

JERSEY
**HOMEOWNERS
MANUAL**

HOUSES

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Welcome to your new Dandara home.

We trust your move went smoothly and that you will soon be settled into your new property.

Your Homeowner's Manual includes useful information, including how to maintain your property, useful tips on energy conservation, as well as all the contact details of our Customer Care team should you need it.

All manuals for appliances can be found within your home, along with information regarding guarantee forms which must be filled in and returned to the manufacturer as soon as possible.

This manual should be referred to in the first instance if you encounter any problems with your property.

However, for further assistance, please contact the Customer Care Team on 01534 506234 or email us at customercarejersey@dandara.com and we will be only too happy to help.

We are delighted you have chosen Dandara and we wish you all the very best in your new home.

Customer Care

Contact Details

Dandara Jersey Ltd
Customer Care Department
Spectrum House
Gloucester Street
St Helier
Jersey
JE2 3DB

Telephone: 01534 506234

Out of Hours Emergency: 07797 728666

Email: customercarejersey@dandara.com

The Customer Care Team

Dandara is committed to providing a high quality after-sales service to complement the evident quality of your new home. Most queries that arise whilst you are settling in will be answered by referring to the information contained in this Homeowner Manual. However, the Dandara Customer Care Team is on hand to ensure that the handover itself goes smoothly and that you settle into your new home with ease.

Should you require any assistance, you can contact the Customer Care Team between 8.00am and 5.30pm, Monday to Friday.

Dandara provides an out of hours emergency call out service. Plumbing, heating and electrical fault emergencies which occur outside normal working hours and are within the warranty period can be reported to the on-call maintenance team on the mobile number listed above.

Customer Care

Customer Care Policy

Six-month warranty/maintenance scheme

Under our six-month maintenance scheme, we will rectify any genuine defects that become apparent within the first six months of owning your new home.

During this initial period, we suggest you keep a record of any items that require attention in readiness for the six-month maintenance inspection. In the interest of all residents, we request that individual items are not brought to our attention as they arise, except for emergency situations, but are kept as an ongoing list. This will allow us to attend to any maintenance issues in one visit, rather than sporadically over a longer period. Should you encounter any electrical or plumbing faults which require immediate attention during this time, please contact the Customer Care Team.

Once this period has elapsed, we will invite you to submit a record of any items that you would like to discuss when our six-month maintenance inspection is carried out. We will, in due course, arrange an appointment to visit your home to discuss these items and agree a list of any defects to be actioned. Thereafter, our Maintenance Team will contact you to arrange access in order to attend to these items.

This warranty does not include the following:

- Filling and redecoration of shrinkage cracks arising from the natural drying out process
- Repair and/or redecoration necessary due to normal wear and tear post Legal Completion
- Repair and/or redecoration necessary due to any act of negligence on your behalf post Legal Completion
- Repair and/or replace squeaking floors due to movement arising from the natural drying out process

On completion of any maintenance work, we will ask you to confirm that all items have been completed to your satisfaction.

Important

It is important that the guidelines, and in particular the maintenance instructions, provided by the various manufacturers of the components within your property, are adhered to. Dandara Jersey Ltd cannot be held responsible for any defects that occur due to lack of maintenance or improper use.

Additionally, any alterations carried out on the electrical installations, e.g. changing electrical face plates will void your warranty.

Looking after your Dandara home

Hot Water Cylinder

The temperature of the water has been factory set on your cylinder to inhibit the formation of biological organisms due to the high temperature of the water. Please do not tamper with the settings.

Please note that it is imperative that the cylinder is serviced annually. Failure to do so will invalidate your warranty with the cylinder manufacturer. The cylinder has safety devices incorporated and it is imperative that these are maintained to ensure they operate when required to maintain a safe system.

A Benchmark Service Logbook can be found in the Mechanical Services Operating and Maintenance Manual. Please ensure that the service engineer updates this at each annual maintenance visit. Failure to service your cylinder annually could lead to a premature fault causing a large amount of water to escape and damage your home. In some instances, it may also cause problems with your insurer in the event of making an insurance claim.

Fixings

When hanging pictures, care must be taken not to disturb any pipes or cables that may lie behind the plasterboard or within the wall construction. We strongly recommend the use of a cable detector.

Redecoration

If you plan to redecorate your home, we recommend that you wait approximately 12 months until the drying out process is complete. Paint that is applied too soon may crack as the moisture in the construction evaporates.

Dandara Jersey Ltd cannot be held responsible for damage to decorations that have been applied too soon.

Towel Rail

Please do not hang wet towels on the towel rail, as this may cause rust spots. Towel rails should primarily be used for warming, not drying.

Party Walls

To ensure the soundproofing and structural integrity are retained, any work on the party wall should be avoided including fixings for pictures and shelves. If work is undertaken, homeowners should undertake professional advice and use a qualified tradesperson.

Appliance Manuals

Please make sure you complete all of the appliance warranty's online within 28 days of handover. Should your appliance require any repairs within the warranty period, please contact the manufacturer directly using the details provided. The appliance companies will only deal with the homeowner and not our personnel, however, should you experience any problems with them, please do not hesitate to contact us. When reporting any issues with your appliances, you will be required to provide the following information at the time of your call:

- Your full name and address, including postcode.
- Details of the appliance, ie; dishwasher, extractor, etc
- Property move in date together with both a model and serial number.

Looking after your Dandara home

Television & Satellite Systems

Each property has been connected to a communal television and satellite system. The satellite dish and antenna are common to the whole site, the signals from which are distributed to each home. This eliminates the requirement for satellite dishes and antennas to be located on each house. The connections provided are the same on the communal system as if they had been completed individually, therefore you can connect television equipment in the same way. All points within the property should be fully functioning and will simply only require connecting up.

The communal system is distributed using fibre optic cabling, which should provide a high-quality signal.

Each lounge has sockets marked as TV/FM (radio), SAT 1 AND SAT2. Regular local TV and FM radio channels are available from the TV/FM outlet.

Sky Digital TV is available from SAT 1 outlet and Sky+ from both outlets 1 and 2.

A return connection is also provided; this is used to feed the other points throughout the property, potentially allowing (with the correct equipment and configuration) the use of a Magic Eye to control the lounge Sky box. Signals from DVD equipment, etc., could also be fed into the system.

Digital Audio Broadcast (DAB) is not currently available in your area.

There is a distribution point located within each consumer unit, to which all of the cabling is wired. This will allow easy customisation of the system.

Your system will consist of the following:

- Sky+ box to lounge
- Sky+ box to master bedroom
- Sky networked to other rooms (no Sky boxes)

The system has been designed to allow conversion to support Sky Q. Should Sky Q be required, Genesis should be contacted who will then provide a cost and carry out the equipment change to allow Sky Q to work.

Genesis AV info@genesis.je 01534 758518

Radon

Radon is a naturally occurring, radioactive, colourless and odourless gas which is formed in small quantities by radioactive decay wherever uranium and radium are found. It can move through the subsoil and, therefore into buildings. All newly constructed homes in Jersey require a Radon proof barrier to stop the risk of harmful Radon gases entering the property.

The Radon proof barrier, which also provides damp protection, is positioned on top of the ground floor slab and linked to the cavity trays at the edges. Protection is provided by locating a Radon sump beneath the floor slab with a pipe taken to the outside of the building via a roof outlet. If necessary, the sump can be activated by adding a fan at a later date. The fan is not required to be installed during construction.

For further information about Radon gas please refer to the information booklet within your Homeowner Manual.

Looking after your Dandara home

Kitchen

The following cleaning guidance is recommended to ensure that your kitchen remains in optimum condition throughout its lifetime. Please follow these guidelines depending on the type of surface fitted within your home.

Kitchen unit fronts & carcass

Unit fronts are treated in several processes with special lacquers, developed to the latest technology for much used surfaces. They are subject to a natural ageing process through light and heat influences, resulting in gradual darkening. Other influences like smoke, steam and grime can lead to eventual colour variation of the surface. We therefore recommend regular cleaning and care.

Do not use special cleaning materials for lacquered fronts. Ordinary non-abrasive cleaning agents (e.g. washing-up liquid) diluted with water, are quite suitable. It is very important to dry with a soft cloth immediately after cleaning.

Stubborn marks, e.g. dried grease, cleaning smears, etc. can be removed as follows:

1. Wipe surface with a soft, damp cloth, add washing-up liquid to the water and clean in a circular movement
2. Then wipe again with a damp cloth (without washing-up liquid)
3. Dry immediately

Do not use aggressive or abrasive cleaning agents, sharp tools or alcohol containing glass cleaning liquid.

Plastic elements (polystyrene, PVC, macrolon, acrylic, etc.)

Drawers (trays and frames), cutlery inserts, plastic trays, semi-circular swivel shelves, drawer containers, bread bins, plastic profiles etc. can be cleaned with a mild cleansing agent or a detergent for washing dishes by means of a damp cloth. Immediate drying is recommended.

Looking after metal elements – hinges

We recommend putting a drop of oil on the joints of any removable metal element once or twice a year to keep it lubricated and functional for a prolonged life.

Hinges on most frequently used doors (e.g. sink base unit) should be oiled regularly.

Stainless steel surfaces

Do not use cleaning agents containing chloride, iodine or bromide as they may destroy the protective coating of the stainless steel.

Particularly stubborn surface blemishes may be removed by the careful use of proprietary stainless-steel cleaning agents or metal polish.

Clean stainless steel sinks and other surfaces with a sponge or lint-free cloth dipped in water containing washing-up liquid. To finish, wipe over with a damp cloth using clean water.

Tough, clinging grease spots, dried up condensation or stain spots can be removed with a normal metal polish cleaning agent, always applied in the direction of the texture.

Cleaning the interior

Clean the interior of cupboards, shelves, drawers and all fitted components with a damp cloth. Always wipe dry with a soft cloth after cleaning.

Protection from heat, steam & water

If small electrical appliances are used, such as a toaster or kettle, etc., try to position these so that the steam or heat produced does not affect the kitchen units above.

Looking after your Dandara home

When positioning these appliances, please take care not to stand over a worktop joint.

Anodised & chromed metal parts (grip rails, handles, wire baskets, tubular column system)

Caustic and alkaline cleaning materials must not be used, because they affect the surface protection (even soft soap). Do not use abrasive cleaning agents, steel wool, sandpaper, etc.

We recommend special metal polishes that clean and preserve at the same time.

Powder coated & lacquered metal parts (metallic surfaces, drawers & pullout components, pullout frames, hinges, etc.)

For cleaning and care use only the usual household cleaning materials. Do not use abrasive materials or chrome cleaners.

Worktops with laminate surface

Please take care not to let water lie on cut outs or on the underside of front edges. A steam deflector should be used around dishwashers. Surplus water must always be removed immediately to avoid penetration of the core material, particularly around the edge.

Textured surface worktops are heat-resistant, to temperatures of up to 180 degrees centigrade, for short periods only. Smooth glossy worktops are only heat-resistant up to 120 degrees centigrade for short periods. Hot oil, pots or pans that have boiled dry are hotter and can damage the surface.

You should not cut on worktops; always use a cutting board. Avoid pulling larger rough-bottom articles like ceramic bowls and pots across the worktop and put on stands to avoid scratching the surface. Cuts and scratches are unavoidable in spite of high scratch resistance.

Small scratches (signs of use) cannot be avoided despite all care and, therefore, do not justify a complaint. The laminate worktops do not require special care.

Clean regularly with gentle cleaning agents; do not use abrasive materials. It is important to rinse with a warm, damp cloth and dry with a clean cloth to avoid smears.

Stubborn marks on finely structured laminate surfaces can be cleaned with a soft bristled household brush and liquid cleaning agent, followed by rinsing with clean water and wiping dry.

Stubborn dirt on finely textured laminate surfaces can be removed with a brush and the usual cleaning agents. Rinsing with clean water and drying is necessary.

Ironmongery

Care of finishes

Surface deposits such as dirt and dust are the main causes of corrosion in metal door furniture, particularly when combined with moisture in the atmosphere. In hard wearing environmental conditions near the coast, acid or alkaline deposits may build up and attack the surface finish. It is very important that care is taken to maintain door finishes since many, especially anodised, electroplated, polished and lacquered surfaces are damaged by incorrect cleaning.

Frequent dusting using a soft, dry cloth and occasional washing with warm, soapy water, followed by a light application of good quality wax polish will provide a good foundation for preserving the appearance of most finishes. Chemical sprays, cellulose-based thinners and silicone-based polishes should be avoided. Ironmongery fitted externally will require greater attention due to increased exposure to atmospheric conditions. It is strongly advised that solvents, metal polishes, or cleaners containing abrasive powders or cloths and pads should not be used for cleaning lacquered or electroplated finishes.

Lubrication – hinges, locks & latches

Hinges should be lubricated periodically with light machine oil. Squeaking hinges are a sign of lack of lubrication. Lubricant should occasionally be applied to the side and striking face of latch-bolts.

Looking after your Dandara home

Door cylinder locks

Cylinders should not be lubricated with oil as this will attract dust, which can affect their smooth operation. They should be maintained with a periodic application of powdered graphite into the keyway.

Windows

Specific instructions for the care and use of your windows and doors can be found in your handover box.

In the window manufacturer's experience, fittings used in urban areas, industrial atmospheres, areas with heavy traffic and near shores with salt air, require more frequent lubrication and maintenance. This is due to the relatively high degree of corrosive effects, than on fittings used where there is less of a corrosive atmosphere.

Sanitaryware Care

Steel enamel baths & shower trays

Do's

- Clean immediately after use to prevent a build-up of dirt and scale
- Remove light marks with a mild detergent or mild all-purpose cleaner
- Fix dripping taps – this stops stains and limescale build-up
- Any limescale deposits that do occur can be removed with a warm 1:1 solution of vinegar and water (do not use concentrated vinegar). After cleaning, rinse the surface thoroughly

Don'ts

- Never use coarse, abrasive powder cleaners or highly acidic cleaners
- When using drain cleaning products, please read the manufacturers' instructions carefully and pour the cleaner direct into the waste pipe. Immediately remove any cleaner that may have splashed onto the enamel

Acrylic baths or shower trays, plastic WC seats, plastic bath panels

Do's

- Clean immediately after use to prevent a build-up of dirt and scale
- Use warm, soapy water, Cif foaming cleaner, Armiclen cleaner by Armitage Shanks or multi-surface cleaners
- Fix dripping taps – this prevents stain and limescale build-up
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with the manufacturers' instructions, rinsing off well with plenty of water immediately after use
- Minor scratches and abrasions can be polished out with a mild polishing compound

Don'ts

- Never leave soap/shampoo pools – these can cause permanent stains
- Never let cigarettes/flames near – acrylic can burn and melt
- Never use household chemicals – a range of products such as paint stripper, nail varnish remover, household bleach, perfume, aftershave or strong disinfectant can damage acrylic
- We cannot recommend use of any scouring products or cream cleaners. Acrylic is softer than china and can scratch

Looking after your Dandara home

Vitreous china (basins, pedestals, toilet pans & cisterns)

Do's

- Clean immediately after use to prevent a build-up of dirt and scale
- Use warm soapy water, cream or liquid cleaner
- Fix dripping taps – this stops stain and limescale build-up
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with the manufacturers' instructions, rinsing off immediately with plenty of water

Don'ts

- Do not put bleach products in the cistern as this can damage the internal fittings. It is acceptable to use these cleaners in the toilet bowl itself
- Never put strong cleaners or bleach in overnight
- Never mix different cleaners in the WC as they can react to give off poisonous gas

Chrome fittings (taps, showers, bath grips, shower enclosure frames)

Do's

- Clean immediately after use to stop a build-up of dirt and scale
- Clean with warm water containing a few drops of washing liquid – rinse well immediately and dry with a soft, dry cloth
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturers' instructions, rinsing off well with plenty of water. Clean and dry as above

Don'ts

- Never use household chemicals – a range of products such as paint stripper, nail varnish remover, household bleach, perfume, aftershave or strong disinfectants can cause damage
- Do not use cream cleaners or scouring products
- Avoid scratching the finish; scratches can be a source of corrosion

All sanitary ware items are designed to give many years of reliable service provided they are properly maintained and cared for. Please follow our recommendations to make sure your bathroom stays in optimum condition.

Unfortunately, Dandara Jersey Ltd cannot be held responsible for damage that occurs if these recommendations are not followed.

Looking after your Dandara home

Moisture from Construction

When you move into your new home, there will be moisture present which was absorbed by the building materials during the construction process. Therefore, your home will need to be acclimatised for the first few months, so that it can dry out gradually, reducing the amount of superficial shrinkage cracking that occurs to the finishes in all new properties. The moisture will simply need to evaporate slowly and be ventilated into the atmosphere.

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 can warm up slowly and dry out gradually and evenly.

At the same time, the evaporating moisture needs to be ventilated away in order to avoid problems with dampness and condensation. We would recommend that you assist this drying out process by leaving the trickle vents fitted within your window frames in an open position, opening windows whenever possible, running your heating system at a constant temperature, and ensuring that any extract ventilation fitted to kitchens and bathrooms is fully utilised.

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

Room Extractor Fan

Please note that the extractor filter should be cleaned at least once a year. Please refer to your Mechanical and Plumbing Occupiers Manual, contained within your handover box for details.

Moisture from Occupation

Condensation is steam or water vapour which reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common problem in new homes.

Once the building materials have dried out, modern standards of insulation should ensure that you no longer experience condensation. Even then, however, some normal daily activities produce a great deal of water vapour, which can cause condensation around the home. The following guidelines will diminish these risks, particularly during the drying out period:

- A low level of heating should always be provided during the drying out period. Even when this period is over, it is advisable to maintain a moderate level of background heating. This is because the temperature drops if the home is unheated for long periods, and when you return and 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 suffer condensation problems.
- Ventilation is necessary to remove the moisture produced by normal usage of a property, e.g., by the breath of people, cooking in the kitchen and using the bathroom. Much more ventilation is required during cooking, washing up, bathing and drying clothes. At all times the trickle ventilation provided within the window frames should remain unobstructed and in an open position. Windows should be opened if activities causing more moisture, such as drying clothes, cooking or bathing/showering are undertaken to allow as much natural ventilation as possible.
- Care should be taken when placing freestanding furniture against walls, and in particular beds without headboards, to allow an air gap behind.

Mechanical extract ventilation is provided within the bathroom, utility room/cupboard and kitchen (where applicable) of your property. These should be allowed to operate as intended.

Looking after your Dandara home

Movement & Shrinkage

Throughout the drying out process, and whilst your home is lived in and heated, the building materials shrink, which may cause cracks to appear. These cracks are not structural defects. The period of drying out depends upon adoption of the procedures described in the previous paragraphs but should be approximately 12 months. Shrinkage cracks should be left for this period and can then be filled with a normal filling product as part of the redecoration process. These cracks may reoccur, due to continual structural movements, but can be filled and covered again in the normal process of periodic redecoration. Such cracks are inevitable and are only superficial. They will not affect the structural integrity of your property and are not classified as defects. As such, Dandara Jersey Ltd is not obliged to rectify them as part of our usual customer care procedures.

Energy Conservation

The energy we use to heat, light and power our homes contributes to over a quarter of the UK's total carbon emissions and is the principal contributor to climate change. Around half the energy used in the home is for heating and hot water.

Following these energy saving tips could also save you money!

Energy Efficiency Tips for Heating & Hot Water

1. Don't set your heating temperature too high... For every 1°C your thermostat is turned down your energy usage is reduced. If you're away during the winter, leave your thermostat on the frost protection setting (if applicable) to provide protection from freezing at a minimal cost.
2. Use it where you need it... Set the appropriate temperature on your heater for the room it is in, for example, in a spare bedroom leave the thermostat in a lower setting.
3. Windows... Close your curtains/blinds at dusk to reduce heat escaping through the windows. Apply ventilation sensibly once the drying out process has elapsed. Your windows are fitted trickle ventilators and used properly should not contribute to excessive heat losses and at the same time aid home ventilation strategies.
4. Water... Use a shower instead of a bath, to conserve water, save time and money. Ensure dripping taps and overflowing cisterns are repaired quickly, so water is conserved, and you are not charged for water you have not used.

Other Energy Saving Tips

1. Lights... Turn off lights whenever you leave a room. We use low energy fittings throughout your property.
2. Cooking... Use an appropriate size pan for the hob. Keep saucepan lids on- this enables you to turn down the heat. Boil water for cooking in a kettle. Use a toaster rather than a grill to make toast.
3. Washing machines... Wait until you have a full load or use the half load economy programme if your machine has one. Use your machine at the lowest temperature you can.
4. Television and Hi-Fi... Turn off your TV, DVD and Hi-Fi at the mains when not in use. Stand-by can result in unnecessary energy use.
5. Fridges and Freezers... Defrost fridges and freezers as required to keep them running efficiently. Don't leave the door open for longer than is necessary. Don't put warm food straight into the fridge – let it cool down first.

Additional General Care & Maintenance Information

Caring for your Lawn

One of the many benefits of moving into a new build home is the low maintenance it requires. However, as your garden may be laid with turf, it may be affected by weather and ground conditions and it is your responsibility to maintain it.

- Refrain from placing heavy items on the lawn for at least 28 days after it has been laid. This includes walking on the turf or allowing pets and children to play on the fresh grass. This will allow the lawn to settle evenly. The Royal Horticultural Society recommends that heavy use should be avoided in the lawns first season.
- Mow your lawn regularly between March and October and maintain the grass length at 25-50mm long.
- During spring and autumn you should mow your lawn twice weekly, reducing to once a week in periods of drought, generally in the winter months mowing is not necessary.
- Adjust the mowing height as required, avoid scalping the ground and leave the grass height slightly longer on the last cut of the year - to give better protection from wear in the winter months. Never mow wet or frosty grass as this can cause damage to the turf.
- Aerate the lawn by spiking the whole garden area with a garden fork to the full depth of the fork or with a powered aerator. This improves the drainage and aerates the surface topsoil to encourage root and rhizome growth and a healthy sward.
- Water your lawn every 5-10 days during dry periods in mid to late summer. The RHS recommends that you should be careful not to over water, as this could lead to shallow rooting. If lawns turn brown and dry during the summer period, it usually recovers well when the rain returns. Newly laid turf should be watered daily until well rooted, please do not rely on natural rainfall water to water the entire area of your lawn.
- Feed the lawn in mid-spring (late March-April) with a spring or summer fertiliser and again in late spring/summer (May-August) if the grass has lost its freshness. Fertilisers should be applied when the soil is moist, or when rain is expected.
- Weed the lawn by applying a selective lawn weed killer which will not harm the grass in April/May and again in September. Further applications may be required. A combined product will kill the moss as well, although repeat applications will be required. Hand weeding of difficult weeds may be required (e.g. dandelions).
- Rake out dead moss and thatch (dead grass lying on the ground) to encourage healthy growth and prevent your turf from dying.
- Please remember the soil below your lawn may take several seasons to recover from the disturbance experienced throughout the build process.
- Weather and soil type in the area also plays its part, so please bear in mind that your garden may not be usable in all seasons and will require your ongoing maintenance to keep it in great condition.
- Your garden may be secured by fencing, walls/rendered walls which will also need regular maintenance to protect them from weathering.

Additional General Care & Maintenance Information

Lawn Care Calendar	
January	Remove debris, leaves etc. Aerate if possible & required.
February	
March	Mowing starts, starting with an increased height and lowering throughout the month. Reform edges to lawn. Apply spring lawn fertiliser if mild weather (half recommended rate).
April	Mowing will likely increase to 1-2 weeks now until September, depending on the weather. Any bare patches can be reseeded.
May	Rake out any dead thatch and apply other half of March fertiliser with an appropriate weed killer if not already done. Continue to reform lawn edges.
June	If weather temperatures rise, mowing frequency can reduce and mowing height should be increased. Lawn may need watering weekly if there is little or no rain, but be careful not to over soak. Use fork to aid drainage if water pools.
July	
August	
September	Mowing height can be reduced again. This is an ideal time for any re-seeding if required. Top dress any areas required and apply weed killer if necessary. Aerate thoroughly with a fork.
October	Apply autumn lawn fertiliser. Raise height of mower again. If any replacement turf is required, this is the best month to do so.
November	Only mow if the grass is still growing. Reform areas, remove debris, fallen leaves etc.
December	

Facilities and services

Managing Agent

The Managing Agent is responsible for the day-to-day management of the common areas.

For any enquiries relating to service charges, administration or accounts, or any enquiries relating to the maintenance or general operation of the communal and shared areas, please contact the managing agent.

Please note that any defects or issues you find in your house within the first six months following the Legal Completion are to be reported to Dandara Customer Care on 01534 506234.

Please liaise with the managing agent directly with regards to any general problems, issues or damage to any part of the communal areas, any service delivery issues, any access problems or breakages or faults affecting the communal areas.

For any emergencies relating to the communal areas, please alert the Managing Agent as soon as possible.

If you ever suspect or see that there is a fire, please contact the emergency services immediately by dialling 999 and then contact the managing agent to let them know as soon as possible.

For further information and contact details of the managing agent, please refer to the separate document contained within your Homeowners pack.

Emergencies

EMERGENCY CONTACTS

Plumbing & Electrical

In the event of an emergency situation within your property relating to plumbing or electrical issues, we would ask you to contact our Customer Care Team on 01534 506234 in the first instance. Our office hours are Monday to Friday, 8.00am to 5.30pm.

In the event of a plumbing or electrical emergency outside of these hours, please phone the on-call maintenance team on 07797 728666.

Please note that you will be invoiced for the call-out charge should the repairs prove to be non-emergency.

Emergency Electrical Procedure

The information given in this document is for guidance only.

Where any doubt or safety concerns exist, a competent and qualified engineer should be contacted.

In the event of a complete loss of power, we recommend that you check with a neighbour to see if they still have a power supply. It could be that there is a localised power failure. If this is the case, then please contact the Jersey Electricity Company on 01534 505050.

In the unlikely event of an electrical emergency, you must immediately turn off the mains supply via your consumer unit (the location of this would have been demonstrated during your home handover meeting).

The electrics in your home are protected by a series of MCBs (miniature circuit breakers). In the event of an electrical fault the switch will trip out and disconnect the power to the affected circuit. Please do not attempt to repair any electrical faults by yourself, as this must be carried out by a qualified electrical engineer.

If an MCB trips out, the following procedure should be followed:

1. Establish from the circuit chart which area is affected and then carry out a visual examination of those areas to see if the problem is obvious, prior to resetting the device
2. Attempt to reset the device by switching the MCB switch to the ON position
3. If the fault remains when you attempt to reset (the MCB switch will not stay in the up ON position) carry out the following:
 - a. Lighting – switch all switches off and try again
 - b. Sockets – switch off and unplug all appliances from the sockets and switch off any hard-wired appliances
4. It is quite common for MCBs to trip in the event of a light bulb failure. If this happens, you should reset the device, identify the faulty lamp and replace it
5. If the fault is not identified using this process, please call the Dandara Customer Care Team on 01534 506234 or the on-call maintenance team on 07797 728666 (out of hours)

DO NOT ATTEMPT TO UNSCREW OR TAMPER WITH ANY ELECTRICAL ITEMS

Emergencies

Please note you may be charged for calling out the emergency electrical sub-contractors to attend to a problem if:

- The problem is due to lack of maintenance
- The problem has been caused by incorrect operation
- The problem is a result of damage caused by yourself or others
- The problem is not deemed an emergency
- Your warranty has expired

IMPORTANT

Any electrical problem that appears, no matter how trivial, should be reported to the Dandara Customer Care Team (during the warranty period) at your earliest convenience so that it can be rectified before escalating into a more serious problem. If you fail to report a problem and subsequently further damage is caused, Dandara Jersey Ltd will not be held responsible for rectifying the damage or associated costs.

Emergency Plumbing Procedure

The information provided in this document is for guidance only. Where any doubt or safety concerns exist, a competent and qualified engineer should be contacted. If there is a complete loss of water to your home, please contact the managing agent of the property or Dandara Customer Care Team.

In the unlikely event of a plumbing leak, the following procedure should be followed:

1. Turn off the mains water stopcock immediately (the location of this would have been demonstrated during your home handover meeting).
2. Once the stopcock has been turned off, wipe up the standing water with a towel or mop to prevent further damage.
3. If the pipe continues to leak, please place a bucket or bowl under the leak to catch the escaping water. If this is not possible a towel can be wrapped around the pipe.
4. Call the Dandara Customer Care Team or the on-call maintenance team on 07797 728666 (out of hours).

Please note you may be charged for calling out the emergency plumbing sub-contractors to attend to a problem if:

- The problem is due to lack of maintenance
- The problem has been caused by incorrect operation
- The problem is a result of damage caused by yourself or others
- The problem is not deemed to have been an emergency
- Your warranty has expired

IMPORTANT

Any small leak or problem that appears, no matter how trivial, should be reported to the Dandara Customer Care Team (during the warranty period) at your earliest convenience so that it can be rectified before it escalates into a more serious problem with the potential to cause major damage. If you fail to report a leak or problem and subsequently further damage is caused, Dandara Jersey Ltd will not be held responsible for rectifying the damage or associated costs. If there is a complete loss of water to your home, please contact 'Jersey Water' on 01534 707302.

Emergencies

Other Useful Emergency Numbers

Electricity

Jersey Electricity
Telephone: 01534 505050

Water

Jersey Water
Telephone: 01534 707302

Emergency services

Accident or Emergency only
Telephone: 112 or 999

Jersey Police Service

Telephone: 01534 612612

Jersey Fire & Rescue Service

Telephone: 01534 445906

Ambulance

Telephone: 01534 444710

General Hospital

Telephone: 01534 442000

Coast Guard

Telephone: 01534 447705

Construction

Building Control

Building bye-laws set standards for building work, their aim is to ensure the health and safety in and around buildings by setting requirements for building design and construction. The bye-laws also promote energy efficiency and aim to improve access for disabled people, they are continually updated with EU initiatives and legislation, UK legislation and current methods and codes of practice of construction within the building industry.

Building Control is the certification process undertaken when every new building is constructed, to ensure that the construction of the building meets minimum legislative standards for health, safety, welfare and amenity for the occupiers of the building. The process involves inspection and checking the structure, fire integrity and means of escape, damp penetration, acoustic and thermal performance, ventilation, drainage, mobility, access and egress.

The States of Jersey Building Control Department reviews the entire construction process and ensures all buildings are designed and constructed strictly in accordance with the States' legally binding Technical Guidance Documents.

The design and construction of your property meets all of the States of Jersey building bye-law requirements. Each stage of the building process, from initial design through to completion, has been verified with the Building Control Office and occupation cannot take place until the building and its amenities have been certified by the Building Control Department as being fit for occupation.

Upon build completion, the States of Jersey Building Control Officer, who has monitored the entire construction process, will certify the building as having fully complied with the above building bye-laws.

Growth, Housing & Environment Planning & Building Control

PO Box 228

St Helier

Jersey

JE4 9SS

Telephone: 01534 445508

Email: planning@gov.je

Fire safety

EMERGENCY PROCEDURES

If fire breaks out in your home

- If you are in the room where the fire is, leave straight away, together with anybody else, then close the door
- Do not stay behind to try to put the fire out
- Tell everybody else in your home about the fire and ask them all to leave, including taking any pets, where possible. Close the front door and leave the building
- **CALL THE FIRE BRIGADE**

On discovering a fire or smoke elsewhere on the development

- It will be safest to remain in your own home unless it is, or is likely to be, affected by smoke or heat. Close all doors
- You must leave your home or the area if smoke or heat affects it. If possible close all doors and windows to limit the spread of fire. Do not stop to collect belongings
- **CALL THE FIRE BRIGADE**
 - Residents must not re-enter their home until advised by the Fire Officer it is safe to do so.
Note: Weekly testing of your smoke alarm will familiarise yourself with the alarm sound
 - The fire brigade should always be called to a fire immediately on discovery of a fire, however small
 - Dial 999 and when the operator answers, give the telephone number you are calling from and ask for FIRE
 - When the fire brigade replies tell them clearly the address where the fire is
 - Do not hang up until the fire brigade has repeated the address to you and you are sure they have got it right. The fire brigade may be delayed if they do not have the full address

Fire safety

Fire Safety Measures

Your home is fitted with smoke alarms that sound if smoke is detected. In addition there is a heat detector fitted into the kitchen area. The smoke detectors are mains powered with a battery back-up to ensure safe operation in the event of a power failure. You should check these on a weekly basis and ensure that the batteries are regularly changed. Full instructions for the testing and maintenance of your smoke detectors are included in the Electrical Occupiers Manual included in your handover box.

If the smoke alarm sounds, you should check the source of any smoke or fire.

It is important to remember that you are responsible for ensuring that you can get out if a fire starts in your home. There may be more than one way out.

Fire Prevention

By observing the following precautions, you can greatly reduce the risk of causing or being injured in a fire:

- Make sure that the smoke alarms in your home are working and are regularly tested
- Do not store anything in your hall or corridor, especially anything that will burn
- Use the heating system installed in your home. Do not use radiant heaters with flame, such as gas or paraffin, or electric bar heaters. If additional heating is required, use a convector heater but only in the hall or corridor
- Only use your rooms for their intended purposes. Do not use them as storerooms or workshops
- Take care when storing items in the cupboard housing the electrical service intake and distribution. Obstructing them may cause fire or damage
- Do not block escape routes or access roads
- Do not prop open doors within your home or remove self-closing devices. These are fire doors and are constructed to protect you in the event of a fire

Service providers

Electricity

Electricity to your home is supplied by:

Jersey Electricity
The Powerhouse
PO Box 45
Queens Road
St Helier
Jersey
JE4 8NY

Telephone: 01534 505460

Email: jec@jec.co.uk

Water

Water to your home is supplied by:

Jersey Water
St Helier
Jersey
JE1 1JW

Telephone: 01534 707300

Email: customerservices@jerseywater.je

Telephone

Telephone cabling has been installed to points in your home. To set up your initial services please contact Jersey Telecom on:

Jersey Telecom
PO Box 53
No 1 The Forum
Grenville Street
St Helier
Jersey
JE4 8PB

Telephone: 01534 882882

Email: enquiries@jerseytelecom.com

Postal Services

Should you wish to discuss any matters concerning the delivery of your post, please contact Jersey Post on:

Jersey Post
Postal Headquarters
Rue des Pres Trading Estate
St Saviour
JE1 1AA

Telephone: 01534 616616

Email: customer care@jerseypost.com

Refuse Disposal

Please refer to the Managing Agent document contained within your Homeowner's box for collection dates of household rubbish and recycling.



Statements contained within this manual are provided for general guidance only and are accurate to the best of our knowledge at the time of printing. Dandara Jersey Ltd can take no responsibility for inaccuracies in this manual, nor for any actions taken as a result of those inaccuracies. Nothing herein shall form part of an offer or contract or be construed as any representation by Dandara Jersey Ltd or its agents.