



A guide to your home

This document contains general information to help you settle in and maintain your newly-built home



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Introduction

Welcome to your new home

Welcome to your newly-built Curo home. This booklet explains everything practical that you might need to know about your new home. Please read it alongside the Curo Customer Commitment document at www.curo-group.co.uk/customercommitment



Location of controls

Controls	Location

1 - Running-In

1.1 General

Most building materials will have absorbed moisture during the construction of the building. This moisture is in the fabric of the building and will dry out gradually during the first 12 months as the building is lived in and heated. As it dries out the wood and plaster will shrink, possibly causing small cracks to appear. These are not structurally important and can be filled when you redecorate. Curo will repair all large cracks.

1.2 Minimising Cracking

By taking the following steps you should be able to reduce occurrences of cracking due to shrinkage:

1. Try to keep a reasonably even temperature by using heating sparingly to allow your house to warm up gradually.
2. Encourage ventilation by leaving windows and internal doors open a few inches whenever you reasonably can. The windows have a partially open position where the window can be locked whilst still allowing ventilation, together with trickle ventilators at the top of the windows.
3. Keep kitchen and bathroom doors closed when cooking or washing as these activities create a lot of water vapour which should not be allowed to spread to other rooms in your house. Ensure you leave a window open, and that the extractor fans are on.

1.3 Preventing Condensation

Condensation is caused by the air in your home being too wet. Air always contains a certain amount of water. The warmer the air the more it can hold. When the air is cooler, moisture is released to surfaces such as windows, walls and mirrors. Next to shrinkage, condensation 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. To deal with condensation you should take the following steps:

Produce less moisture - ordinary daily activities produce a lot of moisture.

Cooking - you need much more ventilation in the kitchen when cooking, to reduce moisture. Cover the pans, don't leave kettles boiling, close the door and open the window. Ensure all extractor fans are left on when cooking and leave the fan isolation switch on at all times.



Washing clothes - put washing outdoors to dry if you can. If you must dry washing in your house this is best done in the bathroom with the door closed and the window open.

LPG (Calor Gas) - using heaters fuelled by LPG in the home produces moisture. They are also a safety risk and should not be used.

Ventilate to remove the moisture - you can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture that's produced all the time, mostly just by people's breath. Keep a window ajar or a trickle ventilator open if possible when someone is in the room.



Doors - to stop moisture reaching other rooms, especially bedrooms that are often colder and more likely to suffer from condensation, close the kitchen and bathroom doors when these rooms are in use.

Cupboards and wardrobes - avoid putting too many things in them as this can stop the air circulation. Leave a space between the back of the wardrobe and the wall and, if possible, try not to place large pieces of furniture against external walls. Cupboards and wardrobes can be ventilated by opening and closing doors to circulate the air.

> Download our condensation guide at www.curo-group.co.uk/condensation

2 - Main Services

2.1 Gas

If your property has gas, the gas service enters through your gas meter, usually located in the cabinet outside the house (refer to your home and neighbourhood factsheet). The meter and supply pipe leading into it belong to the utility company and mustn't be tampered with in any way.

The supply can be turned off by the main gas valve by the gas meter. The gas supply serves the boiler and cooker point. **Any work on the gas installation must only be carried out by Gas Safe registered persons.**

 **IF YOU SMELL GAS**

DON'T switch on any lights or equipment

DO turn off the gas supply at the meter

DO open the window

DO telephone the Gas Emergency number to report a leak

0800 111999

2.2 Electricity

The electricity cable enters your house through the electricity meter which is usually located in the cabinet outside the house. The meter and the cable leading into it belong to the electricity company and mustn't be tampered with in any way.

The wires from your meter will first go into a consumer unit (mains circuit breaker) control box. This contains the main on/off switch controlling the supply to your house and circuit breakers that protect the individual circuits. These will have been labelled during installation with details of which circuits they control. Circuit breakers have replaced fuses but operate the same way and are easier to reset by just flicking the switch back to the on position. Circuit breakers are generally more sensitive than fuses and may trip out when a lightbulb fails or if you're using an appliance with an electrical fault or a faulty plug. If you're not sure what to do or if the circuit breaker continually trips out get in touch with Curo for advice.

Earth bond clamps with green/yellow cables are connected to equipment at various positions, for example, incoming services, sink top, bathroom, etc. These are for your safety and must not be interfered with or disconnected.

Remember that electricity is dangerous and can kill

DON'T attempt to do any work on an electric circuit.

ALWAYS ensure that appliances are fitted with the correct fuse as recommended by the manufacturer.

ALWAYS unplug any appliance before working on it.

ALWAYS follow the manufacturer's instructions for wiring appliances.

DON'T use a portable electric fire in the bathroom

NEVER use an electric hair dryer or any other portable electric appliance in the bathroom except electric shavers supplied from a special shaver unit. Keep a torch handy by the control box for emergencies - never use matches or a cigarette lighter.

DON'T attempt to repair, alter or extend any electrical installation.

2 - Main Services continued...

2.3 Water

Stop taps are provided to turn off the water supply in case of emergency and are located in the meter box outside the house and under the kitchen sink. The meter box is usually in an underground chamber in the public footpath or a surface mounted box fixed to the outside wall of the property - the stop tap and meter box are owned by the water company.



Photo: water mains stop tap under kitchen sink

Tips to remember:

1. If you intend to leave your house for more than a day or two in winter, you should leave the heating set on a low level to prevent pipes from freezing and bursting.
2. If there is a risk that pipes are frozen do not run the hot water taps as this will empty the hot water cylinder which could then collapse.
3. Do not allow taps to drip as a dripping tap may stain the bath or basin and could result in frozen waste pipes in winter.

2.4 Telephone

A British Telecom (BT) terminal point is wired ready for the installation of a telephone in the hallway. If you require a telephone service you must apply directly to BT or an alternative service provider. You will be responsible for any connection charges which are payable to the telecom supplier.

2.5 TV Aerial

A TV aerial point is located on the wall in the living room. A coaxial cable connects the socket to an aerial in the roof space (an aerial is not provided, unless you are moving into an apartment, in which case you will be connected to the communal TV aerial). You will need to arrange for a specialist to install an aerial and provide your own coaxial cables to connect your TV to the wall point.

3 - Equipment

3.1 Kitchen

The kitchen is equipped with range of base units and wall units, a stainless steel sink unit, together with laminated worktops and tiled splashbacks. 13-amp socket outlets have been provided for your electrical appliances.

There'll be spaces in the kitchen for an electric cooker (the supply will be either electricity or gas), a fridge/freezer and a washing machine (switches controlling the socket outlets for these appliances are located above worktop level). Hot and cold water supply and drainage facilities have also been installed in or adjacent to the washing machine space.



Photo: under-sink piping

If you want to install a dishwasher you'll need Curo's consent. A qualified trades person should install the plumbing and waste. Any damage caused by the work is your responsibility.

To clean kitchen units and worktops use a cloth soaked in warm soapy water. Never use abrasive materials, as this will damage the surfaces. Never cut food or other materials directly on the worktops, always use a cutting board.

Only appliances supplied under the Shared Ownership scheme will have a warranty provided by the supplier rather than the house-builder. Information on how to register your appliance is within the handover documents within your property.



For useful tips on how to re-pressurise your boiler, bleed a radiator and more watch our Lifehack videos www.curo-group.co.uk/lifehacks

3.2 Heating and Hot Water (see operating instructions)

For customers who have gas central heating (not electric or district heating) both heat and hot water is supplied by a boiler located in the kitchen or boiler cupboard. The hot water temperature is controlled by a thermostat located inside the boiler and the heating is controlled by a room thermostat (refer to the operating manuals supplied in your pack for further details).

Operation of the heating system is controlled by:

- A. The programmer – which can be set to switch the heating and hot water on and off (at set times as required).
- B. The boiler thermostat located on the boiler which will be pre-set when you move in and normally should not need to be adjusted.
- C. The main room thermostat is located in the entrance hall and controls the level of temperature throughout the house. Generally this should be set at about 20°C. The radiators have thermostatic control valves (TRV) that should be set to the required temperature using the number on the knob. The room thermostat gives overall control and once this is satisfied no heat is provided to the system. It's recommended that the TRV heads are turned on and off at regular intervals, particularly in the summer, to prevent the units sticking. Keep doors closed to obtain best results from TRVs.
- D. If the heating has not been used for a while (e.g. during summer) some of the radiators may not get hot, especially at the top. This may indicate that they need bleeding. You can do this by carefully loosening the top valve, using a radiator key or small screwdriver and allowing the air to escape - once water appears re-tighten this valve. Keep a rag or cloth to hand in case of spillage and be careful because the water will be hot. An air vent is also fitted in the linen cupboard. Always re-check the valve for leaks. If you're not sure, ask Curo.

3 - Equipment continued...



Photo: radiator bleed valve)

3.3 Electrical Installation (see operating instructions)

Full details of the electrical equipment and operating instructions are included in the handover pack.

3.4 Energy Saving

Your new home has been designed to meet the Building Regulations Standard of Thermal Insulation by insulating roof space, external walls and installing double glazed windows. This helps to reduce the amount of fuel you need to keep comfortably warm.

The heating should, under normal conditions, be set to achieve an indoor temperature of between 17 and 20°C (63 to 68°F). Remember the warmer the room, the more it is costing.

3.5 Bathroom/WC

The bathroom is equipped with a wash basin, WC and bath. Tiled splashbacks are provided to the basin and bath.

There is an extractor fan for ventilation to reduce condensation. This runs automatically, as long as the main switch for the extractor fan, usually located at high level outside the bathroom door, is on.

3.6 Doors and Windows

Doors - the front entrance door meets the Secured By Design standard. It's fitted with a secure locking mechanism, operated by a key from the outside and thumb turn from the inside, and a door viewer and security chain. The rear door is also Secured By Design and fitted with a British Standard multipoint lock. The bathroom door is fitted with lever handles and a lock that can be opened from the outside in case of an emergency.

Windows - the windows are PVCu double glazed units fitted with easy-clean hinges, lockable handles to the ground floor and restrictors to first floor windows. To clean window frames use a cloth soaked in warm soapy water or a specialist PVCu cleaning product. Never use abrasive materials, as this will damage the surface.

3.7 Smoke Detectors (see operating instructions)

Your home is fitted with mains operated smoke detectors usually fixed on the landing and hall ceilings. The detectors have a battery backup in case of mains failure. Detectors should be regularly tested in accordance with the manufacturer's recommendations and you should tell Curo about any faults.

Be prepared if a real fire should occur. Think now about possible escape routes from various parts of the house.

Manufacturer's instructions are included in the package of information provided with this handbook. Take care to prevent false alarms while cooking by keeping doors closed and operating the kitchen fan.

Don't under any circumstances disconnect the units or remove the batteries other than to replace them annually. If the fire alarms start to bleep this is because the batteries need to be changed.

3.8 Carbon Monoxide Detectors (see operating instructions)

Your home is fitted with a mains operated carbon monoxide detector fixed to a ceiling or wall at a high level normally located close to the boiler.

The detector should be regularly tested in accordance with the manufacturer's recommendations and you should tell Curo about any fault.

Don't under any circumstances disconnect the unit or remove the batteries other than to replace them annually.

4 - Finishes

4.1 Floors

The first floors in houses are laid with chipboard. Kitchens and bathrooms have a sheet vinyl floor covering or tiled flooring. Other ground floors may have a vinyl tiled floor covering. Floors should be washed with warm soapy water or a specialist cleaning product. Don't use any abrasive materials, as this will damage the surface. Floors should be swept regularly and should always be swept before cleaning.

4.2 Walls and Ceilings

The walls are cavity wall construction, with a concrete block inner skin, a reconstituted stone or facing brick outer skin and an insulated cavity between.

Ground floor partitions - ground floor internal walls are either blockwork with a plasterboard finish or studwork and plasterboard.

First floor partitions - all first floor internal walls are built in studwork with plasterboard.

Ceilings - all ceilings are plasterboard with a decorated finish.

4.3 Decoration

All plasterboard has been painted with emulsion paint. All woodwork has been painted with gloss paint. Due to the minor internal cracking that may occur during the first 12 months (see section 1.2). We advise you not to decorate during this period.

5 - Useful information

5.1 Fixing to a Wall (see instructions)

The walls in your house are finished with plasterboard. Care needs to be taken when making fixings to plasterboard walls. Very light items may be fixed by using adhesives to the manufacturer's instructions but be careful, the bond can be no stronger than the adhesion of the paint to the wall and if you decide to remove the item in the future you may damage the paintwork or the plasterboard.

Smaller pictures and other small items may be hung on picture hooks, either single or double nail types. Heavy pictures and mirrors should not be hung on picture hooks. Instead use a special wall plug fixing specifically designed for fixing to plasterboard. The special wall plugs (sometimes referred to as butterfly fixings) are available from hardware and DIY shops. If fixing through wall tiles keep the end of the wall plug level with the plaster face and not the face of the tile.

Curtain and batton rails need to be fixed in accordance with the above.

The walls in the bathroom have been reinforced to enable the future installation of mobility aids such as grab rails and hoists.

5.2 Fixing to Ceilings

You can fix light items to the ceiling but take care not to suspend heavy objects from the ceiling. The ceilings are constructed using plasterboard fixed to floor joists or, on the first floor, to the underside of the roof trusses. These will normally be spaced about 400mm apart and can be located by tapping across the ceiling. If you can locate these you can drill through the plasterboard into the wood and use a woodscrew in the normal way. If you cannot find the timber you may fix lightweight items by using toggle bolts or plugs designed for hollow partitions.

Be careful when nailing or drilling into walls, floors or ceilings to avoid contact with any electric cables or pipes that may lie behind the surface. Don't drill either vertically or horizontally in line with an electric socket or light switch and always check in the next room if you intend fixing to a partition.

5.3 Blockages

Kitchen waste pipes - if a blockage occurs and the sink is full of water try pushing a flexible rod down the plughole or use a suction cup plunger to force water up and down the waste pipe. The risk of blockages can be reduced if you put fat that solidifies when cold into an empty tin or milk carton rather than down the drain.



Watch our video in how to unblock a sink at www.curo-group.co.uk/lifehacks

Baths and basins - blockages here are normally caused by a build up of hair and soap and become noticeable when the bath or basin start to drain away more slowly. Use a suction cup plunger as for the kitchen sink.

WCs - never flush disposable nappies or similar items down the toilet, they can cause a serious blockage that will need to be cleared by a professional drain cleaning company. If Curo clears a blockage that's found to be caused by such items the cost will be recharged to you. Shared owners are responsible for clearing their own blockages.

5.4 Sanitaryware

Baths, basins and sinks should be cleaned with recommended products to avoid damaging surfaces. Don't use scouring or gritty cleaners. Bleach shouldn't be mixed with lavatory powder or allowed to stand in stainless steel sinks.

5.5 Redecorating

You can decorate and fill smaller cracks in plaster or paintwork after the 12 months maintenance inspection is carried out by Curo and our building contractor. Following that inspection, any defects, including larger cracks, will be repaired.

In accordance with NHBC guidelines, cracks are only covered if they are wider than the thickness of a £1 coin. If they are smaller these will be your responsibility.

For your information, the paint colour and manufacturer used in your home is written on page

6 - Exterior

6.1 Gardens

If your home has a garden, it's your responsibility to maintain it and the boundary fences.

New grass requires a lot of care and attention while it's trying to establish. In the first few months of the turf being laid it will need to be watered at least once a day in the hotter months.

Do:

- Water your garden regularly
- Cut grass regularly
- Re-seed and treat as required
- Aerate your lawn in wetter months to ensure the water doesn't pond and that the roots beneath are kept hydrated

Don't:

- Allow your pet to damage or deface the grass
- Leave any object on the grass
- Leave rubbish bags on the grass

6.3 Garden Sheds and Washing Lines

Any garden sheds and washing lines are your responsibility.

6.4 Car Parking

Where a car parking space has been provided for your exclusive use, the car parking bay number will relate to your house/apartment number. Please don't carry out car oil changes on the surfaced or paved areas. Any drained oil must be properly disposed of to prevent pollution of the environment.

7 - Security

1. Do not allow strangers into your house without asking for proof of identity and being satisfied with that identity.
2. Whenever you leave your house – even to visit a neighbour for a short time, make sure your entrance door and all windows are secured.

The two point locking handles on the windows will enable you to lock the window and still leave a small gap for ventilation.

3. Never leave valuables where they can be seen by looking through a window.
4. Hide small valuable items like jewellery.
5. Make sure that the contents of your home are adequately insured. Curo does not insure your home contents. Contents insurance will usually provide you with some personal liability cover in case, for example, your washing machine leaks and causes damage to someone else's property.
6. Have valuable items photographed and use the new marking methods available so that your goods can be traced if stolen.

Schedule of Equipment

This is a list of all the equipment, fixtures and fittings in your new home:

- Boiler
- Heating/hot water programmer
- Central heating thermostatic control
- Radiators
- Basin (bathroom)
- Basin (WC)
- Bath
- WC
- Taps
- Kitchen units
- Worktops
- Handles
- Wall tiles
- Floor coverings (kitchen and bathroom)
- Consumer unit
- Electrical fittings
- Extract fans
- Smoke detectors
- Carbon monoxide detectors
- External doors
- Internal doors
- Ironmongery
- Windows
- Internal wall paint wet areas
- Redecorate internally with matt emulsion
- Rainwater goods

The One Year Defects Period

When you move into a brand new Curo home, the newly built property will have a One Year Defects Period which lasts until the property's first anniversary.

During the One Year Defects Period any defects are covered by the house-builder.

Defects do not include accidental damage, wear and tear, misuse or everyday maintenance.

The urgency/severity of the defect will define how long it may take for us to put things right (by either repair/replacement). The defect you report will fit into one of the following three categories:

1. Emergency Defects (response time 24 hours)

An emergency defect is one that puts the health, safety or security of anyone in the building, at immediate risk, or that has a negative effect on the structure of the building. These should be responded to within 24 hours of being reported.

Examples of an emergency defect include:

- Total loss of electricity, water or gas supply (you should decide whether this is a neighbourhood problem and, if so, contact the appropriate organisation)
- Major plumbing leaks or bursts
- Major roof leaks
- Dangerous wiring - risk of electric shock
- Security issues that leave outside doors and ground-floor windows unsafe or insecure
- Suspected or actual gas leak (ring National Grid on 0800 111999)
- Blocked foul drains, soil pipe or the only toilet in the property broken
- No hot water dependent on time of year and if the water is lost to all of the property

- Slipped roof tiles, faulty chimneys and masonry where these put people at risk, or allow water ingress
- Faulty smoke or carbon monoxide detectors
- Toilet not flushing - in homes with one one toilet
- Loose or broken toilet pan where there is a serious leak or it is potentially dangerous



If you need something repairing within the first year of the property being built, please refer to these pages first, rather than the list of repair responsibilities in the Curo Customer Commitment. If the issue isn't covered here, then consult the Curo Customer Commitment - www.curo-group.co.uk/customercommitment

The One Year Defects Period

2. Urgent Repairs (response time within 7 days)

Urgent repairs do not pose a danger, but could develop into more serious problems if unattended. They can usually be attended to when a suitable tradesperson is next in the building.

An urgent repair would not be an emergency but could cause serious inconvenience. Examples of an urgent repair would include:

- No heating (between 1 May and 31 October)
- Toilet not flushing - in homes with two toilets
- Loose or broken toilet pan or cistern
- Leaking overflows (winter only)
- Shower repairs
- Loss of communal lighting
- Door-entry repairs
- TV aerial repairs to communal systems

3. Normal Work (response time within 28 days)

All other defects likely to fall into this category, examples include:

- Blocked gutters and rainwater pipes
- Repairs to slate, tile and lead roofs
- Carpentry repairs
- Loss of heat to single radiator or night storage heater
- Loss of electricity to single socket or lampholder

- Loss of an individual communal light
- Street lighting
- Outside rendering
- Internal plastering
- Ceramic tiled surrounds
- Defective flooring repairs
- Damp proofing, woodworm and dry-rot treatments

End of Defects

After your 12-month warranty period has finished, Curo, the house-builder and an independent surveyor will visit for an 'end-of-defects' inspection. We will walk around the property and look for any defects that the house-builder is liable for before the final sign-off. We will write to you with details of the appointment 14 days before the inspection. If you're unable to attend any defects can be emailed to our defects team.

T: 01225 366000

E: equiries@curo-group.co.uk





Defects sometimes found at the end of the 12 month warranty period include:

- Cracks wider than the thickness of a £1 coin
- Adjustments to front or back door
- Blown beading
- Window adjustments

Warranty checklist

If you have a problem and you're not clear about who takes responsibility, refer to this warranty checklist. It may not cover absolutely everything but we do refer to the majority of typical occurrences.

Key:








-  This is a defect covered by Curo; contact us and report it.
-  This is not covered by Curo.
-  This is household maintenance and is your responsibility as the resident.
-  Check with Curo.

*Shared Ownership only

** Shared Ownership covered for the first 12 months

Item	Issue	Comments	
Alarm installations	Failure	Contact Curo	
	Servicing	Servicing is the homeowner/tenant's responsibility. Failure to carry out annual maintenance could invalidate your warranty.	
Appliances (electrical)*	Failure	Call the manufacturer and follow instructions in your appliance warranty cover.	
	Damage	All damage is the homeowner/tenant's responsibility.	
Blockages	Wastes/drains/traps	Contact Curo. Blockages caused by homeowner/tenant are NOT covered and may incur a charge.	
Cracks to bricks/mortar	Less than 5 mm	Minor cracking due to shrinkage is normal and can be expected.	
	Exceeding 5 mm	Contact Curo.	
Central heating boiler	Breakdown	Contact Curo.**	
	Servicing*	Servicing is the homeowner's responsibility. Failure to maintain annual service checks can reduce the life of your system and invalidate the warranty (refer to the service label on the boiler).	
Central heating	Leaking pipes/radiators	Contact Curo.**	

Warranty checklist

Item	Issue	Comments	
Chips and scratches	Glass/sanitary ware/cabinets/worktops/floors	Claims for damage to items in the home must be made on the two-week snag form.	
Condensation		Condensation is usually due to the drying out process. It can be eased by adequate ventilation (e.g. ensure trickle vents are open). See p4 for advice.	
Cracks to concrete	Less than 5 mm	Minor cracking due to shrinkage is normal and can be expected.	
	Exceeding 5 mm	Contact Curo.	
Cracks to dry-lining, ceilings and internal paintwork	2 mm or less (4 mm or less for stair strings)	Some minor cracking due to shrinkage is normal. Maintenance and touch-ups are the homeowner/tenant's responsibility.	
	Exceeding 2 mm (4 mm or less for stair strings)	Contact Curo. We will attend once to correct this but not before the first 12 months.	
Doors	Lock/latch adjustment	Contact Curo. Only if it is not caused by weather. General maintenance is down to the homeowner.	
	Warping and easement	Contact Curo.**	
Electrical	Transformers, circuits, sockets and switches	Contact Curo.**	
	Supply failure	Contact supplier directly.	
	Damaged fittings and blown bulbs	Homeowner/tenant maintenance.	
Extractor	Failure	Contact Curo.**	
Fencing	Loose panels/posts	Maintenance is the homeowner/tenant's responsibility. Problems arising from extreme weather conditions (e.g. storms and high winds) are not covered.	
Fencing	Leaking or loose	Contact Curo.**	
Floor finishes		Contact Curo. Damage after occupation is not covered.** Must be raised upon handover	
Gas installation		If you smell gas or suspect a gas leak you MUST shut off the gas supply, do not operate anything electrical, leave the property and call the supplier's emergency number. Then contact Curo.**	

Curo

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Live chat, Facebook, Twitter, email & more

curo-group.co.uk/contact

T: 01225 366000

Visit us in Bath, Keynsham and Midsomer Norton.
Addresses and opening hours online.

If you would like this information in an
alternative format please get in touch.