



HOPKINS
HOMES

HOME USER GUIDE

**Saxon Meadow
Capel St Mary
Suffolk**

Plots 9-18, 23-26, 90-97

Contents

Welcome To Your New Home	4
Repairs & Maintenance	4
Residents Responsibilities	5
Introduction to your Home	7
· Minimis Cracking	7
· Preventing Condensation	8
· Extractor Fans	8
· Efflorescence	9
· Heat & Hot Water	9
· Smoke Detectors	9
· Cooker Connections	9
· Television	9
· Telephone	9
· Washing Manchines	10
· Council Tax	10
· Glazing	10
· Walls	10
· Car Parking	11
· Storage	11
· Decoration	11
· Privacy Handles	11
· Blockages	11
· Mildew	11
· Oiling	11
Home Utilities	12
· Location of Services & Equipment	12
· Energy	13
· Finding a faulty Appliance	13
· Gas	15
· Water	16
Responsible Purchasing	18
Waste & Recycling	19
Household Waste Recycling Centre	20
Sustainability	21
· Urban Drainage	21
· Organic Food Advice	21
· Timber Procurement	22
· Using Greener Materials	22
· Disposing of Paint	22
Keeping Your Home Secure	23
Travel & Transport Information	24
Local Amenities & Useful Contacts	25

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. Please keep this handbook in a safe place, so that you can refer to it in the future.

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, as well as advice on safety and security. We have also included technical help and practical tips on DIY, energy saving and recycling.

Your Housing Association provider should have provided you with user manuals supplied by the manufacturers and installers of the equipment used in your home.

This is a standard document which does not supersede your tenancy agreement. Please refer to your tenancy / rental agreement for specific details and follow their guidelines.

Housing Association Provider

Your housing Association Provider is Colne Housing. To report a defect in the first 12 months of the build please contact Icení Homes on

Phone:01284 33 33 75

Email: defects@icenihomes.com

For emergencies outside of office hours please contact 0844 893 3943

Residents 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 your Housing Association). If you are thinking of installing satellite TV, you must first seek written permission from your Housing Association, as 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
- Minor cracks to plaster (except in sheltered housing schemes)
- Adapting doors to accommodate carpets
- Internal decoration (except in sheltered housing schemes)
- Fitting extra catches and safety devices (except in sheltered housing schemes)
- Minor gaps between skirting and floors which are capable of being filled by you whilst decorating (except in sheltered housing schemes)
- External and internal window cleaning (except sheltered schemes, where external window cleaning is covered by service charge)
- Plumbing-in and maintaining washing machines or dishwashers
- Plugs and chains on sinks, baths and basins, (except in sheltered housing schemes)
- Toilet seats (except in sheltered housing schemes)
- Bathroom cabinets, towel rails, toilet roll holders
- Light bulbs and fluorescent tubes (fluorescent tubes are provided by the Association in sheltered housing schemes)
- Changing of domestic fuses (except sheltered housing schemes)
- Maintenance of any fittings and appliances not provided by your Housing Association
- The bleeding of radiators (except in sheltered housing schemes) – 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 air 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 your Housing Association's permission. If an incorrect finish is applied this may shorten the lifespan of woodwork and will only have to be removed
- External and internal glazing (unless landlord's responsibility under fire regulations, ie fire doors)
- Curtain rails
- Tidy dryers, washing lines and rotary dryers (unless communal or in sheltered housing schemes)
- Shelving, coat and hat rails
- Provision/replacement of dustbins/wheelie bins, unless otherwise specified by the Association. Some local Councils supply these to each household and most councils are changing over to a dual or triple bin system for recycling. If you are not sure, contact your housing officer or local Council for advice
- Disinfestation within the premises (it is worth contacting the local council to see if they are able to assist)
- Bell batteries and bulbs
- Smoke detector batteries (when the detector is connected to the mains, there are back up batteries)
- 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 (Please note damage caused by you is your responsibility e.g. in moving appliances)
- Filters to extractor fans
- 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 your Housing Association.

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.

General tenancy tips

- Don't put nappies, sanitary towels or sharp objects in down your toilet
- Keep all gutters free from leaves and rubbish, particularly in the autumn months
- 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
- Avoid drying clothes inside whenever possible
- Wipe down surfaces when moisture settles
- Make sure floor surfaces are always kept dry and not slippery

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

Extractor Fans

Your home has continuously running ventilation 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

We strongly advise that the extractor fans should be left on and are kept running at all times.

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 Orbit.

Heating and Hot Water

Your Housing Association will service and maintain heating appliances installed by them 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. Thermostatic radiator temperature valves control the radiators.

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 Your Housing Association should be advised.

Heat / Smoke Detectors & CO Detectors

The heat/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 heat / smoke detectors using the test button as detailed in the service guide
- Remove dust regularly from heat / 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.

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.

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

Council Tax

You should contact Babergh District Council as soon as you move in to advise of your new tenancy at the address. Your Council Tax is payable from the date your agreement starts.

Phone: 01300 1234000 (option 2)

Visit: <https://www.babergh.gov.uk/council-tax/>

Glazing

Replacing 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. You should also always check with the housing association provider, to make sure they are happy with you doing the works. The internal walls in your home are 12.5mm plasterboard on timber studwork and the separating/external walls are 12.5mm plasterboard on dabs. Care needs to be taken when fixing into them.

Internal Walls: When fixing into the cavity behind the plasterboard – Use a suitable Rawl Plug and screw. This should go through the plasterboard only

Separating Walls: Through the plasterboard – Use Rawl Spring Toggle. Small or light items may be hung from picture hooks.

Car Parking

Allocated parking spaces may 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 not designed to carry loads and storage should be restricted to light loads only (such as empty suitcases).

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. Please refer to your tenancy agreement for cleaning / redecoration advise.

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

Six-monthly:

- Lightly oil door hinges
- Wipe clean and lightly grease high performance door hinges and lock cylinders

Annually:

- Lightly oil internal and external door handle mechanisms, particularly those with a three point locking system
- Lightly oil window hinges

Home Utilities

Location of Services

<u>Service</u>	<u>Water</u>	<u>Electricity</u>	<u>Gas</u>
Location of stop valve/ main switch	Under the kitchen sink	In the consumer unit	In gas box to the front of the house
Location of meter	In the footpath	<p>Plots 9-10, 25-26, 93, 95: In electric box on side of house</p> <p>Plots 11-12: On external wall near the front door</p> <p>Plots 13-18: In groundfloor communal entranceway</p> <p>Plots 23-24, 90-92, 94, 96-97: Cupboard under the stairs</p>	In gas box to the front of the house
Point of entry into the dwelling	Through stop valve	Through the electric meter	In gas box to the front of the house
Supplier	Anglian Water	Eon	Eon

Location of Equipment

Boiler	In the kitchen
Heating Programmer, Timer & Thermostat	<p>Plots 9-18, 23-24, 90-97: In the hallway</p> <p>Plots 25-26: In the hallway and in bedroom 1</p>
Consumer Unit	<p>Plots 9-10, 23-26, 90-97: Cupboard under the stairs</p> <p>Plots 11-12: Boxed in bedroom 1</p> <p>Plots 13-18: In the airing cupboard</p>
Heat Detectors	<p>Plots 9-12, 23-26, 90-91, 93-97: In the hallway and upstairs landing</p> <p>Plots 13-18: In the hallway</p> <p>Plot 92: In the kitchen & upstairs landing</p>
Washing machine connection	Underneath the kitchen sink

Energy Supplier

Your energy supplier for Electricity and Gas is E-on. Please contact your Housing Association Provider for your MPAN and MPRN numbers.

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 mains on/off switch 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. 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 your Housing Association Provider. For your own safety please refrain attempting any works to the electrical circuits in your home.

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.

How To find out which appliance is faulty

1. Switch every appliance off
2. One by one - slowly turn appliances on until the system trips (A washing machine may have to complete a full cycle)

What is an Energy Performance Certificate?

An Energy Assessment has been undertaken on your property. 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. The actual rating of your home will vary depending on built form, orientation and sheltering. 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.

- **Turn off standby appliances** - Turn appliances off at the plug to save an average of £30 a year. Households with more gadgets could see annual savings reach between £50 and £80
- **Turn down your thermostat** - Almost half the money spent on energy bills is absorbed by heating and hot water costs. Turning your heating down by just one degree could save up to £75 a year
- **Buy efficient appliances** - When required, buying an appliance with a high energy-efficiency rating can be worth the investment. An electric oven with the new A+ efficiency rating will use around 40% less energy than a B-rated oven
- **Retaining Heat** - Do not put furniture or curtains 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
- **Lights** - 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. Fit energy saving bulbs where not already provided. They last about 5 years and use about 80% **less** electricity
- **Washing machines** - Wait until you have a full load before using the washing machine and remember you rarely require the hottest wash. Washing at 30 degrees rather than 40 degrees can be a third cheaper, meaning savings of up to £52 a year – though you should make sure you have the right detergent for this. You might still want to run a hotter wash occasionally to help keep the machine clean.
- **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** – a short shower uses only two-fifths of the water needed for a bath.

- **Boiler** - 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.
- **Monitor you usage** - Keeping a watchful eye on your consumption levels can help you decide if and when you have to change the way you use energy

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.

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**.

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 Orbit 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:

- Wasting warm water charges you twice – once for the water, and once for heating it – unnecessarily adding to your bill
- You can save around £25 a year by washing up in a bowl rather than using a running tap
- Don't leave your taps running when you do the washing-up or clean your teeth
- Your toilet has a 4/2.5 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 Your Housing Association – 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.
- 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.
- 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

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.)



Low energy / low water white goods

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.

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+++ to 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.

Waste & Recycling

Babergh District Council will be responsible for your refuse collection, providing residents with alternate weekly collections of recycled waste.

Disposal of Rubbish

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 your District Council.

Recycling

Your recycling bin will be collected on alternative weeks. 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.

You can also invest in the garden waste bin with Babergh District Council to have your garden waste collected at alternative weeks.

Household Waste Recycling Centre

There are a number of Household waste recycling centres (HWRCs) in Suffolk run by Suffolk County Council, for full details visit: <https://www.suffolk.gov.uk/planning-waste-and-environment/waste-and-recycling/find-a-rubbish-tip-or-recycling-centre/>.

Where's my nearest HWRC?

Site Address	Site Opening Times
Ipswich Recycling Centre Portman's Walk Ipswich IP1 2DW	9am to 5:00pm, 6 days a week and closed on Wednesdays. During the winter months they close at 4:00pm opening times

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

If you have any specific queries about the Household Waste Recycling Centres not covered above then the link before should be able to help.

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>



Sustainability

Local or centralised soakaways

The surface water of private and public areas (including roads) is discharged via SUDs and filtrates back into the ground

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
- 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.
- A significant amount of organic meat sold in supermarkets is imported
- 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,



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

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. Do not pour paint or other chemicals down the drain - 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/



Keeping Your Home Secure

Useful tips

- 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 & Transport Information

Railways

You can plan your journey and check train times for journeys in East Anglia with Abellio Greater Anglia.

Website: www.greateranglia.co.uk

Tel: 0845 600 7245

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: <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/carshare>

Liftshare is a community scheme set up to help you get around the county by sharing car journeys. The service is free and is available to all. 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

Norwich Airport www.norwichairport.co.uk

Stansted Airport www.stanstedairport.com

Southend Airport <https://southendairport.com/>

Local Amenities and Useful Contacts

Fire Station

Manningtree Fire Station
4 Quay St
Manningtree
CO11 1AU

999 in an emergency

Police Station

Suffolk Police - Capel St Mary Police Station
Bentley Road
Capel St Mary
Ipswich IP9 2JN

01473 613500

101

999 in an emergency

Accident & Emergency Hospital

Ipswich Hospital
Heath Rd
Ipswich
IP4 5PD

01473 712233

111 for non emergencies

999 in an emergency

National Grid (gas pipelines)

0800 111 999

Doctors Surgery

Constable Country Medical Practice
36 The Street
Capel St Mary
Ipswich IP9 2EE

01473 310203

Dental Surgery

The Capel Dental Practice
63 Thorney Rd
Capel St Mary
Ipswich IP9 2LL

01473 311130

Pharmacy

Day Lewis Pharmacy East Bergholt
Stonecroft, Gaston St
East Bergholt
Colchester CO7 6SE

01206 298267

Opticians

Premier Opticians Ltd
29 High St
Manningtree CO11 1AH

01206 396396

Vets

The Barn Veterinary Practice
Wenham Rd
Copdock
Ipswich IP8 3EY

01473 730213

Post Office

Co-Op 38 The Street
Capel St Mary
Ipswich IP9 2EB

01473 310237

Public Houses / Restaurants

White Horse Inn
London Rd
Capel St Mary
Ipswich IP9 2JR

01473 313129

Queens Head Public House
The Row
Great Wenham
Colchester CO7 6PU

01473 310590

Food Shops

Co-Op 38 The Street
Capel St Mary IP9 2EB

01473 310237

Pre-School/Nursery

Robin's Childcare
The Street
Capel St Mary
Ipswich IP9 2EG

01473 310767

Primary School

Church of England V C Primary School
Capel St Mary
Ipswich IP9 2EQ

01473 310386

High School

East Bergholt High School
Heath Rd
East Bergholt
Colchester CO7 6RJ

01206 298200

Sports Facilities

dbPT Transformation Studio & Boot Camp
19 Friars
Capel St Mary IP9 2XS

07866 567217

DIY Stores

Bypass Nurseries Garden Centre
London Road
Capel Saint Mary IP9 2JR

01473 310604

Library

Capel Library
The Street
Ipswich IP9 2EP

01473 311699

Community Centre

Capel St Mary Village Hall
Capel St Mary IP9 2EP

01473 312026

Citizens Advice Bureau

Ipswich & District Citizens Advice
19 Tower Street
Ipswich
Suffolk
IP1 3BE

www.citizensadvice.org.uk
0300 330 1151
0344 411 1444

Places of Worship

In order to find most suitable place of worship locally, please refer to the yellow pages or visit Yell.com, or contact your local Citizens Advice Bureau, on 0344 411 1444.