



HOPKINS
HOMES

HOME USER GUIDE

**Bull Lane,
Long Melford
Suffolk**

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WELCOME TO YOUR NEW HOME

This Home User's Guide has been prepared to help you become familiar with your new home quickly and easily.

It contains information on how to look after your new home, how to report certain types of problems, initial gas, electricity and water supply information, details of your home's energy performance rating, as well as advice on safety and security. We have also included technical help and practical tips on DIY, energy saving and recycling.

Please also refer to appliance user manuals supplied by the manufacturers and installers of the equipment used in your home for explanation of how to operate, control and maintain. Please keep this handbook in a safe place, so that you can refer to it in the future.

RESIDENT'S RESPONSIBILITIES

What you as the Tenant are responsible for:

You are responsible for the upkeep of your home. This includes:

- Fitting of TV aerials and satellite dishes (where not provided by Colne Housing Ltd). If you are thinking of installing satellite TV, you must first seek written permission from Colne Housing, as Planning Permission will be needed. In the case of flats, a communal satellite dish has already been installed and no separate installations will be needed or are permitted. The Association reserves the right to specify the location of satellite dishes on any of our properties.
- Decorating the inside of your home.
- Filling minor cracks to plaster and woodwork.
- Arranging for the installation of your own washing machine, dishwasher, and gas or electric cooker.
- Putting up curtain and shower rails, adapting doors to accommodate carpets and fitting draught excluders.
- Minor gaps between skirting and floors which are capable of being filled by you whilst decorating.
- External and internal window cleaning.
- Plugs and chains on sinks, baths and basins.
- Cleaning out shower heads.
- Toilet seats
- Repairing or replacing bathroom cabinets, towel rails, toilet roll holders and mirrors.
- Replacing light bulbs, fluorescent tubes, domestic fuses and doorbells.
- Replacing batteries in both smoke and carbon monoxide detectors.
- Replacing locks as a result of a lost key, replacing lost keys and fitting extra locks or catches.
- Lubricating locks, hinges and fittings.
- Keeping airbricks and extractors clean and clear.
- Replacing or repairing your rotary driers.

- Providing and replacing dust bins/wheelie bins, except in communal bin store areas. Some local Councils supply these to each household. If you are not sure, contact your housing officer or local Council for advice
- Maintenance of any fittings and appliances not provided by Colne Housing Ltd.
- Repairing or replacing sheds.
- The bleeding of radiators – when you switch the central heating system on for the first time in winter, please check that the radiator valve is fully turned on and that some radiators may contain air that needs discharging using a radiator key to bleed them. WARNING: Some systems that are powered by combination boilers require a certain amount of pressure to remain efficient – therefore in no circumstances should you bleed radiators in these systems.
- If you're unsure please check with your Housing Officer. You will be forewarned if such a system exists or is installed in your home. If you fail to take heed of this warning and the system is damaged as a result, you may be charged the cost of repairing or replacement.
- Tenants should not paint or redecorate the outside of their homes without Colne Housing Ltd permission. If an incorrect finish is applied this may shorten the lifespan of woodwork and will only have to be removed.
- Clearing pest infestations within the premises, such as wasp or bees nests, ants, mice, birds, rats etc, unless in communal areas (it is worth contacting the local council to see if they are able to assist).
- Hedge/lawn cutting and maintenance of private gardens, including private fences, sheds and garages. Please note that the terms of your tenancy agreement requires you to maintain your garden in reasonable order.
- Rubbish clearance and cleaning of private areas.
- Cleaning of common parts except where specified as part of service charge.
- Floor coverings (except in kitchens and bathrooms where the Association has supplied a water resistant covering – this will be replaced if your kitchen has been refitted or the floor covering is worn out). Please note damage caused by you is your responsibility, e.g. in moving appliances:
- Telephone and TV connections.
- Blocked WC/waste pipes. The Association can unblock WCs and pipes for you but we will recover the cost of doing so from you before the work is carried out.

In addition to the above the tenant is responsible for the cost of any repair required as a result of tenant neglect/misuse. If your home is damaged by a third party you must report it to the Police and request a crime number before reporting it to Colne Housing Ltd.

General tenancy tips

In your home...

- Don't put nappies, sanitary towels or sharp objects down the toilet.
- Keep all gutters free from leaves and rubbish, particularly in the autumn months.
- Don't leave your taps running when you do the washing-up or clean your teeth.
- Don't pour cooking fat down the drain.
- Don't use hose pipes.
- Close the door when cooking to prevent steam going into other rooms.
- Open your windows for at least 30 minutes each day to let air circulate.
- Have a shower instead of a bath.
- Avoid drying clothes inside whenever possible.
- Wipe down surfaces when moisture settles.
- Keep stairs and sheltered areas well lit.
- Replace lightbulbs whenever necessary.
- Make sure floor surfaces are always kept dry and not slippery.
- Clean up all spillages.

Reporting a Repair

Please note that if any building repairs are required during the first 12 months of your property being built it is under warranty from the original builder.

All mechanical and electrical repairs are also under warranty for the first 12 months of your property being built.

After this time any defects will be rectified by Colne Housing Ltd.

When reporting a repair to Colne Housing Ltd please contact:

General enquiries and defects

For all enquiries, including requesting repairs and reporting defects, please call Colne Housing Ltd on 01206 244700 (9.00am - 5pm Monday to Friday).

Alternatively, you use Colne Housing Ltd website:

www.colnehousing.co.uk

Colne Housing contractors handle customer calls directly, you do not need to contact Colne initially. Report it by phone to the correct contractor:

- **Home repairs** - Fosters 01945 473965
- **Gas heating/boiler issues** - Aaron Services 01473 835146

Report it online: Non-emergency repairs can also be reported
www.colnehousing.co.uk/customer-services/report-it

INTRODUCTION TO YOUR NEW HOME

New homes built today include a great many improvements in construction that have been introduced over the years, but your new home still needs to be run-in gently for the first few months. This is because bricks, timber, plaster and other materials generally absorb water during construction.

As your home is lived in and heated, it dries out. During the drying out period the wood and plaster in particular may shrink, causing small cracks to appear. These cracks are not structurally important and are covered in the normal process of redecoration.

New buildings often take a long time before they are fully dried out. While this is happening they need heat and extra ventilation. During the first winter of occupation most houses and flats require gentle heat over more hours than they may need in subsequent winters. Allowance should be made for this.

If at all possible try to avoid any decorating during the first year as your home will be assessed at the end of the defects period.

Minimise Cracking

By following the steps below you should be able to reduce occurrence of cracking due to shrinkage:

- Avoid large temperature differences during the day by setting your heating controls at a comfortably low level for longer periods (instead of shorter periods on a higher heat) This allows your home to gradually warm up.
- Check to ensure all trickle vents (ventilation slots in your windows) are open 24 hours a day. This allows gradual, gentle ventilation.
- Encourage ventilation by opening windows and internal doors whenever you reasonably can.
- Keep kitchen and bathroom doors closed when cooking or washing as these activities create a lot of water vapour, by doing this you are not allowing the moisture to spread to other rooms in your house. Ensure that the extractor fans are on when you wash or cook and open a window where appropriate.

Preventing Condensation

Condensation is steam or water vapour that turns into water by condensing on cold surfaces, and next to shrinkage is often the most common problem in new homes. It can damage clothes, bedding, floor coverings, decorations and the home itself if mould growth takes hold on walls and ceilings. Homes that are heated and ventilated intermittently are more likely to suffer condensation problems. The moisture in the air comes from a number of sources within the house – water vapour is produced in relatively large quantities from normal day to day activities such as washing and drying clothes, personal washing and cooking.

Following the steps below will help deal with condensation issues.

Produce less moisture

Ordinary daily activities produce a lot of moisture. You can minimize the amount of moisture you produce when for example boiling kettles, running baths and cooking.

- Use lids on all pans when cooking (this saves fuel too).
- If possible, dry clothes outside or in a cool area of your premises.
- Wipe up wet surfaces after use e.g. bathroom tiles, kitchen worktops and sinks.

Ventilate to remove moisture

You can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture that is produced all the time. Keep trickle vents or passive ventilation open 24 hours a day. Consider having a window ajar when convenient.

You need much more ventilation in the kitchen during cooking so you should open a nearby window. Close the kitchen and bathroom doors when these rooms are in use. This stops the moisture reaching other rooms, especially the bedrooms that are often colder and more likely to suffer from condensation.

- While drying clothes indoors, ventilate the room.
- After a bath or shower, try to ventilate the room to the outside, not to the rest of the home – opening a window (and closing the door) and/or allowing the extractor fan will help.

Efflorescence

This is another sign of drying out that may appear as white deposits on outside walls. This is caused by salts coming out of the wall materials. On external walls the efflorescence will eventually disappear. Efflorescence can often be removed from external walls with regular dry brushing with a non-metal brush, until the salts are exhausted is recommended. The presence of these sodium salts are not detrimental to the performance or durability of the bricks.

Efflorescence in plywood, which is a natural product of the manufacturing process, is usually found beneath porch roofs, on soffits and in some door panels and its removal can be assisted by washing off with clean water and the gentle use of a soft brush. This process may need repeating until the salts are exhausted. If internal efflorescence persists it may indicate a water leak, in which case you should contact Victory Housing Trust.

Heating and Hot Water

Colne Housing Ltd will service and maintain heating appliances at yearly intervals in accordance with the manufacturer's safety documentation and regulations, a copy of any required testing certificates are made available to you. It is your responsibility to ensure that

any other appliance supplied by you is regularly maintained and tested by a competent person.

Do not allow anything to obstruct the boiler flue.

Look for signs of corrosion or leakage from any part of the system. This may be the first indication that it is in need of repair and Victory Housing Trust should be advised.

For further information on the operation and maintenance of your gas boiler please refer to the product literature at the back of this guide.

Thermostatic radiator temperature valves control the radiators.

Smoke Detectors

The smoke detector alarm is wired directly into the main supply and by-passes the RCB system thereby ensuring that should any circuit breaker switch off due to overload or fault, the smoke alarms remain fully operational. Smoke detectors are fitted with back-up batteries, which should be tested regularly and replaced annually.

Check the operation of smoke detectors using the test button as detailed in the service guide.

Remove dust regularly from smoke detectors by using vacuum attachments.

Change the battery in your alarm every year

After 10 years replace your alarm.

Cooker Connection

A qualified installer should carry out the installation of cookers.

Washing Machines

The property is plumbed for an automatic washing machine. Please ensure the waste pipe is not capped prior to connection and that any unused pipes are sealed. Flexible hoses may be connected in accordance with the manufacturer's instructions. Please ensure that the hoses are in good condition and that the connecting rings and washers are watertight after connection. The waste hose should be clipped or wired to the connecting pipe. Washing machines should not be connected to sink or basin taps.

Once your machine is installed, you must observe the following points:

- If the machine waste pipe is not connected to a proper trap, any appliance into which it discharges must be capable of handling the waste water without risk of overflowing. The machine pipe must be temporarily secured to prevent displacement under vibration.
- Inspect the machine hoses and connectors frequently, for deterioration. It is advisable to turn off supply valves when away from the property for a length of time.

- You will be held responsible for any damage caused to your home or a neighbouring property by flooding from your machine. (This is one of the many reasons why you should maintain a comprehensive insurance policy.)
- Remember that the combination of electricity and water can spell danger so observe the usual precautions with regard to electric plugs and leads.
- If you use a tumble dryer indoors you must use a ventilating hose or duct discharging out of a window. Failure to do so causes serious condensation damage to the property for which you will be held responsible.

Extractor Fans

Your home has continuously running ventilation Greenwood Airvac Unity CV2GIP (dMEV) fans installed. This consists of locally sited extract fans that form part of a whole house ventilation approach. These fans extract air on a continual basis from the following areas (defined as wet rooms within Building Regulations) in residential dwellings:-

- Kitchen
- Bathroom
- WC/Cloakroom

Television

Television connecting points have been supplied within the lounge and the bedrooms.

Telephone

Sockets have been provided. You are responsible for their connection and resulting charges.

Council Tax

You should contact Mid Suffolk District Council as soon as you move in on ☎01300 1234000 option 2 to advise of your new tenancy at the address.

or visit <https://www.midsuffolk.gov.uk/council-tax/>

Your Council Tax is payable from the first day of occupation ie. when furniture is moved in.

Car Parking

Allocated parking spaces have been provided.

Storage

Residents are advised not to use the roof space for storage because of the possibility of damage to belongings from condensation and the risk of personal injury and damage as the loft is not boarded.

The roof space is also not designed to carry loads and storage should be restricted to light

loads only (such as empty suitcases).

Glazing

Replacement of broken glass is your responsibility and you are strongly recommended that a competent firm carry out re-glazing, as your home will probably have been glazed originally with an energy efficient glazing system.

Walls

Before fixing anything to the wall or floor, check for the location of pipes and cables.

The internal walls in your home are 12.5mm plasterboard on timber or metal studwork and the separating/external walls are 12.5mm plasterboard on dabs. Care needs to be taken when fixing into them.

The following special wall fixings are recommended, these are available from hardware or DIY stores:

Internal Walls

Plasterboard into the cavity behind the plasterboard – Use Rawl Interset M6 x 52
Through the plasterboard only – Use Rawl Metal Self-Drive with Rawl Uno Plug

Separating Walls

Through the plasterboard – Use Rawl Spring Toggle.

Small or light items may be hung from picture hooks.

Decoration

You are responsible for the internal decoration of your home. Decoration work must be carried out in a safe and workmanlike manner using, if necessary, a competent tradesperson and taking the precautions detailed on the decorating material containers and packaging.

Interior walls are dry lined plasterboard and are emulsion painted.

Clean down the walls with a damp cloth regularly and after the defects period, redecorate periodically to maintain an acceptable and satisfactory finish.

Privacy Handles

Privacy handles have been fitted to the bathroom door. In the event of a child accidentally locking the door or of any other emergency, the door lock can be released from the outer side by inserting a screwdriver or small coin into the slot beneath the handle and rotating the lock mechanism.

Blockages

Any blockages caused by the tenant will be charged to the tenant. Please do not flush nappies, baby wipes, sanitary towels, paper kitchen towels or excess toilet tissue down the toilets, as this will cause a major blockage for yourselves and your neighbours. If a sink blocks, use a sink plunger or flexible rod to try and move the blockage.

Mildew

Mildew growth finds suitable conditions on timber, plaster and particularly emulsion painted surfaces where there is dampness and lack of ventilation. Mildew is particularly likely to occur in small closed rooms, cupboards and in corners of larger rooms where the ventilation and air movement is poor. In most cases mildew can be quite simply wiped off the surface of the paintwork using a solution of warm water with a proprietary domestic fungicide such as 'Milton'. Normally no damage will occur to the surface through mildewing.

Oiling

Annually: Lightly oil internal and external door handle mechanisms, particularly those with a three point locking system.

Lightly oil window hinges.

Six-monthly: Lightly oil door hinges. Wipe clean and lightly grease high performance door hinges and lock cylinders.

HOME ENERGY SYSTEM

Familiarise yourself with the services and equipment in your home as detailed in the information provided below:

Location of Services

<u>Service</u>	<u>Water</u>	<u>Electricity</u>	<u>Gas</u>
<i>Colour of Underground service</i>	Blue	Black	Yellow
<i>Location of stop valve/ main switch</i>	Stop valve - Underneath the kitchen sink Main switch - External with meters	Main switch - next to meter; Main internal switch - in consumer unit which has an isolating switch too	Isolating Valve in semi-concealed meter box in ground at front/side of property
<i>Location of meter</i>	Within the footpath to the front of the property	Plots 1, 2, 4: are on the side of the dwellings. Plots 3, 6, 11, 12, 13: are in the under stair cupboard. Plots 6 & 7 are under the carport.	Semi-concealed meter box in ground at front of property Plots 6 & 7 are under the car port.
<i>Supplier</i>	Anglian Water	E-ON	E-ON

Location of Equipment

<i>Boiler</i>	Plots 1, 2, 3, 4, 6, 11, 12, 13: kitchen above worktop Plots 5 & 7: cupboard in bedroom 2
<i>Heating Programmer, Timer & Thermostat</i>	Hallway.
<i>Consumer Unit</i>	Plots 1, 2, 5, 7: in hallway Plots 3, 4, 6, 11, 12, 13: beneath stairs.
<i>Internal water stopcock</i>	Underneath the Kitchen Sink
<i>Smoke Detectors</i>	Entrance Hallway & 1 st floor landing where applicable
<i>Washing machine connection</i>	Underneath the Kitchen Sink

Your energy supplier for Electricity and Gas is E-on. Please see below the MPAN and MPRN numbers:

<u>Plot</u>	<u>Address</u>	<u>MPAN</u>	<u>MPRN</u>
1	1 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107671	7660924401
2	2 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107680	7660924502
3	3 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107690	7660924603
4	4 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107705	7660924704
5	5 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107714	7660924805
6	6 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107723	7660924906
7	7 Abbott Close, Long Melford, Sudbury CO10 9FT	2700005107732	7660925010
11	8 Braithwaite Road, Long Melford, Sudbury CO10 9FS	2700005107779	7660924300
12	10 Braithwaite Road, Long Melford, Sudbury CO10 9FS	2700005107788	7660924210
13	12 Braithwaite Road, Long Melford, Sudbury CO10 9FS	2700005107797	7660924109

If you suspect a gas leak:

- Extinguish all naked flames.
- Turn off the gas at the meter.
- Open all doors and windows.
- Call The National Grid on telephone ☎ **0800 111 999**
- Do not turn on any switches or electrical apparatus.

In the event of any gas installation / equipment defect or a suspected gas leak you should report the matter in the usual manner to your gas supplier or make an emergency call to The National Grid on **0800 111 999**.

Please contact them to have the supplies put into your name as soon as you move in. Alternatively you can arrange your supply from a wide range of utility suppliers once you have received your first bill from your current supplier. Please make any arrangements direct with the relevant company.

The electricity consumer unit contains the mains on/off switch, which controls the supply to your home and a number of circuit breakers. Each of these protects a different circuit and will be labelled for your information. These circuit breakers are very sensitive, much more so than the fuses you may be familiar with.

RCD's have a test button located in the consumer unit and you should carry out a test every six months as detailed on the unit or user guide. Remember to reset electrical equipment with timers after testing.

Should the electricity circuit become overloaded; the breaker will 'trip'. This can be re-set manually by pushing the switch back to its original position.

NOTE: We receive many reports of faulty electrics or trip switches in new properties but these are usually due to faulty appliances. Your appliance may have worked perfectly at your old address but the new sensitive circuit breakers will detect any small fault that may not have been apparent under the old system.

If the circuit breaker trips more than once you will have to find out which appliance is causing the problem.

To find out which appliance is faulty:

1. Switch every appliance off
2. One by one - slowly turn appliances on until the system trips (If it is the washing machine, you may have to wait for it to complete a full cycle)

In general, try not to overload the circuits by having a large number of appliances on at the same time.

Electrical works can be extremely dangerous and only undertaken by a qualified electrician appointed by Victory Housing Trust. For your own safety please refrain attempting any works to the electrical circuits in your home.

Water Supply and Plumbing

Your water is supplied by Anglian Water. Please contact them to have the supply put into your name as soon as you move in.

The internal stopcock should be turned off and on again at six monthly intervals to prevent seizure. If you think your pipes are frozen, do not turn on the hot water taps, as this will empty the hot water cylinder.

Where pipes run under the floor they are normally identified with a marker or pencil line. Care should be taken when fitting carpets not to damage concealed pipes.

As well as being irritating, dripping taps can stain sanitary ware; they should be attended to as soon as possible.

Your taps have been fitted with a water restrictor which allows a more economical flow to the water supply whilst delivering the same result. They are continually developed and are now standard in most new homes.

Do not allow water to over flow from storage tanks or cisterns. In time it may damage the fabric of the building. If water is seen running from any of the overflow pipes IMMEDIATELY investigate. In the case of the WC cistern it may simply require adjustment of the ballcock. Report any persistent overflow to Colne Housing Ltd who will arrange for a plumber to attend.

In your new home you will be charged for the consumption of water as recorded by your water meter.

Water Use

Every household uses many litres of water every day of which only a very small percentage is used for drinking and cooking.

By thinking carefully about your water use in the home and changing some water wasting habits, it is easy to save water.

The following advice can assist in reducing your daily water use:

- Your toilet has a 4.5 / 3 litre dual flush and you should use the low flush wherever possible. According to the Energy Savings Trust, you could save as much as 2,000 litres per person per year.
- Taking a five minute shower uses 60 percent less water than bathing.
- Turn off dripping taps or report them to Colne Housing Ltd – If you leave a tap dripping, it will produce enough water to fill half a bath every week!
- Wash your car by hand – it saves water compared to a hosepipe.
- Check for water leaks on a regular basis.
- Vegetables and fruit should be washed in a bowl rather than under a running tap and the leftover water can be used for watering house plants.
- Use the minimum amount of water required when you boil water in saucepans and kettles. That way, you'll save energy as well as water.
- Try keeping a bottle or jug of water in the fridge instead of running taps until the water runs cold.
- Half-load programmes on dishwashers and washing machines use more than half the water and energy of a full load. Therefore, wait until you have a full load before switching the machine on.
- Try not to leave the tap running while you brush your teeth, shave or wash your hands, as this can use more water than a bath in less than 5 minutes.
- A 5-minute shower uses about a third of the water of a bath. But remember that power showers can use more water than a bath in less than 5 minutes.
- Cotton wool and tissues should be put in a waste bin rather than flushed down the toilet.
- Dripping taps can waste up to 4 litres of water a day. Replace worn tap washers for a quick and cheap way of saving water.
- Burst water pipes can cause serious damage as well as waste water. Ensure your water pipes and external taps are lagged in time for the cold winter months. Read your meter regularly and monitor consumption.

During the summer months, an average household increases its water use by up to 25 percent of which most is used in the garden.

- Water your garden in the cool of the early morning or evening. This will reduce the amount of water lost to evaporation.
- If you water plants and shrubs too often their roots will remain shallow, weakening the plant. Leave them alone until they show signs of wilting.
- Collect rainwater in water-butts and use a watering can instead of a hose. If you prefer to use a hosepipe, fit a trigger nozzle to control the flow.
- Regularly weed and hoe your garden to ensure that watering helps plants and not weeds.
- Plant flowers and shrubs that thrive in the hot and dry conditions such as thyme, evening primrose, rock rose, Californian poppy, pinks, lavenders, buddleia and hebes.
- Mulches such as wood chips, bark and gravel help to prevent water evaporate and also suppress weed growth, saving you both water and time spent weeding.
- Lawns can survive long periods of dry weather if the grass is not cut too short. Even if the grass turns brown, it will quickly recover after a few days of rain.
- Garden sprinklers can use as much water in an hour as a family of four uses in a day. If you use a sprinkler, many water companies require you to have a water meter fitted.

RESPONSIBLE PURCHASING



Low energy / low water white goods

In most homes, lighting accounts for around 10 to 15 percent of an electricity bill.

Energy saving light bulbs use 70 percent less energy than normal light bulbs but are just as bright. (This type of bulb is available at most supermarkets)

The purchase of white goods with the highest ratings under the EU Energy Labelling Scheme assists with reducing energy and water usage. When purchasing white goods it is recommended you consider the energy efficiency rating, which should clearly be stated on the Eco Label, attached to the product. Wherever possible you should purchase appliances that have an A rating, as these are the most efficient and environmentally friendly. This label also details such information as energy and water consumption, noise output and appliance performance.

Energy	
Manufacturer Model	Fridge-Freezer
More efficient Less efficient	A
Energy consumption kWh/year (Based on standard test results for 24h)	325
Actual consumption will depend on how the appliance is used and where it is located	
Fresh food volume l	190
Frozen food volume l	126
Noise (dB(A) re 1 pW) Further information is contained in product brochures <small>Norm EN 153 May 1990 Refrigerator Label Directive 94/EC</small>	

EU Energy Label

We have all seen the labels on products and light bulbs, which rate them from A to G. By law, retailers, mail-order companies and manufacturers must display these labels on all new domestic fridges, freezers and fridge-freezers, washing machines, electric tumble dryers, combined washer-dryers, dishwashers and light bulbs for sale. Labels for different products contain different pieces of information.

The purpose of these labels is to allow consumers to easily compare the performance of appliances.

Most appliances are rated on a scale of A-G, with A being the most efficient and G the least. The only exceptions are refrigeration products. The more efficient an appliance is, the more money you can save and the more you help the environment. By buying a more efficient model you are not compromising when it comes to performance either.

Energy consumption and running costs show how much electricity is used under standard conditions measured in KWh/year 'kilowatt hours' for refrigeration appliances or KWh/cycle for washing machines and other appliances.

Laundry and dishwashing labels also have ratings for washing, spin and drying performance. The A-G indicators here are similar to the main energy efficiency ratings and are based on standard industry tests. The test cycle is used on the label. Water consumption, capacity and other information is provided to help you choose the best appliance for your own needs. Manufacturers don't have to provide information on noise, but if they do so you can use this information to choose quieter models. The lower the dB, the quieter the performance.

What is an Energy Performance Certificate?

An Energy Assessment has been undertaken on your property.

A copy of this certificate can be found at the back of this document.

The concept of an energy performance certificate is to ensure that we are looking at the amount of fuel it takes to heat your property. This assessment indicates the home's energy efficiency.

Energy Performance Certificates tell you how energy efficient a home is on a scale of A-G. The most efficient homes - which should have the lowest fuel bills - are in band A.

The Certificate also tells you, on a scale of A-G, about the impact the home has on the environment. Better-rated homes should have less impact through carbon dioxide (CO₂) emissions.

Your home has been constructed to high energy efficiency standards to minimise both running costs and CO₂ emissions. All dwellings on the site have a high SAP energy cost rating. The actual rating of your home will vary depending on built form (i.e. detached, semi-detached, etc), dwelling orientation and sheltering from adjacent buildings and obstacles. Please refer to your Energy Performance Certificate (EPC) for the actual energy efficiency rating and environmental impact (CO₂) rating.

Energy Saving Tips

The following tips will reduce your energy use, carbon dioxide emissions and also running costs.

- Turning down the central heating thermostat by one degree Celsius can save up to 10 percent of heating costs.
- Do not put furniture in front of radiators or heaters. It will prevent maximum circulation of heat.
- Close curtains to stop heat escaping when it gets dark and make sure they do not hang over radiators.
- Programme the central heating to come on about 30 minutes before you want the house warm and turn it off about 30 minutes before bed. The exact times will vary from house to house and depend upon weather conditions.
- Where installed, turn down the hot water cylinder thermostat, but not below 60 degrees Celsius (150F). If the heating boiler does not provide hot water, switch on the immersion heater as and when hot water is required. Use an economy tariff (e.g. E7 or E10 where possible) as an on-peak tariff can be expensive to use.
- Do not leave water taps running when you wash and always use the plug.

- Fit energy saving bulbs where not already provided. They last about 5 years and use about 80% **less** electricity.
- Always turn off lights when you leave a room and adjust your curtains or blinds to let in as much light as possible during the day.
- To cut down on wasted energy, avoid leaving appliances on standby and remember not to leave them on charge unnecessarily.
- Washing machines: wait until you have a full load before using the washing machine and remember you rarely require the hottest wash.
- Fridges: don't leave the door open for longer than necessary, as cold air will escape. Avoid putting hot or warm food straight into the fridge: allow it to cool down first. Defrost your fridge regularly to keep it running efficiently and cheaply. If it tends to frost up quickly, check the door seal. And if you absolutely have to site your fridge next to the cooker or boiler, leave a good gap between them.
- Dishwashers: try and use the low temperature programme, and ensure you wash a full load.
- Pots and pans: choose the right size pan for the food and cooker (the base should just cover the cooking ring) and keep lids on when cooking. With gas, the flames only need to heat the bottom of the pan. If they lick up the side then you're wasting heat. And don't use more water than you need because it doesn't only waste energy, but it spoils the food.
- Kettles: heat the amount of water you really need and if you're using an electric kettle, make sure you cover the elements. Jug-type kettles need less water as they have smaller elements.
- Taps: in just one day, a dripping hot water tap can waste energy and enough water to fill a bath. Make sure they're off.
- Showers: an ordinary shower uses only two-fifths of the water needed for a bath.
- For further information on how to run your home efficiently and in the best environmentally sound way, see link below:

The Energy Saving Trust

21 Dartmouth Street

London

SW1H 9BP

Customer advice line: free-phone 0800 512 012

Website: www.energysavingtrust.org.uk

If any appliances have been installed in your new property, please ensure you read and keep safe the manufacturer's instructions and paperwork.

WASTE AND RECYCLING

Disposal of Rubbish

Mid Suffolk District Council will be responsible for your refuse collection, providing residents with weekly collections of recycled waste (blue bin) and residual waste (grey bin) on alternating weeks.

To find out your collection days please contact them on Tel: 0300 1234 000 option 4 or visit their website:

<https://www.midsuffolk.gov.uk/waste-services/>

Only waste contained within the correct wheeled bin will be collected.

Externally, wheelie bins are provided by the local authority and it is your responsibility to ensure that the bins are available for emptying in the prescribed manner.

- Large items of rubbish such as old furniture, mattresses, etc can be disposed of by arrangement with Mid Suffolk District Council. To find out further information please contact Tel: 0300 1234 000 option 4 or visit:

<https://www.midsuffolk.gov.uk/waste-services/bulky-item-collections/>

RECYCLING

You should have installed in your kitchen a separate bin, marked specifically for recycling items.

Invest in a compost bin to take all of your vegetable peelings, fruit skins, tea bags etc. Not only does it reduce the rubbish in your bin but it is great for your garden.

For shopping, use canvas bags as much as possible as they do not split or cut into your hands when carrying a heavy load.

Any plastic bags i.e. from supermarkets can be reused until they are torn.

Most supermarkets offer stronger reusable bags which they will replace free of charge if they split and some offer boxes, which once home, can go straight into your council recycling bin or re-use.

It is estimated that 29.1 million tonnes of municipal waste was generated in England in 2003. A total of 25.4 million tonnes of this waste was collected from households. That's over one tonne of waste per household per year.

Although household rubbish is a relatively small percentage of the total amount of waste produced, it is a highly significant proportion because it contains large quantities of organic waste which can cause pollution problems, as well as materials such as glass and plastic which do not easily break down.

Recyclable materials can also be taken to a local recycling site or to a household waste recycling centre for disposal.

Household Waste Recycling Centre

The household Waste and Recycling centres (HWRCs) across Suffolk are run by Suffolk County Council and for any queries please call them on 0345 606 6067.

Visit their website for full details:

<https://www.suffolkrecycling.org.uk/where-to-recycle/recycling-centres>

Where's my nearest HWRC?

Sudbury Sandy Lane, Sudbury CO10 7HG (Off Bulmer Road, Ballingdon Hill-A131)

Basic site rules

Each site displays a full set of rules to make your visit a safer, quicker experience but the following rules are essential.

What types of waste are not accepted?

The HWRC will accept **household waste** from your own home (subject to some restrictions) for recycling or disposal **free of charge** at all sites. **Traders** are able to recycle or dispose of the same range of materials through the **chargeable** trade waste service.

Some materials are not accepted on sites: **cat/dog poo, asbestos, clinical waste, explosives, radioactive waste and liquid paint**. For more information and details on other restricted items visit:

<https://www.suffolkrecycling.org.uk/where-to-recycle/recycling-centres/recycling-centre-rules-and-charges>

Please remember to...

- wear gloves and sensible footwear when you visit your local Household Waste Recycling Centre to keep safe
- place textiles in a bag to keep them clean and dry
- tie shoes together and place in a carrier bag
- clean and squash (where possible) your recyclables and remove labels and bottle tops before placing items in the recycling bins
- adhere to the safety guidance given by site signs and staff



WRAP helps homeowners, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change.

Further information on recycling and sustainable waste disposal can be accessed from their website at: <http://www.wrap.org.uk>

SUSTAINABLE PURCHASING AND DO-IT-YOURSELF

Sustainable Timber Procurement

Sustainable timber means that the tree harvested will be replaced with another tree, whether naturally grown or planted. 'Sustainable timber' means that regardless of the extraction of individual trees, the forest maintains its ecological function as part of important climate and water cycles.

Independent verification and forest certification are the most workable ways for the trade to ensure legal and sustainable timber. There are many certification schemes such as FSC, PEFC, MTCC or SFI



Organic Food Advice and Procurement

There are distinct advantages to using locally sourced food. Locally produced food hasn't been carted halfway round the world to reach your kitchen, so there's far less environmental impact in terms of carbon emissions, pollution and so on. You're also guaranteed a greater degree of freshness as it's spent less time on the road. If this isn't enough, there's the bonus of having to deal with less packaging. Don't forget that you'll also be supporting the local economy.

What you can do

- Ask your supermarket if they sell local produce. If so ask them to define "Local"
- Contact like-minded people via groups such as FoE, Garden Organic, Community groups, faith groups, gardening groups and allotments to investigate bulk or community buying.
- Cook a LOAF (local, organic, animal friendly) meal for friends
- Visit the local farmers' market
- When out and about or on holiday, buy what you can from local farm shops
- Continually check the country of origin of supermarket food
- Try out new foods and recipes relating to seasonally available food
- Subscribe to a box delivery scheme of local vegetables

Did you know?

- Many imported foods are specially packaged for shipping then unpacked and repackaged for the shops/supermarket. This produces lots of waste packaging
- Some big stores sell "local" food which is produced locally then sent miles away for packing before returning to be sold.

- In 2001 the UK imported over 61,000 tonnes of poultry meat from Holland while exporting over 33,000 tonnes to Holland! There was a similar story with lamb and pork. Think of the needless fuel use and pollution
- In 2007 we imported 90 per cent of our fruit, 38 per cent of our vegetables and 60 per cent of our bacon and ham
- A significant amount of organic meat sold in supermarkets is imported rather than produced in the UK
- Most of the food on your plate has travelled on average 1500 miles to get there
- English orchards are vanishing at an alarming rate as we import most of our "English" apples from abroad

For details of all certified farmers markets in the area contact FARMA, Tel: 0845 45 88 420 or go to their website: <http://www.farmersmarkets.net/>

Supermarkets in the vicinity of the development sell all major foodstuffs and ranges, with more ethnic and cultural cuisine available throughout the city. Supermarkets often sell several price varieties within their stores. Change down a range to save money,

Do-It-Yourself

Use Greener Materials

The materials and finishes you choose for your DIY jobs can have an impact on the environment. Friendly materials do not necessarily cost more and many are widely available:

- Use reclaimed wood - this saves energy and resources
- Buy certified wood - it is estimated that at least a quarter of the timber arriving in to the UK has been produced illegally
- Sustainable timber, and other sustainable wood products, can be found by looking for labels from the Forest Stewardship Council (FSC – www.fsc-uk.org), the Programme for the Endorsement of Forest Certification schemes (PEFC) or other forest certification schemes.

Choose Friendlier Paints, Finishes and Preservatives

Most paints contain volatile organic compounds (VOCs), which can be harmful to humans, wildlife, plants and even building materials. When you are choosing a paint, finish or preservative, try to find the one with the lowest impact possible for the job you are doing:

- Many paints have a label showing VOC content - choose the lowest VOC product you can
- Check to see if there is a hazard warning on the label. Choose a product without a hazard warning
- 'Natural' or 'all natural' paints, milk paints and white washes have a lower impact than ordinary paint
- Try not to buy more paint than you need - a lot of paint that people buy is never used
- Look for the European Ecolabel for indoor paints which indicates they contain no lead, mercury or other heavy metals and are manufactured with reduced solvent emissions

Disposing of Paint, Finishes and Preservatives

Paints, finishes and preservatives need to be disposed of properly, as they can be toxic. This is particularly important if they display an orange hazard label:

- Always read the label
- Do not pour paint or other chemicals down the drain
- If paints are poured into drains or disposed of in normal household waste then hazardous chemicals can get into the environment - contact your local authority for guidance on disposal
- You can usually take paint to your local civic amenity site or some councils will collect it

You can find lots more Information online at the following websites:

Green Choices www.greenchoices.org/index.php/home
DEFRA www.defra.gov.uk/environment/
Recycle Now www.recyclenow.com/

SECURED BY DESIGN

What is Secured By Design?

Secured by Design is a design standard which originally formed an important part of the now superseded Code for Sustainable Homes. The design requirements remain valid and these are delivered by preconsultation with the local Police Architectural Liaison Officer. The technical requirements are simultaneously delivered by demonstrating compliance with Part Q of the Building Regulations.

The SBD process has become normal across the house building industry, which has generally been successful in responding to crime prevention measures to assist in reducing the opportunity for crime and the fear of crime, creating a safer and more secure environment. This supports one of the Government's key planning objectives – the creation of secure, quality places where people wish to live and work.

This process gives an indication that the site has been subject to an assessment and has led to improved levels of security. This does not guarantee that a particular area will be crime proof, but the process has, in the experience of the Police Service and other agencies, been shown to significantly reduce the risks of crime and the fear of crime.

What difference will Secured by Design mean to you?

The Police Architectural Liaison Officer for the area looks at each of our new schemes. The Officer will specifically look at the overall scheme layout in terms of development security, including the importance of natural surveillance, routes that are overlooked and busy. This will provide you with peace of mind, in the knowledge that the Police have had their input into the formation of a safer environment. The Police Architectural Liaison Officer will also consider the following:

Street Lighting

Landscaping

Communal Areas

Car Parking

Dwelling Identification

Boundary fencing

Garden Gates and Fencing
Meter Positions.

The Police Architectural Liaison Officer will also look at each property individually, considering:

Front and Back Doors
French Windows
Windows
Communal Entrance Doors
Security Lighting.

Our aim is to provide you with a home that is not only safe and secure, but one that will be cost efficient and enjoyable to live in. We hope that you enjoy your new home.

Useful tips on keeping your home secure:

Whenever you leave your home – even to visit a neighbour for a short time – make sure that all doors and windows are securely locked. Most thefts and burglaries are opportunist.

Do not leave a window – even an upper storey window - open for the cat. If a cat can get through a window, a burglar probably can as well.

Do not leave ladders, steps etc visible in the garden. Keep them locked in a shed.

Try at all times to make the house look as if it were occupied.

- Leave the lights on in the evening or use an automatic time switch.
- Remember to cancel papers, milk and other regular deliveries before going on holiday.
- Arrange for a neighbour or friend to cut your grass and generally keep an eye on the home while you are away.
- Never leave valuable and easy transportable items like video/DVD units where they can be seen by looking through a window. The temptation may prove too much for a passing burglar.
- Hide small valuable items like jewellery or even better take them to your bank before going on holiday.

Walk round your home, imagining that you are a burglar and look for weak points where a burglar could gain entry. Your windows and doors will have been fitted with security locks, please make entry more difficult by using them.

A security chain fitted to the front door will prevent forced entry.

Make your back garden private and secure. Lock rear entry gates.

Keep front hedges and fences no more than waist high, so that neighbours can see your front and, where applicable, side doors.

Make sure that the contents of your home are adequately insured against fire and theft and that any terms about declaring valuable items etc are compiled with.

Photograph valuable items and use one of the recommended marking methods available so that your goods can be traced if stolen.

TRAVEL AND TRANSPORT INFORMATION

Railways

You can plan your journey and check train times for journeys in East Anglia on the “Abellio Greater Anglia” website at www.greateranglia.co.uk

Tel: 0845 600 7245.

Rail timetables can be found at www.greateranglia.co.uk

Buses

You can check combined timetables at:

www.firstgroup.com

General Enquiries: ☎ 0845 606 6171

Information regarding coach travel beyond East Anglia can be found at:

<http://www.nationalexpress.com/>

☎ 08717 818178

Town Maps

Town maps can be found online at: www.google.co.uk/maps

Online Journey Planners

The AA website features a comprehensive car journey planner www.theaa.com.

Car Sharing

<https://liftshare.com/uk/community/suffolk>

Suffolk Liftshare has been set up by Suffolk County Council to help you get around the county by sharing car journeys. The service is free and is available to all who live, work and travel in and around Norfolk. This site matches you up with potential partners as a driver or passenger. You can choose to share car journeys as little or as often as you like, with whoever you like!

Airports

Stansted Airport – www.stanstedairport.com

Norwich Airport – www.norwichairport.co.uk

LOCAL AMENITIES AND USEFUL CONTACTS

POLICE STATION

Bury St Edmunds Police Station (Suffolk Constabulary)
Raingate Street, Bury St Edmunds, IP33 2AP
01473 613500
(999 in an emergency)
<https://www.suffolk.police.uk/>

FIRE STATION

27 Little Mary's, Long Melford, Sudbury, CO10 9HY
(999 in an emergency)

ACCIDENT & EMERGENCY HOSPITAL

West Suffolk Hospital
Hardwick Lane, Bury St Edmunds, IP33 2QZ
01284 713000
(999 in an emergency)

DOCTORS SURGERY

The Long Melford Practice
Cordell Road, Long Melford, CO10 9EP
01787 378226

DENTAL SURGERY

Dr Paul Rolfe & Associates
Little St Mary's, Long Melford, CO10 9LQ
01787 882722

CHEMIST/PHARMACY

Hall Street, Long Melford, CO10 9JG
01787 379809

OPTICIANS

Long Melford Opticians
Lotus Cottage, Hall Street, Long Melford, CO10 9HZ
01787 377741

POST OFFICE

Hall Street, Long Melford, CO10 9JL
01787 378201

LIBRARY

Long Melford Library
United Reformed Church Room, Hall Street, Long Melford, CO10 9JT
01787 377525

NURSERY / PRE-SCHOOL

Pebbles Pre-school

Foxearth Village Hall, The Street, Foxearth, Sudbury, CO10 7JG

01787 880675

<http://pebblespreschool.co.uk/>

PRIMARY SCHOOL

Long Melford Melford Church of England

Cordell Road, Long Melford, CO10 9ED

01787 379929

<http://www.longmelfordprimaryschool.co.uk/>

HIGH SCHOOL

Hedingham School & Sixth Form

Yelham Road, Sible Hedingham, Halstead, CO9 3QH

01787 460470

<http://hedingham.essex.sch.uk/>

FOOD SHOPS

Co-op

Hall Street, Long Melford, CO10 9JR

01787 379821

Tesco Superstore

Woodhall Business Park, Springlands Way, Sudbury, CO10 1GY

0345 677 9655

DIY STORES

B&Q Sudbury

Woodhall Business Park, Eastern By-pass, Sudbury, CO10 1WH

01787 242900

COMMUNITY CENTRE

Long Melford Village Memorial Hall

Long Melford, CO10 9JQ

07379 894325

Enquires.longmelfordvillagehall@hotmail.com

<https://longmelfordvillagehall.co.uk>

CITIZENS ADVICE BUREAU

Sudbury District Citizens Advice

Keyse House, Acton Lane, Sudbury, CO10 1QN

01787 321400

PLACES OF WORSHIP

In order to find the most suitable place of worship locally, please refer to the yellow pages or visit Yell.com, or contact your local Citizens Advice Bureau, on 01787 321400