Home Services Guide

Broad Oaks, Downham Market

Introduction

This guide is designed to give you a brief overview of all the various items within your property, including information to assist you in operation and maintenance.

Further in-depth instructions for any appliances can be located in the specific user manual provided for that item.

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Emergency Procedures
In Case of Fire

Fire Evacuation Procedure for [Your Address]

1. Purpose

This fire evacuation procedure outlines the actions to be taken in the event of a fire alarm activation. It is designed to ensure the safety of all residents by providing clear instructions for evacuation.

2. Fire Alarm Activation

- When the alarm sounds:
- The fire alarm system, compliant with BS 5839-6 LD2, will alert you to a potential fire within the dwelling. The alarm will sound in key areas of the home, such as hallways and landings.
- If the fire alarm sounds, assume there is a fire, even if there is no obvious smoke or flames.

3. Actions Upon Hearing the Alarm

- Immediate Response:
- Stay calm.
- If you are in a room with a closed door, feel the door with the back of your hand to check if it's hot. If it is, do not open the door.
- If the door is cool, open it carefully, check the corridor, and proceed with evacuation if safe.
- Evacuating the Property:
- Exit through the nearest available exit (front or back door).
- If possible, close doors behind you to contain the fire and prevent it from spreading.

4. Escape Routes

- Primary Exit: Use the main exit (front or back door) to evacuate the building. Ensure you know the quickest exit route from every room in the house.
- Secondary Exit: If the primary exit is blocked or unsafe, use a secondary escape route (such as a side door or window) if safe to do so.

5. Assembly Point

- Once outside, proceed to the designated assembly point away from the building. This should be a safe distance (at least 30 meters) from the property to avoid exposure to smoke or flames.
- Do not re-enter the property until the emergency services give the all-clear.

6. Special Considerations

- Vulnerable Residents: Ensure that vulnerable individuals (elderly, disabled, children, etc.) are assisted during evacuation. Assign specific people to help them if needed.
- Pets: If you have pets, try to evacuate them with you if safe to do so. Do not delay evacuation to search for pets.

7. After Evacuation

- Call Emergency Services: Once you are safely outside, call 999 (or your local emergency number) and inform them of the fire.
- Do not re-enter the building until instructed by the fire service.

8. Fire Drills

- Regular Drills: It is important to practice the evacuation procedure regularly to ensure that all residents are familiar with the escape routes and procedures. Conduct at least one fire drill per year.

9. Maintenance of the Fire Alarm System

- Test and Maintain the Alarm: Ensure the fire alarm system is tested monthly, the alarms are fitted with a 10 year lithium battery, if the alarm beeps then this is due to a mains power failure and you will need to check **the fuseboard and ensure** the MCB labelled "smoke alarms" is in the on position, A qualified technician should inspect the system at least once a year to ensure compliance with BS 5839-6 LD2.
- If the alarm sounds intermittently or without a clear reason, do not ignore it—treat it as a real emergency.

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Services to the Property

Water

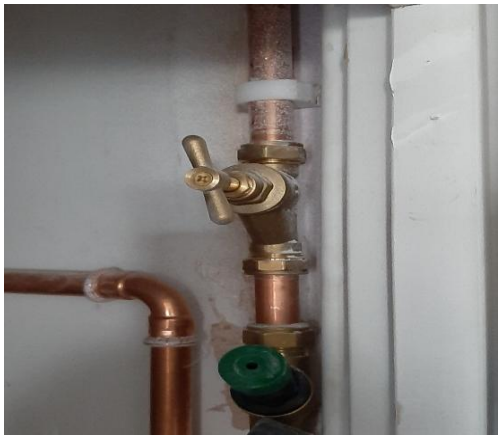


The provider for the water and sewage disposal is:
Anglian Water.
The meter is located externally (Picture attached).

Your regular meter readings will be taken directly by your water company.

It is recommended you take a meter reading when you take over responsibility of the water supply.

Water Meter Reading	
Meter Reference Number	
Meter Reading	
Date	/ /



All cold water delivered to the property is potable and safe for drinking from any cold-water outlet.
The stop tap for the property is located within the Sink cupboard.
Turn tap fully to the right (clockwise) to turn water off.

If you have a water leak within your property, ensure you do the following:

- Shut off the water supply at the stop tap
- Call Emergency Call Out for your water company.

Gas

There is no individual gas supply to each House.

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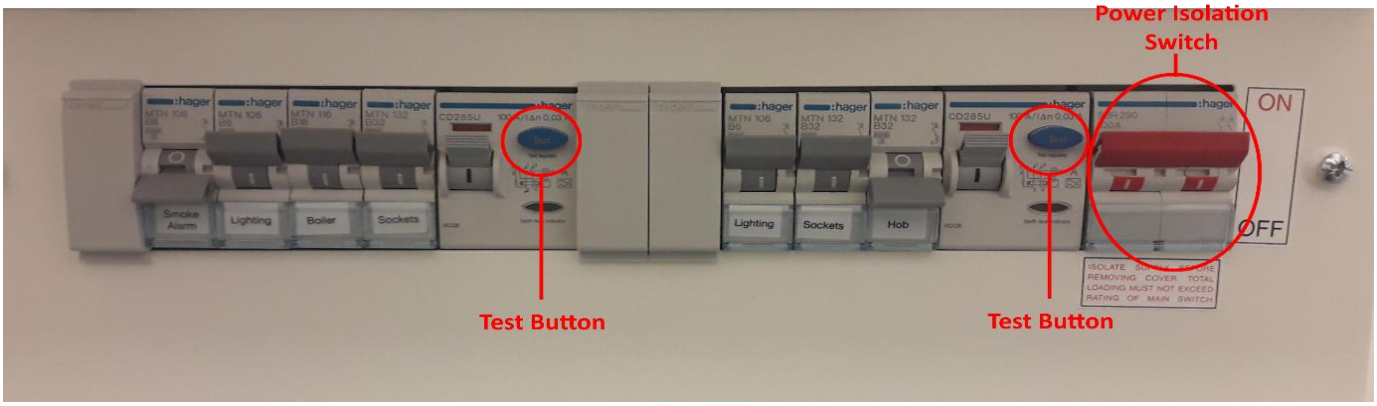
Electric

The Consumer unit is located within the services cupboard. The whole electrical supply to the property can be switched off here, or individual circuits.
The diagram below details the circuits within the property. RCD Test buttons are to be operated bi-annually.
Electrical installation should be tested every 5 years or upon change of ownership.



Do not attempt to alter any electrical fittings. All alterations should be carried out by a trained
and competent electrician.

The KWH meter is located below the consumer unit

It is recommended you take a meter reading when you take over responsibility of the Electric supply



Electric Meter Reading	
Meter Reference Number	
Meter Reading	
Date	/ /

Electrical Equipment

Lighting

The pendant lights are fitted with bayonet LED Lamps. It is required to replace any lamps with low energy LED equivalent marked with CE/BS/EN standards.

Ovia Inceptor Milli White Dimmable LED IP65 Downlight CCT 4-6.4W OXM-W

Light Pendant 150mm White

Introducing the Ovia Inceptor Milli, an innovative range of fire rated domestic downlights that seamlessly blend style and functionality. Take control of your downlights with the option to switch the wattage and colour temperature to suit the atmosphere of any room. Ensure an easy installation with our pre-fitted Flow connectors.

Small and compact in name and format but packing a huge punch when it comes to features and benefits is the new Inceptor Milli dimmable, fixed, fire-rated LED downlight from Ovia.

A key feature to highlight with the Milli downlight is the element of control that is offered in this one fitting. There is the option to seamlessly switch between 6.4W and 4W power outputs using a single switch to provide users with unprecedented control over their lighting environments.
There is also the ability to easily switch the colour temperatures between 2700K (Warm White), 4000K (Cool White) and 6500K (Daylight).
This allows for effortless adaptation to varying lighting needs and makes is easy for the end user to tailor their lighting to suit their individual requirements. Whether they are seeking a vibrant, well-lit





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Smoke Detection

BS 5839-6 Domestic D2 LD-2
The property is fitted with mains powered detection with interlinked sounders.
Detection has been installed in all circulation areas, rooms & escape routes, other than those of negligible ignition, such as toilets and shower rooms.
Smoke alarms are present within the corridor and bedrooms. Heat detection within the kitchen area. The detector in the kitchen is not affected by steam/smoke therefore will prevent false alarms.
A Multi point detector is installed within the open plan living area which combines the technology of both optical smoke and heat detection, again to prevent false alarms within open plan area connected to the kitchen.
All alarms are mains powered with a sealed lithium battery back-up 10 year guarantee.
All alarms should be tested every 6 months.
To test them, press and hold the test button on the alarm as shown below.
If the alarm sounds due to a false alarm, then they can also be silenced by pressing the same button.



Electric Vehicle Charger

1 x ICS 7KW Intelligent EV charging station is located within the carpark bay.

Do not attempt to alter any electrical fittings.
All alterations should be carried out by a trained and competent electrician.



The electrical installation was carried out by:

EG Electrical and Mechanical Midlands Ltd
Unit 16B iliffe House
Iliffe Avenue
Oadby, Leicester
LE2 5LS

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Kitchen
FEATURES On Appearance
1. LED display, more friendly interface;
2. Touch operation buttons, smoother interaction;
3. The ultra-thin embedded panel perfectly fits all kinds of walls;
4. The borderless small rounded corner design is simple and atmospheric;
5. Compatible with standa
European cassettes to me



On Functionality
1. Rich function options, M

TV / Internet / Phone

The phone line was installed with BT

The Broadband is linked to either BT or HyperOptic 0333 332 1138

The TV system is open for you to make your own choice.

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Heating, Plumbing & Ventilation

Under Floor Heating

For Water Heating/Boiler/Electric Heating

Max Leave on temp for Under floor heating is = 35 degrees
To prevent damage to floor

Before maintenance, please make sure to keep the power off
Do not pull the cable too hard, otherwise the product will be damaged
Please arrange for professionals to install
Please contact the after-sales service for equipment failure, please do not try to repair it yourself;
After installation, please refer to the manual to check again to ensure normal and safe use, and keep the manual properly.

ABOUT YOUR THERMOSTATS
The 230v Kinetic Wi-Fi Stat range has been developed to control electric underfloor, hydronic underfloor heating, water heating or water/ gas boiler systems. These units are designed for use in commercial, industrial, civil and domestic properties





FEATURES On Appearance
1. LED display, more friendly interface;
2. Touch operation buttons, smoother interaction;
3. The ultra-thin embedded panel perfectly fits all kinds of walls;
4. The borderless small rounded corner design is simple and atmospheric;
5. Compatible with standard 86mm square cassettes and 60mm European cassettes to meet all installation environments;

On Functionality
1. Rich function options, Modbus, WIFI, keycard, etc., to meet all your needs;
2. Strict temperature control accuracy (±1℃) to provide the warmth you want;
3. Power off protection, save all your settings safely;
4. Provide weather information and humidity display
5. Preset adjustment of 5+1+1 mode in a week, programmable setting of 6 time periods a day,
Green energy saving, Less cost, more intelligent and environmental protection;
6. Support the creation of product local groups/shares to achieve unlimited
centralised control of the number of products/ multi-terminal control;
7. Perfect access: Tmall Genie, Amazon echo, Google Home, full experience new voice control method.

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Air Source Heat Pump ASHP

Daikin Altherma 3 R F+W



Read the documentation carefully before operating the user interface to ensure the best possible performance.
User reference guide will provide Detailed step-by-step instructions and background information for basic and advanced usage
Digital files found on https://www.daikin.eu.
Use the search function to find your model.
Contact installer to perform a yearly maintenance.
You can find the contact/helpdesk number via the user interface.



As end user, you have to: Keep the area around the unit clean.
Keep the user interface clean with a soft damp cloth. Do NOT use any detergents.
Regularly check if the water pressure is above 1 bar.

Important Information

Warranty Activation:
It is essential to activate your residential warranty through ‘Stand By Me’ within a specific timeframe to receive the manufacturer-backed parts and labour warranty.
Benefits:
Registering your system provides a single location for managing your warranty, maintenance packages, service records, and performance data.

Support:
If you encounter any issues during the registration process or do not receive the necessary code from your installer, you should contact Daikin directly for assistance.

How to Register Your Daikin System

1. Obtain the Code:
Your certified Daikin installer will provide you with a commissioning code or warranty registration code after they have registered your system on the Stand By Me platform.
2. Go to the Stand By Me Website:
Visit the Daikin Stand By Me website to register.
3. Enter the Code:
On the registration page, enter the code you received from your installer to finalize your registration.
4. Complete Your Profile:
Follow the instructions to set up your account, confirm your contact and home details, and create a password.
5. Activate Your Warranty:
Once your account is validated and your details are complete, you can activate your warranty and claim any available extended warranty.

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Ventilation

DOMUS CMX-MULTI

The CMX-MULTI appliance is a key part of a whole house ventilation system specifically designed to improve indoor air quality in dwellings. The system is designed to remove polluted, stale air from all bathing, cooking and washing areas at a constant gentle rate.
Fresh replacement air is supplied through background ventilators installed in all living areas.

A manual boost is operated through the bathroom light switch, and will be used to increase the ventilation rate, e.g. when showering thereby maintaining a comfortable indoor environment.



Testing & Servicing

It is important to service and test your ASHP / HMVR / Ventilation systems on an annual basis; this ensures that the installation remains safe and efficient.
(Please refer to maintenance section your user manual).

All works must be carried out by a qualified engineer. At the rear of the instruction manual for the HMVR is a servicing schedule which should be filled in with each service.

The plumbing and heating installations was carried out by:

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Local Amenities

Local Authority
Borough Council of King's Lynn & West Norfolk
Tel: 03000031747
78 Priory Road, DOWNHAM MARKET, Norfolk, PE38 9JS

Nearest Hospital
Queen Elizabeth Hospital King Lynn, NHS Foundation Trust
Gayton Rd, King's Lynn PE30 4ET
Tel: 01553613613
Distance 12.7 miles with a journey time of around 21 minutes

Police
St James Street,
King's Lynn,
Norfolk,
PE30 5DE
Norfolk Constabulary is the territorial police force responsible for policing Norfolk in East Anglia, England.

Railway station
Downham Market railway station, which is on the Fen Line between London and King's Lynn.
The station has hourly services to London Kings Cross and King's Lynn operated by Great Northern.

Bus
The town is served on Mondays - Saturdays by Lynx route 37 to Southery and King's Lynn.[23] and by less regular "Go to town" services 47, 60 and 61 to Fincham, Three Holes, Swaffham and King's Lynn

Road
Downham Market is on the north–south A10 road from London to King's Lynn. The east-west A1122 from Outwell to Swaffham runs south of the town.

Education
There are two primary schools in Downham Market:
Hillcrest Primary School and Nelson Academy

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