

A bright, modern living room with a wooden TV unit, a coffee table, and a window seat. The room features a large window with a view of trees, a chandelier, and a vase of flowers. The text "Rippon Homes Homeowner's Guide" is overlaid on the image.

Rippon Homes
Homeowner's
Guide

ripponhomes.co.uk



**RIPPON
HOMES**

Welcome to Your New Rippon Home

This Homeowner's Pack has been prepared to provide you with all the information you should need about your home and the facilities and services at your disposal.

Please take a little time now to read through the most important sections of this guide for your safety and comfort, and refer back to it for more detailed information whenever queries arise.

Within this booklet we have collated advice on how best to maintain your home and the relevant instruction manuals for your fitted appliances can be found in the separate wallet. You may

be required to register your ownership for some appliances, online, by telephone or by post, under the terms of manufacturers' guarantees. Subsequent claims may be difficult to achieve if your ownership has not been registered promptly.

Please refer to your guide in the first instance, but feel free to contact our Customer Relations Manager if your queries remain unanswered.

While we are building

While building work continues, the disruption to your daily routine will be kept to a minimum and access to your new home will be safe and tidy. Unfortunately, a certain amount of dust and noise is inevitable, but Rippon Homes will endeavour to keep disturbance to a minimum and to complete the development efficiently.



Homeowner's Pack

It is important that your Homeowner's Pack is kept up-to-date; in so doing it will become a handy source of important information relating to your property. If in the future you wish to sell your home, the Pack will be an essential tool; some of the information stored within it will be required before your onward sale can proceed.



In view of these requirements, you are advised to:

- Maintain all aspects of your new home in accordance with the manufacturers' instructions, and the guidance provided by Rippon Homes
- Keep all documentation, e.g., manuals, warranties and guarantees, etc.
- Keep copies of all financial and other records, e.g., service charges, maintenance records and receipts, etc.



NHBC Guarantee

Your home has the benefit of cover under the NHBC Buildmark Warranty scheme.

This is a warranty under which Rippon Homes, during the first two years, and the NHBC during years three to ten following legal completion, have defined responsibilities with regard to defects in materials or workmanship in your new home.

Your warranty policy details will be forwarded to you by your Solicitor together with the NHBC 'Guide to your new home', which gives further details and clarification on what the policy does

and does not cover. Please file the certificate in your Homeowner's Pack.

NHBC House, Davy Avenue, Milton Keynes
Buckinghamshire MK5 8FP

Telephone: 0844 633 1000

Website: www.nhbc.co.uk



Rippon Homes would like to welcome you once more into your new home and hope that you will enjoy many happy years in residence.



Customer Care

Once you move into your new home

At Rippon Homes, we are committed to building a quality product. However, should a problem arise we endeavour to resolve this promptly.

Should the development you live on still be in build, please contact our Site Management team via our online portal. This can be found on our website ripponhomes.co.uk under the Customer Care tab. Simply select your development and fill in the form. This will then be sent to your site team who will contact you within 3 working days to resolve the issue. Should you not yet have internet access please call **01623 659 000** and press option 7 and a member of customer care will log your issue and forward this to site on your behalf.



Customer Care Policy

On day of handover

On the day of completion a representative of Rippon Homes will have explained the various warranties to your home, its fixtures and fittings.

A final check of your property was carried out and any outstanding items recorded on the handover forms, which once signed will be forwarded to the Site Manager to be attended to as soon as reasonably possible.

The utility meters were also read at this time and Rippon Homes then notified the utility companies of the change of ownership.

Within 7 days of purchase

Within 7 days of purchase, your Site Management team will contact you to arrange a meeting to discuss any issues you may have with your new home. These issues will be resolved within 14 days of this appointment.

Within 28 days of purchase

Within 28 days of purchase, your Site Management team will contact you to arrange a meeting to discuss any issues you may have once you are settled in to your new home. These issues will be resolved within 14 days of this appointment.

Six months after occupation to end of warranty period

If you have any problems after the first few months in your new home, we ask that you list your items via the website portal. This will go to our Customer Care team. Should the item need inspecting, a meeting with our Customer Care Manager will be arranged. Alternatively an appointment for the necessary work to be carried out will be scheduled. Appointments are made at a mutually convenient time between the hours of 8.00am and 4.30pm, Monday to Friday.

Rippon Homes New Home Warranty

Having purchased a Rippon Home you can be assured of the quality of the build, however you also have the peace of mind that any defects reported within the first 2 years will be dealt with quickly and efficiently.

Examples of what is and isn't covered in your warranty can be seen below:



Covered by the 2 year warranty

External:

- Driveway
- External doors
- Roofing
- Renewable energy installation (if fitted)

Internal:

- Central heating*
- Plumbing system*
- Bathroom suites, taps and showers
- Kitchen units & fitted appliances
- Internal doors and ironmongery
- Window mechanisms and ironmongery
- Fitted wardrobes
- Electrical system

*Subject to annual servicing by you the customer.



Not covered by the 2 year warranty

- Wear and tear, neglect and failure to do the appropriate maintenance
- Damp, condensation and shrinkage not resulting from a building defect
- Damage caused by weather, flooding and changes in the water-table level
- Fire and smoke
- Anything done to your home or your land after the completion date
- Any defects or scratches to fixtures, fittings, worktops, appliances, tiling, glazing etc not reported at time of handover
- Light bulbs
- Smoke alarm batteries
- Lavatory seats which become loose
- Annual servicing of central heating, plumbing or alarm systems
- Repainting of externals, gates and fencing due to lack of maintenance
- Show Home fittings, decorations, soft furnishings and lighting
- Shrinkage to walls, ceilings, skirting and architraves as a result of the property drying out

Developer's Warranty Period

For a period of two years after legal completion, Rippon Homes will rectify items that arise in line with the NHBC policy. From the end of the two year period until the tenth anniversary of registration, your home remains covered by the NHBC Buildmark Warranty against structural defects which threaten the integrity of the property.

Emergency Helpline



Rippon Homes has arranged emergency assistance cover with After Build Ltd to provide you with the comfort of knowing that, in the first two years of ownership, emergency assistance is available 24 hours a day.

The dedicated phone number for Rippon Homes Customers is **0845 652 0899**. The cover provided by After Build Ltd is for emergencies only.

Emergency call out is classed as the following:

- ⚠ No central heating between 1st October and 31st March
- ⚠ No hot water
- ⚠ Blocked drains
- ⚠ Gas/water leak
- ⚠ No water/gas/electric

An emergency is 'a sudden and unforeseen incident immediately creating a risk to the health of the occupant(s) and/or damage to the property rendering it uninhabitable, insecure or dangerous.'

For further details, please see the leaflet from After Build Ltd explaining the cover in more detail.

Complaints Procedure

If you are dissatisfied with any part of the service you have received from Rippon Homes during the first two years of your home warranty, please let us know so we can investigate.

You should contact our Customer Relations Manager, who will try to resolve the matter. Please provide your contact details and state the nature of your complaint with as much information about the problem as possible. Your complaint will be acknowledged and you will be kept advised of its progress. Should the complaint not be dealt with to your satisfaction, it will be escalated to our Managing Director. Rippon Homes will do everything possible to reach a resolution. However, if matters are not resolved to your satisfaction, you may wish to refer the matter to NHBC.

NHBC provides a resolution service and will assess the dispute against the terms of your warranty policy. They may refer the matter to the Consumer Code Independent Dispute Resolution Scheme. They will provide an independent arbitrator to consider the complaint and provide a ruling as to what action is required. Any decision is binding upon both parties. Your legal rights are not affected by this process.







**RIPPON
HOMES**

Caring for your new home

Moisture from Construction

Your newly constructed home needs to be acclimatised gently for at least six months so that it can dry out gradually. When you move into your new home there is moisture present, which will have been absorbed by the building materials during construction.

Slow evaporation helps to minimise shrinkage cracking. This can be achieved by keeping your home at a reasonably even temperature at all times during the drying out period. The heating should be used sparingly at first, so that the underlying building structure warms up and dries out gradually.

At the same time, the evaporating moisture needs to be ventilated away in order to avoid problems

with condensation. Assist this drying process by leaving windows open for as long as you can each day and while away from the property ensure that trickle vents are left open.

Unfortunately, failure to acclimatise your home correctly may cause damage to finishes and fittings for which Rippon Homes cannot be held responsible.

Moisture from Occupation

Once the building materials have dried out, modern standards of insulation should ensure you no longer experience harmful condensation.

Even then, however, some normal daily activities produce a great deal of water vapour that can cause condensation around the home. Condensation is steam or water vapour which reverts to water on contact with a cold surface. As with moisture from construction, it can sometimes cause mould on walls and ceilings, especially in non-ventilated corners behind cupboards and in wardrobes. Next to shrinkage, condensation is the most common problem in newly constructed homes. The following guidelines will diminish these risks, particularly during the drying out period.

A low level of heating should be provided at all times during the drying out period. It is advisable to maintain the temperature at a low level or set the time clock so that your home has pre-heated before you return. The reason for this

is that if a home is unheated for long periods, the temperature drops and when occupants return to carry out normal activities, such as washing and cooking, condensation is more likely to occur. A home that is continually occupied or maintained at a warm temperature is less likely to generate condensation.

In kitchens and bathrooms you need much more ventilation, as more steam is produced in these areas. All Rippon homes are provided with extractor fans and ductwork from kitchens and bathrooms, which operate when required. These will provide enough ventilation to disperse the moisture that is generated in these rooms. Switching off extractor fans to en-suites and bathrooms will not be conducive to reducing condensation.

Drying Out

Materials used in the construction of your new Rippon home, such as bricks, blocks, mortar, concrete, timbers and plaster, will have absorbed many litres of water depending on the construction process.

The process of this moisture evaporating will still be ongoing when you move into your new home and, in order to minimise shrinkage cracks and the movement of timbers, it is essential that your home is allowed to dry out as naturally and as slowly as possible.

This process can be greatly aided by not overheating the home initially, with conservative use of the central heating system where possible. We recommend that central heating thermostat settings should be no higher than 20°C unless extreme weather conditions are experienced.

While it may prove difficult to leave windows

open, some of your window frames are fitted with trickle vents which should be used as much as possible. Internal doors within your property should be left open where possible to allow appropriate air circulation and wardrobe and cupboard doors should be left ajar to prevent the formation of mildew. This process of full ventilation will also assist the natural drying out process.

Extractor fans and cooker hoods, where fitted, should be used whenever water vapour is being produced, i.e. when cooking, washing clothes and bathing. The fan should be left running until any noticeable vapour has cleared.



Movement and Shrinkage

As the drying out process occurs and the home is lived in and heated, the building materials shrink, which may cause small cracks to appear.

These are not structural defects and can be filled and covered in the normal process of periodic redecoration. Some may reoccur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and Rippon Homes is not obliged to rectify them. The period of drying out depends upon the procedure adopted in the previous paragraphs and should be about 6 months, but, subject to weather conditions during the build period, it can be up to 18 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product or a flexible decorator's caulk.

If you plan to redecorate, we recommend that you wait until the drying out process is complete, as paint applied too soon may crack as the moisture from construction evaporates. Rippon Homes cannot be held responsible for damage to decorations that have been applied too soon.

Drying and shrinkage of the joists, and other timber components used in the construction of your new home, may result in the appearance of the following features, which are quite normal and in no way constitute faults:

- The bath and/or shower tray may drop slightly and may require sealing around the edges with a good quality silicone sealant
- Nail heads may start to show in the ceiling finishes. These should be tapped back tight to the ceiling, the hole filled and made good with paint
- Wooden door frames and windows (where fitted) may move, necessitating adjustment of the door keep or window handles to ensure smooth operation
- Floors may drop slightly, leaving a gap between the skirting and the floor itself. This is not a structural problem, merely normal shrinkage, unseen beneath floor coverings



The Loft (where applicable)

The roof space is insulated and ventilated.

Do not leave the loft hatch open, as this will allow warm moist air into the loft, which may cause condensation. Ensure that ventilation in the roof space is not obstructed. Do not store anything in the loft which could be damaged by cold or damp. Please note that the loft is not designed to take heavy objects and is not recommended as an area for storage.

Air Bricks

If your home has a suspended ground floor you will find air bricks outside at low level to provide ventilation.

These vents must not be obstructed or blocked.

Efflorescence

This takes the form of a white chalk like appearance on brickwork and plywood surfaces, and is another sign that your home is drying out.

To assist in the removal of efflorescence, which will be washed off naturally by rainfall, regular dry brushing may be helpful. The presence of these sodium salts is not detrimental to the performance of the bricks. Eventually they will be completely exhausted and efflorescence will cease.

External Taps (where applicable)

During winter months, drain the tap by turning off the water supply at the stop valve

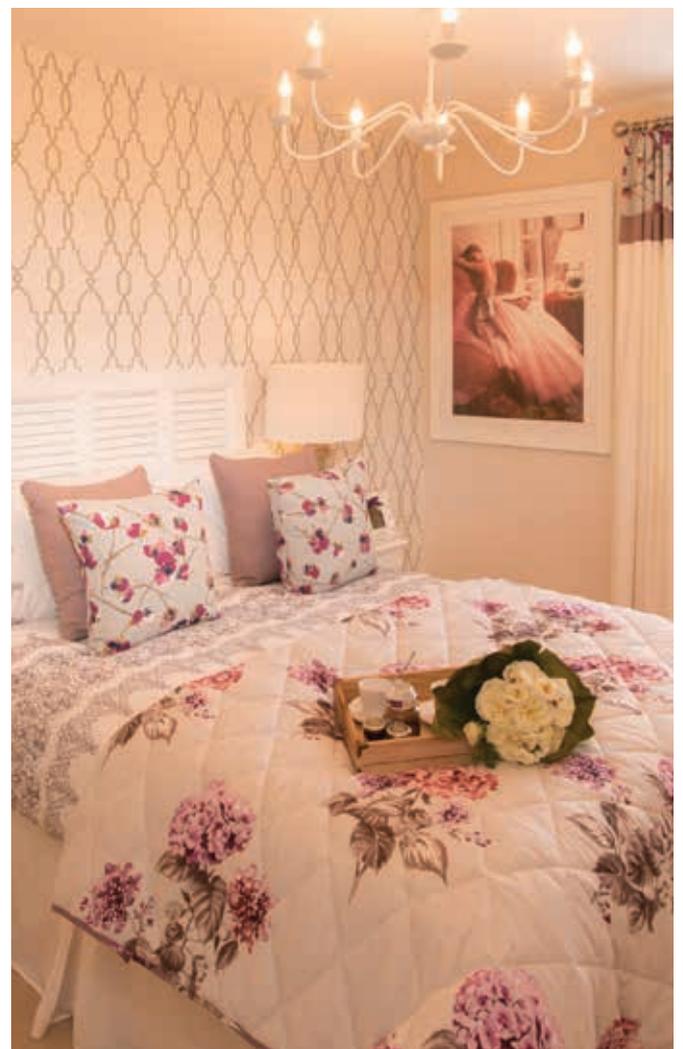
nearest to the tap and open the tap to remove water in the tap body to prevent frost damage.

Gutters and Downpipes

Gutters should be checked every six months and leaves or other debris removed.

Materials that build up in gutters can slow water drainage from the roof, causing overflows, clogging of downpipes and interference with the guttering installation. Do not lean ladders against gutters, as this will cause distortion and permanent damage to the system.

It is strongly advised that, unless you have suitable access equipment, you employ the services of a reputable contractor for this activity. Maintenance activities at height can be dangerous. Suitable access equipment and trained persons are advised to carry out such tasks.





The Garden

Lawn Care

It is important to water a newly laid lawn during any prolonged period of dry weather. New turf laid while relatively wet is liable to shrink during any dry spells, leaving unsightly gaps.

Further to this, grass itself requires a lot of water, particularly during the summer and is likely to turn brown or even die without it. Watering therefore should be copious in order to soak all areas of the lawn as a light sprinkling may do more harm than good.

Commence mowing approximately three or four weeks after turf has been laid (depending upon the season). Mow the lawn regularly, but not too short, to prevent grass becoming coarse and to prevent growth of broadleaf weeds. It is generally best to begin mowing in March and finish in October, apart from an occasional light 'topping' in early winter if weather is mild. As a rough guide, cut twice a week during summer, once a week in spring, autumn and during prolonged dry spells.

Ensure that grass clippings are always removed from the lawn. Fallen leaves should also be removed particularly in the autumn/winter months. Failure to do so may kill the grass.

Trees and Shrubs

During dry conditions, it is important to water newly planted trees and shrubs and we recommend that you enlist help with this task if you vacate the property for a prolonged period during the summer months. New trees especially require generous amounts of water in order to survive. Please note that if Rippon Homes has planted significant sized trees in your garden, we may require access for

a limited period of time to enable watering to be carried out by Rippon Homes' personnel or our contractors.

Landscaping

We recommend early cultivation of your back garden where it has not been landscaped. Apart from the obvious benefits, this will considerably aid natural drainage.

It is important that tree stakes and ties are checked regularly to ensure that they are still providing support. It is equally important that they are removed once they have done their job.

When each development is planned, we have to comply with the Local Authority landscaping scheme, which is designed to complement the development itself, to ensure that landscaping work will take place during recognised planting seasons. We recommend that you ask your Solicitor to confirm if your property is affected, as we retain a right to access your property to carry out the required work.

Some individual gardens may have been allocated trees or a selection of shrubs. These will be shown on the landscaping plan held in the Marketing Suite. They will be immature when planted and we ask that you give them some care and attention while they get established. Your trees, plants and turf will need to be watered regularly, particularly those that were subject to a planning condition and must be replaced if they die within a five year period.

Please be careful not to plant trees and shrubs close to your property that may cause structural damage. We cannot accept responsibility for any landscaping that has died through neglect.

The Care and Maintenance of Your Drive

Newly laid tarmac drives require time for the surface to harden sufficiently to withstand normal residential traffic. This is particularly important in the first 7 days after laying and also in very hot weather when the surface can soften.

- If you have a front wheel drive car, pull off your drive slowly to avoid scuffing the surfacing, particularly if your drive is sloping
- Stopping and starting quickly can cause damage to the tarmac so drive slowly
- Do not turn the steering wheel of your car while stationary on the drive as this will damage the surface; ensure your car is in motion when turning
- Weeds will contaminate your drive if it is not kept brushed and washed clean of dust, mud or gardening debris. At the first sign of weeds, treat with weed killer rather than pull up the weed as this will also damage the surface
- Never put a point load on your drive, e.g., car jacks, motorcycle stands or ladders, without placing a flat board beneath to spread the weight
- Do not tip soil or building material in your drive, as these will stain and contaminate the surface and you may damage it with an implement when moving it
- Never service your car on the drive without protecting the surface from oil, diesel, solvents, brake fluid or petrol
- Your drive is constructed for light vehicles only
- Minor cracking can appear on tarmac especially in winter. We recommend that you fill and repair these as part of your maintenance – there are excellent products available

Provided that your drive is properly maintained and treated with care, it will remain in good condition and will last for many years, but if you have any queries regarding your drive please contact our Customer Care team.

Alterations/Extensions/Conservatories

You should never remove or cut into any roof timbers, joists or walls without first seeking the expert advice of a qualified person.

Exterior Woodwork

Where exterior woodwork has been fitted, the recommendation from NHBC is that the external paintwork should be repainted or restained to preserve the wood within the first two years.

Once the first repaint has been completed, provided it is properly done, repainting/restaining should only be necessary every four to five years, depending on local atmospheric conditions.

Window Frames and French Doors

Window frames and doors made of PVC-u should be kept clean using soapy water and dried thoroughly. Avoid ammonia and abrasive cleaning agents.

When cleaning, inspect the window frames and fastenings, ensure drainage channels are cleared of blockages and lubricate moving parts with a suitable product. Frames and gaskets should be cleaned at the same time as the frames using a mild, non-aggressive, pH neutral cleaner mixed with tepid water.



Window Cleaning

Some windows in your property may be fitted with easy-clean hinges to allow these windows to be cleaned on both sides, from inside your property.

This point is of particular importance, as most subsequent damage to roof tiles is caused by window cleaners standing on porch roofs to clean the first floor windows.

We strongly recommend that you insist upon upstairs windows (where applicable) being cleaned using the easy-clean hinge facility.

Lubrication

As you would expect, there are many areas within your new property that will benefit from regular lubrication. In particular, we recommend that window hinges and garage doors are regularly lubricated to help keep the mechanisms in good working condition.

Ironmongery

Door and window furniture should be cleaned regularly with a dry cloth or duster and washed periodically with soapy water and dried with a clean cloth. Do not use abrasive materials or acid based cleaning products.

DIY

Fixings

When hanging pictures, care must be taken not to disturb any pipes or electric cabling that may lie beneath the surface of the wall. Please note that the water piping systems installed within

your home are plastic and cannot therefore be detected with a pipe detector – please proceed with caution. Plasterboard should be able to take the weight of pictures and other light items using steel picture hooks or masonry nails.

For medium to heavyweight fixtures, the fixing device should be long enough to penetrate well into the solid wall or background.

When timber or metal framed partitions are used, fixings can be made into the timber or metal studs, or to timber noggings if medium to heavyweight fixtures are required between the studs.

Redecorating

If you plan to redecorate your home, we recommend that you wait between 6 and 18 months until the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates, and unfortunately Rippon Homes will not be held responsible for damage to decorations that have been applied too soon.

Fireplace (where applicable)

Your marble surround and hearth only require regular dusting with a soft cloth to maintain their condition, however, a proprietary wax polish recommended for marble can be used occasionally. For wood surrounds a suitable soft cloth and wood polish should be used.

Floor Joists

Your homes have been constructed using a system of floor joists, which will help minimise squeaks and shrinkage. However, it is important that the timber flange battens on the top and bottom of the joists are not cut or notched under any circumstances.

Should you need to run service pipes or wires through your floor, they should be inserted through the centre of the performance plus web via a 38mm (approx.) hole. To this end, pre-drilled 'pop outs' at suitable centres have been placed along the length of each joist.

If you need to carry out any other/major works to these joists, please consult the manufacturer, or a suitably qualified person.

Floor Coverings

Ceramic floor tiles

Ceramic floor tiles should be cleaned with a soft cloth and a mild detergent solution. Cream cleaners and abrasive agents should be avoided.

Carpet

To prolong the new look of your carpet, we recommend regular vacuuming, thus removing potentially damaging dirt and grit as this is a major cause of premature ageing and wear. Small spot stains should be treated as soon as possible, blotting the area not rubbing. For large or persistent stains, we advise you consult a professional carpet cleaner.

Vinyl

Marks can be removed by washing with warm water to which mild washing up liquid should be added. Never use abrasive liquid, powder floor cleaners or scouring pads. Remove grit immediately using a soft household broom.

Tar, shoe polish or similar substances should be removed immediately using white spirit, then rinsed thoroughly with clean water. Use furniture cups or gliders for sharp edges and narrow furniture legs to protect your flooring against damage from furniture. Please note that rubber

castors, vinyl or rubber backed mats and some shoe and slipper soles containing antioxidants may cause staining or discolouration.

Bathroom

It is important that, when cleaning sanitary ware, the appropriate product is used to avoid any damage. Where acrylic baths and shower trays are fitted, these should be cleaned as regularly as possible to prevent build up of deposits that will make the component increasingly difficult to clean. Abrasive cleaning materials should not be used with acrylic products under any circumstances, as this may result in the acrylic surface being scratched. Ceramic sanitaryware can be cleaned occasionally with abrasive products without damage to the glaze. The use of abrasive cleaners should also be avoided on taps, in both chrome and other finishes, as the surface material is likely to be scratched, eventually leading to the full removal of the surface material and subsequent corrosion. Shower heads should be descaled on a monthly basis to remove any limescale from the spray holes.

Kitchen

Units and doors

Routine cleaning should be carried out with warm, soapy water before drying with a clean cloth.

Worktops - laminate

Laminate worktops will withstand very high temperatures for short periods without deterioration. However, heat-proof mats must always be used for pans taken directly from the hob or the oven. A chopping board should always be used for cutting. Never cut directly onto the laminate surface. Avoid

placing heated appliances on worktop joints, e.g., kettles, toasters, etc., as variations in temperature will, in time, cause a breakdown of the joint sealing compound. This in turn can allow surface water to penetrate the joint and cause the core material to take in moisture and fail. Similarly, do not allow water to remain on mitred joints or where wood edging is fixed to worktops.

Laminate worktops may be cleaned by wiping with a damp cloth and mild detergent; polish and/or bleach should not be used. Regularly wax any wood edging and exposed wooden

sections. Specialised sealers are available from the worktop supplier, if required.

Worktops - Granite

Granite worktops will withstand very high temperatures for short periods without deterioration. However, always use pan stands and trivets to protect stone surfaces from hot, rough and wet pots, pans and utensils. Direct contact from iron, steel, ceramic and copper vessels can scratch and stain the stone surfaces. A chopping board should always be used for cutting and chopping. Never cut directly onto the granite surface.

Clean tops with warm, soapy water and polish with a dry cloth as often as required. Spray polish can be used, but if applied too often will cause a build up of polish on the surface. Avoid

use of abrasive cleaning materials: scouring powders, steel wool, metal brushes, etc. Never use bleach and other chlorine based cleaners, acids, photographic development liquid, alkalis (caustic soda) and concentrated disinfectants on stone surfaces. If any of these come into contact with the stone, clean them off immediately, otherwise surface damage will occur.

Although granite is very robust, stains can still occur. As with all work surfaces, spillages should be wiped up immediately and particular care should be taken with oil and grease which can penetrate the surface. Strongly coloured foodstuffs, such as blackcurrant and beetroot, can stain stone surfaces and acidic foodstuffs such as citrus juice, vinegars and cola will etch the stone surface.



Appliances

Warranty

Each appliance carries a manufacturer's warranty of two years. Should you wish to extend this guarantee period or experience a problem with any of these appliances, you should contact the manufacturer directly.

In the Homeowner's Pack, you will find all the manuals for the care and maintenance of your appliances as well as the corresponding warranty cards and relevant telephone numbers for booking a service. When booking a service call for an appliance, please ensure that you have the following information at hand: proof of purchase, model number, serial number and a clear description of the nature of the problem.

Services

Telephone

A line connection can be made upon application to BT. You can obtain further information from BT Sales by dialing 0800 100 400.

A main telephone entry point has been provided, which is ducted ready for connection by BT. Any additional sockets will require wiring after BT has completed their work.

Telephone service supply, handset provision and connection are your own responsibility as the householder.

Television

TV sockets will have been installed within your home in accordance with the design specification. These will be connected to coaxial cables for connection to an internal aerial in the loft by your aerial installer. Please remember that the erection of an external aerial may be subject to Local Authority or Rippon Homes Approval. If imposed, these restrictions are intended to prevent the detrimental impact of multiple aerials on the external appearance of developments for the benefit of all residents.

Troubleshooting

It is in your best interest to take the time to read the manuals, as there are certain problems that you can easily solve yourself.

All appliances

If the machine will not start, check whether:

- The power is on
- The plug is firmly attached in the socket
- The fuse in the plug spur is intact
- A MCB on the consumer unit has tripped

Washer/dryer/dishwasher

If the machine will not start, consult the instruction manual and check whether:

- The door is firmly shut
- The inlet water valve is on
- The inlet hose is not squashed or bent
- The inlet hose is blocked (you may need to clean the filter after you have switched off the water supply)
- The correct programme setting is selected

Call out the service engineer if your own attempts to rectify the problem are unsuccessful.

Oven

If the oven is not working, consult the instruction manual and check whether:

- The control button has been turned to manual operation

Call out the service engineer if your own attempts to rectify the problem are unsuccessful.



Location of mains control points

For your safety, it is important that you and your family know where the gas, electricity and water mains control points are located, so that these can be quickly turned off in an emergency. These will be pointed out to you.

Electricity supply and distribution

The electrical supply enters your home through the electricity meter located in the meter box within the confines of your home. The meter and the cable leading to it belong to the electricity company and should not be tampered with in any way. All cables and equipment on the 'home side' of the meter are your own responsibility as the householder.

Fused circuits

If a circuit fails, you should disconnect (rather than just switch off) any appliance that you think may have caused the problem. It will be obvious which circuit has been affected at the consumer unit, where the switch on the relevant MCB will be in the 'off' position. Switching the MCB back on should restore the circuit. To be sure that you have identified the faulty appliance, see if the MCB trips again when you restore the circuit. If it does, this means there is still a faulty appliance somewhere on the circuit, which you should try to locate by disconnecting all appliances and reconnecting them in turn, switching them on as you do so. If you still cannot find the fault, call an electrician, as you may, for example, have a fault inside a fitted socket or switch. Some faults are intermittent and you may find the circuit will

work for a time with everything as it was. Do not keep resetting the MCB. Instead, call a suitably qualified electrician to have the fault corrected. The MCB within a consumer unit is very sensitive and a loose wire, or even a light bulb blowing, can cause them to trip.

Wiring

The wiring system in your new home services both appliance sockets and lighting. The wiring from switches and power points will usually run vertically up or down the wall behind the plasterboard. It is important to note that an area of at least 200mm on either side of the wiring (switch or power point) is avoided when applying fixings. It is advisable to obtain and use a suitable cable detecting device, available from reputable suppliers, prior to attaching wall fixings for pictures, shelving, etc.

Gas - main supply

The main gas supply to your home will enter a meter, usually located on an exterior wall, through a control valve. Your meter reading can be taken from this point. You may note that an earth bonded cable is attached to the main pipe running out of the meter into your home. This cable must not be removed as it protects the internal gas pipe work from becoming electrified due to accidental contact with power cables.



IMPORTANT

If you suspect a gas leak, call the National Gas Emergency Service, available 24 hours a day, on **0800 111 999**.

DO NOT use any electrical appliances or switches (including light switches).



Utilities

Water supply

Your home is provided with its own mains supply, fed directly from a water meter to a stopcock. This stopcock will shut off all water to your home if required. There will also be an external stopcock in the footpath at the front of your property. Your property does not have any stored water, all cold water is fed directly from your mains supply and is drinkable.

Waste plumbing

Waste water from your kitchen and bathroom fittings is drained, via plastic pipework, directly into the underground drainage system. You are responsible for the maintenance of all your fittings and their waste plumbing.

Hot water

Hot water for domestic use and central heating is provided by a gas fired boiler. Hot water is either fed through a pressurised storage cylinder or produced on demand. The system effectively provides constant hot and cold water at mains pressure, thereby negating any requirement for supplementary pressurisation by such appliances as 'power showers'.

A pre-set electronic programmer enables variable on/off and continuous settings for both water heating and central heating.

Instructions for the use of your boiler, cylinder (where applicable) and programmer can be found in the separate wallet.

The boiler is covered by the manufacturer's twelve month warranty and, in common with any gas appliance, will require regular maintenance thereafter to ensure safe and efficient operation.



Heating

Your central heating system is fully covered under your initial two year warranty. This cover does not extend to routine servicing and we strongly recommend that you take out one of the readily available service care plans for your heating system. Servicing and maintenance are important to ensure the continuing high efficiency, long life and safe operation of your boiler. Annual servicing is considered the minimum requirement. It is highly recommended that servicing arrangements are carried out by a recognised body such as your regional British Gas company or a Gas Safe registered installer.

Your hot water and heating system is pressurised, which means that there is no header tank and that your hot water will be at the same pressure as the cold water. You may have up to two copper pipes near ground level outside; these are to allow excess water pressure from your heating and hot water systems to be vented. These pipes are protected with guards, as the discharges may be hot. It is very important that you do not block these pipes or remove the guards.

The boiler 'user instructions' contained within the Homeowner's Pack give specific details on boiler lighting, switching off and safety procedures that should be observed before operating your new heating system.

The boiler in your new home will be fitted with a suitable flue system, allowing exhaust gases from normal operation to be expelled. The type of flue system can vary and details of which type you have should be made available. It is important to note that some flue systems rely on a vent within the room to provide fresh air. To ensure that adequate fresh air is always available for combustion within your boiler, if a vent is fitted it must not be closed or covered. Please refer to the manufacturer's instructions for the safe operation of your system.

These are contained in the separate wallet.

Radiators

Heating output within your home is provided by radiators, which have been pre-balanced in accordance with your central heating system design. However, you may occasionally experience a radiator failing to heat. This is caused by a build-up of air, which can be released by turning the valve in the top corner of the radiator using one of the radiator keys provided.

You will note that each radiator is fitted with two valves; one lockshield that has been pre-set by the installer, and one wheelhead or thermostatic valve that allows the radiator to be switched 'on' or 'off'.

When removing radiators for decoration, both valves should be turned off and the radiator drained into a suitable receptacle. It is important, however, to note how far the lockshield valve is open by counting the number of turns needed to close it off, ensuring that on replacing the radiator, this valve can be reset to its original position. Should you ever fit a radiator cover, this may

reduce the overall temperature of the room and may also affect the efficiency of the thermostatic radiator valves.

If you intend to turn the boiler off during prolonged periods of absence from your home, this can be achieved by simply switching the programmer control to 'off'. On permanent pilot models this will allow the pilot light to remain on. To bring the boiler back into service, simply return the programmer to its original position.

However, in colder weather where there is a possibility of frost damage, this method is not recommended and the heating system should either be left to operate continuously, with the room thermostat set to a lower level (min. 6°C), or totally drained of water and the gas and electricity services isolated.

Should the latter alternative be adopted, it will be necessary to refill and vent the circuit, adding a corrosion inhibitor if required, before bringing the system back into operation.

Making the Most of Your Heating System

The boiler user instructions, detailed below, give specific details on boiler lighting, switching off and safety procedures that should be observed before operating your new heating system.

Your heating system has been designed and installed in accordance with the current regulations, utilising a high efficiency boiler with radiators to all principal areas.

Your heating system will operate with the minimum of attention once set to your requirements. The main heating controls are noted.

Please remember, however, that if the system is turned off at night or during the day it will take time to reach full operating temperature

again. In very cold weather, you may need to operate the system 24 hours a day to maintain a satisfactory temperature.

Boiler thermostat

You may wish to set this to a higher setting for winter operation, in order to ensure optimum heat emission from both the domestic hot water and radiator circuit. Do not allow the air supply to the boiler to be restricted by closing or obstructing the balanced flue or any other air supply passages.

Programmer

Set this to the on and off times required, following the instructions contained within the manual. In extreme winter conditions, it may be necessary to operate the system continuously.

Room thermostat/Zone control systems

The room thermostat is designed to maintain the space temperature in accordance with its setting. Comfort conditions are of a personal nature and should be set accordingly, bearing in mind our earlier recommendation not to exceed 20°C during the initial period of occupation.

It is important to ensure that the thermostat is not affected by an ancillary heat source, such as that from a table lamp, as this will cause premature switching with a corresponding lack of comfort.

Cylinder thermostat (where applicable)

This controls the domestic hot water

temperature by switching the boiler off when the preset value has been reached. The normal storage temperature for domestic hot water is 60°C, although a higher or lower temperature may be set if required. It should be noted, however, that there is a risk of scalding should a storage temperature in excess of 60°C be selected.

Radiator thermostats

Thermostatic Radiator Valves (TRVs) fit on radiators in place of existing valves. It is a good idea to start off by turning the thermostat to a middle setting (say '3', or 'III'). Then turn it up or down one notch until you find the right setting for your comfort.

Handy Hints

- Comfort conditions will only be sustained when the structure of your home is fully warmed
- During the winter there will be a warm-up period of at least 60 minutes before the effects of any heating will be noticed
- The room thermostat can only sense air temperature immediately surrounding its position. It should therefore be set at a level that will give comfort conditions throughout the dwelling
- The boiler should be set to 'high' or 'maximum' for winter operation. During the warmer months, this setting may be reduced, but doing so may increase warm up times
- With some radiators turned off, there may be a slight reduction in comfort levels in other areas
- Servicing and maintenance is important to ensure the continuing high efficiency, long life and safe operation of your boiler. The frequency of servicing required depends on the particular installation conditions, and the use to which the appliance is put. Annual servicing is considered the minimum requirement
- The fabric of your home, i.e. the masonry walls, concrete floors, etc., retains a certain amount of heat. If heating is periodically switched off completely in the winter, the fabric will cool and the heating will then need extra time when switched on again to re-warm the fabric. This may also cause a damp feeling throughout your home





Safety

Fire safety

Your property is fitted with one or more interconnected, mains powered smoke detectors, with battery back-up to ensure safe operation in the event of a power failure. The operation of these alarms should be checked on a regular basis.

In addition to sounding in the event of a fire, your smoke detector may give various audible indications of a malfunction.

Please refer to the instruction leaflet in the separate wallet to this guide for a full and clear description of how the detector functions and maintenance instructions for this important piece of equipment.

NEVER DISCONNECT A SMOKE DETECTOR. IT MAY SAVE YOUR LIFE.

Some homes may have fire escape windows fitted.

Alterations or modifications to any part of the property could affect the ability to retain a fire; therefore, before any such work is

carried out, we strongly advise that you seek professional advice.

Fire doors

The frame seals and self-closing mechanism on fire doors are an integral part of their effectiveness in the event of a fire. It is in your best interests to ensure that these doorways remain unobstructed, making sure doors are closed, especially at night.

Window locks

Although it is recommended to lock all the windows and remove the keys while the home is unoccupied, access to keys for first floor windows and second floor windows must be easy in the event of escape from fire.

Electrical safety

To reduce the risk of death, injury and fire caused by faulty electrical installations, there are restrictions upon making electrical alterations to your home as prescribed by government legislation. Your local council must approve many electrical jobs, unless a registered installer carries them out. Further information about Building Regulation Part P – Electrical Safety is available online at www.planningportal.gov.uk

Please also consider the following safety guidelines:

- Check that plugs have the correct fuse for the appliance and are properly earthed
- Regularly check leads and replace if damaged – do not repair with adhesive tape
- Do not overload power sockets
- Always use hand held power tools or equipment in conjunction with residual current devices (RCDs)
- Carefully place extension leads and power cables where they will not be damaged or be a danger, e.g., through over stretching

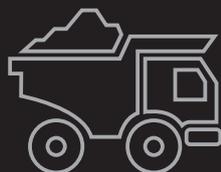


Site Safety

You are likely to be moving into your home while we are still constructing properties on the development.

For your own safety please read this section carefully and draw its contents to the attention of other members of your family or visitors to your home, particularly young children.

- Construction traffic will be moving about during the day, so please take extra care when walking or driving. Before passing, ensure the operator has seen you
- DO NOT enter the construction or work areas or allow children in your care to do so
- During the period of construction it may be necessary to alter the traffic management system. Please abide by any signs that are erected showing safe routes for pedestrians and vehicles
- Any visitors who wish to enter the construction area must report to the site office and obtain permission to proceed on to the site or any work area
- If you have pets, be conscious of their whereabouts, as they may be trapped in pipework or in a home under construction
- Safety signs and procedures must be observed and personal protection and safety equipment must be used at all times, e.g., hard hats, boots and safety vests
- All persons entering the construction area of the site must comply with all regulations under the Health & Safety at Work Act, 1974



Security

Security Measures

All the external doors of your home are fitted with multi-point bolts or 5-lever security locks. Some homes are prewired for an alarm system.

You may like to consider the following measures to keep your home safe when you are away:

- You should remember to lock all windows and remove window keys whenever you are out
- Try to make your home look occupied
- Remember to cancel papers, milk and other regular deliveries before going on holiday. Ask a neighbour to remove free papers and parcels
- Leave lights on in the evening (not just in the hall and landing) and use an automatic time switch. Another good idea is to have a radio playing on a talk station on a similar time switch. Alternatively, ask a neighbour to come in to switch these items on
- Arrange for someone to cut your grass and generally keep an eye on your home while you are away
- Always lock away garden tools such as spades, forks, etc., and particularly ladders
- Never leave valuable and easily transportable items, such as car keys, games consoles, mobile telephones or an iPad, where they can be seen by a potential burglar
- Photograph valuable items and use marker pens to add your post code and house number, so that your property can be traced if recovered after a theft. Similarly, make a note of all serial numbers
- Make sure that the contents of your home are fully insured against fire and theft

Enjoy your Rippon Home



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