.uk\)](#)

Email: [enquiries@libraryofbirmingham.com](mailto:enquiries@libraryofbirmingham.com)

### TRANSPORT INFORMATION

<https://www.birmingham.gov.uk/transport>

### Events

If you have any event ideas, please contact your Scheme Host or Site Team