

Aftercare information following improvement works



Translations

“ If you would like this document in another language or format, or you require the services of an interpreter, please contact us on:

0800 988 2044 ”

SOMALI

Haddii aad u baahantahaay in lagaa caawiyo fahanka warbixinta lagu siiyay ama aad jeclaan lahayd inad u codsato qaab ka duwan, ama haddii aad qabtid wax su'aalo ah, fadlan nala soo xidhiidh.

0800 988 2044

BENGALI

প্রদত্ত তথ্য বুঝতে যদি আপনার সাহায্য লাগে বা অন্য কোনো মাধ্যমে জানতে চান অথবা যদি আপনার কোনো প্রশ্ন থাকে তাহলে আমাদের সাথে যোগাযোগ করুন।

0800 988 2044

Bengali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
Cantonese	本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。
English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
German	Sollten Sie dieses Material in einer anderen Sprache oder in einem anderen Format wünschen oder einen Dolmetscher benötigen, setzen Sie sich bitte mit uns in Verbindung.
Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇ-ટરમિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાથે.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 체제안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەتەوێ ئەم بەلگەیت بە زمانیکی که یا بە فۆرمیکی که هەبی، یا پێویستت بە مۆتەرجم هەبی، تکایە پێوەندیمان پێوه بکە.
Mandarin	本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
Portuguese	Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਫਿਟਰਪੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.

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Hello

We have completed the works to your home and the purpose of this booklet is to provide you with:

- Information regarding the works carried out to your home
- Advice on how to care for your new kitchen and / or bathroom
- Guidance on gas and electrical safety in your home.

If you have any queries about the works that have been undertaken or the products we have fitted, please contact your Resident Liaison Officer (RLO) .

We hope you enjoy the improvements to your home for many years to come.

Yours

The United Living Project Team

How to contact us

If you need to get hold of us our details are below:

By phone or text	Your local RLO freephone telephone number (which is free when calling from landlines or mobiles) 8.30am – 5.00pm, Monday to Friday
By email	customers@unitedliving.co.uk
In writing	Customer Liaison United Living Media House Azalea Drive Swanley Kent BR8 8HU
Website	http://residents.unitedliving.co.uk

Our working hours on site are 8.00am to 5.00pm, Monday to Friday.

We do not work outside of our normal working hours, including in the evenings, on a weekend or bank holiday unless there is an emergency.



Important information

Out of hours contact

For out of hours emergencies relating to our work, such as major water leak, a dangerous electrical fault, or heating failure please call: 01322 660 226

If you suspect a gas leak call: 0800 111999



Maintenance

Fixings

Be careful when drilling or nailing into floors, walls or ceilings to avoid contact with any electric cables or pipes which may lie beneath the surface.

Never attempt to drill or nail a fixing directly above or below any socket outlet or switch.

Only lightweight objects may be fixed to partition walls and plasterboard partitions need the correct type of fixings, not just nails. If in doubt consult your local DIY store for advice. More major alterations cannot be started without getting written permission from your Landlord.

Decorating

Re-decorating of newly refurbished rooms can be carried out any time after the twelve months defects period and any rectifications have been carried out.

Blockages

Kitchen Waste Pipe: If a blockage occurs and the sink is full of water, try to remove the blockage by using a suction cup plunger to force water up and down the waste pipe. Alternatively remove the 'U' trap located in the cupboard under the sink which is the most likely place for a blockage to occur. Remember to have a container to hand to catch any water draining from the sink when the trap is removed.

Baths and Basins: Blockages here are normally caused by the build up of hair and soap which becomes more noticeable when the bath or basin starts to drain away more slowly. Regular cleaning out of the drainer will prevent this.

Windows

The windows in your property are constructed from UPVC or coated aluminium. The windows require minimal maintenance:

- Clean the window frames using a damp cloth
- Clean the glass with a domestic glass cleaning product
- Oil the locks and moving parts occasionally to ensure continued smooth operation
- Do not use abrasive cleaners.

The windows are also fitted with ventilators, which should not be blocked up as these provide the ventilation required to help reduce condensation within your property.



Caring for your new kitchen

Your home has been fitted with High Performance Kitchen Furniture. They have been designed and manufactured to the highest standards and with simple Care and Maintenance will provide you with many years of service.

Please take time to read these instructions as they are designed to ensure you get the very best from your kitchen.

Units

Do not use polish, bleaches, scouring powders, multi – surface cleaners or abrasive pads on laminate surfaces. A damp cloth with soapy water will clean off most spills. Concentrated juices corrosive liquids or food colorants must be wiped off immediately.

Frontals

Foil and Laminated Fronts

Use a damp cloth with soapy water to clean off spills. Corrosive liquids, food colorants and concentrated juices must be wiped off immediately.

Timber Handles and Trims

Timber is a natural product and as such is liable to colour changes and shade variations. When exposed to natural light, timber especially lighter coloured varieties will mellow and variations will become more subtle. All handles and trims are sealed with a protective lacquer and should only need cleaning with a damp cloth. They may occasionally be lightly polished with a high quality furniture polish. Solvents should NEVER be used.

Hinges and Drawer Runners

Periodically inspect and re-tighten any securing screws to runners and hinges. Clean away any fluff or dirt from any moving parts to ensure smooth operation.

Drawer Boxes

When necessary clean with a damp cloth. Do not use bleach, abrasive pads or scouring powder.

Wall Units

Do not position any appliance which creates large amounts of heat or steam underneath a wall unit, e.g. kettles, deep fat fryers or steamers. Excessive heat or moisture can damage unit carcasses and doors.

Unit Interiors

Occasionally vacuum or brush interiors to remove any dust. Wipe clean using a damp cloth rinsed in warm water and a mild detergent. Wipe dry immediately do not allow water to stand, polish with a dry soft cloth a light spray of furniture polish which will help protect the interior.

Worktops

Although very hard wearing, a chopping board must be used at all times. Do not place hot pans or utensils directly on to the worktop always use a place mat or trivet. Wipe up any spillages immediately especially around worktop joints and the sink/hob. When cleaning, a damp cloth will clean off most spills; do not use bleach, abrasive pads or scouring powder. Corrosive liquids, food colorants and concentrated juices must be wiped off immediately. Very Important - Renew any sealant used to seal gaps between sink tops, tiles etc. as soon as it shows signs of breakdown.

“ We hope you enjoy your new kitchen for years to come ”



Caring for your stainless steel sink

Regular cleaning using a cream cleanser such as 'Cif' on a soft cloth should be adequate to remove regular marks such as tea stains, grease and everyday limescale. Abrasive cleaners and scouring pads should not be used.

Limescale

Limescale build up, which occurs in hard water areas, can be removed with an appropriate lime scale remover and a soft brush.

Rinse the sink thoroughly after the lime scale has been removed.

Scratch Marks

Stainless steel sinks scratch during normal use, but it becomes less noticeable with age. An appropriate stainless steel cleaner can appear to reduce scratches.

Heat

Excessive heat or flames will turn stainless steel blue or gold. This is irreversible, although some chrome or stainless steel polishes can lead to some improvement.

Brown Spots or Rust ?Marks

Due to its composition stainless steel does not rust. However, if the surface of the sink is harbouring particles of rust from, for example, steel wool pads, then it may look like it has rusted. Rust particles can be removed using an appropriate stainless steel cleaner, followed by thorough rinsing and drying with a soft cloth. If rust particles are allowed to stand for any length of time permanent pitting may occur.

Caustic Stains

Caustic substances, such as drain un-blockers can permanently mark the surface.

Dents

Do not drop heavy objects onto the sink bowl or drainer as it will dent. Do not lean on the draining board as it will dip or dent and water will pool.

“ Abrasive cleaners and scouring pads should not be used on your sink ”



Caring for your bathroom

Baths or shower trays, plastic toilet seats and plastic bath panels:

- Clean immediately after use to stop a build up of dirt and scale
- Use soapy water, cream cleaner or multi surface cleaner
- Fix dripping taps to stop limescale build up
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use
- Minor scratches and abrasions can be polished out
- Never leave soap/shampoo pools as these can cause permanent stains
- Never light cigarettes/flames near acrylic/plastic as it can burn and melt.

Vitreous china (toilet and wash hand basin)

- Clean immediately after use to stop a build up of dirt and scale
- Use warm and soapy water, cream or liquid cleaner
- Fix dripping taps to stop scale and limescale build up
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use
- Do not put bleach in the cistern, this can damage the internal fittings. It is acceptable to use in the toilet bowl itself
- Never mix different cleaners in the toilet, they can react and give off poisonous gas
- Never leave strong cleaners or bleach in the toilet overnight.

Chrome fittings (taps, bath handles and toilet levers)

- Clean immediately after use to stop a build up of dirt and scale
- Clean with warm water containing a few drops of washing up liquid, rinse well immediately and dry with a soft dry cloth
- Occasional use of mild bathroom limescale removers is acceptable but rinse off well with plenty of water after use.



Condensation

What is it?

There is always some moisture in the air, even though we cannot see it. When that moisture is allowed to accumulate the atmosphere becomes saturated and condensation occurs. 'Humidity' measures the moisture in the air.

Problems often start in the bathroom or in the kitchen where steamy cooking and washing generate excess moisture, which condenses into water upon contact with cooler surfaces.

Severe condensation can cause rotting window frames, peeling wallpaper, mould growth and damp.

Solutions

Good ventilation in kitchens and bathrooms can help prevent condensation building up in the home.

Mechanical fans with humidistat sensors, which detect the moisture or 'humidity' level in the air, can maintain an automatic condensation control by removing moisture-laden air as it occurs and before it condenses into water.

The humidity sensor will start the fan automatically when the moisture levels rise and turn it off again when humidity lowers. Normally, the fan can also be turned on manually, which you might do when you are steam cooking or having a shower.

Do not switch off the extractor fan.

Clear dust once a month.

Please read the instructions given with your extractor fans. Your Resident Liaison Officer can also explain and give a demonstration.

“ Good ventilation in kitchens and bathrooms can help prevent condensation building up in the home ”



Vinyl flooring

Cleaning & maintenance

- Anti slip vinyl flooring has been used
- Remove all loose dirt by sweeping or vacuuming
- Regularly damp mop with a suitable diluted floor cleaner, following the manufacturer's dilution recommendations
- Thoroughly rinse the floor with clean warm water. Leave this to dry before walking on the floor
- Do not use strong detergents, harsh abrasive powders or wire wool scouring pads, as they will damage the surface of your floorcovering
- Always mop up any spillages immediately.

Protection against damage by furniture and stiletto heels

- Place large surface plastic castor cups under any chair legs and heavy appliances
- When moving furniture or heavy appliances which may have sharp feet such as washing machines, freezers, cookers, etc. slide a piece of hardboard or inverted carpet underneath, manoeuvre the appliance onto it, then slide it out onto a second piece of hardboard
- Avoid subjecting the flooring to stiletto heels, sharp knives etc. and hot surfaces such as saucepans.

Please refer to manufacturers instructions for further specific product information.

Important

Vinyl flooring can be slippery when wet. All necessary precautions should be taken when maintaining flooring of this type. All spillages should be removed as soon as possible.



Electrical consumer unit

From time to time, one of the circuit breakers may trip out on the consumer unit, which is located in your hall or kitchen.

This is generally due to a fault on one of the circuits, an appliance, or it may occur when a light bulb blows. Do not be concerned, this is designed to happen as a protection device.

Each of the circuits in your home is on a separate circuit breaker; lighting will be on a circuit, sockets will be on another, etc.

The tripped out fuse can be easily identified as the one showing 'OFF'. To restore the power, push the switch on the fuse back to the 'ON' position. If it trips out again:

- Turn off all the appliances and lights in the home
- Re-set the switch on the fuse to 'ON'
- Turn back on all of the lights and appliances one by one.

If the circuit breaker trips out again, as you turn back on an appliance or light, it will mean that the appliance or light is faulty and is causing the fuse to trip out.

If this happens, turn off the appliance or light that caused the circuit breaker to trip and again re-set the circuit breaker and turn on the remaining lights and appliances.

If the fault is due to the electrical installation to the property, please report this to your Landlord. Please note that if the fault is with a normal domestic appliance, the repairing responsibility lies with you, the customer.

In the event of a power cut, please contact your supplier.

Central heating

The heating to your home is not controlled using a central thermostat but is controlled by Thermostatic Radiator Valves (TRV) which are fitted to each of the radiators within your home. These enable you to set the temperature of each room individually. For example, you may require the bedroom to be cooler than the lounge.

The only radiator which is not fitted with a TRV is the hallway radiator.

Do not try to switch off the hallway radiator.

This is a bypass radiator and it allows water to circulate around the system. If the hallway radiator is switched off, the water will not be able to circulate and the boiler will shut down.

To set the TRVs, first set them to number 4 and let the temperature in the room adjust. Then, if you require the temperature to be hotter, adjust the TRV upwards. If you require the room to be cooler, adjust it downwards.

The timing for the central heating is provided by the time clock installed on the face of the boiler. You have the option of whether to have the heating on all the time or just to come on at certain times during the day. The instructions for the boiler clock are included within the user guide booklet.

If you have a combination boiler, the hot water to your property is provided instantly by the boiler when the hot water tap is turned on. Therefore, no hot water tank is required, only the amount of water required is heated, saving fuel.

“The heating in your property is controlled by thermostatic radiator valves, enabling you to control the temperature of each room individually”



Boiler checks

If the boiler does not work at all check the following before calling the Housing Office or your landlord:

- Does the boiler make any noises at all?
- Is the electricity turned on?
- Is the gas turned on?
- Is water available at the boiler?
- Does the pressure gauge read between 1 and 2 bar?
- Is the clock selector switch set to continuous?
- Is the red light on?

If you have hot water but no heating, check the following:

- Are the radiator valves turned up fully?
- Is there a clock fitted?
- Is the clock selector switch set to continuous?

Still not working? Please ring your Landlord.

If you have heating but no hot water, check the following:

- Is there a good flow of water out of the tap?
- Do you get hot water when the heating is on?
- If no? Please ring your Landlord.



“ If you smell gas or suspect a gas leak, report it immediately to National Grid on 0800 111 999 ”

Gas safety in the home

Gas Leaks

Leaking gas can cause an explosion. If you smell gas or suspect a gas leak, report it immediately to National Grid on 0800 111 999 from a safe place.

- Turn off the gas supply at the main gas meter
- Open the doors and windows
- Do not switch anything electrical on or off, including the lights, as this could trigger an explosion
- Do not smoke, strike matches or light candles.

Carbon Monoxide - The silent killer

About thirty people a year die accidentally from carbon monoxide poisoning related to gas appliances. A much larger number (over 200) suffer from the symptoms of carbon monoxide poisoning.

Carbon monoxide is produced by gas appliances which are badly installed, not maintained properly, or which do not have enough ventilation. It is invisible and has no smell or taste.

Remember the six main symptoms to look out for:

1. headaches
2. dizziness
3. nausea
4. breathlessness
5. collapse
6. loss of consciousness.

Carbon Monoxide Detectors

Various detectors exist which sense if there is carbon monoxide in the air - some change colour or set off an alarm. You can buy detectors from DIY or hardware stores. If you do buy a detector, make sure it has a label saying that it meets the standard: BS 7860.

Danger signs on a gas appliance

Your gas appliance may be unsafe if you notice any of the following signs:

- A yellow or orange flame instead of a blue one
- A pilot light which keeps blowing out
- Any part of the appliance has turned black or brown, or shows signs of scorching
- Signs of soot, a sooty or musty smell
- Increased condensation on windows.



Ventilation

All gas appliances need air to work safely. You should not block off any source of ventilation that helps a gas appliance to work properly. This includes any ventilation on the appliance itself, flues, ventilation grilles or airbricks - make sure these are kept clear.

Gas Safe Engineers

All gas checks and repairs will be carried out by engineers, installers or gas plumbers who are registered with Gas Safe. Before allowing anyone into your home to carry out gas work ask to see their Gas Safe Identification card.

Gas Safety Checks and Certificates

The gas engineer will provide a record of each gas safety check. The landlord must keep these records for at least two years, and they should make sure you have a copy, as the tenant. The report must include the following information:

- The date of the inspection
- The address of the property
- The name and address of the landlord or their agent
- A description of each appliance or flue checked, including where it is
- Anything which the installer finds wrong with the appliance or flue
- Anything they have done to put any problems right.

The report must be signed by the person who carried out the check to confirm that it has been done properly. They must include their name, and their official registration number. This report is often known as a Gas Safety Certificate.

Gas Safety - Your responsibilities

If you own any of the gas appliances in your home, it is up to you (rather than your landlord) to make sure they are safe.

Many aspects of gas safety may rely on others, but whether you are a tenant or an owner occupier you also have certain responsibilities as an occupier. Some of these are in the gas safety regulations, the others are common sense.

Report gas leaks, and try to prevent the further escape of gas (for example by turning your gas supply off at the mains).

Don't use gas appliances that you know or think are unsafe.

Don't block any ventilation or flues needed for gas appliances to work safely.

Don't do DIY work on gas appliances or pipes. By law anyone doing gas work must be competent to do it safely. The easiest way to be sure of this is to only use Gas Safe registered engineers.

Smoke and heat alarms

Trouble shooting

- If alarm sounds for no apparent reason identify the alarm source. On interconnecting units, the red light on the cover will flash rapidly only on the unit which is the source of the alarm. Check for fumes, steam, etc. from kitchen or bathroom. Paint and other fumes can cause nuisance alarms.
- Press the test/hush button, this will silence the smoke or heat alarm for 10 minutes. If alarm does not stop, switch off the mains and remove unit
- Low battery and other beeps: If the battery is correctly connected and the unit has beeped for over 20 minutes the battery is probably depleted. Obtain a new battery, disconnect the mains, then remove the alarm and replace the battery. If the green mains light is on and replacing the battery, recharging lithium cells or cleaning unit has not stopped beeps, a fault may exist. Disconnect the mains first and replace the unit.

Some facts you should know.....

- Every year the Fire and Rescue Service is called to over 600,000 fires which result in over 800 deaths and over 17,000 injuries.
- About 50,000 (140 a day) of these are in the home and kill nearly 500 and injure over 11,000, many which could have been prevented if people had an early warning and were able to get out in time.
- Most fires occur late at night or early in the morning when the occupants are asleep.
- A large proportion of fatal fires originate in the living room
- The majority of fire deaths occur due to the inhalation of smoke and toxic fumes.
- Smoke and toxic fumes will not wake you – victims fall deeper and deeper into unconsciousness.
- Once smouldering has progressed and flames are present, the fire can accelerate in size and intensity with frightening speed. You could have less than two minutes to escape.
- It is estimated that approximately one third of battery powered smoke alarms installed have either died or are missing batteries, which means they would be totally useless should a fire occur.

Notes

The defects period for works carried out in your property is 12 months from the hand over/sign off date.

Within your defects period calls should be made to: 01322 616686.
After your defects period please contact Harlow Council on: 01279 446655.

Date of handover:



United Living, Media House,
Azalea Drive, Swanley
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Switchboard: 01322 665522

www.unitedliving.co.uk