

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 the 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

directdebit@swenergy2.co.uk

www.swenrg.co.uk

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

020 7538 0963

dutymanager@newprovidencewharf.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 Plant, 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 bedroom areas.

Heating and hot water consumption is metered by a heat meter, which is located in the ceiling void adjacent to the front 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 the heating and cooling in your home.



Use the control panels to adjust the 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 you want the system to turn on and off each day

- Mode Adjust



Pressing the mode buttons will cycle through 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 adjust 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, this will turn the system on; if pressed when the 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:

- Air is extracted from the bathroom, kitchens and stores at two speeds: normal speed and boosted speed. The boost function is activated when lights are switched on in these rooms
- Fresh air is drawn in through trickle vents in the ceiling; these are located in the living areas and bedrooms
- Warm air is dispersed to the atmosphere via an exhaust air duct

EMERGENCY PROCEDURES

- If there is no heating, check the power supplies to the timer
- If no power is available, check that the MCBs (miniature circuit breakers) are switched on (see page 19 for guidance). If the MCBs are 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, then the central plant may be temporarily out of use. In this instance, please contact the Duty Manager

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

020 7538 0963

dutymanager@newp-ovidencewharf.net

