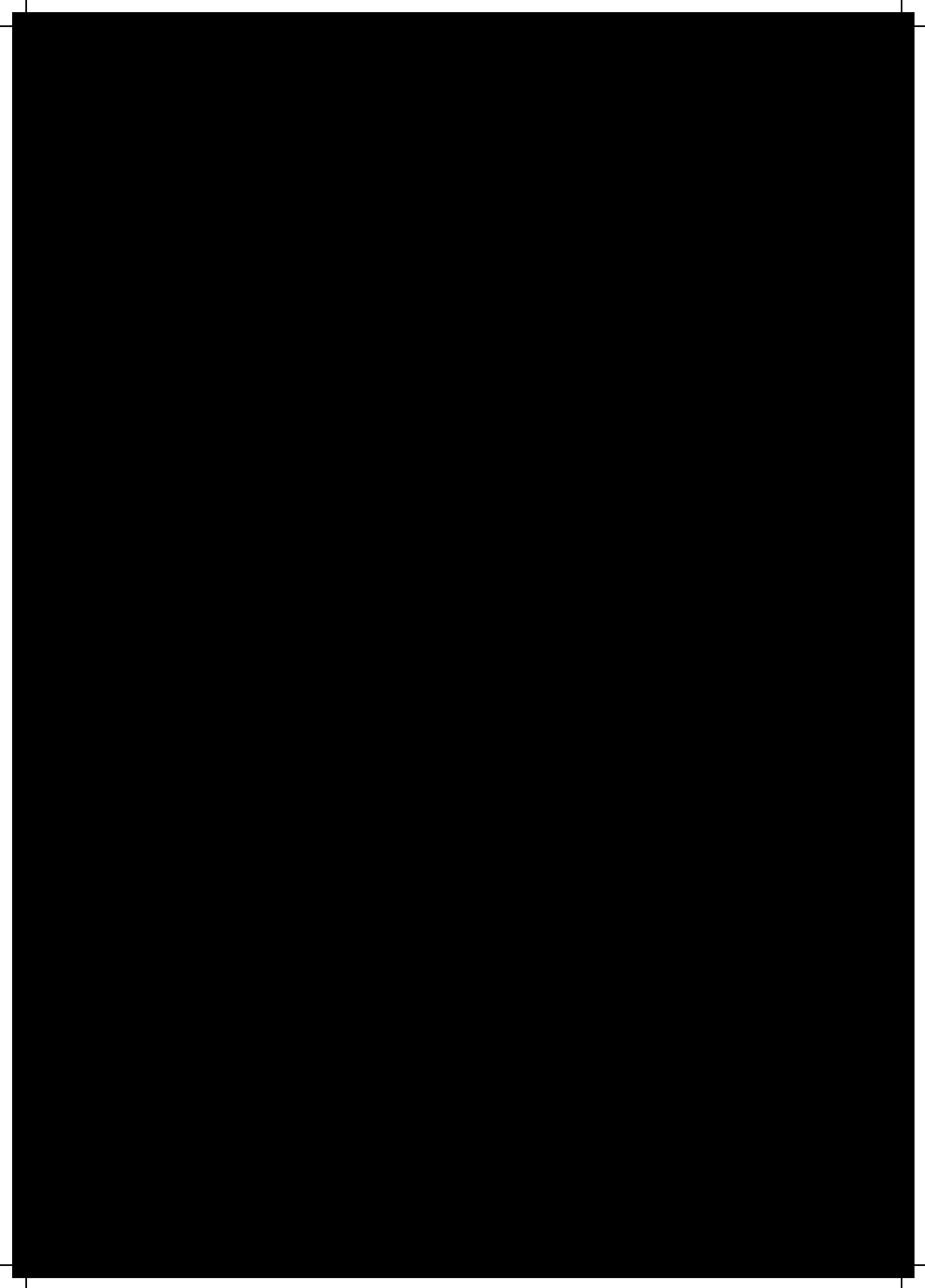




MOON TREE NEW HOME GUIDE

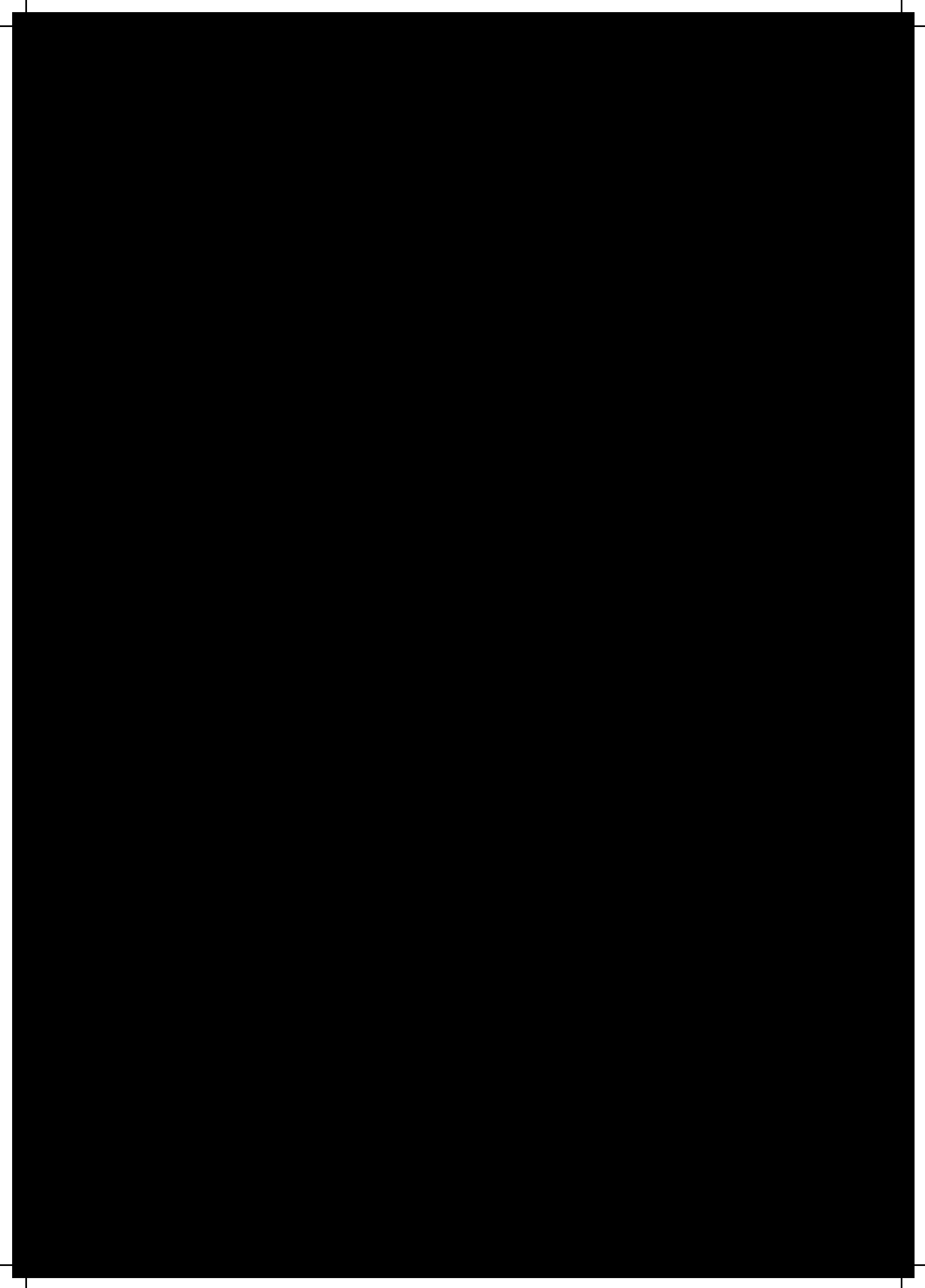
A practical guide to looking after your new Moon Tree home





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2. Moving in
3. Settling into your home
6. Essential services
11. Essential services contact details
12. Finishes in your new home
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Welcome

Moon Tree Developments is proud to welcome you to your new eco home. This New Home Guide has been prepared to provide you with all the information you require regarding your home, the facilities and services. Within the manual you will find details on how best to maintain your home and all the relevant instruction manuals.

Address

Your new postal address is:

1 Moon Tree Cottages

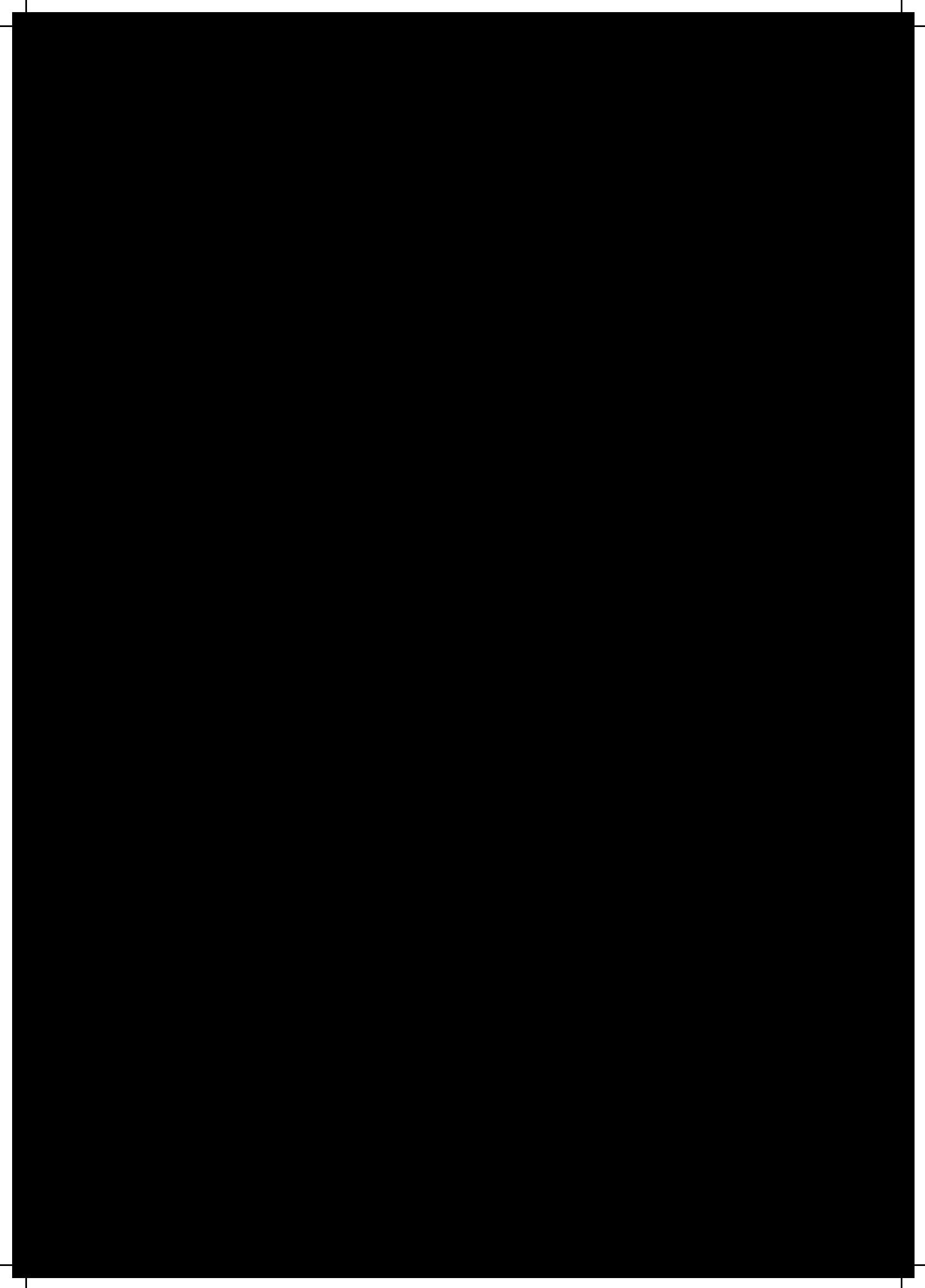
Markham Road

Capel

Dorking

RH5 5JT





Moving in:

Moving-in days are inevitably busy – but try not to let all that excitement distract you from some of the more important tasks in hand.

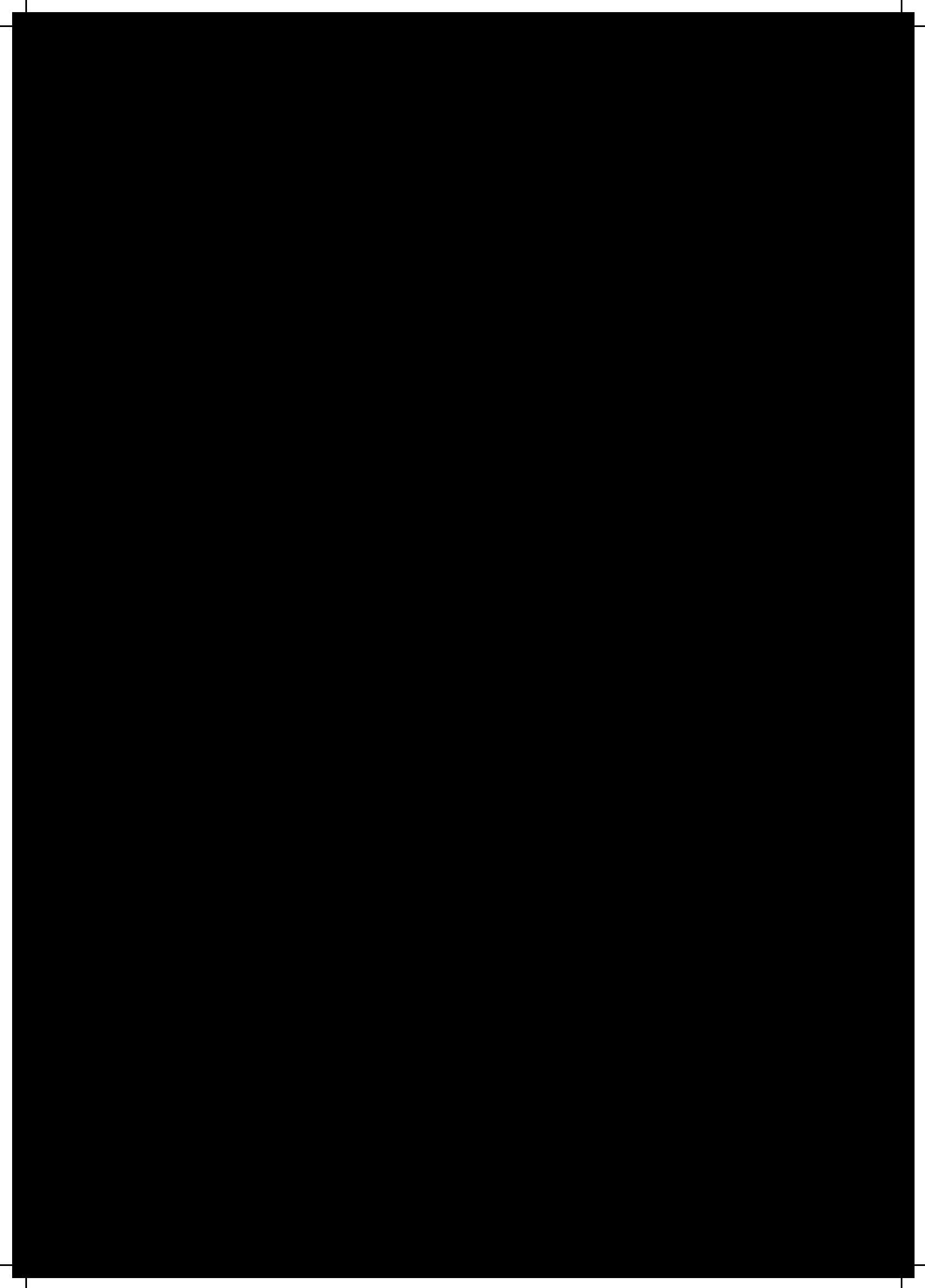
On moving day, take care to protect your new floor finishes from dirty or potentially damaging footwear. The curtains are up, your TV is in place and the house-warming gifts are flooding in. The moving process is complete and you can start to relax. Over the coming weeks, you can gradually adjust to life in your new home.

Over the coming days, you should carry out several tests and checks to make sure everything's in order:

- Test for yourself that the smoke alarms work by following instructions found in this guide.
- Familiarise yourself with operating instructions for all systems and appliances. We have provided all the necessary user manuals for all systems and appliances. However you may need to complete and return manufacturers forms for some appliances in order to register your ownership under the terms of their guarantees, these can be found in you new home guide folder.

Each and every house is different – that's what makes a house a home. Your new home has been individually built and handcrafted by Moon Tree. Due to the nature of the materials, please take a minute to read the maintenance section we have provided, this will provide you with recommended cleaning methods and reduce the risk of damage by using harmful cleaning products.





Settling into your home

Like most new things, a home needs to be taken care of. In the first few months, it's especially important that your home is allowed to 'settle' – this includes allowing it to dry out gently.

During this period, you may notice minor changes in your home. These are completely normal in new homes, and may occur regardless of the measures you take to ensure that they do not. However, you can certainly reduce the chance of this happening by following the steps outlined in this section.

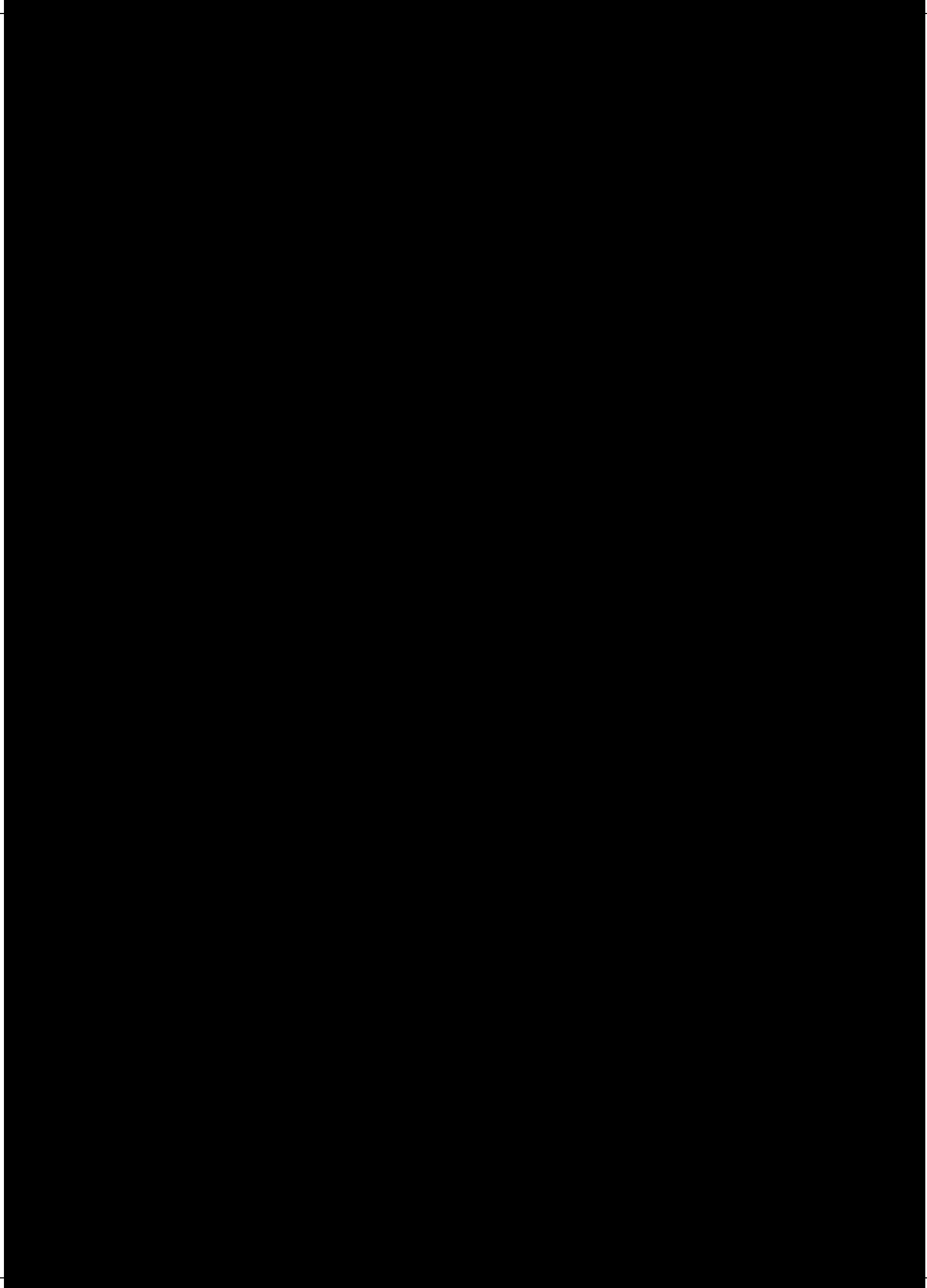
Drying out:

During this period shrinkage may occur. This happens when timbers and other materials contract as they dry out, due to your home being lived in for the first time.



To keep changes to a minimum, you need to allow all the materials used in constructing your home to dry out gradually. Shrinkage is accelerated by heat, so you need to be sparing with it. Try to keep an even temperature throughout your home, no more than 20c, unless there are extreme weather conditions.

Leaving your windows open will help to ventilate your home and allow moisture to evaporate more naturally. There are extractor fans in the bathroom and above the hob in the kitchen and WC for the houses/flats these should be used whilst showering or cooking to help disperse moisture. Generally speaking, the drying out period will take around nine months to a year.





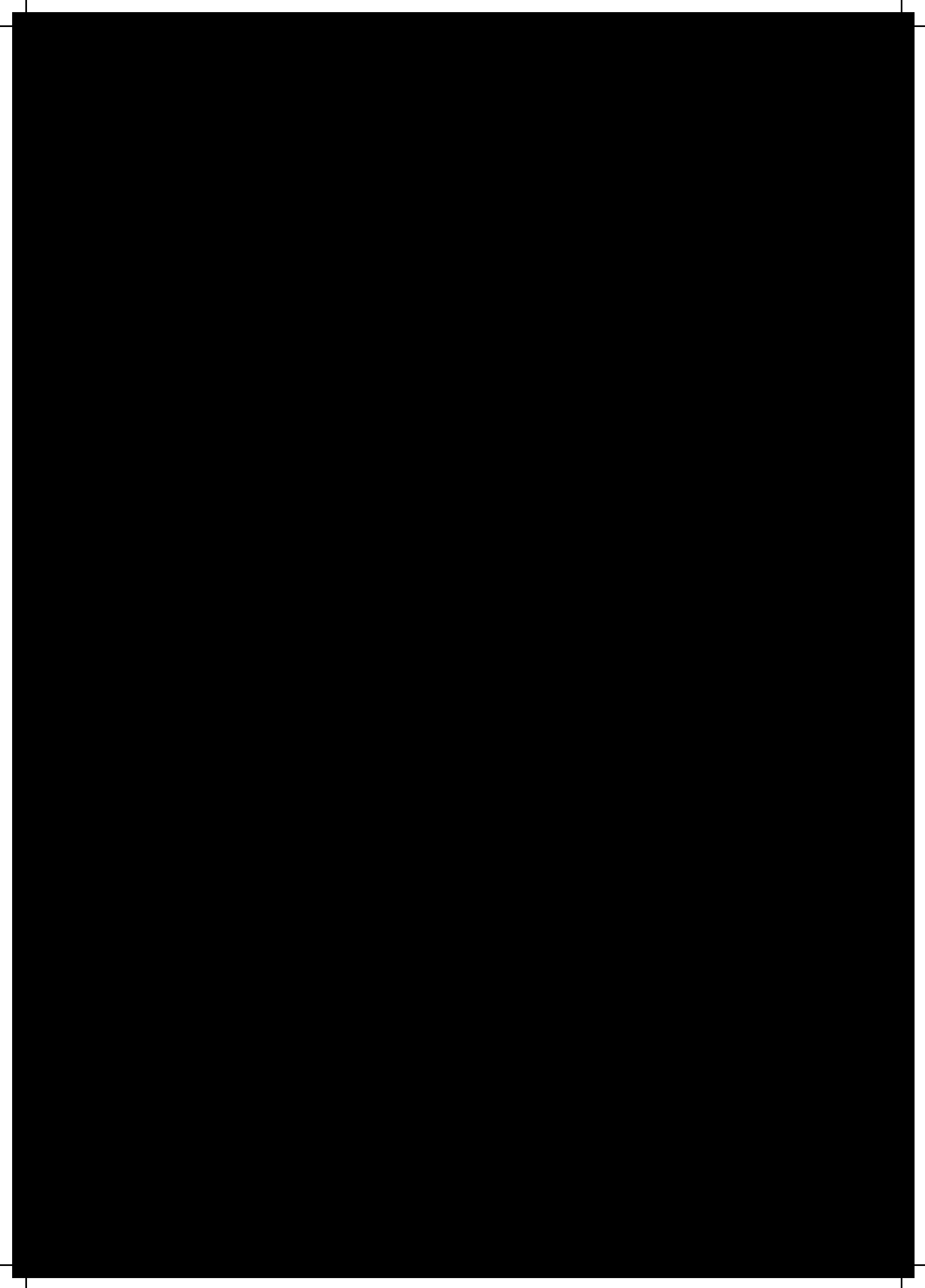
Efflorescence:

The appearance of a white deposit on the wall (known as efflorescence) can also be an effect of the drying-out process. These white deposits are actually natural salts that come out of the wall materials, and are quite normal. These salts are not harmful and usually disappear over time, and where they appear on internal walls, they can be brushed or wiped away.

Condensation:

Caused by steam or water vapour coming into contact with cold surfaces, such as walls, ceilings and windows. Condensation can be the result of evaporation of moisture from building materials, which is quite common in new homes. If allowed to persist, condensation can result in the appearance of mould on interior surfaces. Condensation will gradually reduce as the building dries out, but you should avoid contributing to it if you want to prevent the appearance of mould on walls and ceilings. There are a number of things you can do, to protect your home against harmful levels of condensation:

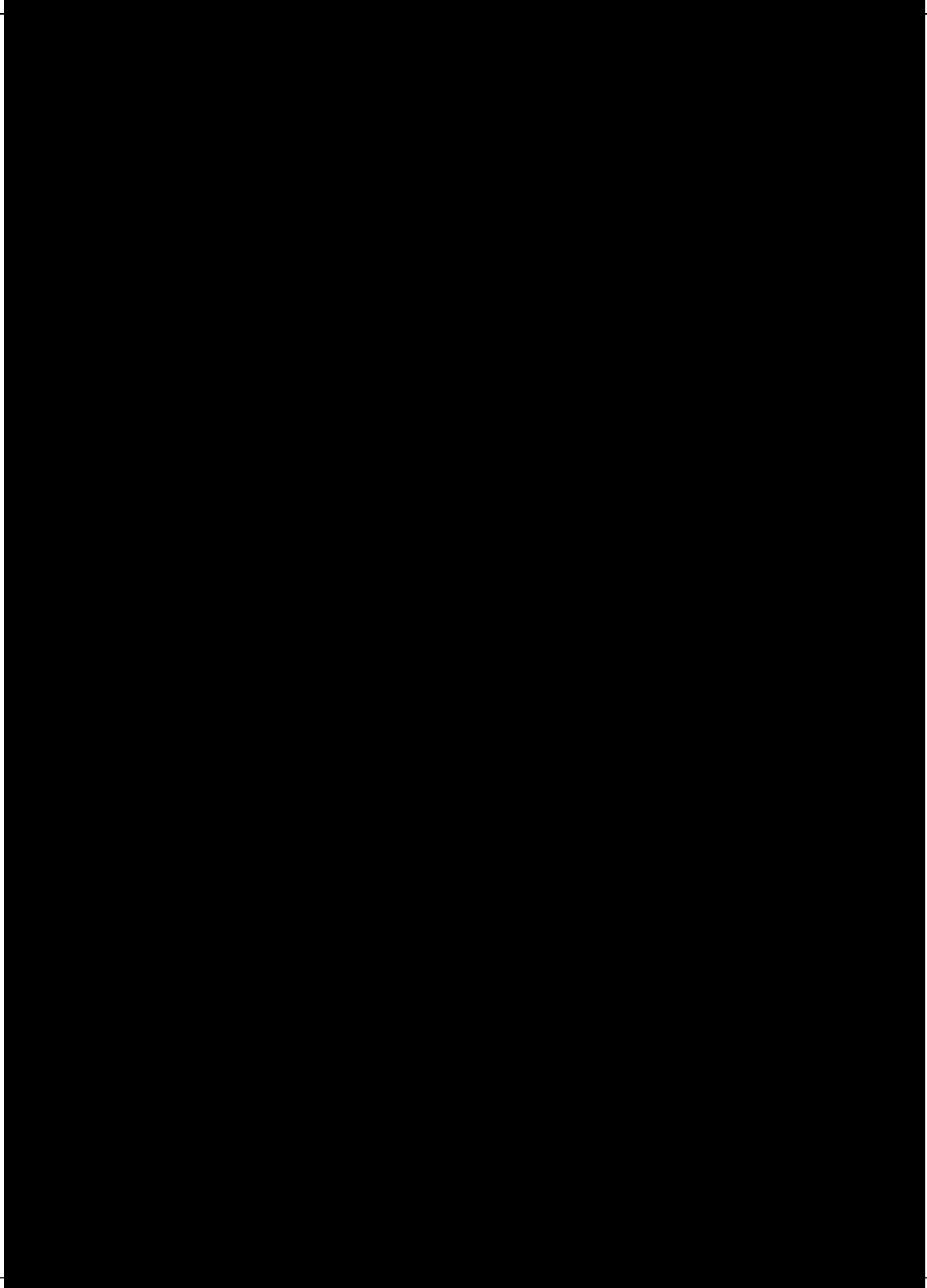
- Open windows to allow trapped moisture to escape.
- Heat your home evenly and consistently.
- Familiarise yourself with the manual and manufacturer's guidance for your Air Source Heat Pump (ASHP). It is important to understand how these systems operate in order to run your home effectively.
- Cover pans when cooking to reduce steam and use the extractor fan where possible.
- Always use the extractor fan when bathing or taking a shower.
- Stop moist air spreading around your home by keeping doors closed when cooking or bathing.
- Avoid drying clothes indoors, especially on radiators.



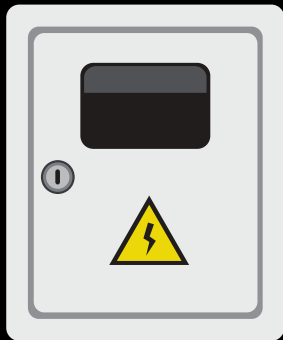
Ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation. Program the central heating to come on shortly before you return. See manual provided on how to do this.



Don't let condensation or mould become a problem. Preventing it is much easier than getting rid of it.



Essential Services:



Electricity:

Electricity is supplied via an underground cable, which is connected to your meter (used for measuring energy consumption in kWh).



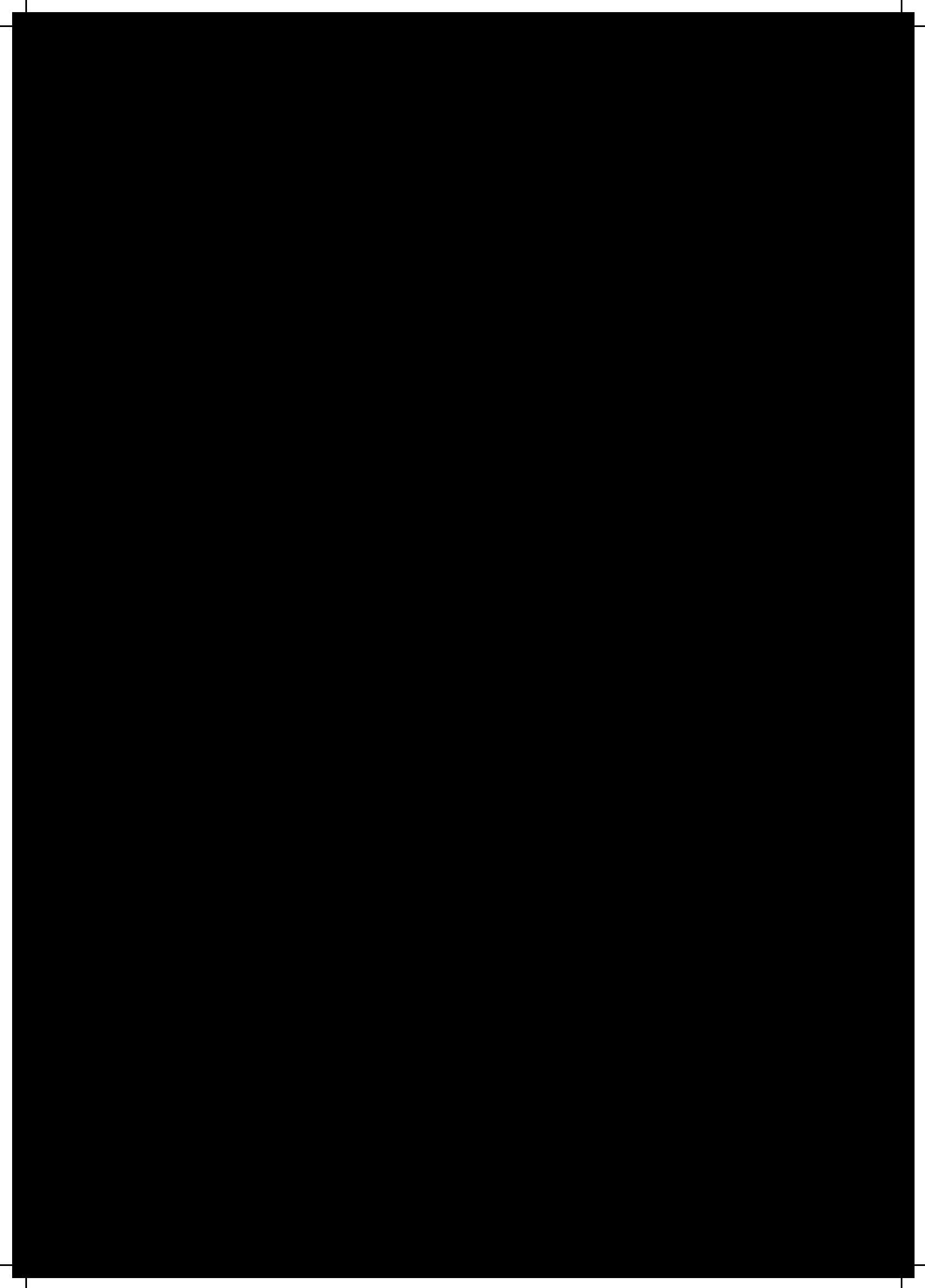
From the meter, cables run out to your consumer unit (often referred to as a fuse box). This contains the main on/off switch and a number of miniature circuit breakers (MCBs), which protect individual circuits. An MCB will automatically disconnect the supply of electricity if one of the circuits is overloaded or if there is a fault. You can reset an MCB by simply switching it back to the 'on' position.

A consumer unit will also often contain a residual current device (RCD), which provides additional shock protection. An RCD which has 'tripped' can be reset by returning the switch to the 'on' position. RCDs should be periodically tested to ensure they are functioning correctly: you can do this by pressing the 'test' button.

From the consumer unit, electricity is distributed around your home via a series of cables. These are concealed within walls or under floors. Cables above a ceiling or under a floor may be run in any position, but those found in walls have been installed as follows;

- Vertically above or below a socket outlet or switch being served.
- Horizontally on either side of the socket or switch.
- Horizontally in a band within 450mm from the floor.
- Vertically in prescribed zones in 150mm from the corner of a room in each wall.





Water

Water is supplied by Sutton and East Surrey Water (SES) through an underground service pipe. This pipe is fitted with a stop valve, which can be found on the pavement outside your property. Its position allows the water company to turn off the supply in an emergency or for maintenance. You also have a stop valve within your home, located under the stairs or in the cupboard in the flats. Make a note of this location.

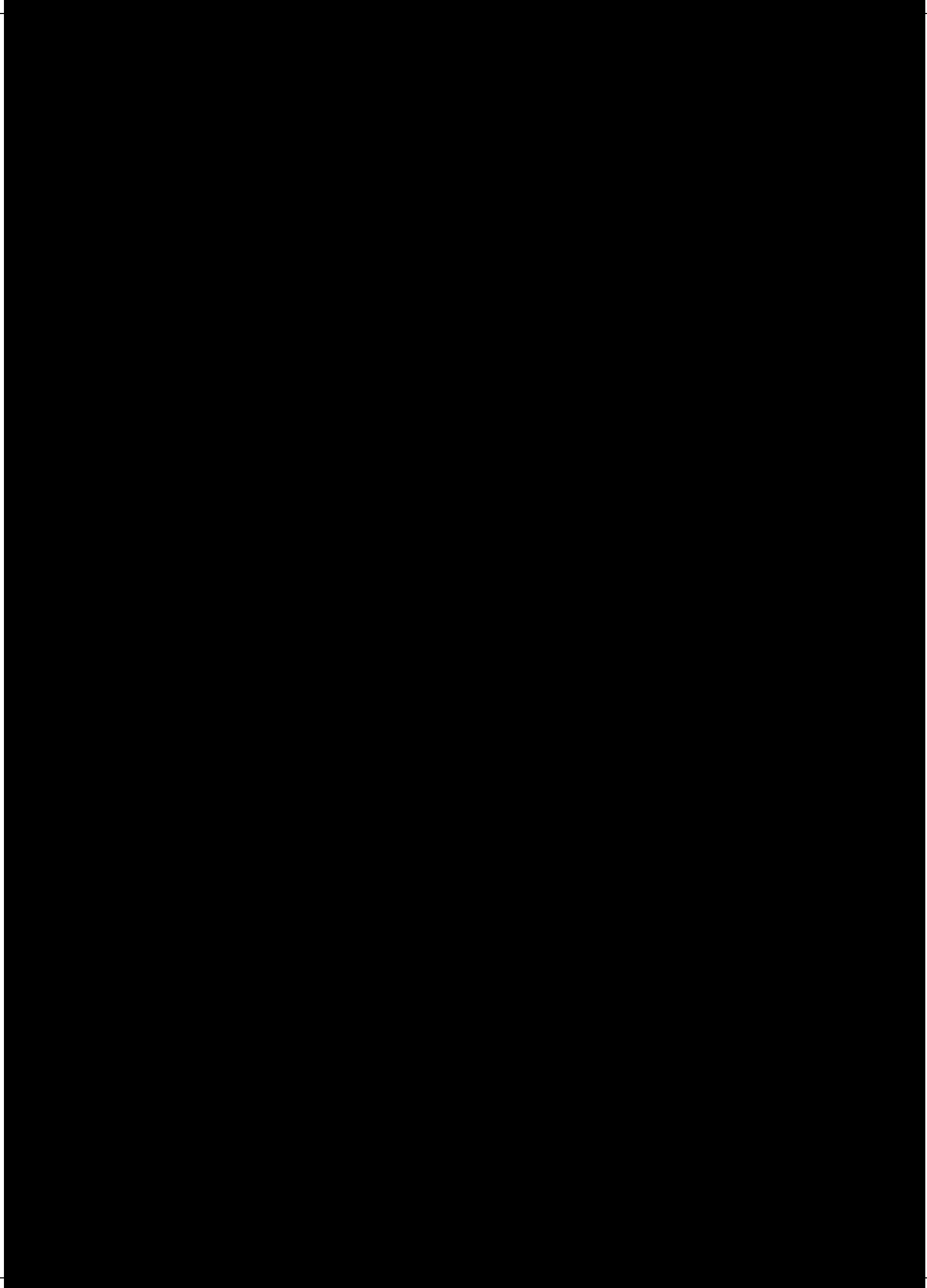


From the stop valve, water enters the 'rising main' and is distributed around the home via a direct feed system. In the direct feed system, all cold water taps and WC cisterns are fed directly from the rising main. Hot water is provided at mains pressure by an unvented hot water storage system.

If there is a burst pipe and flooding occurs turn the stop valve to stop the water until the problem has been resolved.

X - Marks the location of the stop valve.





Heating:

With a better understanding of your central heating system, you can:

- Improve thermal efficiency
- Lower your energy costs
- Reduce your carbon footprint.

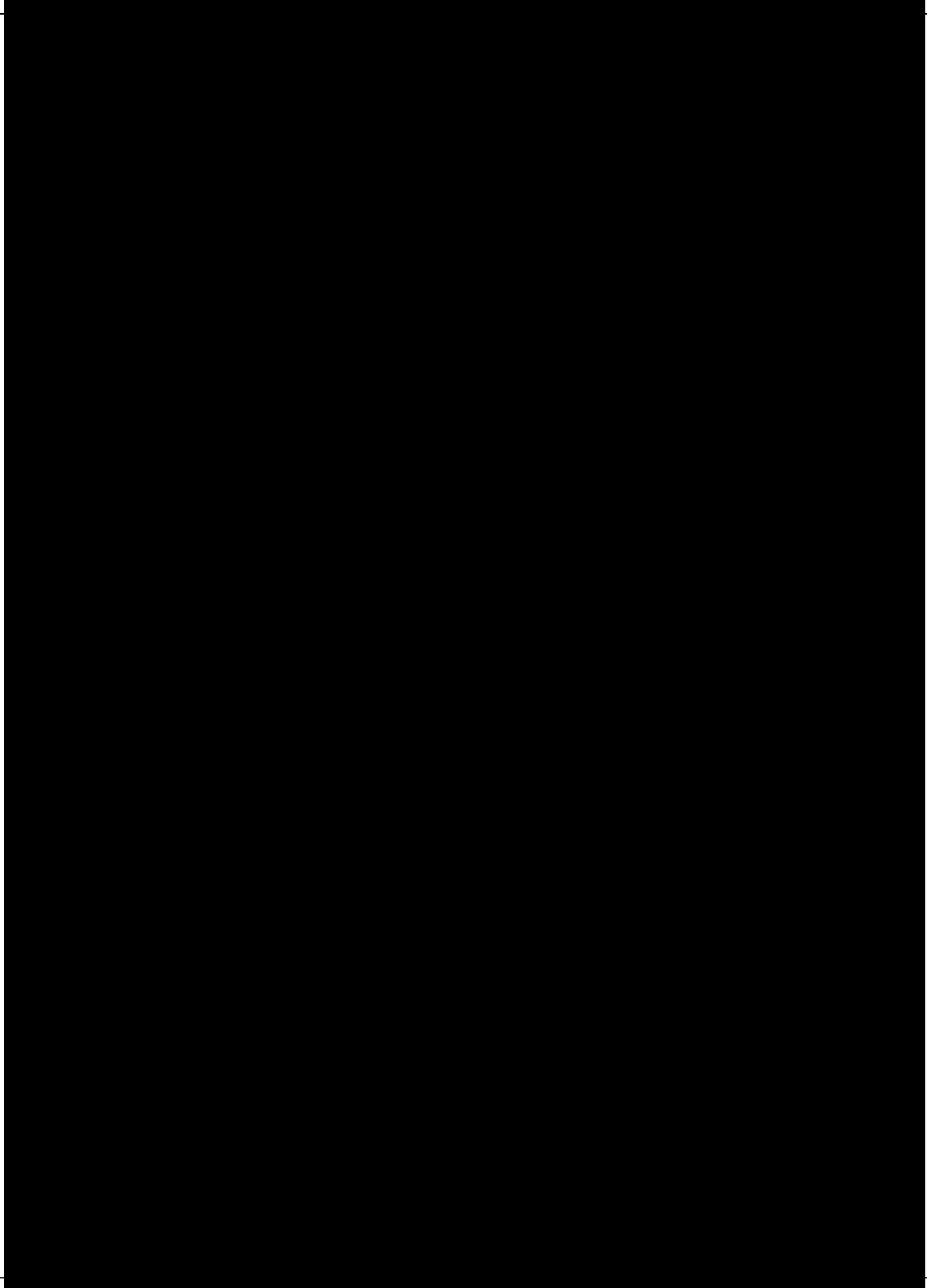


Operating instructions for your central heating system have been provided within your manual packet. Please take the time to read this carefully and gain an understanding of how it functions.

Repair and maintenance work must be carried out by a professional engineer. If there is an issue turn off the system and seek a qualified engineer to assess the situation and repair.

Your home has a programmer that allows you to turn the heating on and off, and to adjust the settings to suit your requirements. You can easily program the heating to stay on for longer in the colder winter months. A room thermostat and/or thermostatic radiator valves are normally provided to regulate individual room temperatures.





Air Source Heat Pump:

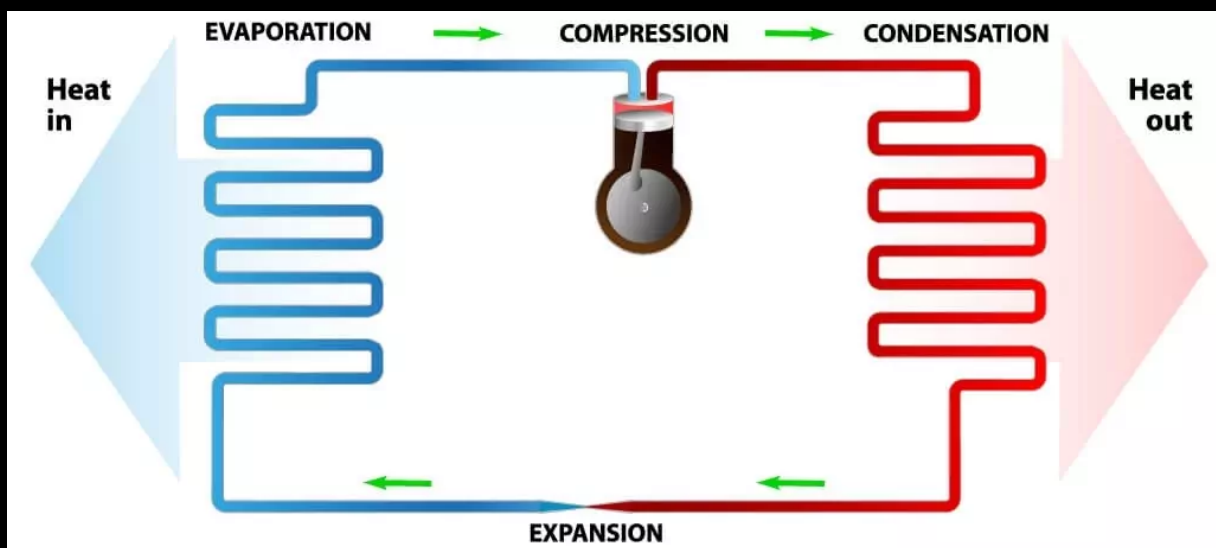
Moon Tree has built your home with the future and environment in mind. Most homes heating systems either burn fuel, or convert electricity into heat. But heat pumps are different, as they don't generate heat. Instead, they move existing heat energy from outside into your home. This makes them more efficient. Since they deliver more heat energy than the electrical energy they consume. So a heat-pump system typically costs less to run than a traditional heating system.

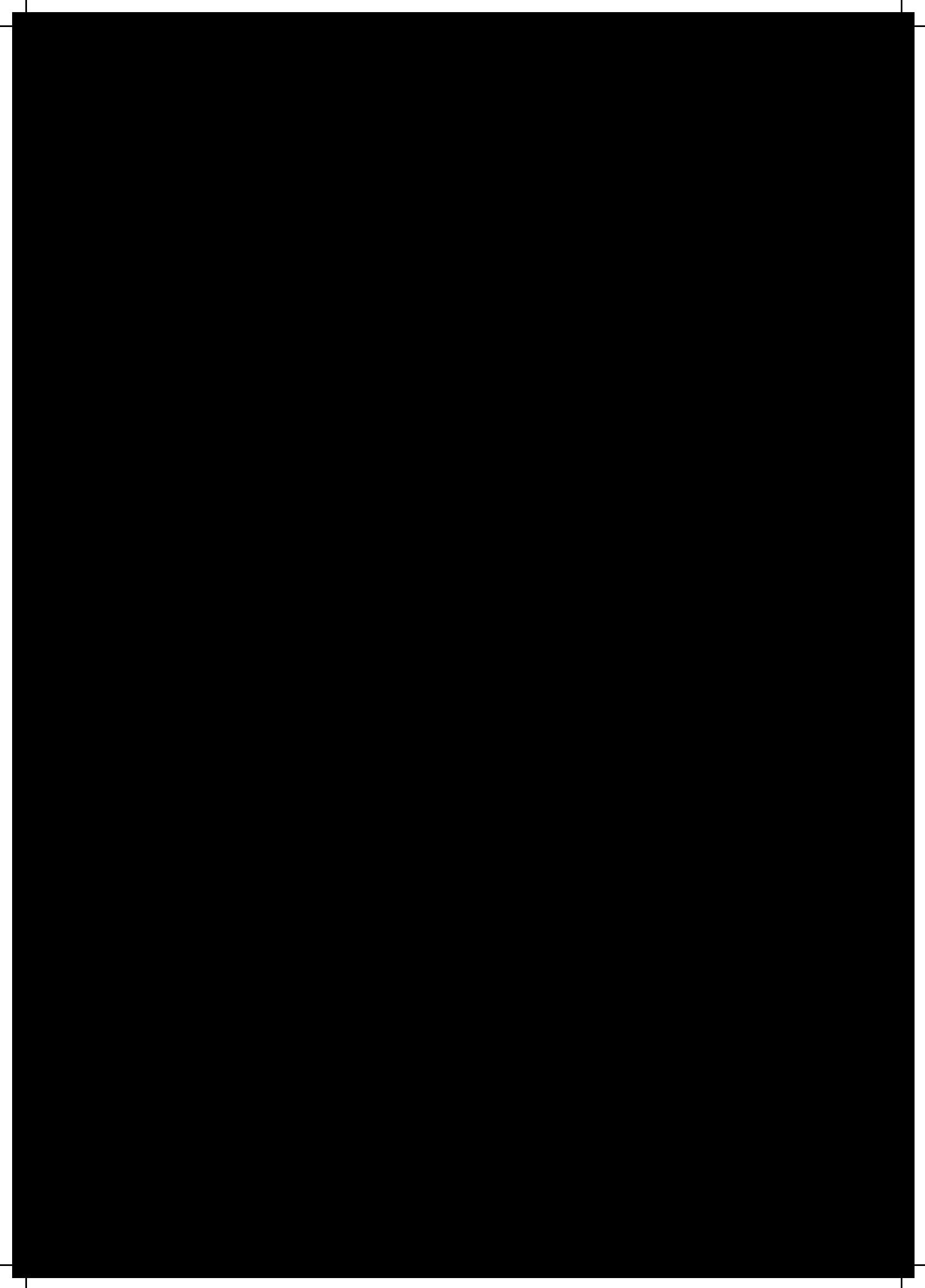


How it Works:

Outside air is blown over a network of tubes filled with a refrigerant. This warms up the refrigerant, and it turns from a liquid into a gas. This gas then passes through a compressor, which increases the pressure. Compression also adds more heat – similar to how the air hose warms up when you top up the air pressure in your tyres.

These compressed, hot gases now pass into a heat exchanger, surrounded by cool air or water. The refrigerant transfers its heat to this cool air or water, making it warm. And this is circulated around your home to provide heating. Meanwhile, the refrigerant condenses back into a cool liquid and starts the cycle all over again.





Air Tightness:

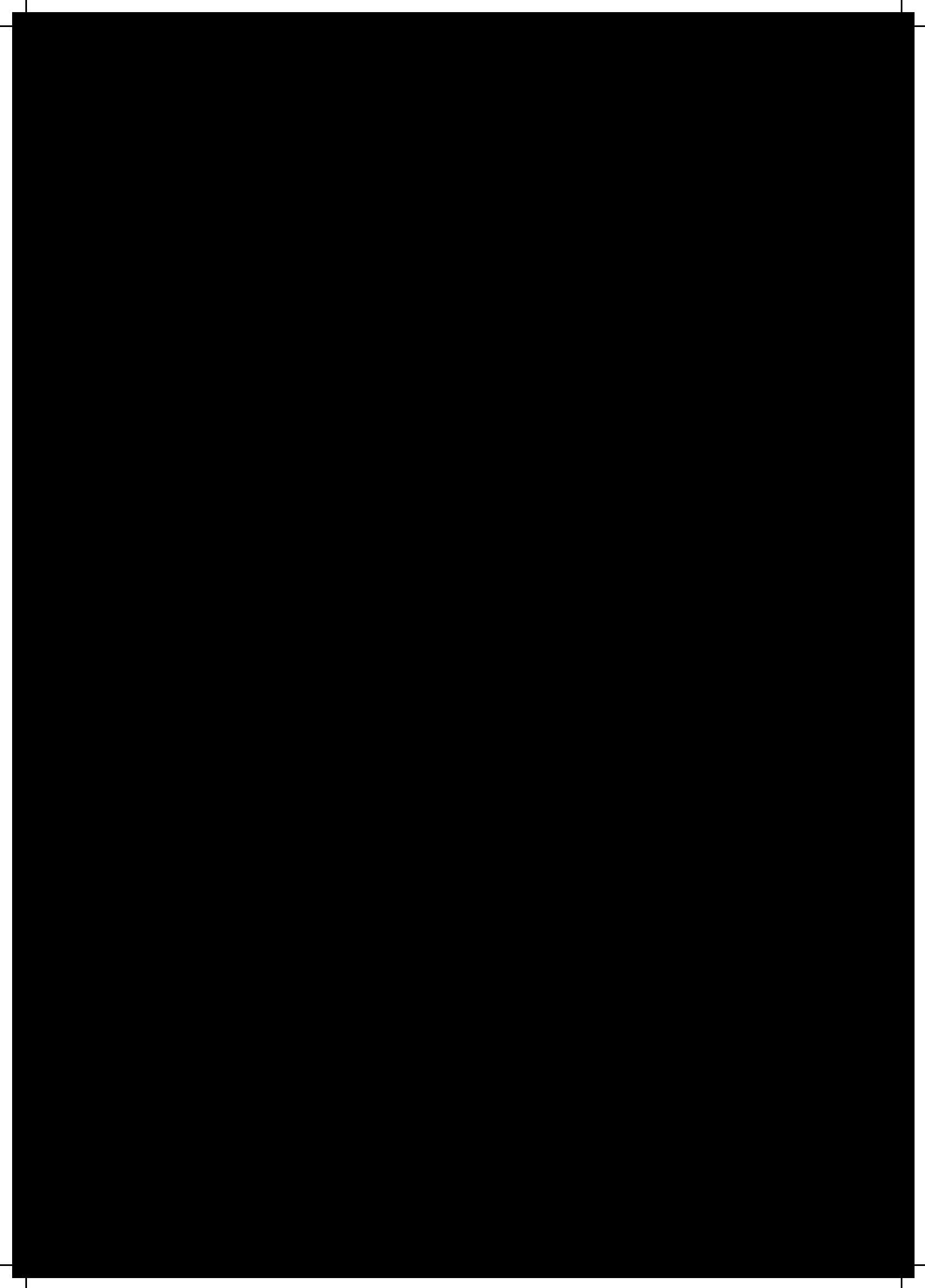
What is air tightness?

Air tightness is a measure of how much air leaks out from the interior of a building when there is a pressure difference between the interior and the exterior. Now, that doesn't mean that air only leaks out when someone is blowing air into a building or pushing air out of the building. Wind actually is the main driver of pressure differences between the interior and the exterior, when wind blows against one face of your house you get a positive pressure on that face that pushes into the building. On the opposite face of the building you actually have a negative pressure which is sucking air out of the building. So with any slight breeze you begin to get a pressure difference between the inside and the outside of the building and you begin to leak air out of your house.

Also, in winter, when you turn the heating on, heat rises. It builds up pressure in the upper rooms of a building and that draws in air at the bottom. So in the lower rooms air will be drawing in. You'll have a lower pressure there, and again that produces a pressure difference even when there isn't necessarily any wind blowing outside.

Why build air tight homes?

By reducing these draughts, you end up with a much more even temperature from floor to ceiling, so you avoid the cold feet and hot head issue, that you often get in the winter. The same happens in the summer. By preventing draughts and air leakage in the summer you can keep your house cool on extremely hot days. For example during a heatwave if it is very warm outside, the last thing you want to do is open all the doors and windows because you then let all that heat into the building. Also air tightness helps you reduce your heating and energy bills, your heating is not working so hard to replace all the warm air that's leaking out of the walls and you keep the building at a much more even temperature.



Essential Services Contact Details:

Your services are currently supplied by the following to whom any queries with regard to supply, tariffs and alternative options should be addressed. The meter readings, inserted below by hand on the day you completed the purchase of your new home.



These readings are the base readings from which your consumption will be measured and your bills calculated.

Electricity Installation:

The electrical installation to your home was carried out by UK Power Networks and British Gas.
UKPN - 0800 029 4285

www.ukpowernetworks.co.uk

British Gas - 0333 009n 5784

www.britishgas.co.uk

Telephone services:

Telephone outlet sockets have been provided in your home and have been cabled for connection.

Telephone service supply, handset provision and connections are your own responsibility. Please contact your chosen provider to arrange connection.

Water Supply:

Your water is supplied by Sutton and East Surrey Water (SES)

01737 772000

www.seswater.co.uk

Television services:

Television outlet have been provided in your home. Your property has been pre wired ready for Sky Q services. To place a order for Sky Q please call Sky on;

0333 795 3533

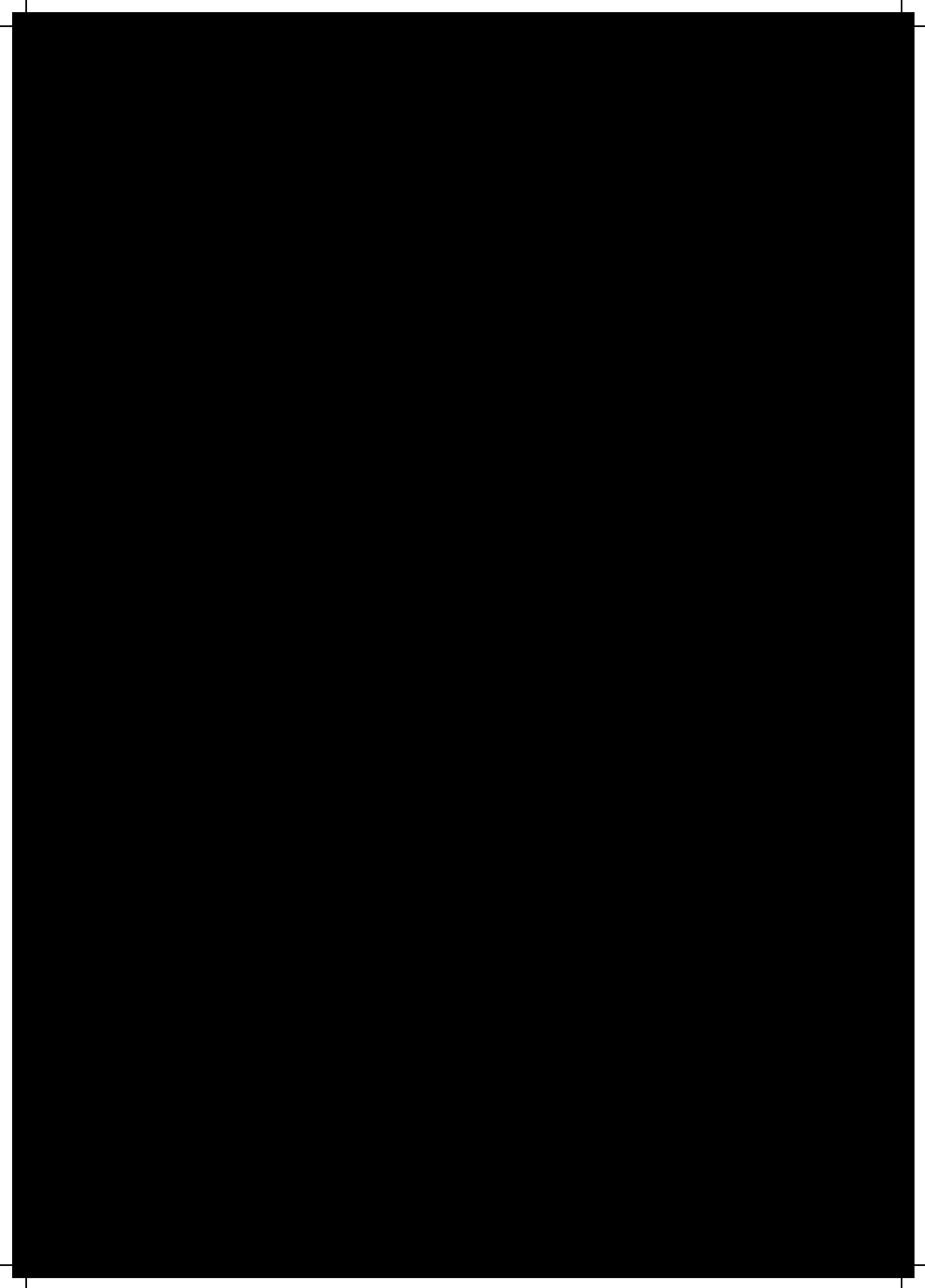
www.sky.com

A TV Licence is required for watching and recording television as it is broadcast or using catch-up services from BBC iplayer.

Please note that your TV licence does not automatically move with you. You will therefore need to notify TV licensing, so they can update your details and ensure you re correctly licensed at your new address.

You can update your details online at;

www.tvlicensing.co.uk or by phoning 0300 790 6165.



The Finishes in your new home

Porcelain Tiling:

The wall and floor tiles that can be found in the bathroom have been supplied by Tiles Direct;

Tiles Direct,
Howley Park Road East,
Morley,
Leeds,
LS27 0SW

01132 530005

Floor Tile- HLine Effect 45cmx45cm
Wall Tile- Matt White 20cmx60cm

Flooring:

The flooring that can be found in the Kitchen/living area has been supplied by UK Flooring Direct;

UK Flooring Direct Ltd,
Unit 2 Logix Road,
Hinckley,
Leicestershire

LE10 3BQ

Plank- Tawny Oak 10mm



Windows & PVC Doors :

The windows have been supplied by Sevenday Windows;

Oakwood Trade Park,
Crawley,
RH10 9AZ
01293 553312

Internal Ironmongery.

Internal Ironmongery are supplied by Ironmongery Direct;

Ironmongery Direct,
Unit 3 Scimitar Park,
Courtauld Road,
Basildon,
SS13 1ND

Ironmongery- S/S Lever
Handel on Rose

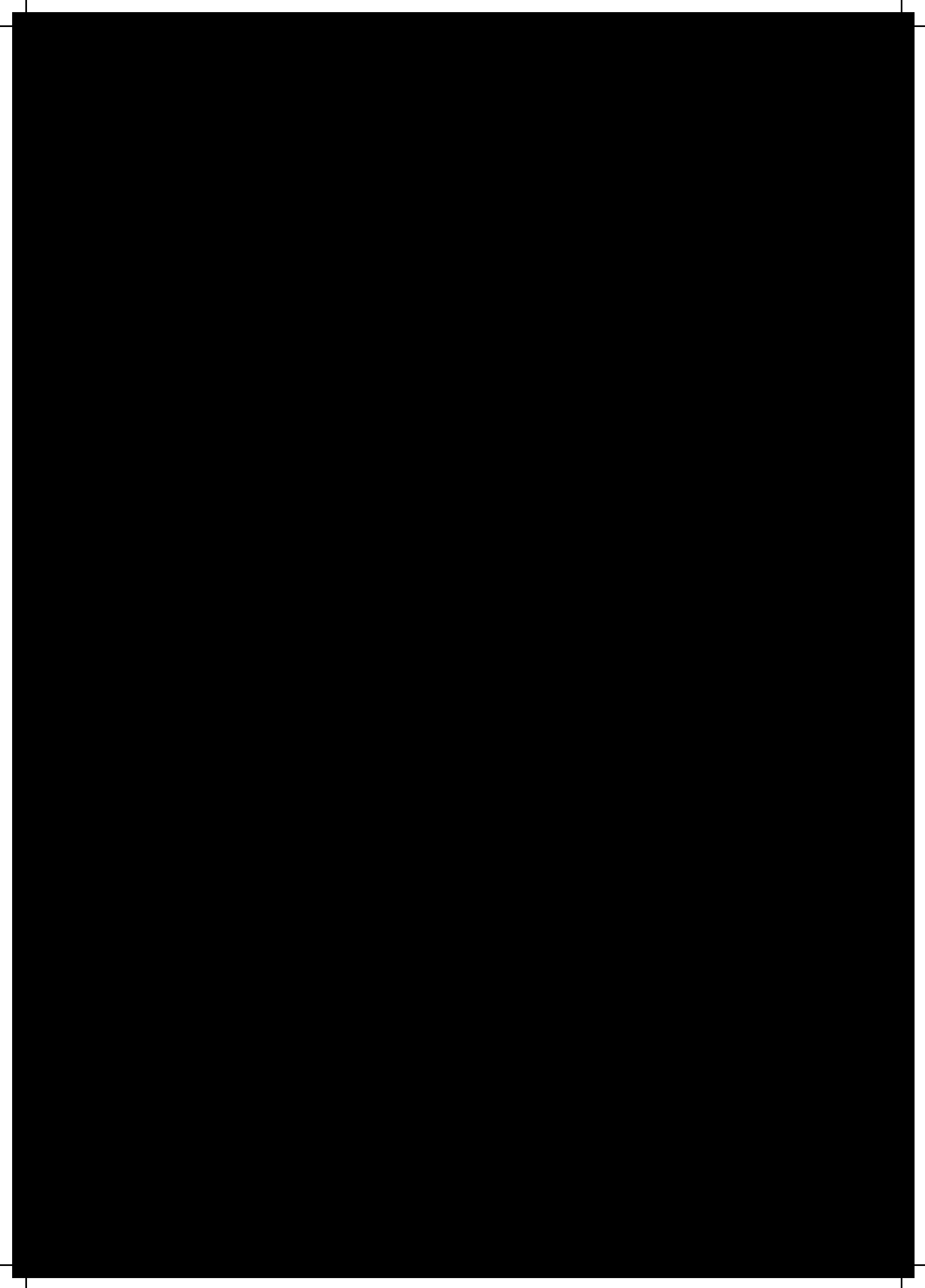
Fitted Kitchen

Your fitted kitchen has be supplied by Crown;

Crown Products Ltd,
Eddington Business Park,
Herne Bay,
Kent,
CT6 5TR

01227 742424

Kitchen Style- Gala



The Finishes in your new home

Construction Detail:

Load Bearing Party Walls - Cavity masonry finish with plasterboard.

Non Load Bearing Partitions - Timber stud partition brackets, C16 47mm x 100mm fixed at 400mm centres and 12.5mm plasterboard.

External Walls - 7 Thermalite block inner leaf facing, Antique Flemish brick or cladding outer leaf.

Ceilings - Plasterboard finish with white matt emulsion.

Ground Floors - 150mm insulation with 75mm reinforced sand and cement screed with underfloor heating pipes.

Upper Floors - 47mm x 100mm C16 timber supported by RFJS (Reinforced Formed Joist Steel)

Kitchen Appliances

Kitchen appliances are manufactured by;

Fridge - Kenwood

Freezer - Kenwood

Oven - Hotpoint

Hob - Bosch

Washing Machine - Hotpoint

Dishwasher - Kenwood

Wine Cooler - Russell Hobb

Sanitary Ware

Your basin and WC are supplied by Victoria Plum;

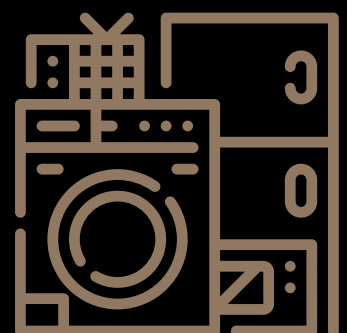
Victoria Plum,

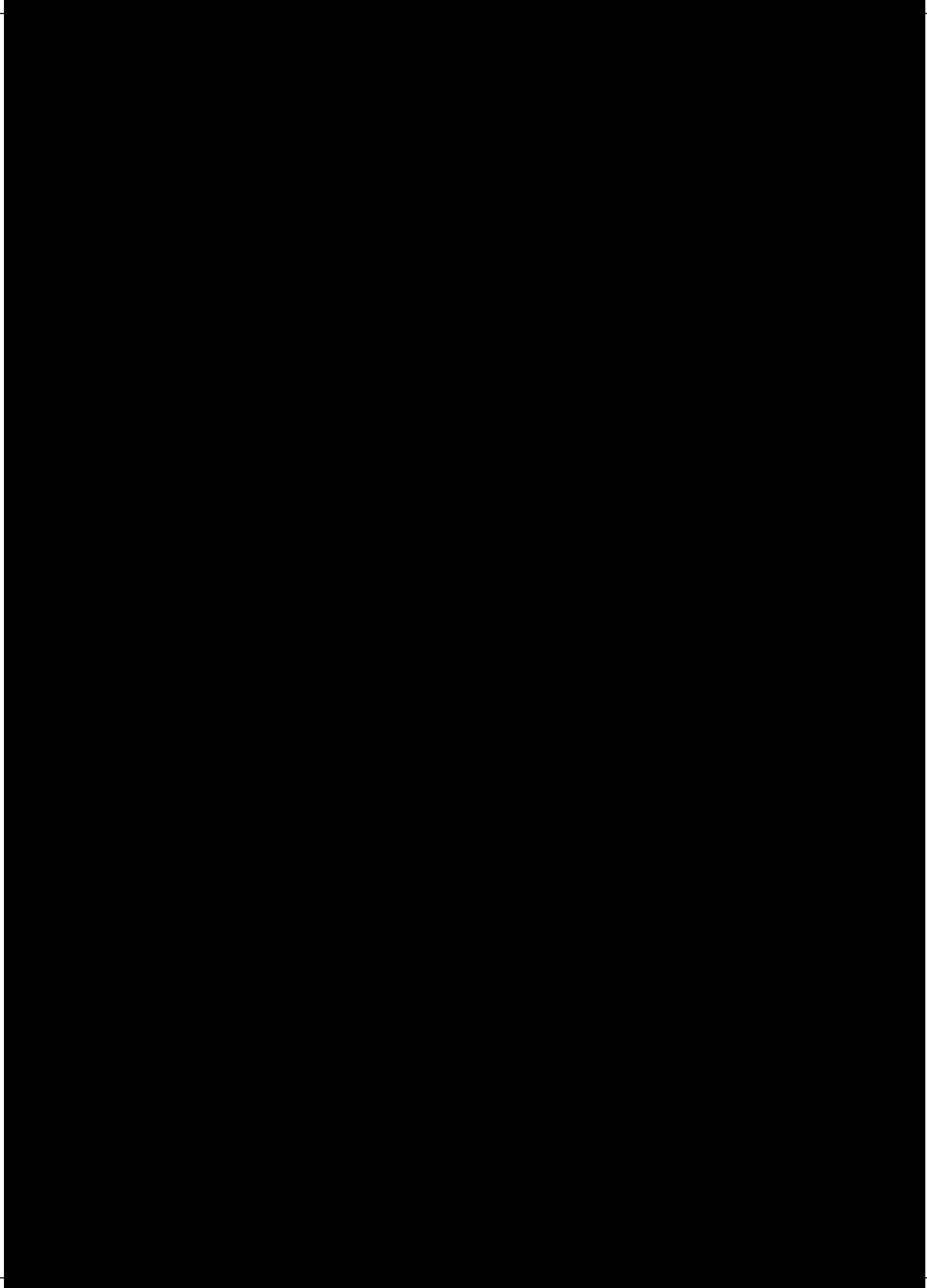
Unit 2 First Point Business Park,
Water Vole Way,

Doncaster,

DN4 5JP

0344 264 4141





Maintenance

Windows:

The windows are all doubled glazed with sealed units. Replacement glazed units must be fitted by the same method as the original unit, to avoid damage to the edge seal of the glazing unit. We recommend you hire a qualified glazier. The external and internal frame of the windows should be kept clean by washing with a mild detergent and warm water. On no account should an abrasive cleaner be used, this will scratch the window surface.

When cleaning your windows inside the property great care must be taken not to overreach and risk falling, so please avoid using ladders or standing on loose furniture.

Tiles:

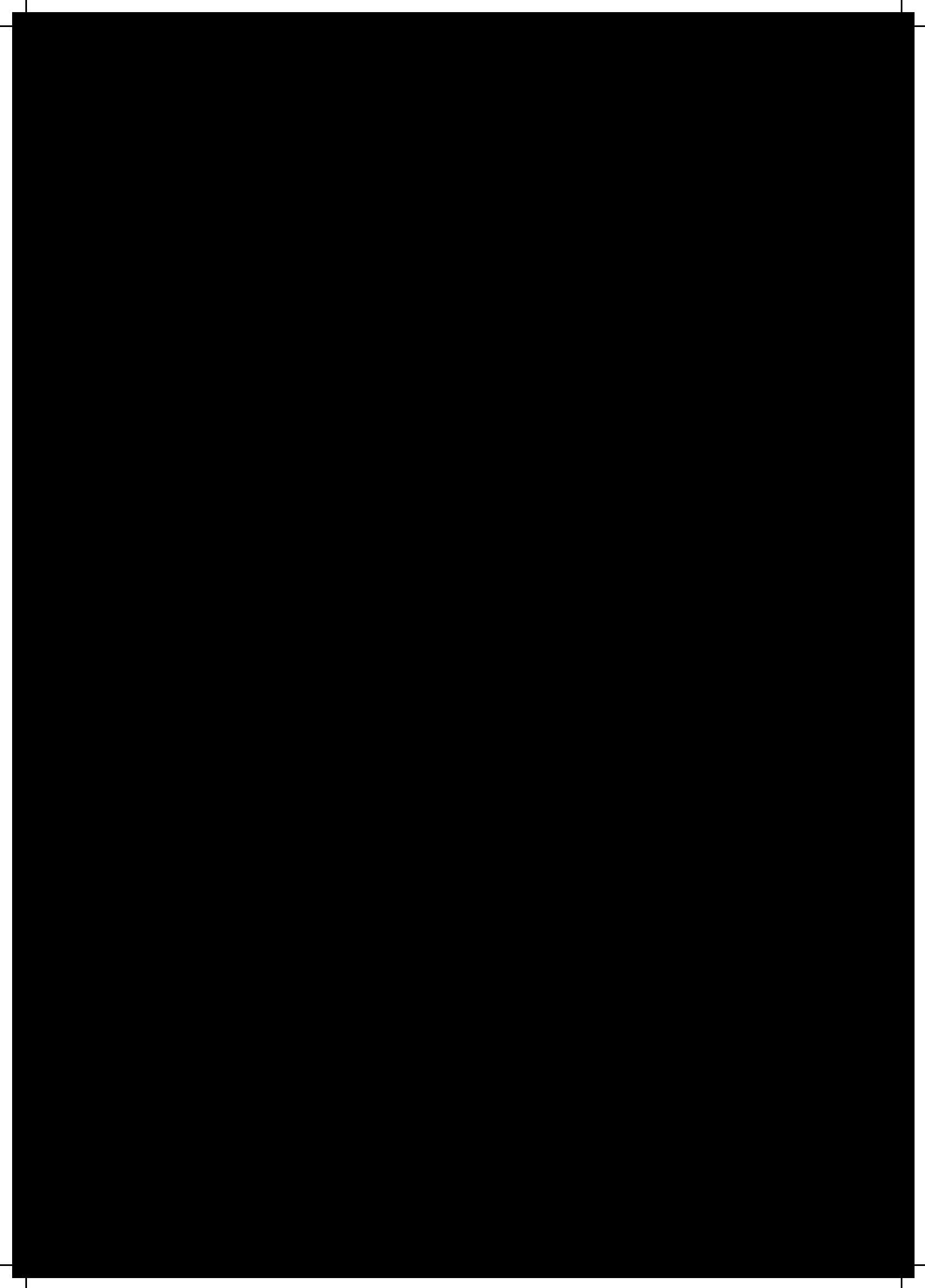
Regularly wipe off dust from the tile surface. Use a recognised tile cleaner and follow the manufacture's instruction for use. Apply and wipe over the tile surface with a cotton cloth, sponge or mop. Polish surfaces should be buffed dry with a soft cloth after cleaning.

Any spillage of coffee, tea, paint, permanent marker, hair dye, nail polish and the like must be cleaned immediately to prevent staining (as per the tile manufacturer's instruction).

Carpets:

Should be regularly vacuumed to remove potentially damaging dirt and grit. Carpet fibres that stand out above the surface should be trimmed to the level of the carpet. Small spot stains should be treated as soon as possible, blotting the area, not rubbing. For large or persistent stains it is advised that you consult a professional carpet cleaner.





Maintenance

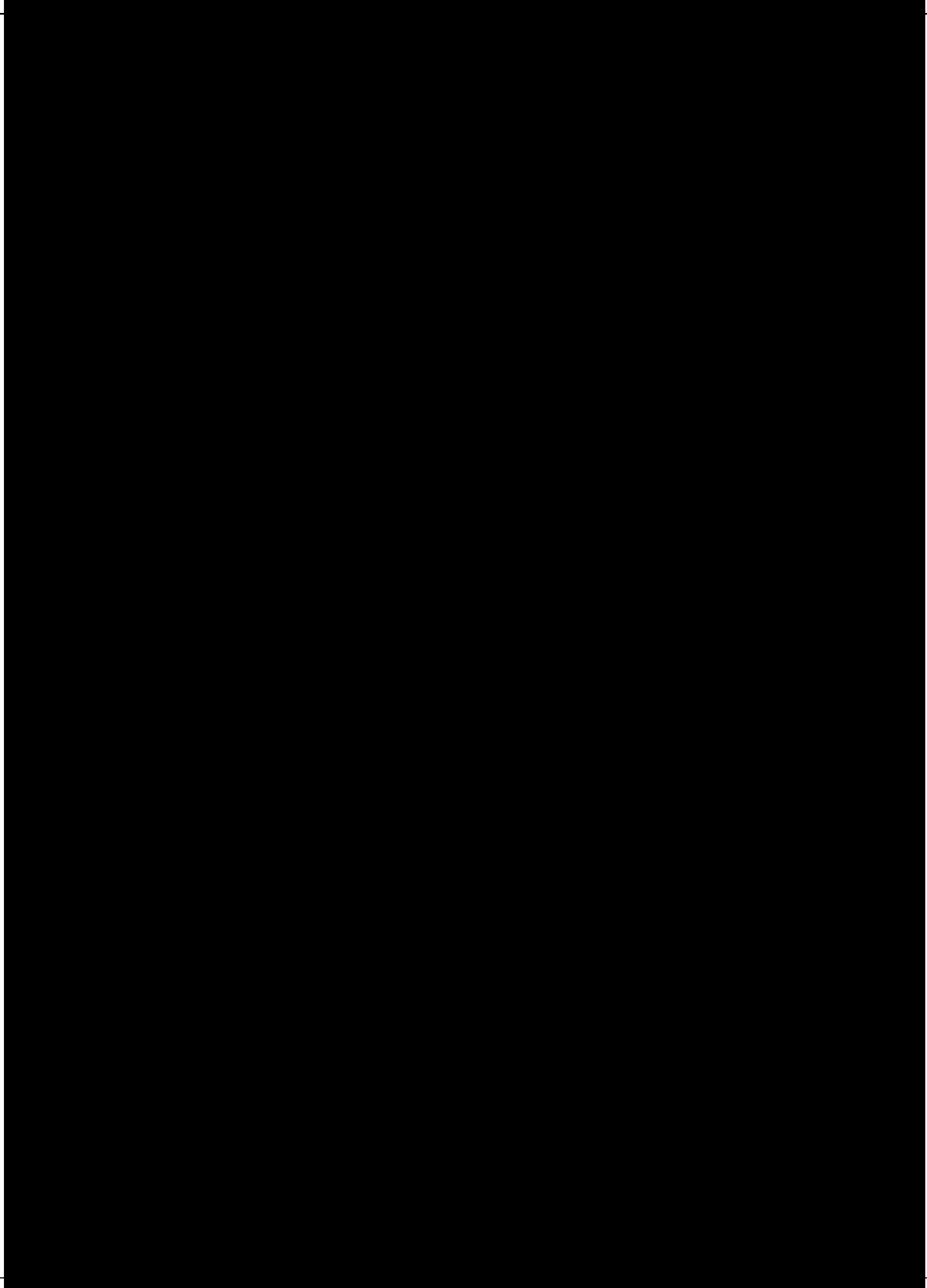
Sanitary-ware:

Be sure to use the appropriate product when cleaning to avoid damage. Where pressed steel baths, basins and shower trays are fitted they should be cleaned as regularly as possible to prevent a buildup of deposit which may make the component difficult to clean. Do not use abrasive cleaning materials under any circumstance to clean pressed steel products or taps as this can cause scratching on surfaces, eventually leading to the full removal of surface material and subsequent corrosion.



The guidelines below should be observed in order to keep your fittings in pristine condition;

- Do you not use abrasive cleaners or those of an alkaline nature.
- To prevent limescale, clean bath regularly and do not leave water dripping.
- Do not allow solvents such as hair spray, nail polish remover, dry-cleaning fluid and cleaning products containing tetraethyl to come into contact with fittings.
- Slight scratches and dulling of the fitting surface may be removed by polishing and buffing.
- Do not allow naked flames of burning cigarettes to come into contact with fittings
- When filling the bath always use cold water before hot. This will stop any thermal stress occurring and reduce condensation considerable.
- Clean the bath immediately after use while the water is running away and the bath is still warm.



Maintenance

Appliances:

For guidance on maintaining appliances, please refer to the manufacturers literature in the document pack supplied with this manual. All kitchen appliances carry a warranty. Again all information regarding your appliances can be found in the document box, you may need to complete and return manufacturers forms for some appliances in order to register your ownership under the terms of their guarantees, these can be found in your in the document pack.

Drainage:

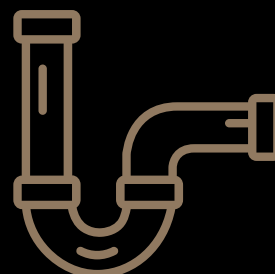
Waste water from you kitchen and bathroom fittings is drained, via plastic pipework, directly into the underground drainage system. You are responsible for the maintenance of all your water fittings and their waste plumbing.

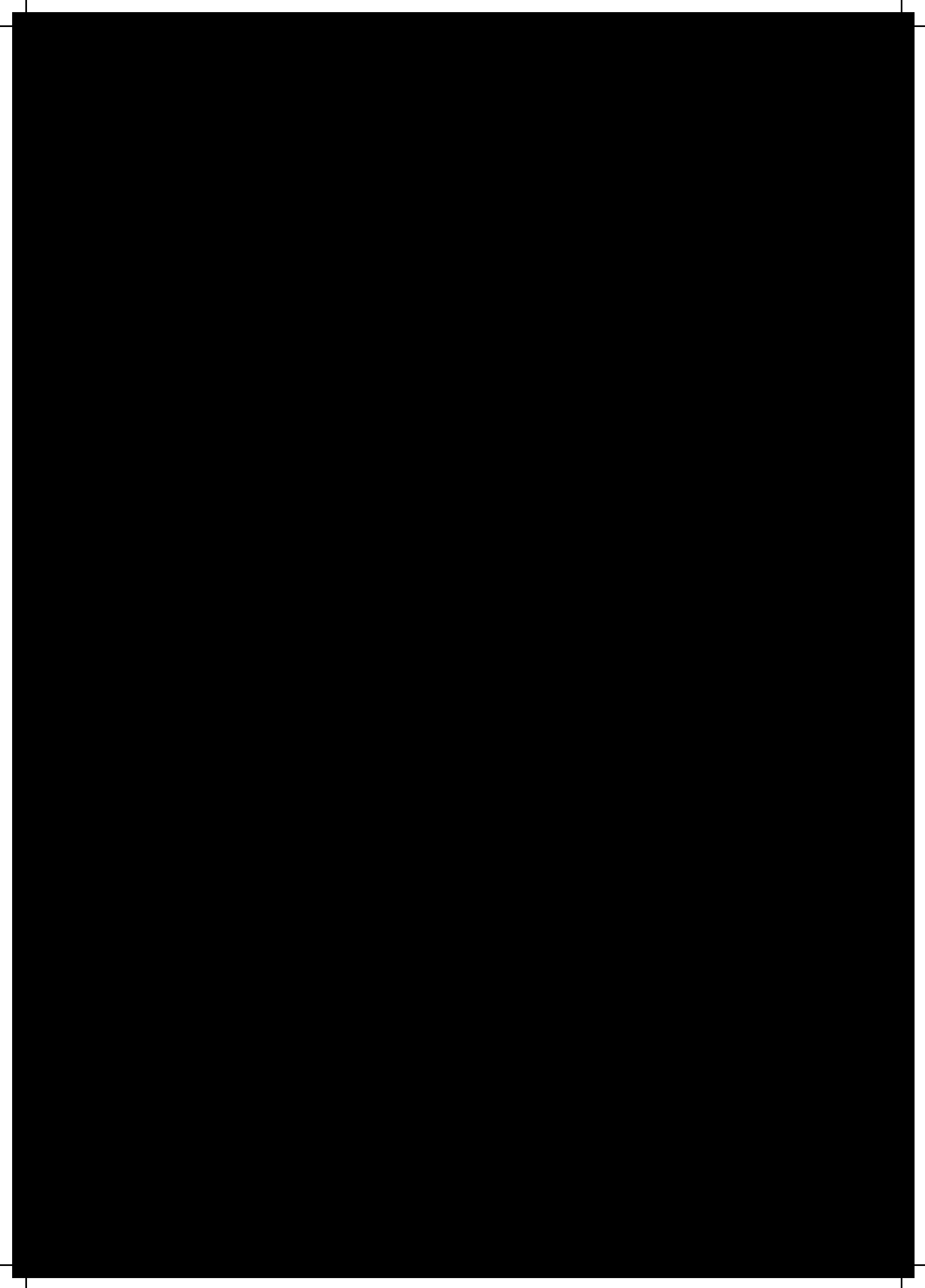
In the event of a localised blockage, try using a flexible rod or suction cap to remove it. Failing this, empty the sink or basin by hand and apply a proprietary brand of drain cleaner.

If the drain is still blocked we recommend calling a qualified plumber.

There are a few precautions you can take to prevent drains from blocking in the first place;

- Use sink strainers. Sink strainers are small metal, mesh or silicone sieves that can be placed over plug-holes to protect your drains.
- Don't pour oil or grease down your drains. Oil and grease are both enemies of your drains.
- Be careful what you flush down the toilet. Do not flush wet wipes, cotton products or sanitary Products.
- Clean around drains regularly to stop the build up of hair and other substances that can cause blockages.





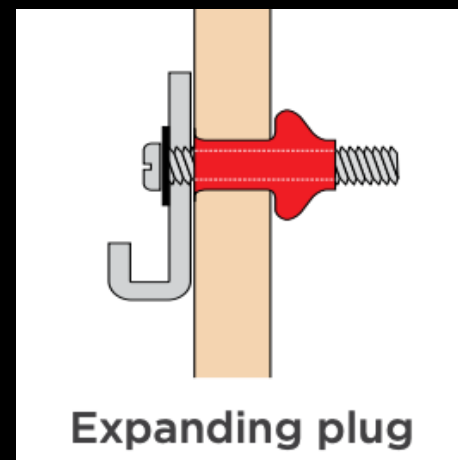
How to...

Attaching wall fixings:

As you settle into your new home, you will want to start adding the finishing touches, such as pictures, posters and shelves, but before you go drilling holes into the walls, you need to know what sort of fixing you'll need. The type of wall fixing that you use depends on the weight of the item you want to hang and the construction of the wall that you want it to hang from. Here's an overview of what to use, where to use it and how to use it. Before fixing to walls, always remember to check for hidden pipes and cables using a detector these can be purchased from any DIY store.

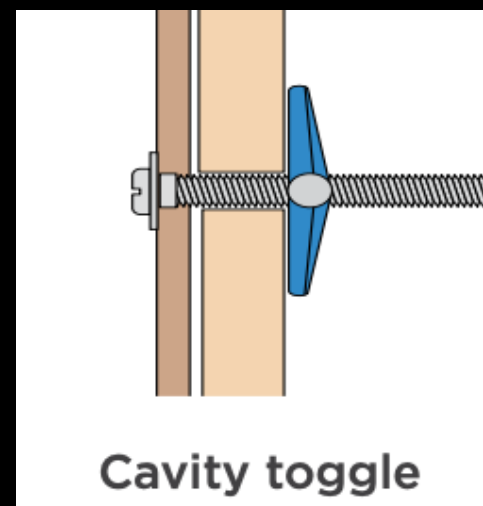
In masonry (blockwork) walls:

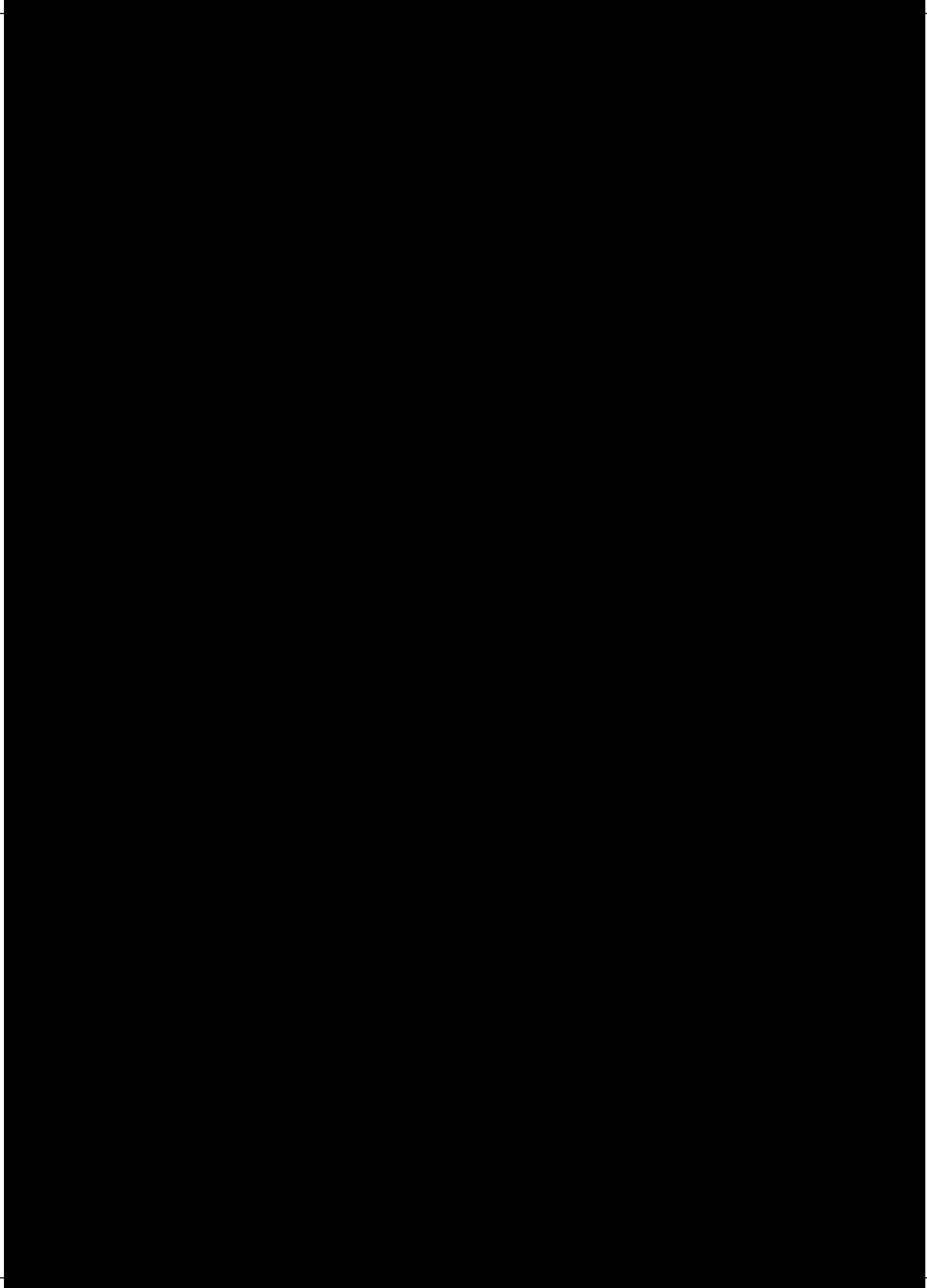
These are the strongest walls in your home and can therefore support heavier items. Here, you'll need screws with wall plugs, and you will need to ensure that both the screw and plug penetrate right through the plasterboard and deep into the blockwork.



In timber frame walls:

Timber frame walls can also support heavier items, so long as the fixings are attached to the timbers within the wall and not just the plasterboard. Vertical timber studs are typically found at 600mm spacing across the width of the wall, but you should use a detector to determine their exact position.





How to...

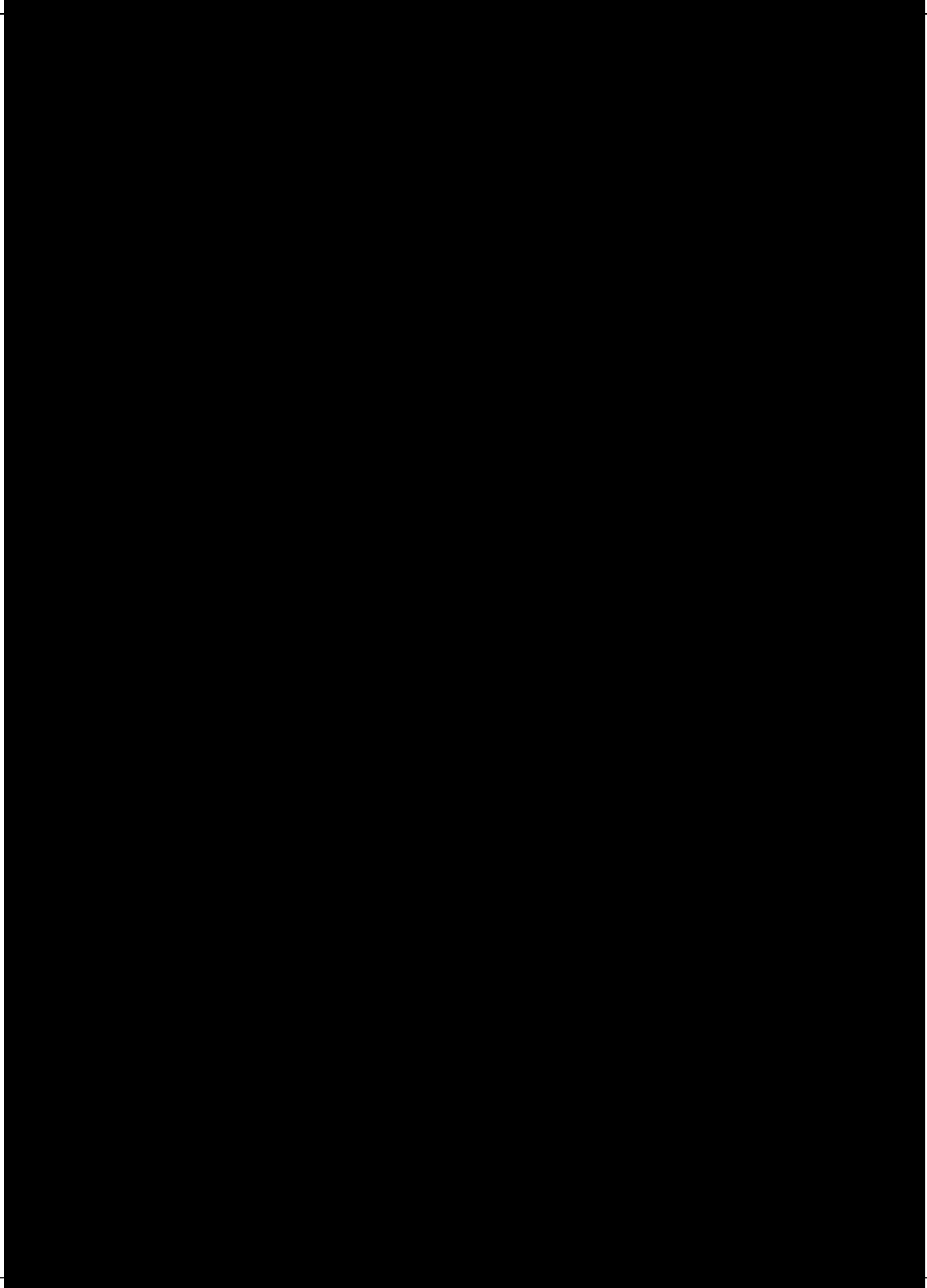


DIY Redecorating:

The walls and ceilings of your home have been finished with emulsion paint. If you plan to redecorate, we recommend that you wait till after the drying out process is complete. Paint that is applied too soon may crack as the moisture in the new construction evaporates. Moon Tree cannot be held responsible for damage to decorations that have been applied too soon.

DIY to Ceilings:

Fittings and fixtures cannot be safely fixed directly to plasterboard. Care must be taken when nailing or drilling into ceilings to avoid contact with any plumbing pipes or electrical cables that may lie above the surface.



Safety & Security.

Health & Safety Information:

In accordance with the Construction (Design & Management) Regulations 2015. We are required to provide you with the health and safety information relating to your new home.

Electrical Safety:

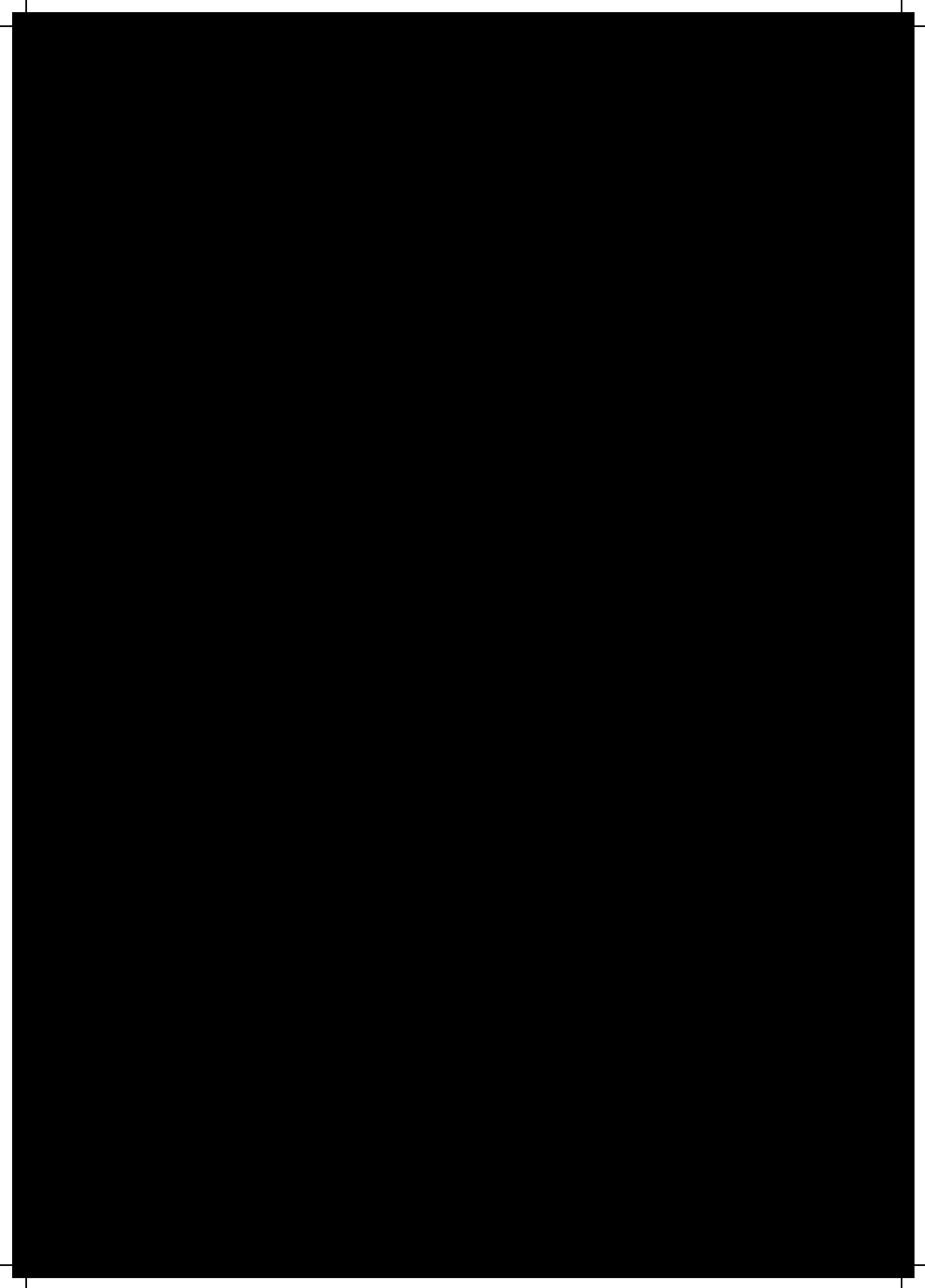
Government legislation places certain restrictions on making electrical alterations to your home, to reduce the number of fires, injuries and deaths caused by faulty electrical installations. As such, your local council must approve any electrical jobs, unless they are carried out by a registered installer.

You should use the National Inspection Council for Electrical Installation Contracting's (NICEIC) searching facility on www.niceci.com to find registered contractors.

Your home's electrical installation should be tested every five years.

Please consider the following the following safety guidelines;

- Check that plugs have the correct fuse for the appliance and are properly earthed
- Regularly check leads and replace if damaged - do not repair with a adhesive tape
- Do not over load power sockets
- Carefully place extension leads and power cables where they will not be damaged or be dangerous e.g through overstretching.



Safety & Security.

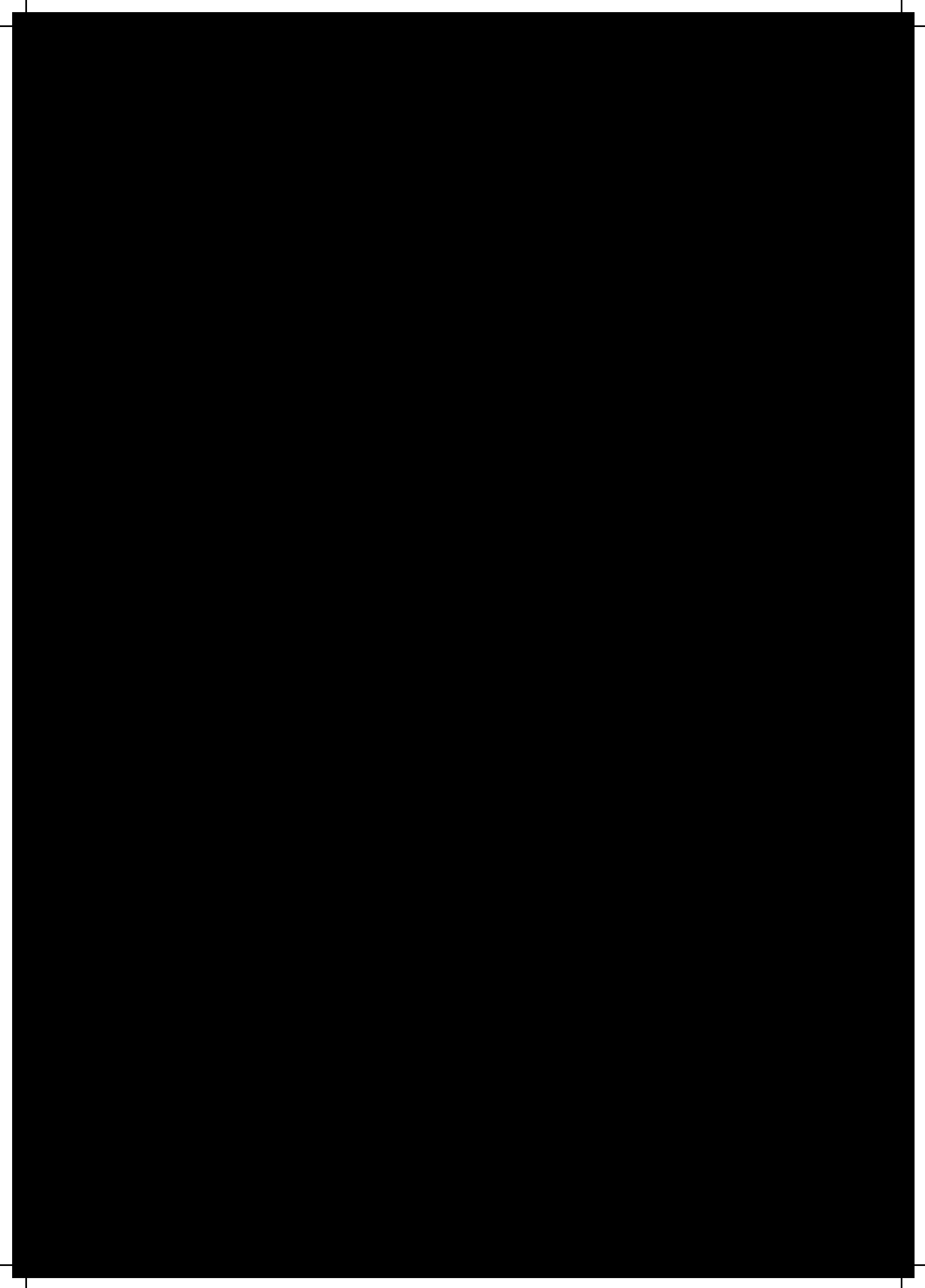
Smoke Detectors:

Your home has mains powered smoke and heat detectors with battery backup, which will automatically emit an audible alarm on detection of smoke. Where two or more detectors have been installed, each is connected to a dedicated radial circuit from the electrical consumer unit. A red light indicates that detectors are functioning. They should be tested regularly by pressing the "test" button. Your device was inspected at the point of installation. We advise you have your device independently re-inspected 12 months after completion and every 12 months thereafter. If the back up battery is low, the smoke detector will bleep intermittently.

Please refer to the smoke detector instructions in the document pack supplied with this manual for further information. The smoke detectors are located on the ceiling.

Maintaining Your Detectors:

Clean your detectors regularly to reduce the risk of false alarms. The detectors are sensitive to dust and you should periodically remove any dust with the brush attachment of your vacuum cleaner by cleaning gently around the front grilled sections and sides. Completely cover the detectors when redecorating to prevent dust or other contamination damaging the units.



Safety & Security.

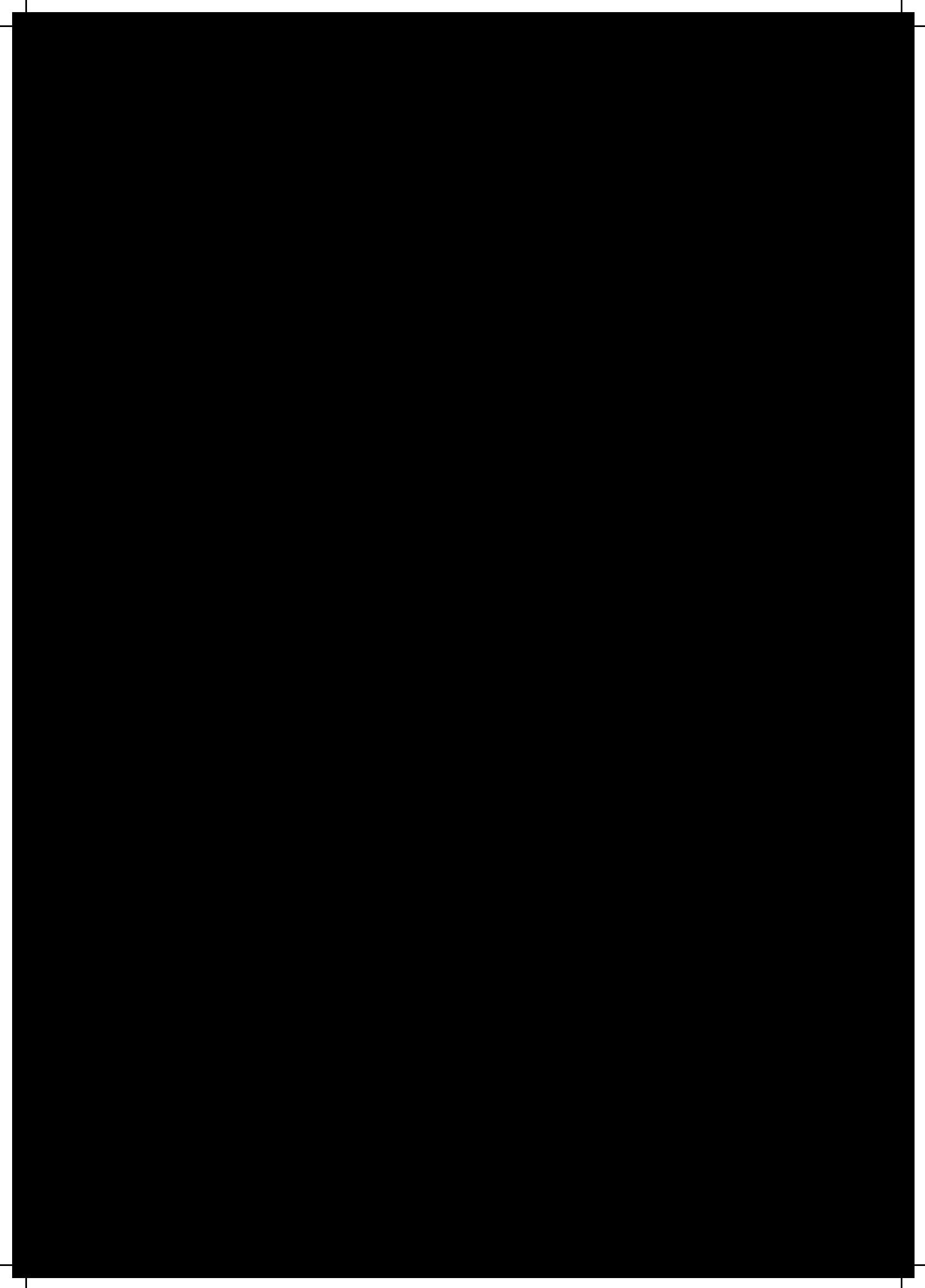
Security Measures:

All new external doors have British Standard locks. Your home has a hardwired Burglar alarm, please find information for the manual in the pack provided.

You should remember to lock all windows and remove window keys whenever you are out. We also recommend the following measures to keep your home safe when you are away:

- Try to make your home look occupied.
- Remember to cancel papers, milk and other regular deliveries before going on holiday. Ask a neighbour to remove papers and parcel from your letter box.
- Leave lights on in the evening (not just the hall) and use an automatic time switch. Another good idea is to leave a radio playing, on a talk station, on a similar time switch.
- Never leave valuable and easily transportable items, like mobiles or car keys where they can be seen by a potential burglar.
- Make sure the contents of your home are fully insured against fire and theft.





Safety & Security

Maintenance Safety:

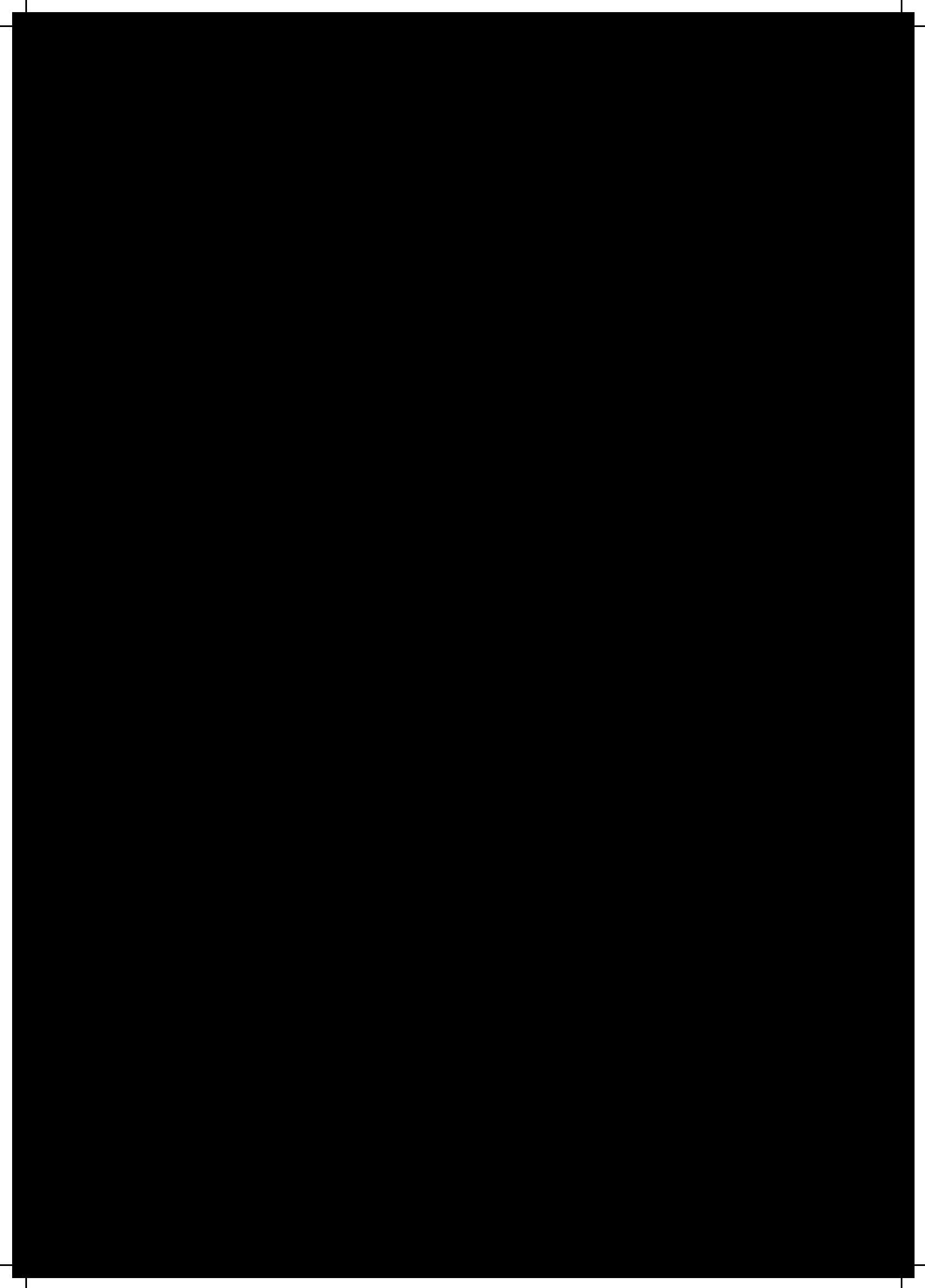
The following information provides safety advice for "do it yourself" maintenance work to your home. If you are in any doubt about your ability to carry out the work properly please seek professional advice.

Exercise Care When:

- Working from height-Where a ladder is the only means of access. The safest angle of use is where one metre out from the wall is matched by four metres up it. The base of the ladder should be placed on a firm and level surface that is dry to prevent sliding. Secure the top of the ladder or have someone stand on the bottom rung to add support.
- Heat-Beware tools that use heat can cause highly inflammable items to catch fire.
- Power Tools-A circuit breaker will give you an even greater protection against the risk of shock should you cut through an extension lead.

Do Not:

- Make any structural changes to your home until you have requested permission from the freeholder and consulted professionals. Always check with a qualified Structural Engineer and whether Planning and Building Regulations application is needed.
- Undertake a project unless you have the required skills to carry it out safely and competently.
- Alter the electrical installation. This should be done by an electrician who is qualified to the relevant Regulations.



Local Information:

Town Council:

Capel Parish Council
Capel Village Hall
Five Oak Green
TN12 6RD
01892 837524
www.capel-pc.gov.uk

District Council:

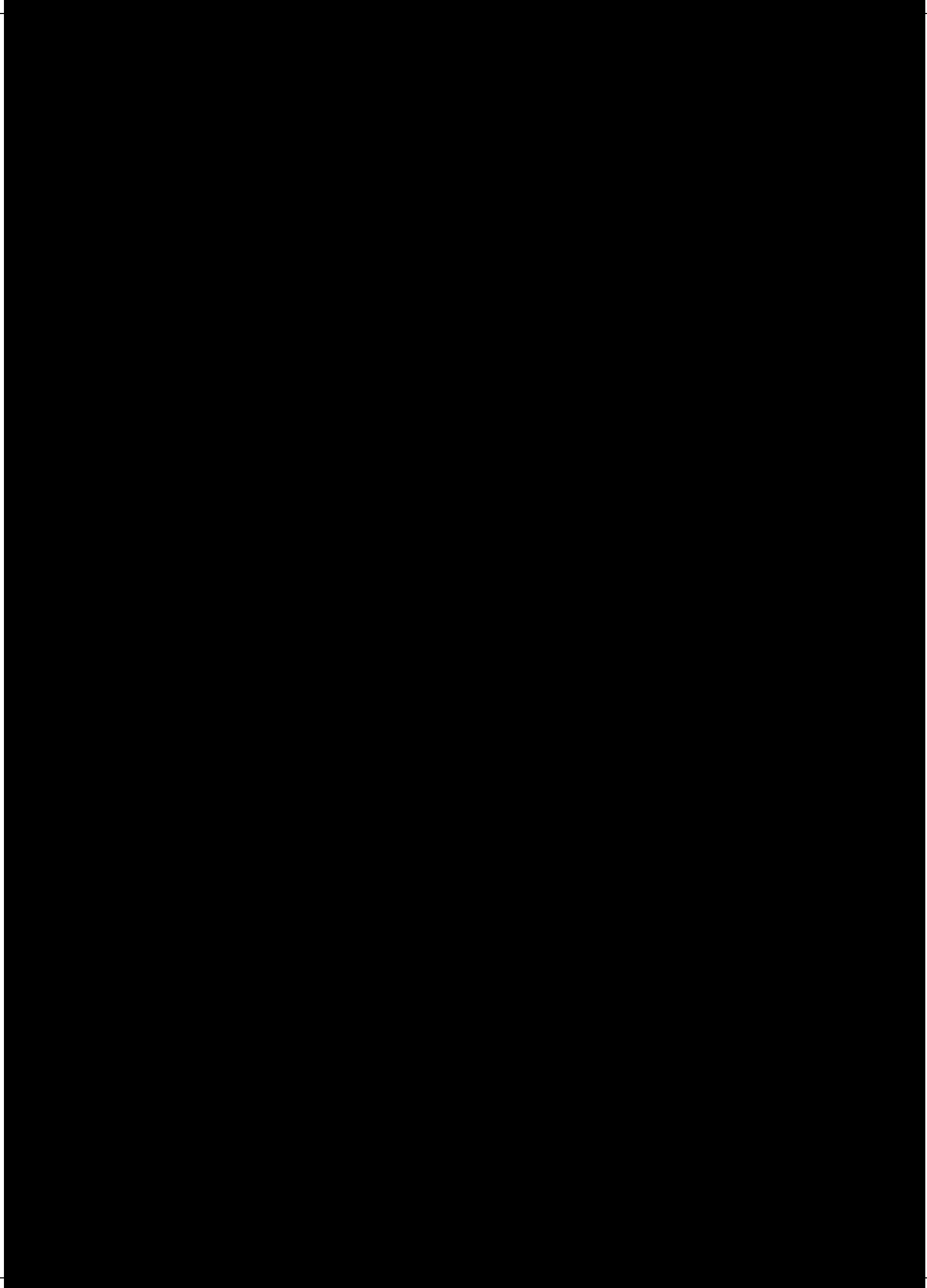
Mole Valley
Pippbrook
Dorking
Surrey
RH4 1SJ
01306 885001
www.molevalley.gov.uk

Council Tax:

You will need to contact your local council to provide details for paying council tax. This will need to be done within 21 days from moving in, otherwise you could receive a fine. This can be done at <https://www.molevalley.gov.uk/> or by phoning 01306 879293

Recycling:

Please check with your local council for a list of what can be included in the recycling and if they specify the use of any biodegradable bags. You will find your bin store located in the rear garden.



Local Information:

Emergency Services:

Police Station:

Horsham Police Station
Hurst Road
Horsham
West Sussex
RH12 2DJ
01273 475432

Fire Station:

Dorking Fire Station
Spook Hill
North Holmwood
RH5 4EG
0345 600 9009

Hospital (A&E Department):

Crawley Hospital
West Green Drive
Crawley
RH11 7DH
01293 600 300

Local Amenties:

Doctor Surgery:

The Leith Hill Practice
168 The Street
Capel
Dorking
RH5 5EN
01306 711105

Dentist:

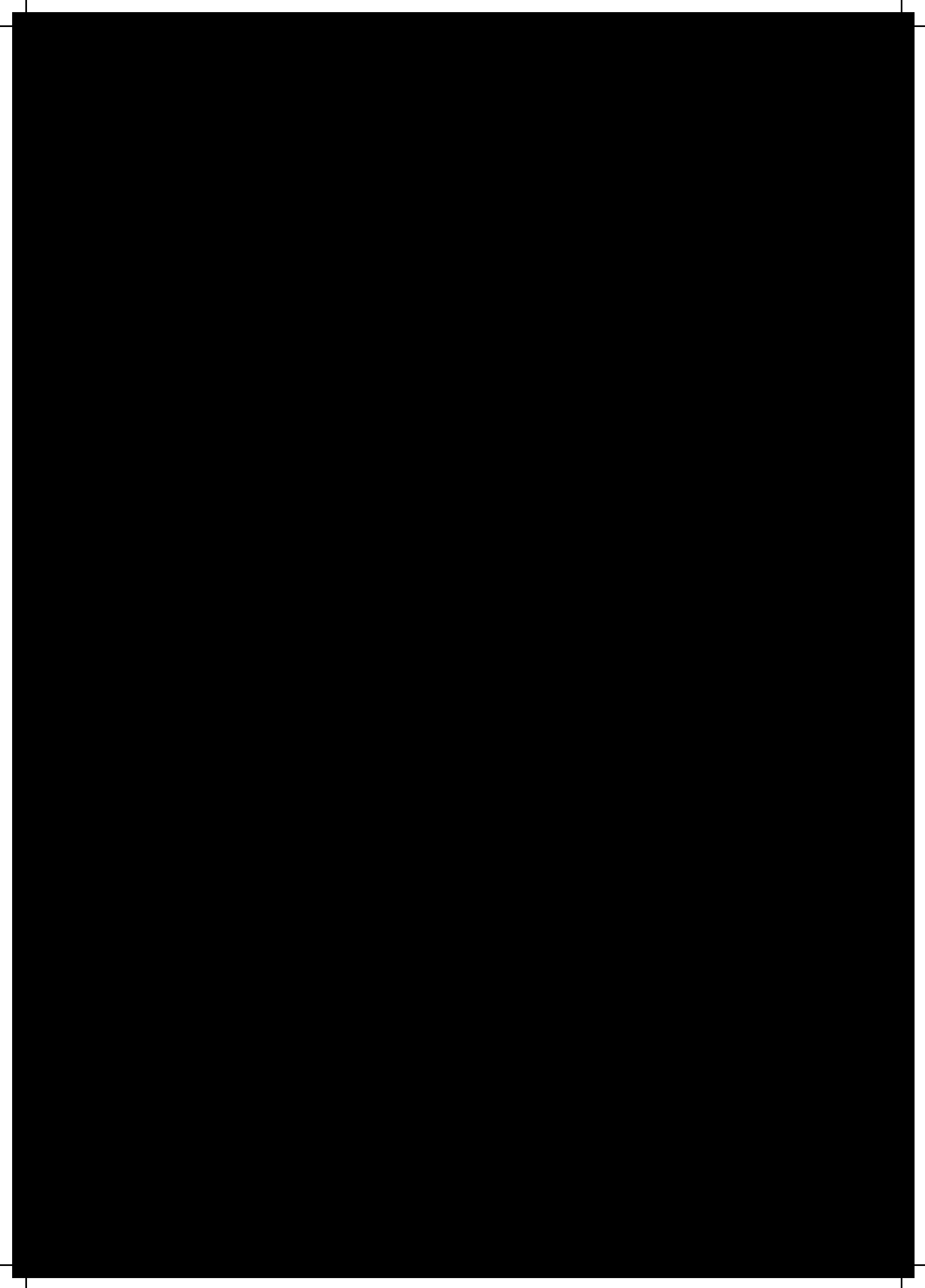
Holbrook Dental Practice
15 Bartholomew Way
Horsham
RH12 5JL
01403 249456

Pharmacy:

Brockwood Pharmacy
1 Bentsbrook Close
North Holmwood
Dorking
Surrey
RH5 4HY
01306 888564

Optician:

The Optical Studio
62 High Street
Dorking
RH4 1AY
01306 875201



Local Information:

Local Amenties:

Post Office:

Capel Post Office
87 The Street
Capel
Dorking
RH5 5JX
01306 711177

Secondary School:

The Priory
W Bank
Dorking
RH4 3DG
01306 887337

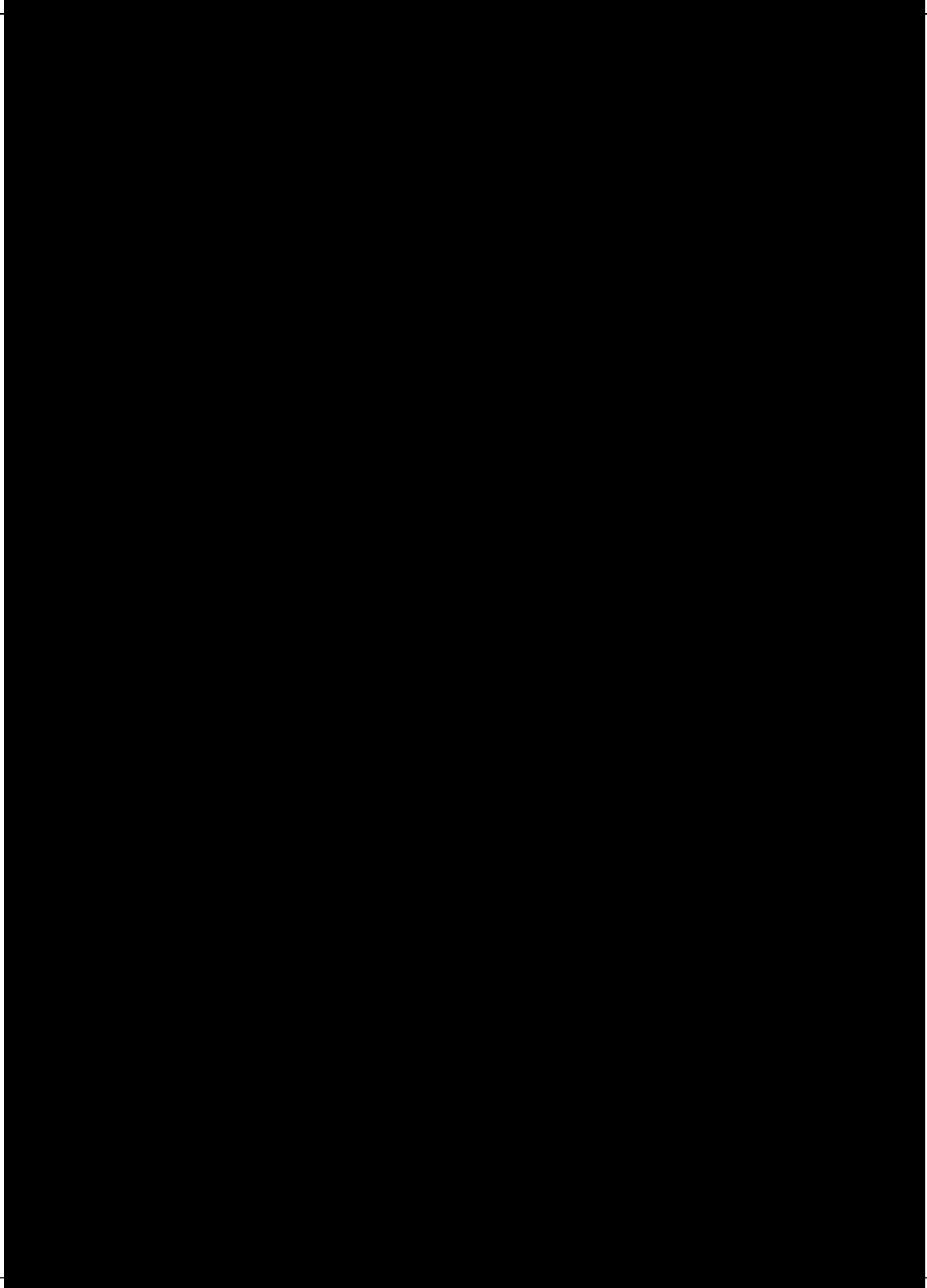
Primary School:

Scott-Broadwood School
The Street
Capel
Dorking
RH5 5JX
01306 711181

Public House:

Crown Inn
98 The Street
Capel
Dorking
RH5 5JY
01306 713250





Local Information:

Travel Service:



Gatwick 23min



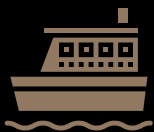
Heathrow 39min



M25 22min



M23 11min



Newhaven 29min

Dorking Station:



Victoria 1h 8min



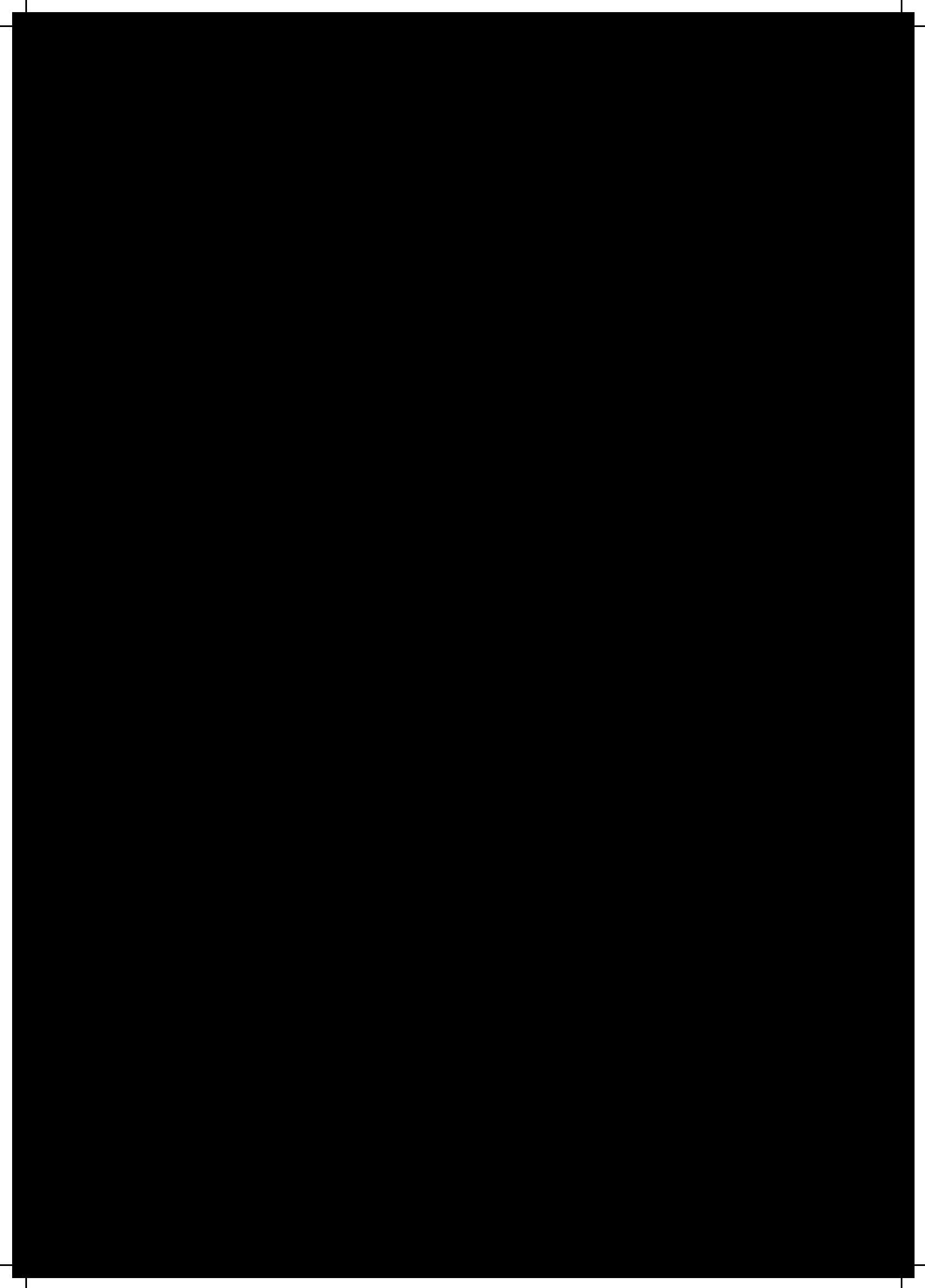
Blackfriars 58min



Waterloo 57min



Clapham 45min



Contact Information:

Best wishes as you settle in to your new home. If you have any queries that you wish to raise please contact us via email or through our website.

Email: info@moon-tree.co.uk



MOON TREE

