YOUR UTILITY COMPANIES

SERVICE SUPPLIERS

Your services are currently supplied by the following companies, to whom any queries with regard to supply or tariffs should be addressed.

The meter readings, recorded on the handover certificate on U1e day you completed the purchase of your new home, are the base readings from which your consumption will be measured and your bills calculated.

Electricity

Power for lighting and plug sockets is supplied by: E.ON

0333 202 4610 (registering] 0333 202 4606 (billing) www.eonenergy.com

Heating & Hot Water & Cooling

This is provided by the communal supply.

The hot water, comfort heating and cooling usage and water supply are metered individually for each apartment. Contact SW Energy for information on billing:

0330 088 3607 <u>directdebit@swenergy2.co.uk</u> www.swenrg.co.uk

Contact The Duty Manager if you experience issues with the heat supply to your apartment:

020 7538 0963 dutymanager@newprouidencewharf.net

Water

Supplied by: Thames Water

0800 980 8800 (queries) 0800 316 9800 (water supply) www.thameswater.co.uk





HOT WATER, HEATING, VENTILATION & COOLING

HEATING & HOT WATER

Heating and hot water is provided to your home from a central plant room, which contains a Heat Generation Plan t, in the form of boilers and a combined heat and power (CHP) unit. From here hot water is distributed around the site in insulated pipes to each home.

Hot water is distributed in your home via the heat interface unit (HIU), which is located within your storage cupboard.

Hot water is produced by the HIU on demand. The heating temperature can be controlled by the thermostat located in the bed.roqm areas.

Heating and hot water consum_ption is metered by a heat meter, which is located in the ceiling void adjacent to the froet door, for ease of reading. For billing purposes, this meter is remotely read. Any queries with regard to meters and billing for heating, hot water and cooling should be addressed to Ballymore Asset Management Ltd (BAML) or SW Energy, your supplier.

A full user guide can be found in the appendices to this manual.

In line with the terms of the lease, the servicing of HIU and fan coils are the responsibility of the leaseholder. Leaseholders must only use a BAML-approved contractor for servicing, repairs or replacement. BAML will provide leaseholders with a choice of approved contractors. All costs in relation to periodic servicing, repairs or replacement are payable directly by the leaseholder to the contractor.

Thermostatic Controls

A programmable room controller has been installed **within** your apartment. From this system, you are able to control tlle heating and cooling in your home.



Use tlle control panels to adjust tlle settings:

• Temperature Adjust

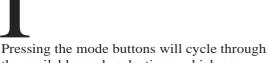


Use these buttons to adjust the temperature set point or navigate up or down through menu screens

• Scheduling (present on some models)

Press this button to set the time and date, then schedule when ou want tlle system to turn on and off each day

• Mode Adjus



the available mode selections, which are:

Auto - The controller will automatically cycle between heating and cooling to achieve the desired set point temperature

Off - No heating or cooling will take place

Manual Fan Speed Adjust - Adjust fan speed (Low/Med/High) by pressing the up or down buttons (temperature ad just buttons)

System Flush - This pre-programmed setting exercises the heating and cooling valves for a set period on a predefined cycle

• Manual Override (present on some models)

Press this to ignore the scheduled plan. If pressed when the system is off, tltis will turn the system on; if pressed when tl1e system is on, this will turn the system off

For further information, a full user guide can be found in the appendices to this manual.

HOT WATER, HEATING, VENTILATION & COOLING

COOLING

Cooling is also provided by the fan coil units. An energy meter is fitted on the incoming pipework to .record consumption. The data is collected by a meter which is read remotely by your supplier.

VENTILATION

Whole house ventilation is provided to all apartments. The system works as follows:

- Ai.r is extracted from the batluoom, kitchens and stores at two speeds: normal speed and boosted speed. The boost fun'cl:ion is activated when lights are switched on in these rooms
- Fresh air is drawn in tl1rough trickle vents in U1e ceiling; U1ese a.re located in the living areas and bed.rooms
- Wann air is di Rersed to the atmosphere via an exhaust air duct

EMERGENCY PROCEDURES

- If U1e re is no heating, check the power supplies to U1e timer
- If no power is available, check U1at the MCBs (miniature circuit breakers) are switched on (see page 19 for guidance). If the MCBs a.re switched on and there is still no power, please contact the Duty Manager
- If the power is on and there is still no heating and hot water, U1en the central plant may be temporarily out of use . Jn U1is instance, please contact the Dut y Manager

Contact the Duty Manager if you experience issues with the heat supply to your apartment:

020 7538 0963 dutymanager@newp ovidencewharf.net

