**Section 2 - Facilities in Your Apartment**

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Main Services and Meters

All apartments are connected to gas, water and electricity

In City Point - outside your apartment is a riser cupboard which connects through to the hall cupboard inside your apartment. In your inside cupboard you will find your stop cocks for water and gas and your mains electricity consumer unit (fuse box)

In Royal Standard House the situation of the water, gas and electricity entry point varies in different apartments. Your water meter will be in the hall cupboard, together with the mains stop-cock and the electricity consumer unit (fuse-box).

City Point Meters

There are separate gas and electric meter rooms for each block in the garage just outside the entrance to each block’s stairs and lifts. The remote pads for the water meters are on the garage walls. This means the water meter can be read without coming to your apartment

Royal Standard House Meters

The electricity meters are all situated in the electricity meter room at the east end of the building – last door on the right.

There are three meter rooms for gas and the remote touch pads for the water meters. One or two ground floor apartments have a gas meter on their own property.

The meter rooms for the east and west blocks are behind the curved walls outside the main entrance door to the block. The meter room for the central block is down the steps to the left of the main entrance.

Keys to the relevant meter cupboards or the code for the east block RSH cupboard should have been supplied to you with the keys to your apartment. If not please contact the Managing Agents, either to borrow or purchase a key. If you need an individual reading, please arrange an appointment with your supplier yourself.

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Gas Emergencies

**IF YOU SUSPECT A GAS LEAK RING O8OO 111 999**

Electricity

If your power supply goes off, first check your fuse-box.

**IF THERE IS A LOSS OF SUPPLY TO THE BUILDING TELEPHONE**

**WESTERN POWER DISTRIBUTION ON 0800 056 8090. THEY ALSO RESPOND WELL TO TWEETS @WPDUK**

NOTE: Each kitchen appliance works off a separate ON/OFF switch panel in the kitchen.

Water

The water supply to your apartment is supplied by Severn Trent Water and is maintained at mains pressure.

There have been problems in the past with both meters and remote touch-pads. If you have queries about your water bills ring Severn Trent.

**We strongly recommend you turn off the cold water at the stop tap when you are away to avoid slow leaks causing you expensive damage, including to neighbouring flats. This has happened in the past**

Heating & Hot Water

Your gas boiler is in the kitchen. It heats both the radiators and the domestic hot water. You should have your boiler serviced annually by an engineer on the Gas Safe register. Because the system is closed it is safe to leave the heating on when the water is turned off at the stop-tap (for instance when you go away). You should turn off the domestic hot-water circulating pump when you go away.

There is a programmer /timer in the kitchen that you can set to turn the water/heating on/off to your requirements.

*Heating*

The temperature of the water in the system can be set on the boiler control panel. The room thermostat to control temperature is in the hall.

*Hot Water*

There is a small pump in the airing cupboard that circulates the domestic hot water. This means that hot water comes from the hot tap almost immediately without having to let the tap run. This pump has its own programmer. The heating system is closed and pressurised.

Please make sure that your plumber understands this type of system before he does any work on it. (Some of the British Gas engineers who do annual servicing are not qualified to work on this type of system).

**Please Note: If you are going to replace your boiler you need to advise the Managing Agents in advance, see the section called Plumbing, Leaks and Boilers for more information**

Telephone & Broadband

The BT telephone line will support broadband.

Both CP and RSH have been fully wired as far as your apartment door for superfast broadband by Hyperoptic. They offer phone and broadband packages with speeds up to 1Gb. Contact [www.hyperoptic.com](http://www.hyperoptic.com) for further details about connection and charges.

Television

**PLEASE NOTE: THE LEASE (AND THE LISTED STATUS OF THE RSH) FORBID THE INSTALLATION OF ANY PRIVATE EXTERNAL DISHES OR AERIALS ON EITHER BUILDING.**

There is a communal TV aerial for Royal Standard House and for City Point. It will support Sky **but not Sky Q or Sky Plus**. and you will find sockets around your apartment. The master socket is usually in the lounge.

It is important that you understand the aerial set up. In CP In your hall cupboard you will have a booster box. This ensures that the TV signal is boosted to all the different sockets in your apartments and should be switched on. The booster boxes in RSH are in the riser cupboards on the landings and are not accessible to residents

Your master socket should be set up with a ‘three-way splitter plug’. The signal is directly linked into your main TV but a second cable links from the incoming signal back into the socket to take the signal to other rooms. If there is only one aerial lead going into the TV, then the sockets in other rooms will not be working as they have no aerial connection.

If you have problems getting reception, check that:

* + You have the aerial lead in the right socket (i.e. not the FM socket)
  + You have a splitter off the main socket, and it directs a cable back into a third socket as well as the TV.
  + If this does not work, then check the booster in the hall cupboard is switched on.
  + If you pick up poor signal/losing channels, you may not be connected to the aerial socket but picking up reception from the airwaves straight to your TV. Do check!
  + A continuing fault could mean you have to call in help because :-
    - a faulty cable or socket/face plate that is no longer working properly.
    - The booster needs replacing
    - A previous resident has had Sky and removed amplifiers/splitters or changed the set up

Please Note: The Managing Agents can call in aerial specialists but if the fault is found to be something in your apartment you will be responsible the call out charge and any repairs. You may prefer to call in your own specialist.

Extraction Fans

*Royal Standard House*

There is a communal air extraction system that extracts air from all bathrooms and kitchens. It operates continuously and is controlled centrally. You will not normally be aware of it as it is almost silent. You will notice that the grids in the kitchen and bathrooms become dusty from time to time, indicating that air is being drawn through them. The system is effective in most apartments, but not all.

Most of the cooker-hoods fitted in the kitchens by the developer are of the recirculating type and do not extract to the outside. The filter will need to be cleaned or replaced depending on use.

*City Point*

There are ventilation systems installed in the bathrooms, but some are not able to connect properly. There is a control switch in the hall utilities cupboard which needs to be switched on to allow the fans to work. To check your system is working put a piece of strong kitchen towel up to the fan!

All kitchen extractor fans should link to an external vent.

Doorbells in City Point

The doorbells in City Point were originally linked to the old intruder alarm. They will no longer work. You could replace them with a similar size doorbell. Wilcos do some good models.

Smoke Alarms

*Royal Standard House*

You will find one or two smoke alarms in your apartment. These are powered by 9V, MN1604 or GLR61 batteries and should be tested every three months. If the battery needs to be replaced the alarm will emit a beeping noise. The battery holder slides out at the side of the alarm.

The staircases are fitted with smoke vents on the top floors and these will open automatically in case of fire.

*City Point*

Each individual apartment is fitted with a battery-operated smoke alarm on the ceiling in the hall. In communal areas there is a very loud klaxon if the glass is broken.

City Point Balcony Trays

Residents often complain that water remains in the tray of their balcony. This is the way the balconies were designed. Water runs off from above and goes down the drainpipe to the lower balcony or is pooled onto each tray and should evaporate off (this prevents rainwater from overpowering the lowest balcony). After a lot of rain and during the winter water can remain for some time. If you think water is remaining for a long time even in summer you should check that the down drainpipe is not blocked by lifting up your decking. It is the leaseholders responsibility to keep the tray and decking in good order.

You should clean out the tray once a year and brush down the decking to remove any green algae.