

Stratford Halo

Maintenance Handbook



This handbook is designed to help residents maintain their apartments and all the fixtures/fittings within it.

Every household will at some time be subject to small maintenance issues and it is important to us at NHG that we give aid and help in any way we can.

In this handbook we aim to reduce the impact of minor issues and give our residents the confidence to maintain small problems at home.

It is also important to note that all our residents have a responsibility to keep their apartments in good condition (subject to fair wear and tear) and in accordance with the Tenancy Agreement or Lease.

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1. Smoke alarms

Each apartment will have 2 different types of alarms that are built to alert you in case of a fire. The first of which is the more common **Smoke Alarm**, which as the name suggests, sounds when it encounters smoke. You will find this alarm in your bedrooms, hallways and living rooms.

The second is a **Heat Alarm** of which will be situated in your kitchen. This alarm will sound when it encounters high temperatures. These are used in kitchens to stop disturbance sometimes caused from smoke alarms during cooking, which is wasteful on batteries and an obvious nuisance.

Both smoke alarms are hard wired with a battery back-up. This ensures all fire alarms work unlike battery operated. The battery will run out over a long period of time as they are attached to a sensor which chirps when there is no power left in them. This is to alert you that there is no back up supply and in a power failure, they will not work.

Changing the battery:

There are **instructions on the side** of each fire alarm which highlights how and where to remove the main body, which gains access to changing the battery.

In the **displayed slot**, push a small flat headed screwdriver into the slot with one hand whilst pushing the main body in the same direction. This will make it slide away from its base.

NOTE: Some may be stiff to move and may need a fair amount of force.

Prize off the connector to the old battery and reattach a new **9V battery**, laying it back into its compartment.

Once replaced, locate the main body of the fire alarm and locating the metal pins towards the wired connections, and slide back into place.

When you are satisfied it is reattached, press, and hold the **test** button until it sounds. If there is no sound, then the battery may not be attached properly.



You can also view a video guide using the Youtube app, link below:

<https://www.youtube.com/watch?v=7AQvjghnHTE>

2. Lighting

Types of bulbs within apartments – all available for purchase at the Concierge desk.

- Kitchen/hallway/living area – LED, GU10 5w
- Bathroom – LED, MR16 5w
- Bedroom – 4pin 18w double compact
- Shaver light – 4 pin 2G11 18w
- Oven – 15w SES oven/fridge bulb
- Extractor hood – SES 30w candle shape

What to do when a light goes out?

There can be many reasons for single or sporadic lights not working. Most commonly it is the bulb at fault and will need replacement.

To determine whether it is a **faulty bulb or faulty fitting**, simply remove a working bulb and swap it with one from a fitting that is not working. If the fitting lights up, then the previous bulb was likely to be the issue. If neither the old or known working bulb do not work, then it is safe to assume there is an issue with the fitting. At this point you can contact NHG to have it inspected and repaired.

It is **important** to use a bulb that is currently working in the apartment as you can be certain that the new bulb is not at fault. Cheap or unbranded products can often be faulty straight from the packet. They also are likely to blow very quickly which may simulate fittings to be faulty, which is why we recommend you purchase the same brands of bulb we supply on site.

NOTE: Before removing any fittings or bulbs, please ensure the light switch is turned off and there has been enough time left for them to cool down before touching.

What to do when large numbers of lights stop working at the same time?

If one or more rooms suddenly **lose light**, there may well be an issue on the electrics which has caused the breaker to trip. Your electrical board is situated inside your utility cupboard. Open the door to expose the breakers and check to see if all the breakers are in the UP position. If one is down, it is perfectly safe to move it back into the up position. If it immediately drops into the down position, there may be a faulty appliance or light fitting.

If this happens, contact your Property Manager or Concierge Team to request a Maintenance Engineer's attendance to inspect the issue and make any repairs if necessary.

Changing bulbs

Kitchen/hallways/living area

Using the ridges on the inner circle of the fitting, **turn the inner anticlockwise** approximately a quarter turn to release the bulb from the fitting. The bulb will release with the glass attached which now can be separated. Once you have got access, holding the bulb and the connector, turn a quarter anticlockwise once again to release the bulb.

To attach the new bulb, **locate the two pins** into the round openings and quarter turn clockwise. Turn the light switch back on to test the fitting and bulb both works, push the bulb back into the fitting and reverse the process used to remove the cover to hold it shut.

Bathroom

Locate any ridges on the inner circle and **turn anticlockwise** approximately quarter turn to release the bulb.

NOTE: The bulb and glass are neither attached to the surround on this fitting, be careful when handling.

Drop the bulb out of the fitting and pull it away from its connector. There is no wrong way to reattach the bulb, simply **locate the 2 pins** into the 2 holes and push together.

Turn the light switch on briefly to determine the bulb and fitting both work and turn off again. Push the bulb back into the fitting and reverse the process you firstly removed the cover to finish.

OVER THE BATH: You may notice this fitting is **slightly different** and this is a more water-resistant fitting. To remove the cover simply pull the entire surround straight down and continue the same process as the other fittings.

Bedroom

Holding the fitting with one hand, **pull the bulb** away and it with reasonable ease. Take your new bulb, locating the pins, and push back together till you feel click.

NOTE: Do not hold the bulb directly on the glass tubes as they are fragile. Pull from the base to ensure a safe removal.

Turn the light switch on to check both bulb and fitting are both working.

Shaver light

On the far left or far right is a **small cylinder pointing down** with a slot through the middle of its end. Take a flat headed screwdriver to be located into the slot and turn anticlockwise to release the surround. If the release screw was on the left-hand side, pull the surround to the left to remove it from the fitting, and vice versa for the right-hand side. Remove by pulling the bulb from the fitting **wearing a glove** or covering your hand as you may struggle to **pull it from its plastic base**. Once removed (still covering your hand) locate the pins and push the bulb until it clicks in place. Turn the switch on the test both bulb and fitting are working.

Once satisfied the bulb and fitting both works, locate the surround back onto the fitting (note the small guide needs to also be located at the end of the surround) and tighten up the fastener.

Oven

To access the oven light, **remove all trays and grills** from inside the oven. To far corner or in the centre of the oven, you will find a glass surround. Using a glove or covering on your hand, turn the **whole glass anticlockwise** until removed.

This will reveal the glass bulb and again using a glove or covering on your hand, **turn the bulb anticlockwise** till it is removed.

NOTE: This maybe a good time to clean the glass surround to give better lighting inside the oven.

To install the new bulb, place the new bulb into the fitment and turn clockwise until in gently pinches tight. Screw the glass surround back on (ensuring it is fully dry if you have cleaned it) to complete.

Extractor hood

On **either side** of the extractor hood cover there is a **small latch** that can be turned using your finger and thumb. Quarter turn both at the same time clockwise and this will **release the cover**.

NOTE: There will be two supports that allow this to hang freely unless they have been damaged previously.








Here you will find access to the bulbs. Wearing a glove or covering your hand, turn either bulb **anti-clockwise** to remove them.

To install the new bulbs, place them one by one inside the fitting and turn clockwise until they gently pinch tight.

Reverse the process used to remove the cover to reattach it.

3. Appliances

Most apartments depending on your tenancy or lease type, are supplied with white goods and may contain up to the following:

-  Washing machine
-  Dishwasher
-  Fridge freezer
-  Hob
-  Oven
-  Microwave
-  Cooker hood/Extract fan

Those appliances **supplied and fitted** within the apartment are the **responsibility** of both NHG and the current residents. NHG will ensure repairs or replacement are made available for all appliances, while each resident must ensure the proper **upkeep** and routine maintenance/servicing.

NOTE: Before working on any appliance, make sure the appliance is unplugged or switched off from the labelled wall switch.

Washing Machine

Water supply: The water supply will need to be turned on for the washing machine to run. If the washing machine does not run, check the blue quarter turn isolation valve the washing machine is attached to, is switched on.

Soap tray: Soap trays will become dirty over time and will need routine cleaning. Simply pull the soap tray outwards until full extension, with a slight wiggle it should come free without any damage. Once removed you it can be cleaned and refitted.

Water jets: The water jets inside the soap tray can often get clogged and even force the water to spray into the wrong dispenser. If soap is beginning to stick within the dispenser tray, then the jets will need to be cleaned. Inside to the roof of the void, will be small holes of which the water is passed through into each tray. Using a small stiff brush, clean the holes and ensure there is no blockages.

Filter: The filter is located to the bottom of the washing machine, behind a cover. There will be slots that a thin blunt object such as a key will release. Once the cover is released and removed, you will see the circular front of the filter which will undo turning anticlockwise. The washing mashing will have some stored water which will run out once this is undone. Tilt the washing machine back and place a bowel beneath where the filter is and remove it. Inside will be an impeller which spins to pull the water away from the machine and into the drain. Commonly items such as hair clips and collar stints are often the culprit for stopping the machine by blocking the impeller. If these items are found, they must be removed immediately.

Flashing lights/error codes: Flashing lights or error code numbers are often displayed to inform the user which fault has occurred. When an error code is shown, the user manual (which can be found online by googling make, model of the machine and user guide) will provide the reason for the fault. Common causes for this are blocked filter, kinked waste pipe or the water has been turned off. If a fault code is shown to be an issue outside the information within this handbook, please contact your Property Manager for an engineer to be contacted.

Dishwasher

Water supply: The water supply can be found under your kitchen sink, attached to a blue isolation valve. Ensure the isolation valve is turned on for the dishwasher to fully function.

Filter: The filter will need regular cleaning as food debris can build up and this may have a negative impact on the final cleaning results.

Jets: Over time, the water jets can get small food deposits, often small seeds that block the holes in which the water is jetted out from. This can result in poor cleaning results. The bottom jet simply pulls off and can be properly inspected. The higher jet contains a central quarter turn lock the removes once turned anticlockwise. To reattach, relocate the central lock through the jet arm and locate it, turning it clockwise a quarter turn to lock in position.

Dishwasher salt/Rinse aid: The use manual states that the dishwasher will need both to operate and maximise its performance. Ensure the correct rinse aid and salts are being used while operating the dishwasher.

Common faults: Dishwashers can fall into fault or lose functionality, with a simple reset often an easy solution to eradicate the issue. Instructions to reset are normally shown on the controls followed by turning on/off immediately after. If it is not clear how to reset, please refer to the dishwasher user manual.

Fridge freezer

Lightbulb change: Slide the semi-see through diffuser towards the rear of the fridge to remove it. Turn the bulb anticlockwise to remove the faulty bulb, and clockwise to install new bulb. Slide the diffuser back on to protect the light.

Temperature: To the right-hand side of the fridge, there is a control to adjust the temperature of the fridge. It is important to note that the amount of food within the fridge and freezer can affect the temperature. If the fridge is empty and the temperature set low, ice may form in areas of the fridge. If the temperature is set too high and the fridge is full, it may not adequately keep foods fresh.

Water puddling: Fridges will get condensation as moisture from the air touches the cold walls of the inside of the fridge. Ice build-up can also begin to melt if there is an increase in food changes the temperature. To combat this water run off there is a small hole located at the lower part of the back wall inside the fridge. This hole has a channel either side which catches the water run off and

channels it away. Sometimes this whole can become blocked with ice and sometimes mould which will cause puddling in the bottom of the fridge. A quick cleaning of any blockage will rectify the issue.

Hob

Cleaning: Burnt on food is very difficult to remove even with strong chemicals. Any use of abrasive sponges can cause scratching and damage to the glass top. The best way to remove burnt on food without scratching the surface is with a glass scraper which can be bought from several outlets.

Removing dials: The dial handles are safe to remove for cleaning. They simply lift off and can be pushed back on once you've finished cleaning. When cleaning, avoid spraying or soaking around the exposed dials as water may get in and cause the circuit to trip and stay in fault until the water has dried.

Oven

Cleaning: All the parts inside the oven are easily removed for cleaning. Cleaning needs to be done regularly to ensure the well keeping of this appliance. A build up fat and burned food can lead to the oven becoming a fire hazard.

Microwave

Warning: Putting anything that is or contains metal will damage the microwave beyond repair. If the microwave is used with metal inside, it will immediately become a fire risk. Please check before use that all cutlery is removed and ensure 'microwave friendly' materials are used.

Cooker hood/Extract fan

Filters: Filters catch the air born particles of fat and grease during cooking. The will eventually become dirty and reduce the effectiveness of the extractor fan. To remove the cover, rotate the two red latches a quarter turn away from the side they're on. The cover will drop down but is supported by a safety catch will allow it to hang freely. Remove the old filters and replace them with new. Lift the hood cover back to its sitting position and quarter turn the two red latches towards the side they are located to secure in place.

4. Blockages

NHG hold the responsibility of all main drains and water run-off, to maintain and repair them when necessary. **All pipes within apartments are the responsibility of the occupier.** It is important to ensure that proper care is always taken to avoid blockages.

Avoiding blockages: To avoid blockages, **only toilet paper** is to be flushed down the toilet and food waste to be binned appropriately. Blockages in sinks will occur after a build up of **fat and food items** collect in the pipe. Substances like **hot fat and oils** should not enter any pipes within the flat and should be disposed of.

If there is any concern about small food items, oils and fats entering the drains via the sink. Running the hot tap for a few minutes is a useful way to clean the pipes through, occasionally adding normal dish soap.

Unblocking sink/basin: Firstly, find something to **cover the overflow** hole on the sink/basin. A rubber glove or a folded sponge is often close to hand and useful. This ensures water doesn't come out the overflow pipe during the use of the plunger. **Run the hot tap** if the sink is empty and wait for the water to back up. Once the water begins to back up, take a conventional plunger and place it over the waste hole. **Firmly push the plunger down and pull it back up**, ensuring not to pull it off. Repeat the motion until the blockage clears. Depending on the severity of the blockage, this may take some time and persistence to break down the blockage.

TIP: Dishwasher tablets are very good at quickly breaking down grease and fat, especially in hot water. Place a few around the waste and run the hot water tap. If the water is not running away, let the tablets dissolve. Once the tablets have dissolved, ensuring the use of gloves and eye protection you can try plunging again.

Unblocking toilets: There are various types of toilet plunger, **a conventional plunger will rarely work on a toilet.** The cheapest and most effective is the 4" rubber disk on the end of a drain rod. Place this into the bottom of the toilet and using a firm **back and forth motion**, the blockage should begin to dislodge.

TIP: If you do not have a plunger suited to unblocking toilets, a mop head wrapped in a plastic bag can make a powerful plunger.

Unblocking bath/shower: If you are unblocking a bath you will need to **cover the overflow** if there is one provided. A shower cubical will not have an overflow. Ensuring you have covered the overflow when applicable, run the shower/taps **with hot water** and wait for the waste to back up. Once the water has backed up, take a **conventional plunger** and place it over the waste. Proceed by pushing down and pulling the plunger back up and repeating the motion. The likely cause of the blockage is hair build up which most of the shelf drain acids will not remove. **In the case of hair build up**, you may have to pull the plunger up in sharp fast motion that removed it from covering the waste. This motion repeated will draw the hair up to the opening and allow you to collect it.

Note: The Halo Maintenance Engineer will attend blockages with a charge of £40

5. Doors

Doors over time can become stiff and squeaky as the grease dries up on the hinges. It is the occupier's responsibility to make sure **door hinges and latches are kept greased** and in good working order.

6. Ventilation

The air vent in each flat is there to aid **air regeneration** and humidity control. Each apartment has a series of vents which lead in an inlet and outlet situated over one of the windows. **The system is kept entirely within the apartment and has no joining features with other flats or communal areas.**

The first duct located above the window are there to take air in from outside, filter it through the unit inside the utility cupboard. It is then pushed toward various vents within the apartment to **give the occupier fresh air.**

There are air vents situated in the apartment that draw old air in and passes it through the same unit inside the utility cupboard, where it is then forced out of the 2nd duct above the window.

The filtering control **unit works constantly** to ensure the air is being recycled, ensuring the apartment has a constant supply of fresh air.

Each vent can be adjusted to reduce or increase the air flow by turning the centre circle of each air vent. Anticlockwise will give more air flow and clockwise to reduce it or close it.

Filters: The filters will need changing once a year. Speak to your relative Property Manager to request a filter change if one has not been carried out.

7. Windows

Latches: Most of the windows be fitted with a safety latch which is designed to stop the windows blowing in the wind, putting possessions and occupiers in possible danger. It also is designed to stop the window itself being damaged. The latches can be undone and are located on at the bottom of the window. Unlatched windows should not be left unattended at any time.

Opening your window: Ensure you have received a key and unlock the window handle turning the key clockwise. Press the button/key to release the handle and turn 90 degrees to open.

Turn and tilt: To operate the window normally, press the button on the handle and turn it 90 degrees clockwise. The window will open and operate in the normal fashion.

To operate in its tilt function, the window must firstly be pushed closed. Turn/lift the handle clockwise a full 180 degrees, whilst holding the window firmly shut to allow the mechanism to move freely. The top of the window should now tilt inwards.

To close the window, tilt the window back into the window frame. Push against the window to support the weight, and return the handle 90 degrees anticlockwise. The window should now be back in its normal operation. Doing this enables the resident to check they have correctly secured the tilt function.

Once you are happy the window does not tilt, close the window and return the handle a further 90 degrees clockwise to lock.

Window handle stuck? Occasionally on turn and tilt windows, the handle can become stuck which prohibits you from shutting the window. On one of the windows sides is a pivoting latch located at the top of the window. This is a manual override of the mechanism and will release the handle. You are then able to shut the window and the handle will regain full functionality.

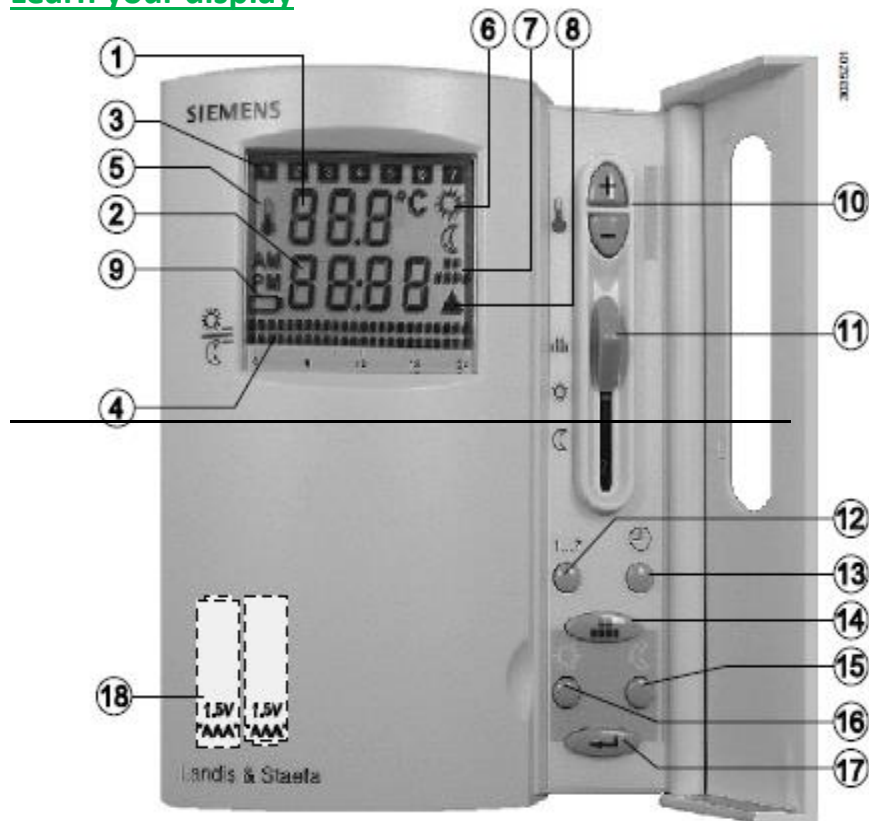
8. Heating/Hot water






Energy efficient: The Halo estate is a part of the Olympic Park's district heating system. This means hot water is pumped to the estate and directly into your apartment, there is no gas within any apartment on site.

Inside your utility cupboard is **Heat Exchange Unit** which manages and distributes hot and cold water to each radiator and water outlet. This ensures all properties on the estate are operating in an environmentally friendly way. On the front of the Heat Exchange Unit is a small grey window which displays a reading much like a utilities meter, this can be recorded by residents and provided to the billing provider to ensure accurate billing.

Controlling your Heating

Learn your display

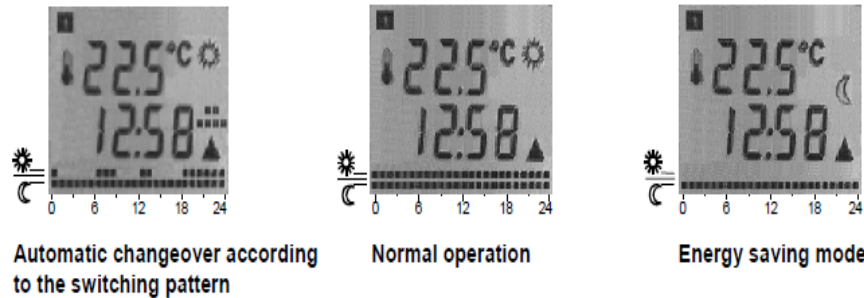


- 1 Display of the room temperature in °C or setpoints
- 2 Current time of day using the format 00:00 ... 23:59
- 3 Current weekday from 1 (Monday) to 7 (Sunday)
- 4 Current switching pattern with flashing time pointer
- 5  symbol when actual room temperature is displayed
- 6  Normal operation
- 7  symbol in automatic mode or when selecting the switching pattern
- 8  heating on
- 9  symbol indicating that batteries need to be replaced
(only with battery-powered versions)
- 10 Buttons for adjusting the setpoints, the time of day and the switching times
- 11 Operating mode selector
- 12 Setting the weekday
- 13 Setting the time of day
- 14 Selecting and leaving the setting mode for the switching pattern
- 15 Setpoint adjustment for energy saving mode
- 16 Setpoint adjustment for normal operation
- 17 Button for confirming the switching pattern settings
- 18 Battery compartment (only with battery-powered versions)

Controls

Display



The digital display shows the actual room temperature, the time of day, the weekday, the current switching pattern and the symbol of the operating mode currently active. The switching pattern shows normal operation as a double bar and energy saving mode as a single bar with a flashing time pointer. When the heating output is activated, the triangle symbol appears.






Backup


In the event of a power failure, the setpoints and the information required for operating mode changeover are retained for 3 minutes. This is enough to cope with power failures of short duration (with RDE10) or when changing the batteries (with RDE10.1).

Normal operation



When normal operation is activated, symbol "☀" appears on the display. The setpoint can be readjusted by pressing buttons ,  and .

Energy saving mode or OFF

When energy saving mode is activated, symbol "☾" appears on the display. The setpoint can be readjusted by pressing buttons ,  and .



In energy saving mode, the unit can also be switched to "Off". This is accomplished by selecting a setpoint of 5 °C and then keeping button  depressed for 4 seconds. In that case, symbol '☾' does not appear.

7-day time switch

The changeover between the operating modes can take place either automatically (, ) or manually (☀, ☾), depending on the position of the operating mode selector. When the operating mode selector is in position "☀", changeover will take place automatically according to the selected switching pattern. For every weekday, a specific switching pattern can be selected.

Factory setting:

Day(s)	Normal operation	Energy saving mode
Mo (1) – Fr (5)	6:00 – 8:00 h and 17:00 – 22:00 h	22:00 – 6:00 h and 08:00 – 17:00 h
Sa (6) – Su (7)	7:00 – 22:00 h	22:00 – 7:00 h

The current setpoint can be temporarily readjusted by pressing buttons  and . The setpoint will then be reset to its initial value the next time automatic or manual changeover takes place.

When the operating mode selector is set to "☀" or "☾", the RDE10... will maintain normal operation or energy saving mode respectively.

9. Electrical Faults

Electrical board location: The electrical board for each apartment is situated inside the utility cupboard where one or more services will be located.

Turning power back on: The electrical board contains a series of breakers which will all be in the 'up' position for 'on'. A 'tripped' breaker will flick down into the 'off' position. To regain power the switch must be lifted into the 'on' position.

TIP: The main switch highlighted as a red switch, may need to be pushed down further before it will successfully stay into the on position.

Loss of power: The most common cause of power failure inside apartments are faulty appliances. When an appliance becomes faulty, the circuit breaker or main switch (coloured red) will 'trip' to prevent the risk of fire.

Another common fault is water finding its way into the internal circuit of an appliance or plug socket, generally caused from excess water used in cleaning.

Why do I lose power? Each electrical appliance or socket is apart of the circuit. Faults which occur on electrical circuits can become dangerous to touch or become fire hazards. The electrical board contain breaker switches which are designed to 'break' the circuit is there is a fault detected.

Finding a fault: Electrical faults can cause loss of power to large areas of the apartment which can be of great inconvenience. **Power can often be restored** by eliminating the faulty appliance or highlighting the faulty circuit. This is **simple and safe** to do and can **restore power** in minutes.

To find any fault firstly look at the labels on the board. **Each circuit will be highlighted** with a name or diagram to illustrate what the circuit controls.

To find a faulty appliance, **lift the breaker to the 'on' position** and begin using appliances you believe to be using that circuit until you have found the faulty appliance. This will be noticeable as you will lose power when the appliance is in use.

If **the breaker won't stay in the 'on' position**, there is likely a permanent fault or water within an appliance or socket. All plugs will need to be removed from sockets and **appliances turned off** where applicable. You should now regain power and can begin to turn on/plug in all appliances until the breaker trips once again, highlighting the faulty appliance.

If there is **failure to regain power** once all outlets are switched off and **appliances are removed**, there may be a fault with the electrical circuit itself and require raising to you're housing officer or maintenance supervisor.

10. Bins/Waste

There are **2 types of bins** located around the Estate. **Recycling bins** are highlighted with an **Orange Lid** and are green in colour. **General waste** bins have a **black lid** and are also black in colour. It is important to always ensure you correctly dispose of the correct waste with the corresponding bin. If you are unsure of the location of the bin store for your building, please ask at the Concierge desk.

Items that can be recycled.

Plastic bottles

- Cleaner and detergent bottles
- Milk bottles
- Drinks bottles
- Toiletries and shampoo bottles

Plastic containers

- Food containers
- Margarine tubs
- Food trays
- Yoghurt pots

Cardboard (Please ensure all cardboard is compressed or flattened)

- Packaging sleeves
- Corrugated
- Food and drink cartons
- Boxes

Paper

- Junk mail
- Phone directories
- Shredded paper
- Newspaper
- Magazines
- Brown envelopes

Glass – TO BE DISPOSED OF IN THE BLACK DOMESTIC BINS AS PER NEWHAM COUNCIL

- Glass bottles any colour
- Glass jars

Metal packaging

- Lids from jars
- Food tins
- Drinks cans
- Aerosols
- Tin foil
- Foil trays

11. Parcels

- ✚ **Taking deliveries:** Deliveries will be accepted and signed for by the Concierge team if a resident is not available.

- ✚ **Getting your parcel:** Deliveries once accepted will be scanned and a message will be sent to the parcels owner for collection. Concierge may not release a parcel before it has been scanned.

- ✚ **Urgent delivery:** due to the volume of parcels delivered, sorting can take time which may be of an inconvenience. If you have an urgent delivery, we would encourage residents to organise for direct home delivery.

- ✚ **Holding parcels:** Concierge Team will hold on to parcels for up to 5 days before being returned unless notified of resident's absence.

- ✚ **Returning your parcel:** Any returns will have to be handle by the resident with the respective courier company. All returns must be picked up from the returners address, concierge will not handle any returns on behalf of a resident. With exception to parcels not picked up after the 5-day period.

- ✚ **Not accepted parcels:**
 - Large parcels such as tv's, bikes and furniture
 - Items weighing over 10k for health and safety
 - Any food items including pet food, shopping delivery or take away
 - Personal documents, passports or any documents delivered by the Home office or DX

12. Pests

NHG accept responsibility of all communal areas on the estate, ensuring all measures have been taken to best manage possible infestations and pest issues.

Each resident bear responsibility of managing the hygiene and any pests that enter their relative apartment.

Flies: The estate is situated alongside a waterway which is a breeding ground for various types of flies, mosquitos more commonly. NHG have no legal authority to manage the waterway and bear no responsibility for any pest issues directly linked. The Canal and River Trust have prohibited us from using any insecticide or harsh chemicals on or around their waterway.

Apartments can attract various flies especially during the warmer months. Residents are encouraged to empty bins regularly and remove any old food to limit the impact of flies.

Mice/Rats: There are various traps set around the estate to combat mice infestation. We ask that all residents always utilise bins provided to discourage mice and rats. Do not leave bin bags on the floor anywhere on the estate, especially within bin chambers.

Insects: Various insects may find reason to enter an apartment. Insects are attracted to dead plants, waste food, over watered plants and unemptied bins.

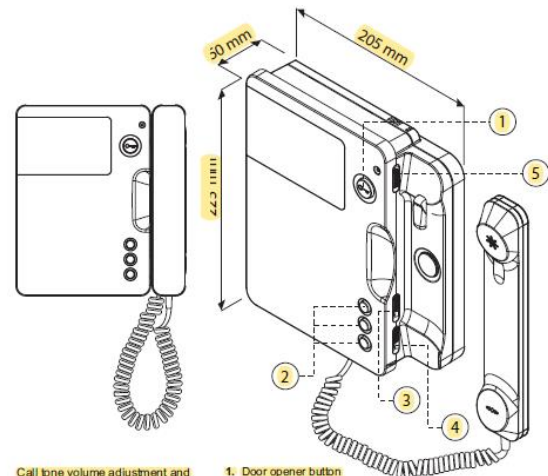
13. Intercom



The Signo video door phone, designed by architect Citterio, is provided with 1 button for door lock release backlit with a blue led, 3 buttons for additional services, call tone volume adjustment with function "Mute".

It is equipped with a special handset that allows deaf people, provided with a suitable earphone, to hear who is speaking from the push button panel.

The video door phone is easy to install, because no masonry is necessary and all connections can be done on the bracket to which it will be fastened.



Call tone volume adjustment and call exclusion function (Mute).

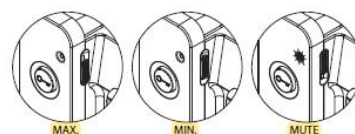
The Mute function is signalled by a red indicator on the front side. When volume is set to "MUTE" the video door phone will not ring but the video module will light up.

1. Door opener button
2. Auxiliary buttons
3. Contrast adjustment control
4. Brightness adjustment control
5. Call volume control and adjustment

The door lock release button is backlit by led when the video module is on.

Service buttons (•••••), for example for the activation of additional electric locks, stairs lights, video door phone auto-on, etc.

Adjustable brightness and contrast.

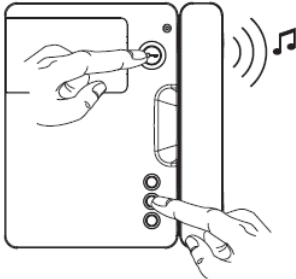


TONE SELECTION

Five tones can be selected on indoor stations. The tones can be programmed also by the end user by following the simple sequence below.

DOOR PHONE CALL TONE

Hold the door opener button pressed. Press and release the button .
- The indoor station will play a tone.



Hold the door opener button pressed and press the button again to change the tone.

Release the door opener button when you have chosen the tone you want. The tone is now programmed.

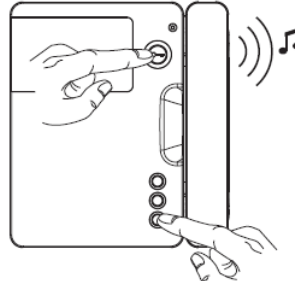
The selected tone will be the same for all door phone calls. The source of the call can however be distinguished by timing the tone:

Call origin	Time
Call from main door unit	3s ON
Call from secondary door unit	0,4s ON-0,2s OFF for 5 times
Intercom call	0,5s ON-0,5s OFF for 5 times

FLOOR CALL TONE

Five floor call tones can be selected on indoor stations. The tones can be programmed also by the end user by following the simple sequence below.

Hold the door opener button pressed. Press and release the button .
The indoor station will play a tone.



Hold the door opener button pressed. Press and release the button .
The indoor station will play a tone.

Hold the door opener button pressed and press the button again to change the tone.

Release the door opener button when you have chosen the tone you want. The tone is now programmed.

PROGRAMMING DATA DELETION

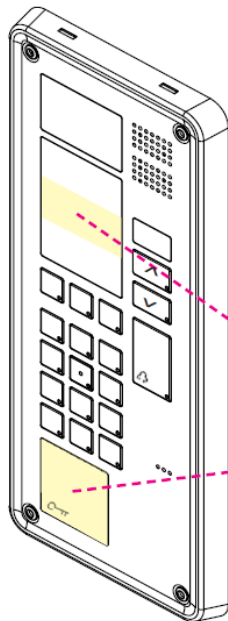
Proceed as follows to delete all optional programming data:

Hold the door opener button pressed and pick up the handset.

Press and at the same time for 3 seconds until you hear the deletion tone.

Release buttons and and hang up.

Entry Panel User Guide for Owner/Occupiers



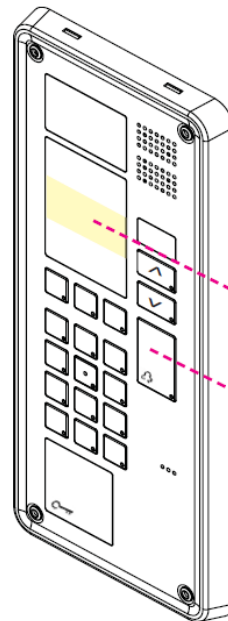
elekta

Hold your Keyfob to the Key Reader

If your Key is authorised the Display Panel will show "PLEASE ENTER"



Entry Panel User Guide for Visitors



elekta

Your visitor should use these buttons to scroll through the directory until your apartment is highlighted in the Display Panel

They should then press the Call Button

14. Fire strategy

Stay put policy: In the event of a fire, all buildings on the estate practice a stay put policy. In the event of a fire you will be asked to stay in your homes, unless specifically advised to evacuate by the London Fire Service.

Fire assembly point: The Fire Assembly Point is located on Friendship Way (next to Carpenters School) or opposite the Tesco entrance on the main High Street. This would depend on the safest point to assemble based on your building location on the estate.

Evacuation: In the unlikely event the LFB advises evacuation, all residents will need to make their way to the assembly point above, using the nearest stairwell.

Alerting a fire: The Concierge team monitor and operate our main Fire Alarm Panel 24/7 and will notify the LFB in the case of a fire. Each alarm panel in all buildings is linked back to the main panel located at the Concierge desk and a sounder is activated if there is any cause for investigation in any building.

For a copy of the full fire strategy for the estate and the fire safety equipment your building is equipped with, please ask your Property Manager or the Concierge desk.

15. Concierge Desk

The Concierge Team are located at the bottom of the Halo Tower and is available **24/7** to all residents. It is a local source of information, they are there to raise emergencies issues, accept parcels and aid in the safety/security of the estate and the fire strategy.

The Concierge Team are contactable via the following:

Address: 158 High Street, Stratford, London E15 2NE

Email- Halo@nhg.org.uk

Phone No. – 020 7563 0464