

CEDARS ESTATE OPERATION, CARE & MAINTENANCE MANUAL

External Wall Insulation (EWI), Windows, Front Door,
Integrated Reception Systems (IRS)



CONTENTS

1. EWI CARE	2-8
2. WINDOWS	9-15
3. FRONT DOOR	16-18
4. IRS	19-22

1. External Wall Insulation (EWI)

Thermal Images

Below are thermal images of the Cedars Estate and the Charlton Triangle Estate which benefited from external cladding in 2013. The images show the heat loss of our properties and to compare our results with the heat loss of a building that had benefitted from external cladding.

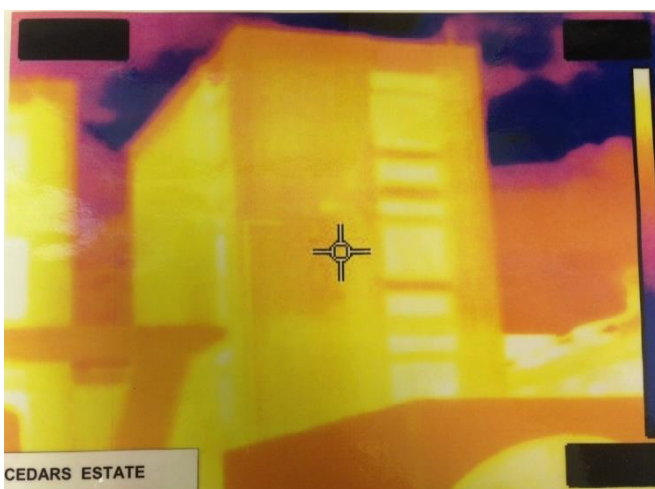
They reflect the overall image of a block and highlight in varying colour schemes the heat transmission of the building.

In general the lighter and paler the colour, the warmer the external walls are and depict greater heat loss. These will show up as yellow or white.

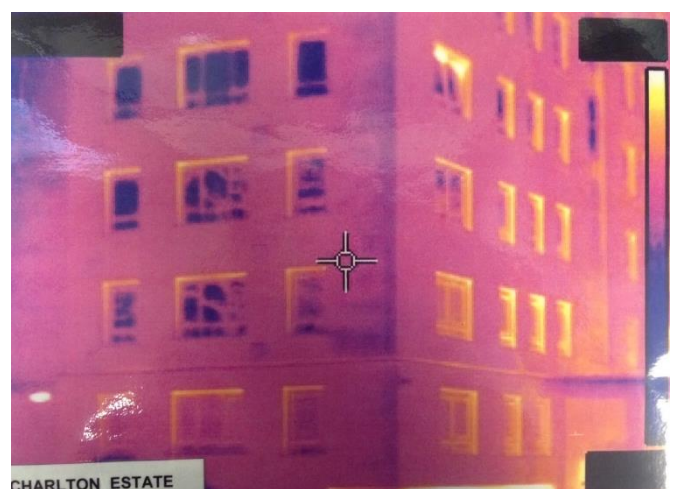
The better the heat retention capacity of the walls, the darker the image will be, this will normally be reflected as purple or darker.

It is obvious from the images that there were immense differences between Cedars estate & the Charlton triangle estate, now we have the EWI installation our thermal images are similar to the Charlton estate.

CEDARS ESTATE



CHARLTON ESTATE





Your **WARMER** Home...



You have recently benefited from having energy efficiency works carried out to your home. Hopefully you are already feeling the benefits of these works and you will start to notice your energy bills coming down.

There are a few things you must be aware of when looking after the insulation on your home.

Want To Make Further **IMPROVEMENTS** to Your Home...

Did You Know... to ensure you do not damage the Insulation please contact us for the specialist fixings or advise if you are looking to do any of the following:

- Bathroom and kitchen fans (Leaseholders)
- Boiler flues (Leaseholders)
- Fences, Trellis or Gate Posts
- Extensions or Having New Windows

Please do not do the following:

- Put up Hanging Baskets
- Install Outside Lights or Security Cameras
- External Decorations
- Put up Washing Lines.

Also if you are having work done by a cable, internet or telephone engineer be sure to advise them you have an Integrated Reception System and External Wall Insulation.



The Importance of **VENTILATION** ...

With the new windows installed and the EWI wrapped around all the blocks to Cedars Estate, you should now be feeling the benefit of the insulation to your property, which should feel even warmer & air tight.

To prevent any condensation/mould issues in your property we have some useful information to prevent this occurring just follow this advice and you should have no to little issues with condensation.



Damp & mould is a common problem, regardless of the age of the property. It is important that we all understand the causes and the best ways to prevent the problems from occurring.

Here is a useful guide to help all deal with the causes of damp & mould.

YOUR HOME NEEDS TO BREATHE... as air flow within a building it prevents condensation risk. Your newly insulated home will have far greater thermal properties and as a result you must be aware of the importance of ventilation.

DRYING CLOTHES INSIDE YOUR HOME... Your Tenancy/Lease Conditions state that clothes lines/clothes horses are not to be used in the communal areas and therefore if you do not have a garden there is no alternative but to dry your clothes inside your home. When doing so please always remember to open the window(s) in the room in which they are placed.

YOUR WINDOWS HAVE TRICKLE VENTS... Leaving your trickle vents open will not compromise your heating but will provide you with an essential air flow.

KITCHENS AND BATHROOMS... These rooms are the most vulnerable to condensation. If excessive use of hot water is used, steam will want to escape the building. Your newly insulated home is covered like a tea pot with a tea cosy, so allowing ventilation of steam to exit is essential, temporarily open a window to assist.

FIGHTING MOULD

Remove mould growth by Wiping down walls & windows with a fungicidal wash with a H&S approval number & follow the manufactures instructions precisely.

Follow these tips and you should have little to no issue with condensation.

HEATING Your Home...

Did You Know... Most of the money you spend on energy is used to heat your home. This means by controlling your heating efficiently you could potentially make the biggest savings.

Your home is now newly insulated and the benefits will be apparent. You should be able to have your heat supply on for less time or at a lower temperature and achieve the same level of comfort you did before the works.



Turn it down!

Many households have their central heating set higher than they need it, without even realising it. Try turning your room thermostat down by one degree. Leave it for a day and if you still feel warm enough, try turning it down another degree. Carry on until it feels a bit too cool and then turn it back up one degree. Every degree that you turn it down could save you around **£65** a year on your heating bill.

Radiator Tip.

You can use Thermostatic Radiator Valves (TRVs) to control heat in individual rooms. If you don't use a room why heat it?

Don't block your radiators with furniture or curtains, let the heat flow around the room. Drying your clothes on radiators will also reduce heating efficiency.



Reducing **WATER** Use...

Wasting Water is Wasting Money. Only 1% of the Earth's water is fresh and drinkable.

Washing machines or dishwashers can use 40-80 litres of water. Only using these appliances when you have a full load, offers you the best opportunity to significantly reduce water use.

Washing clothes at 30° instead of 40° will also save you energy.

Remember to wash up in the sink or with a bowl as opposed to under a running tap. Turn the tap off whilst brushing your teeth. Running taps can waste over 6 litres of water a minute.



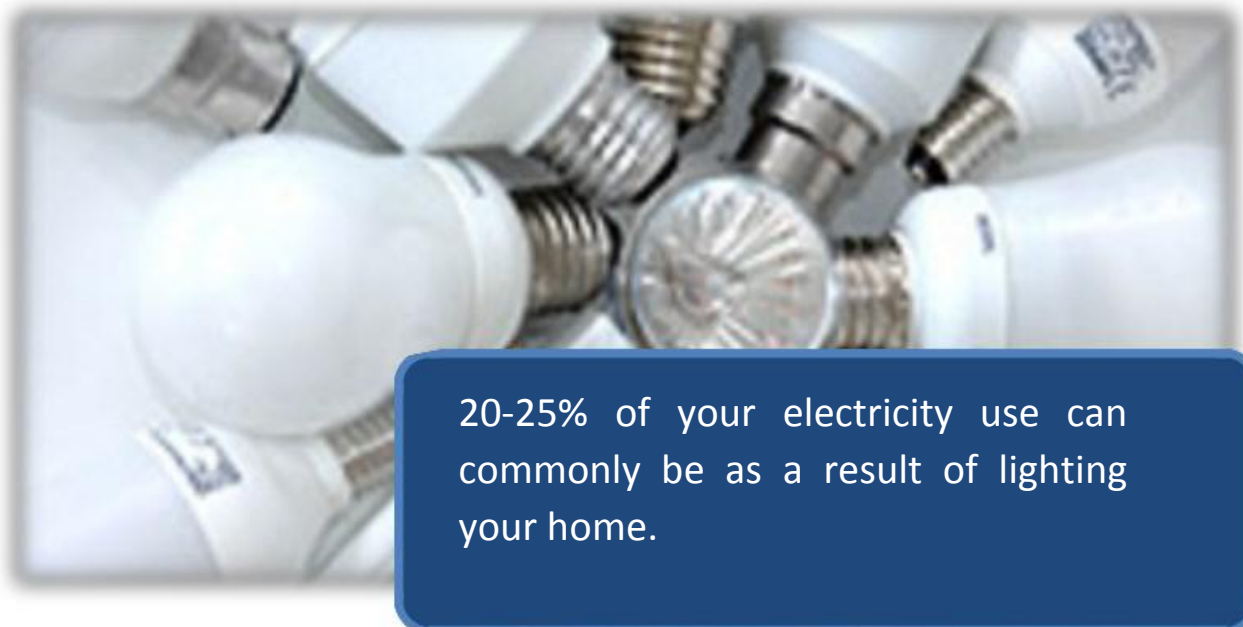
Many homes have dripping or leaking taps. But did you know this could be wasting you about 5,500 litres of water a year. The common cause of a dripping tap is a failed washer which can be repaired at a minimal cost.

If you have a shower that takes hot water straight from your boiler or hot water tank (rather than an electric shower) then you may be able to fit a water-efficient shower head and cut your hot water use without noticing any difference when you shower. A shower head will cost around £27 and a family of four will save around £75 a year on water heating, and another £90 on water bills if they have a water meter.



If your toilet is fitted with a half and full flush option, opt for the half flush more frequently. Reducing water use on each flush will save you money.

LOW COST Lighting...



20-25% of your electricity use can commonly be as a result of lighting your home.

Have you changed all your light bulbs for low-energy ones? Even the halogen spots? You can now get LED spotlights that are bright enough to replace halogens, as well as regular energy saving bulbs ('compact fluorescent lamps' or CFLs) for pretty much everything else. They come in a variety of shapes, sizes and fittings. Look for the Energy Saving Trust recommended logo to be assured of light quality and lifetime of the bulb.

If the average household replaced all their remaining old-fashioned bulbs with CFLs and all their halogens with LEDs it would cost around £125 and save around £60 a year.

Turn it off!

Make sure you turn your lights, appliances and chargers off when you're not using them. If you turn a light off for even a few seconds you will save more energy than it takes the light to start up again, no matter what sort of lights you have. A family could save between £50 and £90 a year just



by remembering to turn items off, if they do not already do this.

2. WINDOWS

Care and Cleaning

Although designed and constructed to require a minimum of maintenance, Astraseal windows, doors and patio doors will require occasional cleaning – dirt build-up and atmospheric pollutants would obviously cause minor appearance changes that cleaning will remove.

PVC-u and Rubber Components

PVC-u frames are chemically stabilised to prevent discolouration and should only need an occasional external wash with warm water and detergent. This can be done using a sponge when you clean the glass and is purely to remove grime and airborne dirt. Stubborn marks can be removed using a small amount of PVC-u cream cleaner. We recommend that the frames be cleaned at least once a year. The internally surfaces of the PVC-u can be soiled by cigarette smoke, cooking, etc. Such stains are easily removed using a PVC-u cream cleaner. After washing and rinsing, the PVC-u frame should be dried with a lint-free cloth and polished to a light sheen using an anti-static spray surface cleaner. The drainage channels located in the frame should be kept clear at all times. To remove paint spots (or similar) only White Spirit should be used. Stronger petroleum-based solvents should NOT be used without guidance – contact Astraseal first. Never use bleach, scouring powder or any harsh substance on any part of the windows.

Handles

- Window and door handles require no maintenance other than occasional cleaning with warm water and detergent.
- **Never use bleach, ammonia or other 'aggressive' substances.**
- After washing, dry and then polish with a proprietary surface cleaner or spray polish.

Gearing Mechanism

- Any visible gearing components on the opening part of the window (the Sash) should be cleaned with lint-free cloth to remove any dirt or grit that may build up – particularly in industrial or heavy traffic areas.
- The gearing may be washed with a solution of pure detergent and warm water, dried and then wiped over with a clean, very lightly oiled cloth to provide a lubricated surface.

- **Never clean with metal or abrasive cleaner** as this would damage the protective coating on the gearing and lead to discolouration and corrosion.

Glass

Astraseal double glazed units are manufactured using high quality float or safety glass. This glass should be cleaned using a solution of warm water and detergent, rinsed with clear water, dried using a chamois cloth and polished using a proprietary glass cleaner and a lint-free cloth.

Never use abrasive cleaners on glass.

CAUTION: When moving the window, always push on the frame of the window sash.

DO NOT apply force to the glass unit.

Condensation

Modern buildings are designed to eliminate draughts and do not have the natural ventilation that some older houses have with their chimneys and ill-fitting doors and windows.

Houses, which have been completely sealed by the installation of cavity walls, loft insulation, double-glazing and draught proofing throughout are likely to become moisture traps.

In such cases, condensation is a ventilation problem. Providing the rooms are heated normally, the solution will probably be found by providing controlled ventilation.

In the case of older, 'unsealed' buildings, the dominant factor is likely to be the indoor temperature. Additional heat or the introduction of localised heat near the windows may help.

Outward Opening Windows

Operation

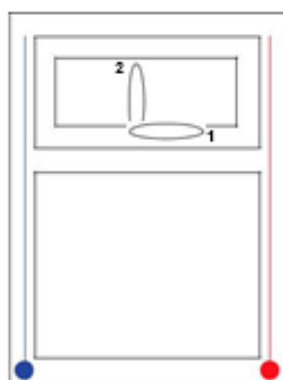


FIG.1

Some windows will be fitted with lockable handles; others will be fitted with non-locking handles.

In all cases, with the sash closed and with the handle in position 1 (see Fig. 1), the window is secure.

To open the sash, depress the button on the handle and turn the handle through to 90° to position 2 (see FIG.1) and push the sash outwards.

To close and secure the sash, simply close the sash and return the handle to the horizontal position (position 1)

Windows may be fitted with an adjustable ventilator. If so it is opened and closed by two pull cords.

By pulling the cord with the **BLUE** end, the vent will open.

The **RED** cord will close the vent.

Non-locking handles



FIG.2

A number of windows may be fitted with a non-locking handle with a green push button; this Green button is to indicate that the window will open a full 90° to permit escape in the event of an emergency.



FIG.3

The windows that can be used in the event of an emergency may also have a small self-adhesive sticker, attached to the window adjacent to the handle, showing a running man on a **GREEN** background and a lock covered by a **RED** cross - see FIG.3

The green man symbol indicating that the window may be used as an escape route in the event of an emergency.

FIG.2 shows a typical handle, detailing the position of the push button.

Locking handles



FIG.4

If the window is fitted with a locking handle, the handle may be locked by inserting a key into the lock and turning the key as far as possible.

To unlock insert the key and rotate in the opposite direction.

FIG.4 shows a typical handle, detailing the position of the push button and lock.

Restricted Friction Hinge

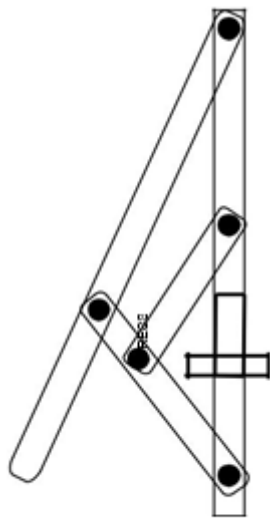


FIG.5

This hinge is designed for safety and to permit only limited opening of the window until the householder operates the limiter. (see FIG.5)

1. It is a simple operation to fully open the window. Once the initial limited opening is reached, locate the small 'PRESS' lever on the bottom hinge.
2. Slightly close the window and depress the 'PRESS' lever, the window can now be opened to its full extent and will lock in the open position.
3. To close the window, depress the 'PRESS' lever and close the window. As the window is closed, the restrictor device that limits the opening of the window will automatically reset.

Egress Friction Hinge (with easy-clean option)

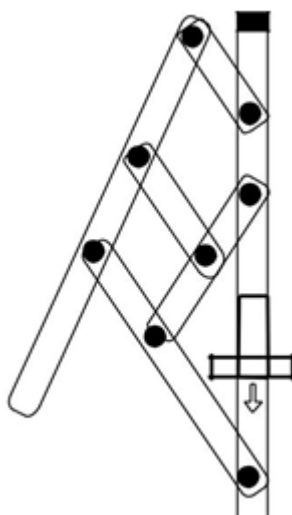


FIG.6

This hinge is designed to provide maximum opening for escape in the event of an emergency and to permit the cleaning of the outside of the unit from the inside of the property. (see FIG.6).

In order to clean the outside of these windows, simply follow these instructions:

1. Fully open the window and locate the small 'PRESS' levers on the top and bottom hinge.
2. Depress the 'PRESS' lever on the bottom hinge and slide the window slightly in the direction of the arrow displayed on the 'PRESS' lever. Repeat this operation for the 'PRESS' lever on the top hinge.
3. Using both hands, slide the window evenly across the frame to gain access to clean the outside of the window.
4. To reset the hinges to their normal operating mode, simply slide the window back across to its original position and close the window.

CAUTION: When moving the window, always push on the frame of the window sash. **DO NOT** apply force to the glass unit.

Restrictors



Windows may be fitted with a spring activated restrictor arm to prevent the window from opening more than a limited distance.

Restrictor Style A

FIG.7

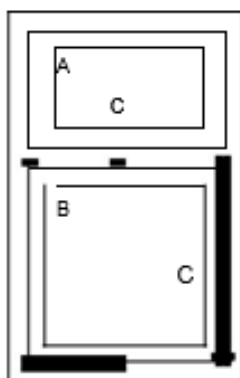


To disengage the window restrictor mechanism, open the window sash until the restrictor pin is in line with the opening in the restrictor arm. Push the restrictor arm across so that the restrictor pin passes through the opening in the restrictor arm (see FIG.7). The window sash can now be fully opened.

Restrictor Style B

With both styles of restrictor, when you close the window sash, the restrictor arm will automatically reset on the restrictor pin. This will restrict the opening of the window sash the next time that it is opened.

Lubrication



Frictions stays (hinges) are located at point 'A' on a top hung window sash and at 'B' on a side hung window sash see (FIG.8). The pivot pins and joints should be lubricated you oil the friction device.

The moving part of the multi-point locking mechanism at point 'C' should be lubricated at least once a year to keep them resistant to wear and in good condition. The moving parts should be lubricated using a light oil or spray. Always wipe any excess oil from the plastic or rubber components of your window.

FIG.8

Tilt and Turn Operation

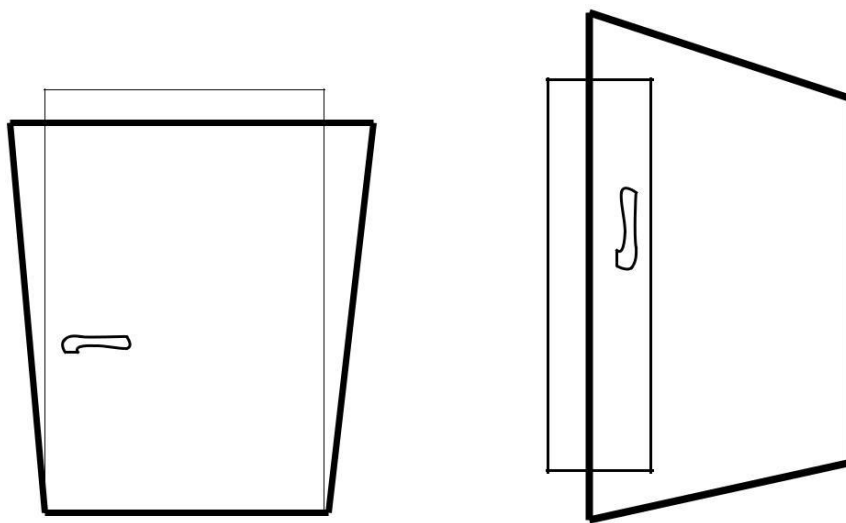
Note: Astraseal tilt and turn windows come with two types of handles, those being locked and non-locking.

Your handle should be initially facing downwards. This is the closed position and if you have a locking handle you can lock and unlock at this point.

With the window unlocked, you can turn the handle 90° so it is facing up, this will be the turn position. Now the window can be opened sideways which will allow for cleaning.

IMPORTANT NOTE: Before making any changes to the window you must first close it and return the handle to the closed position, then move the handle completely to the position required and move the window. Failing to place the handle correctly will encounter in the device releasing all locks, hence the failsafe device will not work.

To close the window up again just push the window to and return the handle to the downward home position.



OBV Child Restrictor

Features

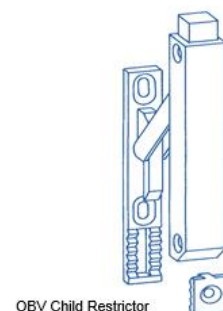
- Prevents the tilt and turn operating in the turn mode
- Allows the window to open in the tilt mode whilst remaining locked
- Can be left unlocked allowing full use of the tilt and turn window

Maintenance

The OBV restrictor has no user serviceable parts and only requires cleaning with a soft dry cloth

Operation

- To disable the lock, depress the square button at the top of the device and disengage the arm from the latch which is fixed to the window frame. When the window is closed, the OBV will reset.



Vertical Slider operation

Part One - Opening the window

- Insert the key into the sash lock and turn 180° to unlock. Remove the key.
- Turn the sash lock lever handle 180° anti-clockwise to disengage locking system.
- The bottom sash can now be lifted using the sash lift handles located at the bottom.
- You can now put your hands through and reach the sash lift handles located on the outside of the top sash, which you should pull down.
- You can now alter the heights of the sashes according the required ventilation.

Part Two - Closing the window

- Push the top sash all the way up and the bottom sash all the way down.
- Turn the sash lock lever handle 180° clockwise to re-engage the locking system.
- Insert key and turn 180° to lock. Remove the key.

Part Three - Opening the window for cleaning

- Open the windows as described in part one.
- Push the buttons on the top of the bottom sash towards each other. These are the tilt latches.
- Tilt the sash towards you gently until it comes to a stop.
- Push the buttons on the top of the sash and tilt it towards you once again.

Part Four - Closing the window after cleaning

- Push the top sash back in. You will need to push the tilt latches towards each other again in order to lock the sash into the frame.
- Push the bottom sash back in, once again pushing the tilt latches towards each other.
- Close as described in part two.

3. Front Door



Cleaning Instructions

Your door is made out of Glassfibre Reinforced Polymer (GRP) material, which requires no maintenance other than the occasional cleaning.

To clean the surface of the door simply wipe with the soft cloth, dampened in warm soapy water, then rinse and dry with another soft cloth.

The furniture and frame can be can be cleaned in the same manner. The door furniture should not be removed from the door during the cleaning process.

Glass can be cleaned using a proprietary glass cleaner or wiped clean with a soft dry cloth. Particular care should be taken to wipe any cleaner away from the lead on leaded lights, and any spillage onto the surface of the door should be rinsed and wiped immediately.

IMPORTANT: If you clean the surface of your door, frame or any furniture fitted to the door, with abrasive pads, abrasive cleaning cream, detergents, solvents or bleach this will damage the finish of your doors or furniture, thus rendering your guarantee invalid.

Care Instructions

From time to time it is necessary to perform some simple upkeep on your door to ensure it continues to perform as intended.

Drainage trays fitted at the foot of your door need to be cleaned to ensure they can function in a correct manner, it is important to remove any debris that has collected to ensure the drainage holes have not become blocked. It is recommended that this is done every six months or as necessary, particularly before autumn and winter.

The hinges on your door should have the hinge pin lubricated every six months with a light oil, any spillage onto the door should be rinsed and wiped clean. The lock keeps on the frame should be lightly coated with petroleum jelly once a year. The locks should not be removed from the door in order to be cleaned and oiled. The locking cylinder should not require lubrication.

Britdoors Group doors are guaranteed against defects in materials and manufacturing processes. Failure to comply with our care instructions may invalidate your guarantee.

Using your front door

Locking from the Inside

Lift handle to fully engage all locking points, then return to horizontal position.

Insert key into cylinder, or using thumbturn, and rotate one full turn. The door is now locked.

Unlocking front the Inside

Insert key into cylinder, or using thumbturn, rotate one full turn in opposite direction.

Push handle down fully to retract locking points and latch.

Locking from the Outside

Lift handle fully to engage all locking points, then return to horizontal position. Insert key into cylinder and rotate one full turn.

Unlocking from the Outside

Insert key and rotate one full turn. Push handle down fully to retract locking points, then return to horizontal position. Now turn key part way to retract latch to gain entry.

NOTE: This lock has a “nightlatch” facility – to operate the latch from the outside you have to use the key. The handle does not operate the latch outside, only inside. This is a security feature recommended by the Police.

Using your rear door

Locking

Lift handle to fully engage all locking point, then return to horizontal position. Insert key cylinder (or use thumbturn) and rotate one full turn.

Unlocking (from the either inside or outside)

Insert key (or use thumbturn, if from inside) and rotate one full turn. Push handle down fully to retract locking points and latch.



Do

1. Your doors are a means of escape in an emergency. It is advised that the key is handy at all times
2. Although the lock is self-maintaining, it may require a small amount grease applied to the locking bolts from time to time
3. Use warm soapy water to clean the handle, if necessary



Don't

1. Throw locking points whilst the door is open and try to close the door
2. Paint or stain moving parts of the lock
3. Use any abrasive material or cleaners on handles
4. Force the handle down without operating the key

4. Integrated Reception Systems (IRS)

Overview - IRS

IRS is the abbreviated name for an Integrated Reception System. Its design provides properties with an unrestricted choice of radio and television viewing. This includes FM/DAB radio, digital free-to-air television, the full choice of Sky channels and other satellite TV packages. It can even include European and International TV services.

IRS systems collect frequency signals from a small cluster of aerials and satellite dishes. The installation then efficiently distributes these signals to unlimited locations, without relying upon multiple satellite dishes or a messy arrangement of TV aerials. Every reception point can install their own choice of digital or satellite receiver – including Digital Freeview, FreeSat, FreeSatHD, Sky+, and SkyHD. Residents will therefore be able to set up their choice of viewing as though they have their very own television and radio aerial or a unique satellite dish. They can then choose and change their digital or satellite service without affecting the overall system.

The IRS system being provided at Cedars Road in addition to the above, will also provide signal from additional foreign satellite, Hotbird (European satellite). Two TV points will provide within each property, one to the lounge and one to the master bedroom.

Overview- Virgin Media

Virgin Media are a telecommunications company providing a range of Broadband, TV and Telephony packages. Their services can be obtained through direct subscription. Virgin Media systems are cable fed and will be installed within properties upon subscription.

Currently if residents request this service, Virgin media will attend and run new cables from local street furniture (cabinets) into the subscribing property. A number of residents on the estate currently have subscriptions with Virgin Media.

SCCI Alphatrack and Virgin Media will install a combination system to all properties with the facility to provide the following:

- Freeview
- DAB
- FM
- Freesat
- Hotbird
- Sky+ (subscription required)
- Virgin Media TV (subscription required)
- Virgin Media Telephone (subscription required)
- Virgin Media Broadband (subscription required)

The system is completely impartial and will allow residents the freedom of choice to the services they may wish to subscribe. All residents will be able to receive the latest deals and offers being offered by Virgin and Sky.

Any residents who currently have the above facilities will maintain their services with no additional charges.

Any residents looking to receive the above can do so at any time after the works are complete.

Any resident that do not wish to receive the above services need not to take any further action other than having the socket installed within the property.

Q&A

I am a current virgin subscriber; will I continue to receive my services?

Your subscriptions will continue to be received and there will be no changes to the services which you currently receive.

I am current virgin subscriber; will I still need the socket installed in to my property?

Yes, you will need the socket installed in your flat even if you currently receive virgin into your property. Once the external coverings to the fascia of the building have been installed, there will be no access to your current cables and these will be unable to be repaired / maintained. The new socket as well as providing virgin media services, will also bring in Sky + and Freeview services into your property which would serve as a back up system to how you currently receive your pictures.

I do not have virgin and I do not wish to receive it; will I still need the new socket in my home?

Yes, the socket we are installing also provides Satellite services (freesat and subject to subscription Sky TV) as well as Free to view channels via a digital aerial. You will need the socket installed to maintain continuation of services as private dishes and aerials will not be permitted once the external covering is installed to the fascia of the building.

I would like to receive virgin in to my property, what do I need to do?

Once your socket has been installed, simply contact Virgin Media to arrange your package and installation. Virgin Media will be aware of the communal system in place and attend as required.

I am a current sky subscriber; will I continue to receive my services?

You will continue to receive exactly the same subscription package as you did prior to the new socket installation; the only thing that will change is how you receive the pictures which will now be transmitted via the communal dish rather than your own individual dish.

I would like to receive sky in to my property, what do I need to do?

Once your socket has been installed, simply contact Sky to arrange your services package and arrange installation of your set top box and viewing card.

What services can I receive via the integrated reception system?

The system will provide access to Sky, Hotbird and Virgin services subject to subscription and freesat via the communal dishes. Freeview is also available along with provision for FM radio.

Fault Reporting Procedure for TV Systems

On receipt of a fault report from the client's resident, the **Client's Call Centre** shall determine, from the resident, the nature of the fault by asking the following questions and offering possible solutions.

Possible Cause	Possible Solution
Is the TV plugged in and switched on?	Plug it in & switch it on
Have you tried switching your TV on from the remote control?	If your TV is on standby (red light) press the power button on the remote control, this should turn the light green.
Are all connections to the TV & Equipment in place?	Ensure all interconnecting leads are plugged in at the socket & into the TV-Video-STB
Audio no Picture or Picture no Audio?	If Yes – check scart connection is correctly inserted in the TV and Set Top Box
Is there any picture/sound, if so what quality?	If poor quality, TV may need tuning.
Are neighbours having the same problem?	System fault – ensure landlords mains supply is connected before calling SCCI. (Get Caretaker to check)
Have you had a recent power cut or power surge that caused the electricity to go off?	If yes the fuse may need to be reset on the TV system, the caretaker should be able to do this; if you don't have a caretaker a service call will be required.
Are all channels affected? i.e. Sky set top box, Freeview set top box or built in, Freesat set top box or built in.	Yes - System fault – ensure landlords mains supply connected before calling SCCI. (Get Caretaker to check)
Do you have the TV switched onto the correct channel to watch your chosen input i.e. AV1, AV2, HDMI?	Try using the input or source button on the remote control, this will usually switch

	between all the TV inputs = Sky, Virgin, DVD, DTV or games console
If satellite, is the Set Top Box on standby (Red Light)?	Activate STB via Remote Control
Is the Set Top Box (STB) locked up?	Switch-off STB at mains for a few minutes. Switch STB back on at mains for a few minutes Activate STB via Remote Control. If above does not work, carry out full 'Forced Download' procedure

To attempt to avert unnecessary call out charges, it is important to carry out the above procedure before reporting the fault.

If the problem still persist after you done all the checks above and you determine that it is a communal aerial faulty and not your TV, then you will need to contact CETRA or report the issue directly to Lambeth Repairs Department on **0207 926 6000**.