

ARK People Housing Care



Welcome To Your Home

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Welcome



Welcome to your new home. This property has been recently built. It will need to be looked after by you.



This manual will tell you how to look after your new home. Please read this manual and keep it around.



If you do not understand anything in the manual please contact us. We are open **Monday to Friday 9am to 5pm**. Our office closes at **4:30pm on Friday**.



Call us on **0131 478 8143**

You can also email us at

customer.services@arkha.org.uk



Our website is **www.arkha.org.uk**

Write to us at:

Ark Housing Association Ltd

3 Lochside Way

Edinburgh Park

Edinburgh

EH12 9DT



Moving In



The walls and ceilings have a special paint that allows moisture to escape. **Do not** cover the walls with wallpaper or paint for the first year.



Only carpet and vinyl can be used on the floor. **Do not** glue or bond the carpet to the floor. Some flats might already have flooring. If you would like to replace this please get in contact.



Please tell us if you want to put fittings or fixtures on your ceiling.



You **cannot** make any alterations to your home for one year. You need our permission to make alterations.



Do not enter the roof space. Only we can enter the roof space to carry out repairs.

Reporting Defects and Faults



If you need repairs to be made you can contact our repairs team.



You can call them on **0131 478 8143** between 9am and 5pm

You can also email them at **customer.services@arkha.org.uk**



You might need an emergency repair outside of working hours. Working hours are **9am to 5pm (9am to 4.30pm on Fridays)**. You will need to contact the right contractor.



For Emergency Repairs press the emergency red alarm button on your Appello tablet, which will forward any out of hours emergency repairs.

**POWER CUT?
CALL 105**



**Scottish
Water**
Trusted to serve Scotland

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

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

Drying Out



The heating may affect the timber and other materials in the house. This is called drying out and can cause cracks to appear.



These cracks are **normal** but please try to reduce the cracks appearing. You can do this by keeping your home at a consistent temperature.



It can take several months for your home to fully dry out. This will lead to moisture. Please **open your windows as often as possible** to let the moisture escape.



White deposits may appear on your walls as your home dries out. These can be removed with a dry brush and a damp cloth.



Please contact the Ark Customer Services Team if you need further advice.

Condensation



Condensation happens when heat and water vapour cannot escape the home. You can prevent condensation by ventilating your home.

Minimising 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
- Do not overfill cupboards/drawers. If they are 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

Mould and Lighting



Mould is a **serious risk to health**. Please tell us **immediately** if you find any mould in your home.



If you find mould treat it straight away with a mould and mildew cleaning spray. Wash it down again if it reappears.



If mould or mildew is in your carpet or clothing wash them **immediately**.



Do not brush or vacuum the mould. This will only spread the mould through your home.



If your kitchen light bulb is enclosed by a light fitting Ark will replace it when broken. If your kitchen light is broken **contact the repairs team**.

Fire Safety



Your home has been fitted with fire doors. These will help stop fires from spreading. Fire doors also have self-closing devices fitted. **Do not wedge them open.**



Please **do not** leave items in the communal area. These could be a fire hazard.



Window locks are fitted on the ground floor for security reasons. Use the main access route to evacuate the building in an emergency.



We **do not recommend** using chip pans. If you want to use one we recommend having a fire blanket in the kitchen.



There are smoke and heat detectors fitted in your home. There are also CO2 sensors. These should be **tested regularly.**

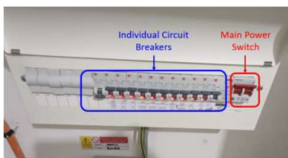
Electricity



Your electricity supplier is Utilita. You can change your supplier if you want. You can find your electricity meter in the utility cupboard.



There is a fuse box next to your meter. This contains individual circuit breakers as well as a main power switch. If there is a power surge one or more of the circuit breakers will flip off.



When a surge happens unplug your devices. Go to the fuse box and find the flipped breaker switch. Flip it back on and press and hold the flashing button beneath them. This will reset the circuit.



There is a solar panel system in the building. This will help supply clean energy to upper flats only.



It is **your responsibility** to pay the electricity bills. We recommend setting aside money to pay for the bills.

Water



Your water enters your home beneath the kitchen sink if you are on the ground floor. The water comes from the utility cupboard if you are on the 1st or 2nd floor.



A device called a Sure Stop Valve is fitted on the pipework. This will allow you to turn off and on the water supply.



Please **do not** turn off the water supply for long. This can lead to water becoming stale as well as **Legionella and Legionnaire's Disease**.



Legionnaire's Disease is a **serious lung disease that can be deadly**. It is caused when intaking water infected with Legionella.



Use your taps and showers regularly and do not adjust the boiler temperature. This will reduce the risk of Legionella.

Broadband, Internet and TV



Your home can receive standard TV service along with Sky Q/Plus. There is also a satellite dish that will help you access more channels.



If you are having problems with your television signal contact Ark at **0131 478 8143**.



There is a satellite and TV aerial port in the living room. A TV loop is also provided.



The TV loop will help strengthen the TV signal in the bedrooms. We recommend you use it.



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

Defects and Repairs



There is a defects liability on your home for the first 24 months of your new home. The contractor is responsible for any defects during this period.



Defects include plaster cracking around doors bigger than 2mm and windows sticking. Failing fixtures and doors not opening are also defects.



An Ark Customer Service Advisor will talk with you to determine the defect. You may need either an **emergency repair** or an **urgent repair** or a **routine repair**.



You may need an out of hour emergency repair. Please press alarm button on Appello tablet which will put you through to call centre who will take your call. If this changes in the future Ark will contact you with new arrangements.

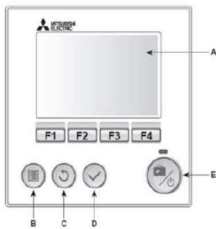


After 24 months we will carry out an inspection to identify any defects. You **must provide us access to your home** during this. It is the law for us to keep your home safe.

Heating



There is a heat pump in the utility cupboard of ground floor homes. The heating system flows through to other homes and will help keep your costs down.



You can press and hold the power button to turn on the heater. The temperature can be changed by using the + and – buttons that will appear on screen. There is a holiday mode for when you are not in the house for a while.



Underfloor heating is provided to ground floor homes. 1st and 2nd floor homes have thermal storage.



Radiators are the primary heating source for 1st and 2nd floor homes. All the radiators can be adjusted separately. You can turn on the radiators by pressing and holding the power button.



User guides on how to use the thermostat and radiators have been provided. These will tell you more about how to use the heater and radiators.

Windows



The windows in your home are H-type windows.



To open these windows push the button on the handle and turn it. You can then adjust the window how you like.



To close the window pull the window shut and turn the handle back to its original position.



the means of escape on the upper floors is the main flat door and on the ground floor the front and rear door. Only ground floor flats have locking windows for security reasons.



Do not lose this key.

Entrance Doors



Residents will be given a fob to enter the building with. Place the fob next to the card reader to enter.



Visitors can contact residents outside by entering the number of the flat and pressing the phone button.



Each flat has a touch screen call controller. You can let in visitors by pressing the key icon.



Entrance doors to homes **must not** be wedged open. This could jam the doors. Your front door has a letterbox a spy hole and a security chain.



If you lose your key please contact Ark. Please do not lose your keys as Ark **will not** cover the cost of regaining access.

Bathroom, Shower and Ensuite



1st and 2nd floor homes have a bathroom. The bath must be cleaned with non-scratch cleaners only.



Ground floor homes have a shower room. The cubicles are full height.



The toilets are ceramic and must be cleaned the same way as the bath. If the cistern stops working please let us know.



The wetwall in the bathrooms and shower rooms will need cleaning. These can be cleaned with a mild detergent.



Bathrooms and shower rooms have a fan and ventilation system. You can turn the fan on with a switch outside the room.

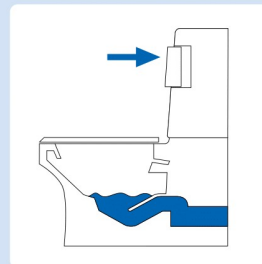


Toilets on the ground floor have a palma vita.

How the Palma Vita works

Flushing

Press either elbow pad whilst standing for conventional flush.



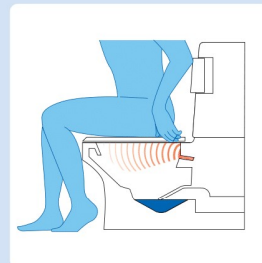
Washing

Press elbow pad whilst seated and hold down for approximately 10-15 seconds, flushing and warm water washing will then take place.



Drying

Warm air drying automatically follows when elbow pad is released.



Switch on 3-5 minutes prior to use in order to heat water.

It is advised that the unit be left switched on at all times to maintain the core temperature.

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closomat.co.uk Freephone: 0800 374 076 General Enquiries: info@closomat.co.uk

Kitchen



The kitchen has high quality units like a cooker and fridge freezer. Please take care of these units.



Ground floor homes have ovens and hobs already installed. There are spaces in 1st and 2nd floor homes for ovens to be installed. **Please ask** an electrician to help install it.



Washing machines are provided in ground floor homes. 1st and 2nd floor homes have spaces for washing machines to be installed. **Please ask** a plumber for help.



There are ventilation systems in the kitchen. These can be turned on with a switch found in the kitchen.



There are adjustable units in the ground floor homes. These are to help people with accessibility needs.

External Areas



There are communal areas that everyone can use in the buildings.



Make sure you know when your bins are collected. You can find this out on the West Lothian Council website.



There are bin stores in your building. Please use them appropriately. **Do not** smoke in the bin store.



Parking spaces are for residents and not for any specific tenant. There are electric car charging spots in the parking areas.



There is a cycle stand at the rear entrance of the building.

Frequently Asked Questions



How do I pay my rent?

There are a lot of ways to pay the rent. You can look on the **Ark website** or call us on **0131 478 8143**



I am struggling to pay my rent. What can I do?

Let the Customer Service team know if you are struggling to pay. You can contact them on **0131 478 8143**



Do I need contents insurance?

It is recommended. Ask Ark about contents insurance by calling **0131 478 8143**



How do I apply for pet permission?

Please contact the Housing Service Officer on **0131 478 8143** to discuss. Dogs will **not normally be allowed** unless necessary.



Do I still report repairs to Ark although property is under the defects period?

Yes. Please call **0131 478 8143** and report repairs to Ark.



Do I need permission to make changes to my home?

Yes. Please contact us on **0131 478 8143** before making any changes.

Who looks after the communal areas and gardens?



The JR Group will look after the communal area for the first 12 months. Ark will look after the communal area afterwards.

How do I get an additional key fob?



You get key fobs at your tenancy sign up. If you need additional fobs contact **0131 478 8143** You **will be charged** for additional key fobs.

How much will the Council Tax be?



You should get a letter from the council a couple of weeks after moving in. Please contact your local council if you have not gotten anything after 4 weeks.

Can I change energy suppliers?



Yes. You cannot change energy suppliers if you are still in debt to an energy supplier. Pay off the debt before changing.

Why don't I have window keys for the 1st floor windows?



You have a window key for the ground floor only. In the event of a fire you may need to escape via windows on the 1st floor. Contact the customer services on **0131 478 8143** if you lose your key. You will be charged for replacing them.

Why is my address not recognized on the internet?



It will take 2 days to be registered once your postcode has been activated with Royal Mail. Contact 0131 478 8143 if the address still is not recognised.

What should I do if I am going on holiday?



Do not turn the heating off. We recommend you flush your water supply and heat the hot water if you are gone for a week or more. This will reduce the risk of Legionella.

We are open Monday to Friday
9am to 5pm
(office closes at 4:30pm on Fridays)

Call us on
0131 478 8143

Or email us at
customer.services@arkha.org.uk

Or write to us at
Ark Housing Association Ltd
3 Lochside Way
Edinburgh Park
Edinburgh
EH12 9DT

Visit our website
www.arkha.org.uk