Tenant Handbook

Mid-Market Rent

WE RECOMMEND THAT YOU READ THIS DOCUMENT AND KEEP IT SOMEWHERE SAFE

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1. INTRODUCTION

Manor Estates would like to welcome you to your new home.

This Residents' Manual is a checklist of the fittings in your new home and a guide to operating the different components.

Please take time to read this handbook, as you will find that it will help you to manage your home efficiently and cost effectively.

If you require advice or assistance about this Manual or your fixtures, do not hesitate to contact our office in person or by telephone (0131 510 8540) during office hours.

Please retain this handbook in a safe and convenient place for future reference

2. REPAIRS AND EMERGENCIES

REPORTING REPAIRS:

All repairs should be reported to our contractors on 01244 987 642 or 0131 510 8540 and select option 1 for reporting repairs.

Alternatively, you can also call our Property Services team on 0131 510 8540 and select option 4.

Our office hours are:

Monday, Tuesday Wednesday & Thursday	9am to 12.3pm and 1.30pm to 5pm
Friday	9am to 12.30pm and 1.3pm to 3:30pm

Alternatively, repairs may be reported on the Manor Estates website at:

http://www.manorestates.org.uk/reporting-repair

Please do not report emergencies through the website

EMERGENCY REPAIRS

If an emergency occurs – a repair that threatens the safety of the occupants or the building or the loss of essential services (i.e. burst pipes, tanks, severe water penetration or failure of electric system) – please contact **our contractors on 01244 987 642 and select option 1.** You can also call our Property Services team on 0131 510 8540 and select option 4 during the office hours shown above.

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Repair Categories

EMERGENCY response within 2 hours-to make safe and secure
URGENT response within 3 working days – complete within 3 working days of any defect
ROUTINE response within 8 working days – complete within 8 working days of any defect
X EXCEPTION response within 20 working days - complete within 20 working days of any defect

3. HEALTH & SAFETY

Fire

On moving into your new home you should familiarise yourself with the layout of the rooms, and investigate your possible options for escape should there be a fire or fire alarm in your home.

The construction of these flats means that they are safe from fire spreading from flat to flat through the walls, floors or roof-space. If there is a fire, the greatest hazard is from smoke spread. Keeping door closed within the flat will reduce the spread of smoke. We recommend having a simple fire blanket in the kitchen ready to put out cooking fires such as chip pans. All fire incidents should be reported to Manor Estates however small.

Make sure the whole family knows the procedure to follow if a fire alarm sounds.

1. Rouse all occupants and exit the property if safe to do so without stopping to collect any personal possessions.

2. You should organise a safe place to assemble with other members of your family should you become separated.

3. Upon reaching a place of safety, you should raise the alarm with the Fire Brigade.

Further advice can often be given by your local Fire Brigade.

There are smoke detectors in the flat, which you should test regularly (see user instructions supplied).

4. KITCHENS

Hob and ovens

If a gas hob and electric oven have been installed in your property the operator's instructions will be located with this pack. These appliances must not be tampered with by anyone other than a qualified representative.

Cookers, both gas and electric should only be connected by a registered electrician or gas engineer to the spur point in the cooker space. The cooker can then be switched off and on using the cooker switch above the worktop. Cookers should in no circumstances be plugged directly into a socket outlet.

Boiler

The installers have provided user guides, which describes in detail the way you can control the heating and hot water within your home.

Your home is very well insulated and you will find that running central heating throughout the winter months need not be expensive. If you have difficulty setting the programmer/thermostat, contact Manor Estates and ask for help.

Please note that Manor Estates will arrange an annual service of the heating installation.

Refrigerators

The space allocated for your refrigerator will also suit a fridge/freezer but in some cases a removable worktop above may require to be removed. You should contact Manor Estates if this is necessary. The appliance has its own socket below worktop level.

Washing Machine/Drier

A Washer Dryer is supplied. The socket is controlled by a switch above the machine to allow you to switch it on or off without pulling it out. **Please ensure that any drier used is of a condensing type as no vents are provided for non-condensing units.**

Kitchen Fitments and Worktops

Kitchens 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 not be altered or removed and should be treated with care.

Melamine's and laminates should be cleaned with warm water and detergent on a damp cloth. Avoid using abrasive cleaners.

Solid woods and veneers should be wiped with a dry, soft cloth. Never allow water to remain on timber surfaces. Regularly clean and protect your timber with furniture polish.

Fitment doors are treated to resist most household chemicals, however, if spillage occurs wipe off immediately and dry thoroughly.

5 BATHROOMS

Care of your bath and shower

- **Filling:** The bath is fitted with an anti-scald valve which prevents delivery of water above a 48°C. For this reason, hot water from the bath tap will be cooler than the adjacent basin tap.

- **Cleaning:** The steel bath should be cleaned after use with a mild detergent and wiped dry.

- **Cleaners:** Abrasive or gritty cleaners should never be used.

To minimise water leakage please ensure that any shower curtains are kept within the bath, and that any shower screens are kept flush with the rim of the bath.

6 HEATING AND HOT WATER

Your home has gas central heating which is provided by a combination boiler.

Hot water is also heated by the combination boiler. The water is heated on demand so there is no hot water storage tank.

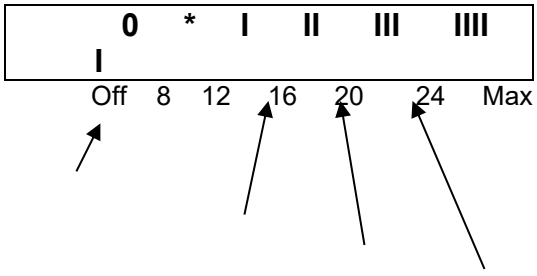
Radiators: there are radiators in every room with Thermostatic Radiator Valves fitted to them, with the exception of the hall.

These valves allow you to fine tune the heating to a comfortable temperature in each room.

The head of the valve can be turned, the higher the number the more heat will be emitted.

If you are not using a room you can turn off the heating altogether although we would recommend that you only turn it down to the lowest setting in case the weather turns frosty. A small amount of background heat will help protect the system from freezing.

On the thermostatic radiator valves (TRV) you will see the symbols below and the ideal temperature for each room within your home. See the diagram below for temperature settings.



Frost Protection (8)
Bedroom (18) (Either II or III)
Living room (21-23) (Either III or IIII)
Bathroom (23) (Either III or IIII)

Control of heating and hot water is detailed in the Operatives' Manual. Your fuel bills can be minimised by setting the timer to turn the heating on only when you need it and adjusting the radiator valves to regulate the temperature in each room. Your home is very well insulated and you will find that running central heating throughout the winter months need not be expensive. You can get advice on how to use your heating controls by contacting Manor Estates maintenance line.

Please contact the maintenance line if:

- Part of your radiators do not heat up, this may mean that there is air in the system and they need bleeding.

- The pressure dial on the boiler shows that the pressure is low. This means that the boiler needs to be re-pressurised.

YOUR GAS BOILER WILL BE SERVICED EVERY YEAR BY MANOR ESTATES. THIS IS A LEGAL DUTY SO PLEASE ASSIST BY MAKING ACCESS AVAILABLE TO THE HEATING ENGINEER. FAILURE TO DO WILL MEAN THAT ACCESS WILL BE FORCED TO YOUR HOME AND YOU WILL BE RECHARGED FOR THE COST OF REPAIRING YOUR DOOR.

You will be given a copy of the service sheet, the next service date is usually 10 months later.

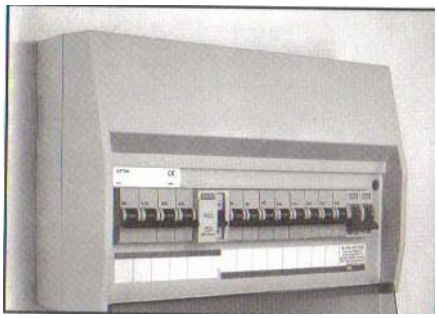
7. ELECTRICITY AND ELECTRIC COMPONENTS

Electricity

The new electricity circuits are installed to modern standards that have very sensitive circuit breakers built into them. An appliance which seemed to work perfectly well in your previous house may now cause the circuit breaker to trip. If you find the circuit breakers trip regularly causing lights or sockets not to work, it may well be that they are reacting to an unsafe appliance. If you have initial difficulties, your appliance should be looked at by a qualified electrician. If you still have problems, contact Manor Estates for further advice.

All electricity meters are located on the wall of an internal cupboard at the main entrance door.

Next to the meter each home has an electrical consumer unit similar to the one shown in the picture.



Within the consumer unit are various switches. There are three important points to note:

The Main Switch (large Red switch) this switch will turn all of the electric circuits on or off.

The Miniature Circuit Breakers (MCBs, smallest switches with the circuit name listed below). Each switch carries a different circuit, the name of which is written above or below the switch. These replace the old fuses. If a fault occurs in a circuit (i.e. because of a faulty appliance), the switch will 'trip' or shut off automatically.

Follow this procedure should this happen:

- Reset the main switch and individual circuit switches as necessary.
- If the supply is cut off again turn off all the appliances on the affected circuits that were in operation at the time and switch them on again one by one.
- If switching an appliance back on cuts off the supply try the appliance in a different socket preferably on another circuit. If the supply cuts off again the appliance is likely to be faulty and will require repair or replacement. If the circuit is not cut off this may mean a faulty circuit and should be reported to Manor Estates.
- The Earth Leakage Circuit Breaker (ELCB or RCB large switch with blue test button). This will switch off the power circuits if an earth fault develops. This device protects anyone from being seriously electrocuted should they accidentally come into contact with a bare live or neutral wire. To check that it is working you should occasionally (say once every three months) press the blue 'test' button, which results in the electricity being switched off in the flat (it can be restored at the Main Switch).

Television

In each living room there is a socket for your TV aerial. This is connected to a communal aerial with an amplifier in the attic space of the block. Reception for all channels has been tested but you may have to re-tune your TV to suit this aerial as your set may have been previously tuned to suit a different transmitter. If you have any problems getting reception, please do not adjust the aerial and contact the Maintenance Team.

As well as terrestrial channels the communal aerial system can be used for Sky or Freeview. The wiring is provided to your flat, ready for connection by the Satellite TV Company when you take out a subscription or with the purchase of a Freeview digital decoder.

Smoke Detectors

Each home is fitted with a smoke detector for your safety in the event of fire.

The smoke detector is wired to the mains but, in the event of a power failure, has a battery backup. The battery should be replaced annually. Do not remove the battery except to replace it. An intermittent beep indicates that the battery is due for replacement.

Test the detector weekly by pushing firmly on the test button until the horn sounds. This should take 10 seconds. If the horn makes a continuous loud sound for up to 10 seconds, it is working properly. THIS IS THE ONLY WAY TO BE SURE THE DETECTOR IS WORKING.

Carbon Monoxide Detectors

Each home with gas is fitted with a carbon monoxide detector for your safety.

The Carbon Monoxide detector is powered by a battery. The battery will be checked at each gas boiler service.

Test the detector weekly by pushing on the test button.

In the event that the detector does sound, open windows and doors to ventilate the property, turn off all gas appliances and call the maintenance line. A heating engineer will call to test that none of your gas appliances are leaking.

Controlled Door Entry System

If a caller presses your button on the front door panel at the main entrance, it will cause your telephone to buzz. Pick up the handset and use it like a normal telephone.

If you wish to let the visitor into the building, push the lock release button on the cradle and keep it down for 5 seconds or so to give the caller time to enter. When you have done this, replace the handset to cancel the system.

Your telephone is fitted with a privacy switch for use when you do not wish to be disturbed or annoyed by nuisance callers. This is located at the top right of the cradle. On pressing the switch an LED indicator will show to remind you that the telephone is in privacy mode. The privacy switch will stop the call-up tone. To reset, press the switch again.

The service button on the front door panel allows access to service callers (e.g. postman, paperboy, and milkman) and stops any disturbance to you at awkward

hours. NOTE: The service button is set to operate between 7am and 11am daily. To gain access, simply use your fob.

8. WATER SUPPLY

ACCESS TO STOPCOCKS MUST BE KEPT CLEAR AT ALL TIMES IN CASE OF AN EMERGENCY. STOPCOCKS ARE PRIMARILY FOR THE USE OF QUALIFIED PLUMBERS AND IT SHOULD NOT BE NECESSARY TO ADJUST THEM.

A valve is provided below the WC cistern to turn off water to WC.

IF YOU SEE AN OVERFLOW DISCHARGING FROM ANY FLAT IN THE BUILDING, PLEASE CONTACT MANOR ESTATES IMMEDIATELY.

A Surestop switch is installed in the hall cupboard at the front door. If the switch is activated it will turn off the water supply to your entire property.

9. DOORS AND WINDOWS

Flat Entrance Doors

It should be noted that a fireproofing strip is fitted to the edges of this door and it should not be varnished or painted over.

Keys

The main entrance doors to the common stair are opened by a fob system. Residents will be issued with a 3 fobs.

Manor Estates does not hold additional flat door keys and care should be taken not to mislay your keys. Do not leave the entrance door off the latch for any reason.

Bathroom Doors

Bathroom doors are locked from the inside by turning the snib. In the event of someone getting locked in the bathroom, the door can be opened from the outside by inserting a coin or screwdriver and turning the screw below the handle.

Internal Pass Doors

Some internal pass doors may have a fireproofing strip fitted to the edges of the door (similar to the flat entrance door) and these strips must not be varnished or painted over.

Windows

Most windows in your home are uPVC Tilt and Turn windows along with French doors. On initial opening of the window, a safety restrictor is fixed where the

window closes against the frame, restricts the opening to approx. 90mm. You are responsible for cleaning your windows. To release the restrictor push the restrictor clip on the window to allow it to open to the desired position or fully open for cleaning.

On closing, the restrictor automatically engages. The window should be pushed evenly from both sides and on no account be forced beyond each opening position. Failure to adhere to this will result in damage to the window and/or ironmongery.

The hinge has been developed for long life when some simple maintenance instructions are carried out regularly. Keep the aluminium slide track free of dirt. Slight lubrication with sewing machine oil or similar is suggested twice a year. Under no circumstances must the aluminium track be painted.

Ventilation

Trickle ventilators are in each window. It is very important to keep these in the open position and not to block these up as they allow a free circulation of air for the comfort of the occupants.

10. GENERAL ITEMS

Decoration

All flats are completely decorated prior to occupation. At no time should wallpaper be hung. During the first year no decoration of the walls or ceiling should be carried out to allow any defects that occur to become easily visible and to allow the contractor to make them good. Do not apply Artex or similar compound to the walls of your flat. At the end of the builders' defects period you will receive a letter advising you when decoration will be allowed. The colour palate for redecoration will be limited to neutral colours.

If you have hung any pictures from the walls any damage must be made good when you end your tenancy. This is not limited to removing curtain and picture hooks and tie backs and filling any holes in the walls caused by removal. It may be that decoration is required.

Please also be advised that if you terminate your tenancy and redecoration is requested for any damage that is not caused by wear and tear this will result in a reduction in your deposit.

Flooring

Flooring is 22mm thick chipboard. Owners should take care when nailing any floor covering (e.g. carpet) that nails are shorter than this as water pipes are located immediately below the flooring and will be easily punctured.

Slip resistant vinyl flooring has been laid in the bathroom and kitchen and should be maintained as manufacturer's recommendations.

Exteriors/Common Areas

UNDER NO CIRCUMSTANCES SHOULD TENANTS PAINT ANY EXTERIOR SURFACE OF THE BUILDING (including brickwork, windows doors and porches).
All external maintenance to the buildings will be carried out by Manor Estates as will common areas.

Lofts

Lofts and attics are the responsibility of Manor Estates. All loft hatches have been fitted to allow access for maintenance purposes only and at no time should be tampered with. Under no circumstances should lofts or attics be used for storage as the roof trusses have not been designed for this purpose. Locks have been fitted to the loft hatches and keys are held by Manor Estates.

Gardens

The maintenance of all areas of common soft and hard landscaping (including car parking bays, paths, and bin stores) is carried out by Manor Estates. If you have use of a patio/garden care must be taken as these are maintained by Manor Estates.

Car Parking

Car parking spaces at the development are limited and there are no allocated spaces for individual flats. Spaces are allocated on a first come first served basis and under current planning regulations there is only 1 space for every 4 flats. There is no provision for future plans to increase the parking at the development.

Telephone Installation

If you arrange to have a telephone fitted please inform the engineer that the BT outlet box is located in your living room and main bedroom. The master/main connection is located in the hall cupboard. If a telephone line has not been connected you will need to arrange for the new supplier to reconnect and power the lines.

Refuse Facilities

Refuse facilities are provided. Please assist in keeping these areas clean and tidy. All rubbish should be properly recycled in line with local agreements and any household waste properly disposed of. At no times should rubbish be dumped beside the bins on in the external bin stores.

Larger items should be either removed by telephoning 0131 529 5050 to request a special uplift from the City of Edinburgh Council or removed using your own transport and taken to the local recycling centre.