

**Ark**<sup>®</sup>  
People  
Housing  
Care

## **WELCOME TO YOUR HOME**



**Crusader Rise  
Dedridge  
Livingston  
West Lothian  
EH54 6JH**

**August 2023**



# Crusader Rise Tenant Manual

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# Crusader Rise Tenant Manual

## 1.0 WELCOME TO YOUR NEW ARK HOME

### 1.1 Introduction

You have moved into a property that has been recently built. Newly built properties will require to be looked after by their occupants, just as much as older properties do. The date your property was completed and handed over is on the front page of this manual.

This new home manual covers items that are applicable from the property being completed until 12 months after the completion date. It is recommended that you read this manual, even if you are not the first person to occupy this property, as some of the items described in this booklet will still be relevant.

If you do not understand any of the terms in the manual or want to find out more about your new home please contact us.

### 1.2 Contact Details for General Enquiries

We are open Monday to Friday, 9.00am to 5.00pm (Office Closes at 4:30pm on Fridays)

Call us on: **0131 447 9027**

Email us at: [repairs@arkha.org.uk](mailto:repairs@arkha.org.uk)

Write to us at:

**Ark Housing Association Ltd**  
**The Priory,**  
**Canaan Lane,**  
**Edinburgh,**  
**Eh10 4SG**

Ark's Website is: [www.Arkha.org.uk](http://www.Arkha.org.uk)

# Crusader Rise Tenant Manual

## 2.0 MOVING IN

### 2.1 Decoration

The walls and ceilings in your home have been decorated with emulsion paint. This allows any moisture that has been generated as a result of the construction process to escape.

You should not cover any emulsion painted surfaces during the first year either by hanging wallpaper or painting the walls. This is to allow any defects, which could appear on your walls, to be easily identified and remedied.

If you need to clean your emulsion painted walls, please use a damp cloth to lightly wipe the wall whilst taking care not to wash the paint off, as the paint can be washed off if you apply too much pressure.

The internal doors in your home can be cleaned with a clean damp cloth. If your door has a paint finish, please lightly wipe the affected area whilst taking care not to wash the paint off.

### 2.2 Floor Finishes

Ark only permits the use of carpets and vinyl. "Glued type" laminate is not permitted at any time.

It is recommended that you do not lay vinyl throughout your entire home as this prevents the floor from breathing and could lead to issues with dampness.

Any floor covering must be able to be removed to allow a contractor access under your floor boards to carry out any defects at the end of the first year.

If you choose to fit carpet, Ark recommends the use of carpet grippers to hold carpets down. If you use tacks, please do not use long tacks or nails longer than

20mm (3/4") as they could pierce pipe work or electrical cables, which are under the floor boards. If you damage any pipe work or electrical cables, you will be liable for any cost to repair the damage caused. **Never glue or bond the carpet / vinyl / underlay directly to the floor.**

Ark allow for 15/20 mm for floor coverings. If you lay flooring that is in excess of this, then it may result in problems opening and closing the door.

Please pay particular attention to the lifting boards which are found in areas of your flooring. These boards are there to give access to electrical cables, pipe work or control valves and can be identified as they have been screwed rather than nailed in position. You are responsible for giving Ark access to these panels throughout your tenancy. If you need help to identify these panels, please contact your **Housing Officer** on **0131 478 8146**.

If you would like to install floor covering other than carpets, vinyl or laminate please refer to section 2.4 Alterations

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## 2.3 Fixings

The ceilings in your home are made of plasterboard sheets. If you would like to fix additional fittings or fixtures to your ceiling, please contact us first as these may weaken the ceiling or damage the soundproofing above it. You are liable for any damage caused if you attach something to the ceiling without asking for permission.

The walls in your home are **Plasterboard** so you must use plasterboard plug or toggle type fixings.

Please do not put any fixings directly above or below light switches or sockets – always leave a space of at least 45mm or 1.7 inches horizontally. This is because electrical cables are installed either above or below light switches and sockets and any fixings placed here may damage the cables.

Please do not fix TVs to any walls within your home.

## 2.4 Alterations

You cannot make any alterations to your home within the first 12 months of it being built.

If you want to make any alterations to your home after the first 12 months, you must contact Ark to ask permission.

Here are just a few things you would need permission to do:

- Add ceramic wall tiling to kitchen
- Fit a hob and oven
- Have a security alarm fitted
- Erecting fencing
- Having SKY fitted

**You must not start any work until you have received written approval from Ark.**

**Please Note: You cannot make structural changes to the property.**

## 2.5 Roof Space

You should not store anything in the roof space, items can restrict airflow within the property; also the items could become damaged by condensation, should there be any, in the colder months of the year.

The roof space is not designed as a dwelling and therefore should not be entered, except by Ark to carry out maintenance work.

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## 3.0 REPORTING DEFECTS & FAULTS

### 3.1 Reporting Defects & Repairs

Call the repairs team on **0131 478 8143** between 9am and 5pm.

Email us at: [repairs@arkha.org.uk](mailto:repairs@arkha.org.uk)

### 3.2 Out-of-Hours Emergencies

If an emergency repair happens outside working hours, i.e. before 9am or after 5pm please contact the relevant contractor.

For **gas central heating breakdowns** for All Areas contact: **Richard Irvin on 0131 654 4400**.

For **Emergency Repairs in Clackmannanshire, Falkirk, Fife, Lothians and Borders** contact:

- HF Group Ltd on 0131 337 4011 or Freephone 0800 783 9480.

If you suspect a gas leak or smell gas:

- Turn off the gas appliance and isolate the gas at the meter if you can
- Open all doors and windows so the gas can escape
- Put out cigarettes and do not use naked flames
- Do not touch electrical switches
- Immediately call the **National Gas Emergency Service on 0800 111 999** - they will attend within one hour.

If you have a power cut please call **National Power Cut Helpline on 105**.

If you have no running water please call **Scottish Water on 0845 600 8855**.

Please note if you call out an emergency contractor for a routine repair you may be charged for the cost of the call-out.



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## 4.0 MAINTENANCE OF YOUR NEW HOME

### 4.1 Drying Out

Newly built properties need to be taken care of, so in the first year after moving in, there are some things that you will have to do to make sure that your new home is looked after.

When people move into new homes and start using the heating, the heat affects the timber and other materials that were used to build the property. This 'drying out' process can cause small cracks to appear on walls, ceilings, around windows and on



woodwork. These cracks are perfectly normal, however Ark recommend that you try and reduce the likelihood of cracks appearing by keeping your home at a consistent room temperature, even in the rooms that you do not use.

If you have moved into the property in the colder months, you should try to keep the room temperature at a low but adequate consistent level, as you do not want to dry out the property too quickly.

Your property can take several months to fully dry out. While your home dries out it will produce moisture. To make sure the moisture can get out of your home, Ark recommend that whilst you are in you open your windows as often as possible; this will allow your house to breath. Ark also recommend that you leave the trickle vents open for as long as you can each day. Use the extractor fan fitted in the kitchen/bathroom unless permanent ventilation is provided.



*Trickle Vent*

Drying out can cause white deposits to appear on your walls. This is called 'efflorescence' and is due to natural salts coming out of the materials that were used to build your home. Efflorescence should be removed with a dry brush and then it can be wiped off with a damp cloth. Please note that white these deposits are not harmful for you or your family, precautions should be taken if you or family have a respiratory condition

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## 4.2 Condensation

Condensation can occur in newly built homes; this is because some building materials contain moisture and as the materials dry out, water vapour is released into the air. New homes are designed to keep the heat in, however this in turn means that water vapour finds it hard to escape, which increases the risk of condensation.



Normal day to day activities can increase the amount of water vapour that is released. The table below highlights how many litres of water can be generated on one typical day within your home.

<b>Water vapour source in an 'average' house per day</b>	<b>Approximate water generated (in litres)</b>
4/5 people asleep	1.5
2 people active	1.6
Cooking	2.6
Washing up	1.0
Washing clothes	4.0
Drying clothes	4.5
Bathing/washing	0.5
<b>Approximate Total</b>	<b>15.7 litres</b>

It is important to adequately ventilate your home. If warm air cannot escape out of a window or air vent, it will move around the home until it finds a cold surface where it cools down and forms condensation.

### Consistent Temperatures

Ark advises that you keep your home at a low, but adequate consistent temperature, as fluctuating temperatures will increase the chance of condensation occurring. The Energy Saving Trust recommends temperatures from 18oC to 21oC. Continuous heat keeps all your surfaces warm, which reduces the risk of condensation.

It is more likely to see condensation on colder parts of your home, such as around window openings. You will also see condensation in areas where air circulation is restricted, such as cupboards and outside walls which has furniture against it. If condensation keeps occurring, this will lead to mould growing in your home in these affected areas.

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## How to Minimise Condensation

### Condensation

- Keep lids on pots when cooking
- Do not dry laundry on radiators

### Reduce the spread of condensation

- Keep extractor fan on in kitchen and bathroom whilst cooking or bathing
- Keep doors shut when cooking or bathing

### Ventilation

- Keep trickle vents open all day long
- Make sure there is a gap between furniture and the walls
- Don't overfill cupboards/drawers. If they are too full air can't be circulated around the space

### Consistent Temperature

- Keep your home at a consistent temperature
- Even rooms that are unused should be kept to a minimum temperature
- If out all day, please put the heating on with a timer

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## Treatment of Mould

- If mould is discovered in your home, it is recommended that:
- You treat mould straight away with a mould and mildew cleaning spray.
- If after washing down with appropriate product the mould reappears, then wash it down again
- The area can be decorated with anti mould paint
- If you discover mould/mildew in your carpets and clothing, then please wash immediately
- Do not brush or vacuum away mould, as this will only spread it through your home



Please let us know immediately if you find any mould in your home. Please call your Housing Officer.

## 4.3 Lighting



If your bathroom light bulb is enclosed by a light fitting it is Ark's responsibility to replace the bulb. Contact the Repairs Team. However, if you have damaged the light fitting and light bulb Ark will repair it, but you will be recharged for the cost of the repair.

<http://www.housingenergyadvisor.com/eco-products/energy-saving-lighting>

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## 5.0 SAFETY IN YOUR NEW HOME

### 5.1 Fire Safety

#### Flats

If you have a flat, then it has been built in such a way that should a fire start, it will be prevented from spreading from flat to flat through the walls, floors or roof space.

Your flat has been fitted with fire doors; these ensure that rooms are kept separate and sealed, helping to keep fire and potentially smoke in the area in where it started.

Fire doors serve 3 purposes within a building:

- 1) To restrict the spread of the initial fire; as these doors restrict the amount of oxygen made available to the fire.
- 2) To restrict the spread of fire; a closed fire resisting door is designed to endure direct attack by fire for a specific period of time.
- 3) To protect escape routes; the provision of protected escape routes is a requirement of Building Regulations. **ANY DOOR OPENING ONTO AN ESCAPE ROUTE OR OPERATING ACROSS AN ESCAPE ROUTE IS DESIGNATED AS A FIRE RESISTING DOOR.**

The fire doors fitted internally in your flat have been designed to give you 30 minutes of protection to allow either evacuation or the fire to be extinguished. Your flat entrance door has been designed to give you 60 minutes of protection.

#### Door Closers

You may have fire doors if you live in a flat. Fire doors as described above require self-closing devices in accordance with Building Standards (Scotland) 2013. These self-closing devices must be able to close the door reliably from any angle to which it has been opened.

The self-closing device must be able to overcome the resistance of a latch or any seals when fitted.



The internal doors in your flat are latched doors and as such, the door closers must close the door into a position where the latch fully engages. This is essential if the door is to achieve the fire resistance rating, prevent fire and stop smoke spreading.

Never remove or disconnect a door closer on a fire door. This would be a danger to you and others by preventing the door closing in the event of a fire.

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## Communal Areas

You must never leave any items in the communal close, including furniture, bikes or rubbish. This can present a fire hazard. It is a breach of your tenancy agreement to leave items in the communal close and you are likely to be charged for the cost of Ark arranging to uplift any items left.

You must never leave any items in any other communal areas that could present a fire hazard. It is a breach of your tenancy agreement to leave items in the communal areas (unless you have arranged a special uplift) and you are likely to be charged for the cost of Ark arranging to uplift any items left.

## Windows as Means of Fire Escape

Depending on the layout of your house or flat, the ground and first floor windows may have been designed to provide you with an additional means of escape in the event of an emergency. All openable windows located on the ground and first floor levels should be treated as a secondary means of escape in the event of a fire.

For further information on fire safety, please refer to [www.firescotland.gov.uk](http://www.firescotland.gov.uk).

## Chip Pans

We discourage the use of chip pans; nevertheless, if you wish to use one, then we recommend having a fire blanket in the kitchen which can be used should a fire occur.

## 5.2 Smoke/Heat Detectors

Ark has provided smoke and heat detectors where appropriate in your home; all detectors are hard wired into your home. Ark recommend that you test these on a weekly basis by pressing the test button.

If the detector identifies there is smoke or heat in the area it will make a loud alarm sound. Please report all fire incidents to Ark as soon as possible, however small they may be.



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## 5.3 Carbon Monoxide Detectors



A carbon monoxide detector is fitted; it has been hard wired into your home.

Carbon monoxide is an invisible odourless poisonous gas that can be produced should a gas appliance become faulty.

If the detector identifies there is carbon monoxide in the area it will make a loud alarm sound. If this happens you must switch off all gas appliances and isolate the gas supply at the meter (see 6.2 below). You should ventilate your home by opening all windows and doors.

**Please report any issues that you may have with gas or carbon monoxide by calling National Grid on 0800 111 999**

If you suspect that you, or anyone else in the house has been subjected to carbon monoxide poisoning, please seek urgent medical attention.

## 5.4 Testing of Detectors

Ark recommend that you test the detectors regularly. Please refer to the manufacturer's instructions on how to test the detector.

# Crusader Rise Tenant Manual

## 6.0 SERVICES IN YOUR NEW HOME

### 6.1 Electricity

#### Electricity Meter

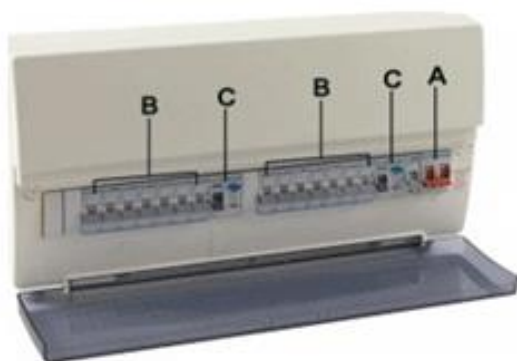
When you move in your electricity supplier is (TBC)

You can change your supplier by contacting your preferred company or use a comparison website, which will show you the various options available to you in your area.

Your electricity meter number and meter reading are listed in the schedule attached.

The electricity meter is located in the Utility cupboard (TBC)

#### Electrical Power System Consumer Unit



Next to the meter is a modern “fuse box”, now called a “consumer unit”.

This unit has a hinged lid that can be opened to see the individual circuit breakers. Each switch is labelled.

There are 3 sets of switches please see diagram above and descriptions below:

**Switch A** - The main large red switch turns all of the electric circuits on or off.

**Switch B** -The Miniature Circuit Breakers (MCB) are the smallest switches. Each switch carries a different circuit, the name of which is written above or below the switch e.g. kitchen sockets.

**Switch C** -The Earth Leakage Circuit Breaker (ELCB) or RCB is the large switch with blue test button. This will switch off the power circuits if an earth fault develops. This device protects anyone from being seriously electrocuted should they accidentally come into contact with a bare live or neutral wire.



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**How to fix a tripped fuse; if the electricity goes off in any part of your home, it may be as a result of a tripped fuse.**

1. First switch off and unplug the appliance that you were using
2. Then find your consumer unit
3. Your unit is fitted with a circuit breaker fuse system
4. Open up the consumer unit
5. Then identify which of the switches have moved to the OFF position
6. Put these switches back to the ON position
7. If the tripping keeps occurring, then the appliance may be faulty

## 6.2 Gas

### Gas Meter

When you move in your Gas supplier is (TBC).

You can change your supplier by contacting your preferred company or use a comparison website, which will show you the various options available to you in your area.

Your gas meter number and meter reading are listed in the schedule attached.



The Gas meter is located in the Utility cupboard (TBC)

### **IMPORTANT: If you smell gas**

- Turn off all gas appliances.
- Avoid the use of any naked flame and do not switch anything electrical on or off
- Go to the meter box located in the Kitchen
- Turn off the gas at the meter by pulling the lever down a quarter turn
- Open all windows and doors
- Then report the leak immediately to Scottish Gas Networks on **0800 111 999**, then to Ark on **0131 478 8143**

Note that once the gas has been turned off in this way, it can only be restored by Scottish Gas Networks.

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## 6.3 Paying for Your Gas & Electricity Utilities

You have gas and electricity supplies in your home, which will be set up when you move in; however, it can take some time for registration of meters to occur for new build properties and accounts to be set up.



**It is your responsibility to pay for the bills from the date you signed up for the property.**

We would highly recommend that after you move in, you set aside money to pay for future gas and electric bills, as there will be a gap between you moving in and receiving your first bill. According to UK Power, the average dual fuel monthly bill for a 3 bed house is £972 at the time of writing\*.

**If you save money every month, you should not be faced with any large unexpected bills.**

\* [https://www.ukpower.co.uk/home\\_energy/average-energy-bill](https://www.ukpower.co.uk/home_energy/average-energy-bill)

## 6.4 Water

The main stop valve which cuts off all the water to your flat is located in General Store and Meter Cupboard. Should you discover a leak, turn the valve clockwise (from left to right) to shut the water off and report the leak immediately using the emergency numbers listed in "Section 3 – reporting defects and faults."



The main water supply is controlled from a toby valve located in the pavement directly outside and should only be operated by Scottish Water. The close isolation is in the ground floor riser cupboard.

### What is Legionella?

Legionella is bacteria which are commonly found in water and can cause Legionnaires' disease. The bacteria multiply where temperatures are between 20°C and 45°C and nutrients are available.

### What is Legionnaire's Disease?

Legionnaires' is a serious lung disease caused by inhaling small droplets of water containing Legionella bacteria. This disease is potentially fatal and can affect anybody, however, some groups of people are more at risk: such as smokers.

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## Legionella Safety in Your Home

There are simple things you can do to keep your water system clean and reduce the chances of Legionella in your water:

- Use all your taps regularly
- Do not adjust the temperature setting of the boiler
- If showers are used regularly, the risks are reduced, however, you should still regularly clean and disinfect your shower head, ideally every 3 months
- If you have been away from your home for 2 weeks or more, run your taps through for 5 minutes before using the water

## 6.5 Sure Stop Valves

Your new home is fitted with a Sure Stop Valve; it will allow you to turn off the water supply at the click of a switch. Your sure stop valve is located in the Meter cupboard.

**The Sure Stop Valve allows you to easily turn off mains water in an emergency**



Easy to use rocker switch.  
Press to turn water on or off.

**Powered by water pressure only – the unit requires NO batteries or electricity!**

### Leaving your property to go on holiday

We would never recommend that you turn your water off. However, if you plan to go away for a few days or a few weeks, we would recommend that you leave your central heating and hot water on. If you are away during the colder months, we would ask that you leave you heating on a low temperature, so as to prevent your pipes from freezing.

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## 6.6 Broadband Internet & TV Entertainment Packages

- Your new home is capable of receiving the standard digital terrestrial TV service free view TV channels.
- There is also a satellite dish installed that will allow you access to more channels if you purchase a satellite system box.
- Sky Q/ Plus cabling has been provided within your home.



## 6.7 Combined Satellites & TV Aerial Ports

You have a satellite and TV aerial port in the living room.

A TV loop has been supplied by the contractor. This loop is used for providing signal strength in the bedrooms. Instructions on how to use this are contained within your handover pack.



The correct way to install your TV loop:

## 6.8 Telephone Points

There are telephone points in the living room and the main bedroom.



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## 7.0 DEFECTS & REPAIRS IN THE FIRST YEAR

### 7.1 General Information

If you have moved into a home that has been built within the last 12 months then your home will be the “defects liability” period, this is the first 12 months after the property was completed and handed over to Ark. This means the contractor is responsible for completing any building defects that arise in the first year following completion of the property.

**Defects may include things like:**

- Plasterwork cracking around doors - caused by the drying out process
- Windows sticking
- Fixtures and fittings which fail in some way
- Doors not closing properly
- Heating system not working correctly

**Please Note:** While these are normal defects, we do not anticipate that they will be experienced widely. Please note that if damaged caused by you, then it will be repaired and the cost of the works will be recharged to you.



What happens when you call Ark to report a defect in your home?

During working hours you will be connected to one of Ark Property’s Repairs Administrators. You will be asked various questions to diagnose if your repair is a defect and if so what priority the defect repair should be.

**Emergency Repairs** should be attended to and made safe within **4 hours**.

- These are repairs that require immediate attendance to ensure the safety of tenants and the security of the property. This includes total loss of water or electricity, breaches of security to outside door and windows, significant leaks or flooding, blocked toilets (where there is only one toilet in the property), or total loss of heating (in cold weather).

**Urgent Repairs** should be attended to within **3 working days**.

- These are repairs that require attention to prevent further deterioration to the property or undue risk or inconvenience to the tenant. This includes partial loss of water/heating/electricity, central heating faults, minor plumbing leaks or minor electrical faults.

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**Routine Repairs** should be attended to within **10 working days**.

- These are any other day-to-day repairs. They can include general joinery repairs, plastering works, dripping taps or other minor plumbing works.

## **Once the Priority of Your Repair Has Been Identified.**

Ark Property will raise a work order and e-mail that to the defect contractor who will contact you to arrange a suitable appointment to attend to the repair. If this is an emergency, they will also confirm attendance with the defect contractor by telephone if possible.



## **Out-of-Hours Emergencies**

If an emergency repair happens outside of working hours, i.e. before 9am or after 5pm, then call Ark on **0131 478 8143**. The answer machine messages state the different options of what to do in different emergency situations. The number is also provided for Ark's out of hours emergency call handling service, who will ensure your emergency repair is passed to the relevant trades person.

**Please note:** if you call out an emergency contractor for a routine repair you may be charged for the cost of the call-out.

## **Right to Repair**

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Some repairs are covered by the Right to Repair regulations. This means if a qualifying repair is not attended to within the agreed timescale; you have the right to appoint another contractor. However, the contractor must be from Ark's approved contractor list. You are also eligible for compensation for the inconvenience if the repair is not carried out.

When you report a repair, we will let you know if it falls into this scheme. Alternatively, you can find out more information on Right to Repair on the Scottish Government website.

The Right to Repair information leaflet can be found on the Scottish Government

Website: [www.gov.scot/Publications/2002/09/15485/11214](http://www.gov.scot/Publications/2002/09/15485/11214)



## 7.2 End of First Year - Property Inspection

Ark will carry out an end of year inspection approximately 12 months after your property has been completed. The inspection will identify any defects that are present within your home.

If you have moved into a property that was built in the last 12 months, then it is important that you provide Ark with access. **Failure to provide this access is a breach of your tenancy conditions under section 5.12 of your Scottish Secure Tenancy Agreement**; we have the right to enter your home to carry out repairs by giving 24 hours' notice in writing. Access is required to allow Ark to fulfil its legal obligations to keep your home maintenance free.

Ark will contact you by letter, approximately 6 weeks before the inspection is due to remind you, then approximately 2 weeks before the appointment date, to tell you when we intend to inspect your home. We realise that the date we give you for the inspection may not be convenient. If this is the case please contact Ark on the number highlighted on your letter, as soon as possible, to rearrange the inspection.

Your inspection will be carried out by Ark's representative. After the inspection, the contractor will then arrange for any defective work identified to be carried out within a reasonable timescale. Ark will then organise an appointment, so that they can check that all the work has been carried out to a satisfactory standard.



# Crusader Rise Tenant Manual

## 8.0 HEATING

### 8.1 Central Heating & Hot Water

You have a Gas Fired Central heating system.

You have a gas combination boiler; make and model is **Ideal Logic ESP1 30**

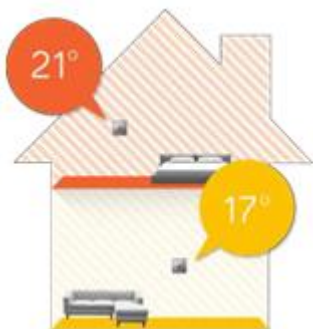


### 8.2 Gas Safety Inspections

Your safety is very important to us; Ark has a strict legal duty to carry out a Landlord's Gas Safety Inspection within 12 months of the installation your boiler. Ark's gas contractor, will contact you near the end of the 12 months period following completion, to arrange a suitable appointment time. It is important that you allow access to Ark's gas contractor to carry out this essential work, which generally takes less than an hour. They will arrange the visit to fit in with your schedule. You will then be contacted every year by Ark's gas contractor, who will organise future annual inspections of your boiler.

### 8.3 How Does Your Heating System Work?

Your home is heated via Zoned Heating Systems



The heating system in your property is a dual zoned system with programmers located within the hall and master bedroom. This gives you better control and allows you to set different temperatures to living areas and bedrooms. You are completely in control of how you want to heat your home.



Please read the user guide and you will discover how to control the water temperature, the room temperature and set the times that the central heating turns on and switches off.

Your house has been well insulated and you will find that central heating through the winter months need not be expensive. Experiment with the timing to see what best suits you.



# Crusader Rise Tenant Manual

## 8.4 Radiators

There are radiators in every room - most of them have Thermostatic Radiator Valves (TRVs) fitted which allow you to “fine tune” the heating to a comfortable level.



The head of the valve can be turned, and the higher the number, the more heat will be emitted. If you are not using a room, you can turn off the heating altogether, although we recommend that you turn it to the lowest setting indicated with a \*. If the weather turns frosty, this helps to protect the system from freezing.

# Crusader Rise Tenant Manual

## 9.0 WINDOWS

### 9.1 Windows Operation

#### Tilt & Turn- Juliet Balcony

To open the window, turn the handle 90 degrees (quarter-turn).

Then push the sash outward with the handles to the position desired.

When the sash engages in the child safety position, push up on the restrictor catch located on the left hand side of the window, releasing the release sash and allowing the window to turn through 180 degrees like opening a door.

Open the sash out and pull down the top of the sash until the restrictor catches in the cleaning position. This will allow the window to be cleaned safely.

To free the sash restrictor from the cleaning position press up on the restrictor catch located on the left hand side of the window, pull the head up to allow the sash to glide round to the child safety position.

Pull the sash in with the handle and turn to engage the locked position.



#### H- Type Fully Reversible

Push the button on the handle and turn the handle 90°. Then push the window to the position you want.

To close, pull the window closed and turn the handle 90° back to its original position.



### 9.2 Window Keys

You will be provided with keys for windows on the ground floor only. This is because in the event of a fire, you may have to escape via windows on the 1st floor or above; if these windows were locked and missing the key, then you could become trapped in your home.

# Crusader Rise Tenant Manual

## 10.0 ENTRANCE DOORS

### 10.1 Entrance Doors

#### Flats

Entrance doors to a block of flats must not be wedged open. If doors are jammed open then the opening mechanism within the entrance door will become damaged. If the doors are left open, the safety and security to the properties will become compromised.

Never place stones at close entry doors to prevent them closing, they have a magnetic lock and this will cause the lock to burn out and lead to a costly repair.

Your front door has a spy hole, security chain and letterbox. OR Your front door has a spy hole, security chain and the letterbox is located within the entrance hall.

All entrance doors are fitted with 3 point locking systems for added security. To engage the 3 point system, you raise the handle and lock the door.

### 10.2 Keys & Fobs

If you are unable to enter your home because you have forgotten or lost your key please contact Ark.

If you are locked out, Ark will not cover the cost of gaining access.

At handover, you are provided with all the keys for your home. We do not keep spare keys. We recommend you leave a spare key with a trusted friend or neighbour, as forcing access can be extremely expensive. Always notify Ark should this happen.



### 10.3 Thumb Turn Locks



If you live in a Flat, then you will have a thumb turn lock on your front door. This type of lock does not require a key internally and is designed to enable a quick escape in the event of a fire or emergency.

# Crusader Rise Tenant Manual

## 11.0 BATHROOM/SHOWER/ENSUITE

### 11.1 Bathroom

If you have a bathroom, the bath is either made from enamelled steel or acrylic and should only be cleaned with a non-scratch cleaner - never with scouring powder.

Although the bath is robust; it is possible to damage the finish if heavy or metal objects are dropped into it. If you damage the bath, then you will be responsible for paying for the works which are carried out in order to make the bath fully functional.



### 11.2 Shower Room

If you have a shower room and have a full height shower cubicle, then the screens are made from reinforced glass.



### 11.3 Shower



There are instructions on how to use your shower in your handover pack. The shower switch must be turned to the ON position, with the red light illuminated, for the shower to work.

### 11.4 Toilet

The toilet is ceramic and should be cleaned in the same way as a bath.

If the cistern becomes faulty then water may run into the overflow and appear to discharge from an outlet on the outside wall. As soon as you are aware of this, please let us know to ensure that water is not wasted unnecessarily. A long running overflow can also damage the building and surrounding area.

The water in the toilet bowl and cistern comes from the mains and is therefore cold. This can cause condensation on the cistern and bowl, which can be wiped off with a dry cloth.

# Crusader Rise Tenant Manual

## 11.5 Wash-Hand Basin

The wash hand basin is ceramic and should be cleaned in the same way as a bath. Please let Ark know if you have any leaking taps.

## 11.6 Ceramic Tiles / Wet Wall Panelling

These should be cleaned with a mild detergent. Rinse with clean water and buff dry with a clean dry cloth. Abrasive cleaners must not be used.

Over a period of time the grout joints may discolour if not properly cleaned.

## 11.7 Door Lock

The door has a lock beneath the handle on the inside of the room allowing you to lock the door for privacy.

If someone is locked in the room, the lock can be released from the outside by inserting a coin or screwdriver into the slit in the centre of the fitting on the outside of the door, and turning it anticlockwise.



## 11.8 Fans & Ventilation System

The isolation switch for the fan is located at a high level outside the room.



Ensure that the fan isolation switch is in the “on” position.

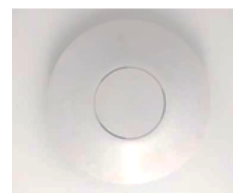
The low energy fan runs continuously, designed to ensure proper ventilation. According to Vent-Axia, the running costs of these fans are minimal. For more detail visit:

<https://www.vent-axia.com/healthyhomes/simplesolution/extractfans>

### Maintenance

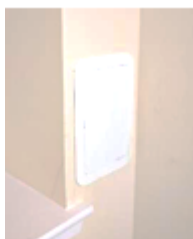
At regular intervals you should check the fan for build- up of dirt and other deposits; its performance in extracting steam will be limited if it is not cleaned.

Wipe the inlets and front face with a damp cloth until clean.



# Crusader Rise Tenant Manual

## 11.9 Access Panels to Pipework



The room has access panels to allow access to the soil vent pipe. The bath panel is completely removable.

The panels should not be covered so that in case of an emergency, a tradesperson can inspect and repair problems quickly.

## 12 KITCHEN

### 12.1 General Information



Your kitchen has been fitted with high quality kitchen units. There are spaces for a cooker, washing machine, fridge/freezer provided with the appropriate gas and electric points.

Please refer to the kitchen care and maintenance guides contained within the information pack.

### 12.2 Gas Cooker Installation

The gas supply to the cooker space has been capped for safety reasons.

**It is your responsibility to have your cooker connected by a Gas Safe Registered Engineer with a current Gas Cooker qualification and all Gas Cookers must comply with The Gas Cooking Appliances (Safety) Regulations 1989.**



#### Eye-Level Cookers

If you have an eye-level cooker and want to fit it in the kitchen in your new home, please contact Ark before you install it. Some of the kitchen wall units may need to be removed to allow safe usage.



# Crusader Rise Tenant Manual

## 12.3 Washing Machine Connections within the Kitchen

There are facilities within your property to plumb in a washing machine. It is recommended that you get a competent person to plumb in any of your appliances.

Your cold-water feed can be found under the kitchen sink.

# Crusader Rise Tenant Manual

## 12.4 Tumble Dryer / Washer Dryer

Tumble dryers and washer dryers are condensing appliances and don't require to be vented externally. If you want to install a tumble drier, please contact your Housing Officer.

## 12.5 Fans & Ventilation System

There are individual ventilation fans provided in the kitchen. The isolation switch for the kitchen fan is located at side of fan.

Ensure that the fan isolation switch is in the "on" position.

The low energy kitchen fan runs continuously, designed to ensure proper ventilation



### Maintenance

At regular intervals you should check the fan for its build-up of dirt and other deposits; its performance in extracting steam will be limited if it is not cleaned.

Wipe the inlets and front face with a damp cloth until clean.

## 12.6 Access Panels to Pipework

The kitchen has access panels to allow access to the soil vent pipe.

The panel should not be covered, so that in case of an emergency a tradesman.



# Crusader Rise Tenant Manual

## 13.0 EXTERNAL AREAS

### 13.1 Communal Areas

#### Communal Areas

The JR Group is responsible for maintaining the communal areas within the first 12 months of the properties being finished. After this period Ark are responsible for maintaining the communal areas within your development. However, in some developments, the communal areas will be managed by an external factor.

#### 13.2 Recycling & Waste

##### Special Uplift

If you require a special uplift of large or bulky items, then please contact your local council. Do not leave any items outside your home or in common areas before the date of the arranged uplift.

It is essential that you dispose of your rubbish responsibly; part of your tenancy makes you responsible for keeping your home and garden neat, tidy and free of rubbish.

##### Bin Stores

There is a bin store within your development, please use the bins appropriately and do not store rubbish out with the relevant bins. Do not smoke in the bin store.

### 13.3 Parking

There is designated parking provided for each property. There is also designated visitor car parking spaces.

### 13.4 Cycle Stands

There is a cycle stand located at the rear entrance of the block.

### 13.5 Grit Bins

Your local council is responsible for providing and maintaining grit bins.

# Crusader Rise Tenant Manual

## 14.0 FREQUENTLY ASKED QUESTIONS



We are open Monday to Friday, 9.00am to 5.00pm (Office Closes at 4:30pm on Fridays)

Call us on: 0131 447 9027

Email us at: [repairs@arkha.org.uk](mailto:repairs@arkha.org.uk)

Write to us at:

**Ark Housing Association Ltd  
The Priory,  
Canaan Lane,  
Edinburgh,  
Eh10 4SG**

Ark's Website is: [www.Arkha.org.uk](http://www.Arkha.org.uk)

# Crusader Rise Tenant Manual

## Q. How do I pay my rent?

There are various ways that you can pay your rent; please look on line at [www.Arkha.org.uk](http://www.Arkha.org.uk). Please contact us on **0131 447 9027**.

## Q. I am struggling to pay my rent, what can I do?

You should let your Housing Officer know if you are struggling to pay your rent. You can contact your Housing Officer on **0131 478 8146**.

### **Benefit Advice**

If you need any Benefit advice please contact the housing team on **0131 478 8146**.

## Q. Do I need contents insurance?

It is advisable, and Ark can recommend reasonable options. Please contact Ark on **0131 478 8146** and ask about contents insurance.

## Q. How do I apply for pet permission?

You will need to write to Ark to ask to keep a pet. We will write back to you to give you our decision. Please contact your Housing Officer on **0131 478 8146**.

## Q. Do I still report my repairs to Ark although property is under defects?

Yes, all repairs should be reported direct to Ark, even during the first 12 months defects period. The number to call is **0131 478 8143**.

## Q. Do I need permission to make changes to my home such as erect a fence, shed or install a satellite dish?

Yes, you need to contact Ark to ask for permission to carry out any changes to your home. Please contact us on **0131 478 8143**.

## Q. Who looks after the gardens and communal areas?

The JR Group is responsible for maintaining the communal areas within the first 12 months of the properties being finished. After this period, Ark is responsible for maintaining the communal areas within your development. However, in some developments, the communal areas will be managed by an external factor.

# Crusader Rise Tenant Manual

## **Q. How do I get an additional key fob?**

You are provided with key fobs at your tenancy sign up, however if you require an additional key fob, contact **0131 478 8146**. There will be a charge for any additional fob.

## **Q. How much will the Council Tax be, and if it hasn't been calculated yet how long does this usually take?**

You should receive a letter from the council a couple of weeks after you have moved in, if you have not received anything from Council Tax department after 4 weeks, then please contact your local council.

## **Q. Can I change energy suppliers?**

Yes, you can change energy suppliers. However, if you are in arrears with your energy supplier, you can only switch supplier once any debts have been paid off.

## **Q. Why don't I have window keys? (for windows 1st floor +).**

You will be provided with keys for windows on the ground floor only. This is because in the event of a fire, you may have to escape via windows on the 1st floor or above; if these windows were locked and missing the key, then you could become trapped in your home.

Please contact the Repairs Service on 0131 478 8143 for replacement window keys. If you lose them, you will be charged the cost of replacement.

## **Q. Why is my address not recognized on the internet (and how long does this normally take to resolve)?**

Once your postcode has been activated with Royal Mail, it takes approximately 2 days to be registered, after then your address should show on the internet. If you experience any issues with your address not being activated, please contact 0131 478 8146.

## **Q. Is there anything I should do if I am going on holiday?**

Do not turn your boiler off. If you are going to be away from the property for a week or more we recommend that upon your return that you flush through your water supplies and heat the hot water to 60 degrees to minimise the risk of Legionella.