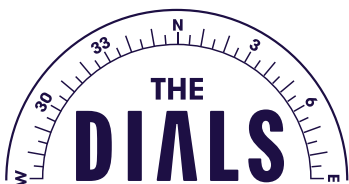


YTL Homes
YTL GROUP



Home User Guide

At **YTL Homes** we take pride in every home we build.



AT

Brabazon

PART OF:



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New adventures begin

Welcome to your new apartment in The Dials at Brabazon!

Buying a new home is one of the most significant decisions that we make in our lives. At YTL Developments, we understand how important it is to know both that your property is built to the highest standards, and that our service to you does not end once you move in.

This guide is a central part of our ongoing commitment to quality.

Every home changes over time. Much like a car, it will need regular servicing and maintenance so that everything runs smoothly. Equally, no matter how much care has been taken through construction, occasionally something might slip through the net.

This guide is designed to give you the information you need to maintain your home, and to explain how we will respond to any defects that may appear after you move in.

It contains guidance on the best way to keep your home secure, warm and comfortable. It contains instruction manuals, safety certificates and maintenance advice that you should keep in a safe place for future reference. And it gives you details of your New Home Warranty that guarantees that we will do the right thing if any defects do come up.

Much of the information in this guide might seem obvious. Some of it we hope you will never need. But please do take some time to read it. Given that Brabazon is named after a pioneering airplane, think of it like a pre-flight safety video: an essential part of the journey.

This guide should have all the information you need. However, if you do have any further questions, our Customer Relations team will be happy to answer your queries.

Contact us

YTL Customer Relations
Department

Telephone: 0330 1234 208
Email: customer.relations@ytldevelopments.co.uk
Monday - Friday: 08.30 - 17:00

NHBC

Telephone: 0800 035 6422
Website: nhbc.co.uk

Brabazon Estates Ltd. & Dials at
Brabazon Management Company
Ltd. c/o Encore (managing agent)

Telephone: 0330 678 1601
Email: brabazon@encoregroup.co.uk
Website: www.encoreestates.co.uk

PART A: Things to know the day you move in

At your service

Who are YTL Developments and YTL Homes?

YTL Developments is transforming the historic former Filton Airfield into Brabazon: a thriving new neighbourhood for Bristol. YTL Homes is also a subsidiary of the YTL UK Group, working in partnership with YTL Developments specifically to deliver the new homes at Brabazon.

Together we are a team of adventurous placemakers, creating exceptional developments where many generations can thrive. Our Pioneering Spirit unites us to enrich people's lives by creating tomorrow's communities.

Introducing the YTL Developments Customer Relations team

Our commitment to quality continues after you have moved in to your new apartment at Brabazon. That's where our dedicated Customer Relations team comes in.

Before you moved in, the YTL Customer Relations team will have inspected your new home to ensure it meets our quality standards. They will have conducted a Home Preview with you to take you through the features and systems of your new home. And on the day we handed the property over to you, they will have passed on all your instruction manuals, safety certificates and warranties.

But their service continues even after you have completed your move. They can answer any questions about your home, and if anything needs fixing under your warranty, they will be your first port of call.

Out of hours emergencies

We hope it never happens. But if within the first two years after you move in there is an issue with your new home that threatens your health, safety or security, our aim is to solve the issue within 4 hours.

If the emergency is out of normal office hours, your call will be automatically redirected to our emergency contact centre.

If there is an emergency issue, please call 0330 1234 208

The list below gives some guidance on what we would see as an emergency that required immediate attention:

- **A total loss of power**

If the power supply fails entirely due to an electrical fault, we would see that as an emergency requiring immediate attention. However, when the power fails in your home, it is likely that the cause will either be a power interruption from the grid, or a 'tripped circuit'.

A power interruption from the grid usually lasts no more than a couple of minutes, but can last a few hours, before power is restored. You can check power interruptions in your local area on the National Grid website: <https://powercuts.nationalgrid.co.uk>.

A 'tripped circuit' is an electrical safety mechanism that can easily be reset using the switches on your electrical consumer unit; your Customer Relations manager will have shown you how to do this during your Home Preview prior to handover of your new home. The labels on your consumer unit should help you identify what is causing the circuit to trip. Further information on identifying the cause of, and finding a resolution for, a tripped circuit can be found on page 34.

We strongly recommend that you check both your electrical consumer unit for a tripped circuit and with your electricity supplier or with a neighbour as to whether there is a general power failure from the grid before contacting our Customer Relations team.

- **A partial loss of power**

If there is a partial loss of power in your home, it will only be considered as an emergency if it poses a safety hazard or a risk of electric shocks, or if the loss of power affects the kitchen.

- **An interruption to your water supply**

If the water supply to your home is interrupted, the most likely cause will be that the local water company has deliberately turned off supplies in order to carry out repairs or maintenance. Please check with the water company or with a neighbour before contacting the managing agent. The managing agent will liaise with the Customer Relations team as necessary.

- **Water leaks**

A water leak would be considered an emergency if it could not be contained and therefore risks causing damage to your home or other properties, or if water is affecting electrical equipment or cabling.

- **Heating and hot water**

A complete failure of the heating and hot water system would be considered an emergency.

However, before contacting the YTL Customer Relations team about a heating or hot water supply issue, please check that your account is in credit. You can find more information on the metering and billing system for heating and hot water, including how to manage your account, on page 30.

If you do not have credit on your account, then the valve to the heating and hot water supply in your apartment could be closed. Once your account is in credit, the metering and billing system will make arrangements to reopen your valve.

- **Faulty locks**

If a fault to a door, window or lock is causing a loss of security to your apartment, this would be an emergency – please contact the Customer Relations team.

- **Blocked drains**

A blockage to the drains would be an emergency if as a result all toilets and washing facilities in your apartment were not usable.

However, in an apartment, the cause of a blockage is often within the communal drainage system. This means it is the responsibility of the building management company to arrange for the drains to be unblocked if necessary. Please call them in the first instance and they will refer the issue back to YTL Developments if necessary.

Please also be aware that the drainage system is only designed for human waste or for toilet paper. In the vast majority of cases, blocked drains are the result of other foreign objects being flushed down the toilets. Both YTL Developments and the building management company reserve the right to charge for the costs of the call-out if a blocked drain proves to be the result of a foreign object being flushed down the system.

Settling into your new home

Checklist: Things to do straight away when you move

With lots to do on the day you move in, it is easy for important things to get forgotten. This checklist should help ensure that you settle in as quickly as possible.

1. Getting set up in your home:

- a. Read this manual and familiarise yourself with your new home and what to do should you experience any problems.
- b. Familiarise yourself with the operating instructions for the heating and hot water system and the appliances.
- c. Ensure you are aware of the locations of the electrical consumer unit and water shut off valves as you may need to isolate them in an emergency.
- d. Read the NHBC 'Guide to Your New Home' booklet. This provides useful advice and information to help you look after your new home.
- e. Take care before hanging pictures and mirrors. We recommend you purchase a cable detector before undertaking any DIY in your new home.

2. Checking your warranties:

- a. Register your new appliances with the manufacturers using the warranty information provided.
- b. Read the NHBC Buildmark policy which contains the terms and conditions of the Buildmark cover for your home. It details your obligations as the homeowner, our obligations as the builder and those of the NHBC as the warranty provider.

3. Changing your address and setting up your utilities:

- a. Check that you have completed all your change of address notifications. We particularly recommend that you contact any organisations that might hold sensitive data about you, such as:
 - Your bank and any financial services firms (e.g. credit companies).
 - Your GP, dentist or other healthcare providers.
 - Companies from which you regularly order deliveries (e.g. Amazon).
 - The voter registration department of your previous local authority.
- b. Contact the utility companies that supplied electricity, gas and water to your old property. Provide them with your final meter readings.
- c. Set up accounts with relevant utility suppliers for your property at The Dials (See details below).
- d. Register with the local authority for Council Tax.
- e. If you haven't already done so, arrange for the connection of telephone, internet and cable or satellite TV services as required.
- f. Make sure you have moved your TV licence to your new address.

4. Getting your paperwork in order:

- a. Familiarise yourself with the details of both the building management company (Dials at Brabazon Management Company Ltd) and the estate management company (Brabazon Estates Ltd), including what each company is responsible for and who to contact if you have any questions. Note when the next estate and service charge payments are due.
- b. Ensure your contents insurance is up-to-date and valid for your new home. The buildings insurance costs will be covered by the building management company via the service charge.
- c. Check that you have received your Energy Performance Certificate and Electrical Installation Certificate. These are important documents that should be stored in a safe place.

5. Setting up your utility services

On the day you legally completed the purchase of your new home, we will have taken meter readings for your utility services. These will all be recorded on your handover form.

The next step you will need to take is to contact the existing suppliers to register with them. We recommend you do so straight away – this will help you ensure that you are on the correct tariff for your needs, and will avoid any unexpected bills later on.

At the point we hand over the property to you, your utility providers will be those set out below. The contact details for each provider are listed in the 'Useful Contacts' section towards the end of this guide.

Energy - Electricity: Scottish Power

The electricity meter for your apartment is located within the apartment; this will have been pointed out to you on your Home Preview. Each apartment is billed only for their individual electricity consumption.

Energy - Gas: Managed by the building management company

There is no direct gas feed to individual apartments. Therefore you do not need to register with a gas supplier. Heating and hot water is provided by a central system that serves the entire building – see below.

If there is a problem with the heating and hot water system, please contact the building's energy management and billing service or the managing agents.

Energy - Heating and hot water: Insite Energy via Kurve

You must set up a pay as you go account with Insite Energy (the building's energy management and billing service) via Kurve (the app which is used to manage accounts with Insite Energy) to pay for your heating and hot water consumption. This account must be set up within 3 days of your legal completion date.

The meter for your heating and hot water usage is on the front face of the Heat Interface Unit (HIU) in your apartment. The HIU is the device which regulates the transfer of heat from the building's central system into your individual apartment.

Water: Managed by the building management company

The Dials is served by a 'bulk supply' meter. This measures all the water used by both residents and within communal facilities at The Dials and the costs are paid by the building management company in the first instance. Therefore you as an individual apartment owner do not need to register with the local water supplier.

Water usage by individual apartment owners is still measured by water meters located within the building. The building management company will use those meters to counter-charge residents for water in line with their usage.



Telephone and internet

A BT Openreach fibre connection has been installed into your property. This means all connections have been made except for the final connection to your router. As a result, you will not require an engineer to complete final connections to your property.

To get your internet connection up and running, you will simply need to set up an account with any Openreach supplier (e.g. Sky, TalkTalk, BT, Zen). They will arrange to activate your connection and will typically send you a wireless internet router.

Telecom outlet points are installed in your apartment. You can connect an ethernet cable or telephone line to these points to connect either a landline telephone or a device such as a television or gaming console that uses a wired internet connection.

If you wish to select a supplier that is not compatible with a BT Openreach connection, such as Virgin Media, alternative cabling may be required. If you do wish to pursue this option, please contact the building management company.



Television

Television aerial points have been installed to various locations throughout your home. These points are connected to an aerial that has been pre-installed onto the roof of the building, which is ready to use and will be maintained by the building management company. The building also has an appropriate dish to receive satellite television services such as SKY, provided that you have an account and any necessary set-top box / decoder.

Refuse and recycling

The refuse and recycling service at Brabazon is provided by South Gloucestershire Council, who will collect waste and recycling from the communal refuse store in the building, located on the lower ground floor.

When taking refuse for collection to the communal refuse store, please ensure that all general waste is bagged and tied securely in a bin liner and all recycling is correctly sorted before being placed in the refuse bins. At Brabazon we are committed to sustainable living and would recommend wherever possible that you recycle items based on the guidance issued by the local authority.

Please do not dump any bulk waste – such as old mattresses and broken or unwanted furniture – in the communal bin storage area. The local authority does not collect bulk waste in their regular collection rounds; instead, removal of bulk waste is a chargeable service. If bulk waste is dumped, and the building management company cannot identify the property owner responsible, the costs for collection must come from the service charge account, which all property owners contribute to.

For hygiene and fire safety reasons, please do not leave refuse and recycling anywhere else in the building or on the estate.

For information about waste collection dates for the building or any further information, please contact the South Gloucestershire Council waste collection team directly:

Telephone: 01454 868 000

Website: <https://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling/>

Where to find...

Moving into a new home is an incredibly exciting time, but all the everyday essentials still need to be taken care of. Whether you need a supermarket to fill up the fridge, have to pop to the post office or want to speak to the headteacher of the local school, in this section we have provided a list of useful local contacts.

Local supermarkets and food shops

ASDA Supercentre

Highwood Lane, Patchway,
Bristol, BS34 5TL
0117 317 2400

Tesco Extra

Willow Brook Centre, Bradley Stoke,
Bristol, BS32 8EF
0345 026 9562

Lidl

Hayes Way, Ring Mead, Patchway,
Bristol, BS34 5BZ
020 3966 5566

Marks and Spencer Foodhall

The Mall, Merlin Rd, Cribbs Causeway, Patchway,
Bristol, BS34 5QT
01179 044444

Morrisons

1 Lysander Rd, Patchway,
Bristol, BS10 7UD
0117 950 9103

Sainsburys

Charlton Boulevard, Patchway,
Bristol, BS34 5BN
0330 013 7664

Aldi

Brook Way, Patchway, Bradley Stoke,
Bristol, BS32 9DA
0800 042 0800

Iceland

Arnside Rd, Southmead,
Bristol, BS10 6AT
01179 593309

Farmfoods

Unit 6 Shield Retail Centre Filton,
Bristol, BS34 7BR
0121 700 7160

Budgens

First Field Way, Hayes Way, Patchway,
Bristol, BS34 5TN
0117 959 2923

Schools and colleges

Early Years Education

Mama Bear's Day Nursery

Charlton Boulevard, Charlton Hayes,
Bristol, BS34 5BZ
0117 958 2037

Snap Dragons Nursery

First Field Way, Patchway,
Bristol, BS34 5TN
0117 427 0010

Primary Schools

Filton Hill Primary School

27 Blenheim Drive, Filton,
Bristol, BS34 7AX
01454 866 559

Charlton Wood Primary Academy

Charlton Blvd, Patchway,
Bristol, BS34 5BN
0117 450 6606

Charborough Road Primary School

Charborough Road,
Bristol, BS34 7RA
01454 867 220

Callicroft Primary Academy

Rodway Rd, Patchway,
Bristol, BS34 5EG
01454 867 195

Secondary Schools

Abbeywood Community School

New Road, Stoke Gifford,
Bristol, BS34 8SF
01454 862 986

Blaise High School

Station Rd, Henbury,
Bristol, BS10 7QH
0117 903 0100

Orchard School Bristol

Filton Road,
Bristol, BS7 0XZ
0117 377 2000

Patchway Community School

Hempton Ln, Almondsbury, Patchway,
Bristol, BS32 4AJ
01454 862 020

Shops and essentials

Shops, Cafés, Bars and Restaurants

The Mall

The Mall at Cribbs Causeway,
Bristol, BS34 5DG
0117 903 0303

The Venue

The Venue at Cribbs Causeway,
Bristol, BS10 7SR
0117 903 0303

Post Offices

Filton Post Office

2-3 Church View, Filton,
Bristol, BS34 7BT
0117 947 0124

Little Stoke Post Office

8 Kingsway, Little Stoke,
Bristol, BS34 6JL
0117 969 3341

Libraries

Filton Library

Shield Retail Park, Link Road,
Bristol, BS34 7BR
01454 868 006

Patchway Library

Rodway, Patchway,
Bristol, BS34 5PE
01454 868 006

Health and emergency services

Dentists

Patchway Dental Practice

19-21 Coniston Rd, Patchway,
Bristol, BS34 5JN
0117 969 2638

Mydentist

114 Gloucester Rd N, Filton,
Bristol, BS34 7PF
0117 969 2230

Doctors

Conygre Medical Centre

3 Conygre Road, Filton,
Bristol, BS34 7DA
0117 969 9430

Filton Clinic

Shields Avenue,
Bristol, BS7 0RR
0117 969 2326

Pharmacies

Jhoots Pharmacy

Conygre Medical Centre, Conygre Road,
Bristol, BS34 7DA
0117 979 2616

Morrisons Pharmacy

Lysander Rd, Filton,
Bristol, BS10 7TX
0117 959 4720

Gyms, parks & activities

Leisure Centres

Filton Sports + Leisure Centre

Elm Park, Filton,
Bristol, BS34 7PS
01454 866 686

Riverside Leisure Club

Station Rd, Little Stoke, Bristol,
Bristol, BS34 6HW
01454 888 666

Gyms

Village Gym Bristol

Bullfinch Close, Filton
Bristol, BS34 6FG
0117 450 7820

Hangar 16U Gym

Coming Soon

Welcome to a thriving new neighbourhood

The vision for Brabazon

Bristol is a city that has always pushed the boundaries. Now so much that is new and exciting in the city is coming over the horizon at Brabazon.

Located on the historic former Filton Airfield – birthplace of Concorde and supersonic travel – Brabazon will be a thriving new neighbourhood for Bristol. You will be able to wander around independent stores, discover new restaurants or relax in leafy parks and open public squares. There will be iconic events, the latest amazing exhibitions, and the best in live music at the new YTL Arena Bristol.

A place for enjoyment and entertainment.
A centre of learning and a launchpad for business.
A hub for industry and invention, with a beating social heart.

Inspired by a revolutionary airplane that became an icon of engineering, Brabazon is the new playground for Bristol's next generation.

The Hangar District is where Brabazon begins. And like the pioneering airplanes that came before it, this new community is designed to be different.

We want Brabazon to be a place to be proud of. That means we want to keep it maintained to the same high standards it is being built to.

Introducing Brabazon Estates Ltd

Brabazon Estates Ltd is the management company that we have set up to manage the maintenance of this thriving new neighbourhood. In this section, we will explain the details of the company, what it is responsible for and who to contact about it.

What is Brabazon Estates Ltd?

Brabazon Estates Ltd is responsible for managing all common external areas of Brabazon, with the exception of any roads that are adopted by the local authority. By managing these within a separate estate management company, rather than handing them over to the local authority, we can ensure that Brabazon is maintained as a great place to live over the long term.

Brabazon Estates Ltd is a formal, legal entity registered at Companies House under registration number 12374097. It has all the rights and obligations of any other UK incorporated company.

Why is it needed?

We want Brabazon to be not just a place to live, but a place to enjoy the best that life has to offer. There are lots of little details that need regular attention to make that vision a reality. Brabazon Estates Ltd is the company that will look after those details:

- Ensuring the planting in the verges is watered, weeded and pruned.
- Managing the upkeep of Brabazon Park, from insuring the children's play area to looking after the lawns and maintaining the park's benches.
- Coordinating parking policies at Brabazon to help ensure its streets remain an attractive place to walk, rather than being littered with parked cars
- Maintaining the public squares and open spaces, paying for the electricity, street sweeping and managing any litter or refuse from public areas.

Brabazon Estates Ltd will grow over time as Brabazon itself becomes established as a new neighbourhood. Whenever new areas of this new city district are developed, new areas of public and communal space will come under its management. At the same time, every new homeowner or commercial occupier will begin contributing to the company.

Who runs it?

Brabazon Estates Ltd is a company limited by guarantee. Everyone who owns a home or apartment at Brabazon will be a member of the company. The commercial buildings, office occupiers and all other owners or tenants at Brabazon will also pay a fair and reasonable share towards the costs of managing the estate.

Brabazon Estates Ltd has appointed an experienced property management firm - Encore - to act as the managing agent on behalf of all members of the company. They will manage the estate on a day-to-day basis on behalf of all the property owners at Brabazon.

Who pays for it?

The legal documents signed when you purchased your new home gave you automatic membership of Brabazon Estates Ltd. That membership also carries an obligation to pay an annual estate charge to the company. The estate charge is calculated in proportion to the floorspace¹ of your home. The charge is incorporated within your building service charge, meaning that it will be paid to the estate management company by the building management company.

The design of the estate management company and estate charging structure means that, while the size of the estate should grow continuously over time, the contributions of each member of the company should only rise broadly in line with inflation, since the additional land that comes under the estate's control should be roughly balanced with the increase in contributions from new property owners and occupiers.

¹ Estate charges are calculated on the basis of the Net Saleable Area (NSA) of each property

The funds from the estate charge are held by the managing agent in a separate client account. Each year the managing agent will prepare accounts that will detail all expenditure in the previous year, as well as set the estate charges for the year to come based on an itemised list of forecast expenses. The accounts and forecasts will be shared with all residents.

How do I contact the managing agent?

You can contact the managing agent, Brabazon Estates Ltd c/o Encore, on:

Telephone: 0330 678 1601

Email: brabazon@encoregroup.co.uk

Website: www.encoreestates.co.uk

Introducing Dials at Brabazon Management Company Ltd

Dials at Brabazon Management Company Ltd is the management company that we have set up to manage the maintenance of the building and communal areas of The Dials specifically. In this section, we will explain the details of the company, what it is responsible for and who to contact about it.

What is Dials at Brabazon Management Company Ltd?

In the same way that the estate management company manages the communal areas of Brabazon, Dials at Brabazon Management Company Ltd is a company limited by guarantee, set up to manage the structure, communal areas and shared services and facilities within The Dials.

Dials at Brabazon Management Company Ltd is a formal, legal entity registered at Companies House under registration number 13048641. As with Brabazon Estates Ltd, it has all the rights and obligations of any other UK incorporated company.

Why is it needed?

Much like in the wider estate, there are lots of little details that add up to make an apartment building a great place to live. Dials at Brabazon Management Company Ltd is the company that will look after those details:

- Ensuring the building is properly insured.
- Ensuring all communal areas, lighting, electrical, mechanical and plumbing / draining systems are properly maintained, with adequate funds retained for cyclical renewal.
- Ensuring all the landscaping in the podium gardens is watered, weeded and pruned.
- Ensuring the communal areas are cleaned regularly.
- Ensuring residents' compliance with building regulations.
- Ensuring compliance with all the company's legal and accounting obligations, including collection of service charges and paying the estate management charges due to Brabazon Estates Ltd.

Unlike Brabazon Estates Ltd, Dials at Brabazon Management Company Ltd will not grow over time. Membership of the company will always remain limited to the leaseholders of the 114 apartments in the building.

Who runs it?

Dials at Brabazon Management Company Ltd is a company limited by guarantee. Everyone who owns an apartment at The Dials will be a member of the company.

YTL Homes Ltd has also appointed Encore to act as the managing agent on behalf of all members of the company.

Who pays for it?

The legal documents signed when you purchased your new home gave you automatic membership of Dials at Brabazon Management Company Ltd. That membership also carries an obligation to pay an annual service charge to the company. The service charge is calculated in proportion to the floorspace² of your home, and will incorporate the estate management charge, so that you do not need to make separate payments.

The funds from the building management charge are held by the managing agent in a separate client account. Each year the managing agent will prepare accounts that will detail all expenditure in the previous year, as well as set the service charges for the year to come based on an itemised list of forecast expenses. The accounts and forecasts will be shared with all residents and payment will typically be made every six months in advance. It may be possible to make a separate arrangement with the management company to increase the frequency of payments to monthly. Please speak to the managing agents directly to discuss your payment options.

Living in an apartment building: Your rights and responsibilities as a leaseholder

Your lease

Your lease is the legal document you signed as part of the purchase process which sets out the rights and obligations of every apartment owner in The Dials. It specifies both what services you can expect from the building management company as well as the rules and regulations that have been put in place to enable everyone in the building to have quiet enjoyment of their own property.

We recommend that you become familiar with the full document. However, we have summarised below some of the key points to bear in mind from the outset:

Responsibilities of the building management company:

- **Insurance:** It is the responsibility of the building management company to arrange buildings insurance. However this policy does not cover any personal contents. We strongly recommend that you take out your own contents insurance.

²Building service charges are calculated on the basis of the Net Saleable Area (NSA) of each property

- **Lifts:** The building management company is responsible for the maintenance of the lifts and making allowance for their future renewal. If there is a problem with a lift, please let the managing agent know. A green emergency button inside the lift gives a direct line to a 24 hour lift repair contractor in case you get trapped inside. Do not smoke in a lift or use it as part of an escape route in the event of a fire.
- **Energy:** The building has a combined heating and hot water system, powered by boilers which are located in the plant room on the lower ground floor. The building management company is responsible for maintaining the plant equipment and for agreeing tariffs with a gas supplier that offers best value for the building's residents.
- **Solar (PV) Panels:** There are a number of solar (PV) panels installed on the roof of The Dials. These service the communal electricity supply and will benefit residents by reducing communal electricity costs. The building management company is responsible for the maintenance and cleaning of the panels.
- **TV aerial and satellite systems:** The building has a communal TV aerial and satellite receiver which the building management company will maintain and renew as needed.
- **Cleaning and landscaping:** The management company will arrange regular cleaning of the communal areas and ensure the external areas and planting are kept neat and tidy.

Responsibilities of individual leaseholders:

- **Balconies and terraces:** You may place tables, chairs, sun loungers and plants on your balcony or terrace, but you do this at your own risk. All items will need to be secured so that they cannot be blown off by high winds, as you would be liable for any damage caused. These items should not obstruct the view of your neighbours or cause a nuisance to them. Barbecues and gas heaters, bicycles, satellite dishes and external antennae, external lighting, bamboo type screening, clothing, storage boxes and any items of excessive weight, which may cause overloading of the balcony or terrace, are strictly prohibited.
- **Window cleaning:** You are responsible for keeping your windows clean. The windows in your apartment are designed so that the exterior can be cleaned safely from the inside.
- **Pets:** Domestic pets are allowed in the building subject to permission being granted by the building management company. Please note, permission can be revoked at any time if the pet proves to be disruptive or a nuisance to other residents.
- **Compliance with Building and Fire Safety Policies:** All residents are required to ensure that they comply with the building management's policies regarding fire risk and health and safety. In particular residents must not store any hazardous or flammable liquids within the building. They must also be aware that the front door to their apartment is a fire door and must be maintained to the applicable fire standards. In practice this means that residents should not remove the closer system or tamper with the hinges and seals. They must also not fit door-mounted security cameras that would compromise the door's fire seal.

Practicalities: Bins, bikes, post, parking and security

- **Bins:** Domestic refuse should be placed in the communal bin stores on the lower ground floor in advance of the collection date. Please take care not to overfill the bins and to sort recyclable items correctly. In addition, please do not dump any bulk waste: the costs of disposing of any bulk waste dumped in the refuse area will be charged back to all residents via the service charge.
- **Bikes:** Secure bicycle storage is provided on both the upper and lower ground floors. Please note that bicycles in the storage area are left there entirely at the owner's risk; we strongly recommend using a strong lock to secure your bicycle to the stands. Bicycles must not be stored on balconies or left in internal communal areas.

- **Post:** Your post will be delivered to your individual post box, located on the upper ground floor above the main entrance lobby. You will have been given a key to open this post box on the day of completion.
- **Parking:** Please take care to park only in your allocated space, which is marked on your lease. Visitor spaces are available elsewhere within Brabazon. As a method of controlling access to the undercroft parking, an automatic number plate recognition camera has been installed on the entrance to The Dials car park. Your number plate will need to be registered with the building management company to ensure you can gain access, and will need to be updated should your number plate or vehicle change.
- **Security:**
 - **Building Access:**

Using your smartphone: We have installed an access control system at The Dials for the security of all residents. Security reader points will be located at all entrances to the building, which will allow access to residents via an app on your smartphone: just swipe your device over the reader for the door to open. To set up your smartphone for access into the building, please download the free STiD Mobile ID app available on both Apple's iOS App Store or the Google Play Store for Android.

The Customer Relations team will have shown you how to use your smartphone and validated your access credentials during your Home Preview appointment on the day of legal completion.

Using a fob: For security we strongly recommend that you use your smartphone to access the building. However, key fobs are available to vulnerable customers or those without smartphone access. Other residents who would like a key fob can obtain one from the managing agents for an additional fee.

Controlling access: As administrator of the STiD Mobile ID app, the managing agent can also add or remove access credentials. If you as the owner of a property need to add or remove a resident (e.g. if your property is let out and there is change in tenants) then please contact the managing agents who will facilitate the change. It is important that the managing agents have up to date records of permanent residents to maintain the security of the building.
 - **Keys:** You will have been given a set of keys for your apartment's doors, windows and post box on the day of legal completion. There is a charge for provision of replacement keys.
 - **Video entryphone:** Each apartment has a video entryphone system. Visitors enter the apartment number on the outdoor panel to call the individual apartment for access. Residents can then grant access using the door release button. For the security of all residents, please do not let unidentified visitors into the building.
 - **CCTV:** CCTV cameras are positioned by the external doors to the building and within the entrance lobby and the cycle storage area. All CCTV images are recorded to disc for a limited time, for the purposes of security, crime prevention and safety management. The data controller is the managing agent for and on behalf of Dials at Brabazon Management Company Ltd.

How do I contact the managing agent?

You can contact the managing agent - Encore - using the following details:

Encore
2 Hills Road
Cambridge
CB2 1JP

Email: brabazon@encoregroup.co.uk
Phone: 0330 678 1601

Keeping everyone safe during construction

Over the next 20 years, Brabazon will be transformed. That means that construction work will always be continuing in some parts of this new neighbourhood. At YTL Developments, we will always take measures to keep any disruption to a minimum and ensure that, as far as possible, access to your new home will be clear and tidy.

Most importantly of all, health and safety is our number one priority.

That means wherever possible we will segregate construction work and traffic away from completed areas of Brabazon, and we will ensure that construction only takes place in secured areas surrounded by appropriate fencing.

Unfortunately, a certain amount of dust and noise is inevitable, but we will endeavour to keep this to a minimum. Whenever construction work is due to take place in the immediate vicinity of current residents, we will give suitable notice and progress updates over the course of the work.

To help us keep you safe and minimise the risk of any disruption, please follow these simple rules:

- Pay attention to safety signage, including speed limits.
- Keep to designated walkways.
- Look and listen out for construction traffic.
- Keep out of restricted areas.
- Instruct children in your care to keep away from the active construction areas.

YTL Arena Bristol

Brabazon is set to become a thriving new neighbourhood for Bristol and the most exciting destination in the South West. North Bristol is already becoming established as a hub for amazing independent attractions, with the Aerospace Bristol Museum, the Bristol Zoo Project and The Wave – the UK's first inland surfing lake – all right on your doorstep. Residents also have the shops and restaurants of the Mall, as well as a cinema, bowling alley and an ice rink just a stone's throw away at Cribbs Causeway.

YTL Arena Bristol will take this exciting local leisure hub to the next level. It will help make Brabazon one of the most exciting, diverse, and vibrant communities in the country.

You can find more details on YTL Arena website www.ytlarenabristol.co.uk.

We recognise that homeowners will want reassurance that this major new attraction will be managed appropriately. Our guiding principle in the management of the estate at Brabazon is that all property owners will pay a fair and reasonable proportion of the cost of services provided by Brabazon Estates Ltd. Any additional costs that derive directly from the operation of the Arena will be met by the Arena management company.

PART B: Caring for your new home at Brabazon

Your apartment's specification

Like the pioneering airplanes that came before them, the new homes and apartments at The Hangar District are designed to be different. Built of a combination of solid red and buff brick and designed by award-winning architects Feilden Clegg Bradley Studios, the apartments are proper homes: light, warm and welcoming.

It's the little details that help make them so distinctive. To help you keep your home feeling as good as new, please see below for reference details of the finishes, fixtures and fittings.

Finishes

Paints

Bedrooms and Hallways	
Plastered Walls Reference / Colour	Dulux Trade Vinyl Matt 00NN 83/000 Indian White
Internal Timber Reference / Colour	Dulux Trade Satinwood 00NN 83/000 Indian White
Internal Doors Reference / Colour	Dulux Trade Diamond Eggshell 40YY 56/041 Polished Grey
Woodstain / Varnish Reference / Colour (used on unpainted wood)	Osmo UK Osmo Polyx Oil Raw (3044)
External Metalwork Reference / Colour Balcony Metalwork	Dulux Trade Metalshield Satin RAL 7016 Anthracite Dark Grey Interpon Anodic Bronze Y2214F
Kitchen	
Plastered Walls Reference / Colour	Dulux Trade Diamond Matt 00NN 83/000 Indian White
Bathrooms	
Plastered Walls Reference / Colour	Dulux Trade Diamond Eggshell 00NN 83/000 Indian White

Flooring

Carpet	Victoria Carpets First Impressions Confident F03
Wood Flooring	The Solid Wood Flooring Company Engineered Timber Flooring-White Oak TW-E721 Straight Board UV Oiled
Floor Tiles	Ensuite - CTD Ivory - 600mm x 600mm Main Bathroom - CTD Light Grey - 600mm x 600mm

Wall Tiles

Tiling (bathroom/en-suite)	Ensuite - CTD Ivory - 600mm x 300mm Main Bathroom - CTD Light Grey - 600mm x 300mm
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Fixtures and fittings

Kitchen	
Kitchen Units	Roundel COMO
Worktops	Silestone - Miami White
Sink	The 1810 Company 1.5 Undermounted Sink Stainless Steel ED/5845/U/MSRE REV/031
Tap	Hansgrohe Kitchen Sink Mixer Tap - 73865800
Splashback	Bristol Glass Processing RAL 9010 Pure white

Sanitary Ware

Bathroom	
Wash Hand Basin	Grohe Cube Ceramic Wash Basin 60 - 3947300H
Basin Tap	HG Focus Single Lever Basin Mixer 100 - 31607000
Toilet	WC with concealed cistern Grohe Euro Ceramic - 39339000
Bath and Shower Mixer	Hansgrohe - Ecostat Square Thermostatic mixer - 15714000
Shower	Head Hansgrohe ProRaindance Select S Shower Set 120 3jet EcoSmart 9 l/min - 26632400
Bath	Villeroy & Boch Size varies dependent on apartment type
Bath Screen	Merlyn Showering MB7 Two Panel Hinged Bath Screen - Model no: MB7L & MB7R - Depending on handing of bathrooms (refer to bathroom layout drawings)
Bathroom Cabinet	Concept - Bespoke joinery item
Toilet Roll Holder	Hansgrohe Logis Universal Toilet Roll Holder - 41726000

En-suite (2-Bedroom Apartments)	
Wash Hand Basin	Grohe Cube Ceramic Hand Rinse Basin 45 - 3948300H
Basin Tap	Hansgrohe Focus Single Lever Basin Mixer 70 - 31730000
Toilet	WC with concealed cistern Grohe Euro Ceramic - 39339000
Shower Mixer	Hansgrohe Ecostat Square Thermostatic Mixer - 15714000
Shower Head	Hansgrohe Crometta E Overhead Shower 240 1jet SH Eco9L - 26727000 Hansgrohe Raindance Select S Shower Set 120 3jet EcoSmart 9 l/min - 26632400
Shower Tray	Just Trays Ltd - Low rise, acrylic Size varies dependent on apartment type
Shower Encloser (dependent on bathroom type)	Merlyn Showering - 6 Series Sliding Door to Suit Shower Recess - M68261 Merlyn Showering - Merlyn 8 Series Shower Wall 1200mm Wet Room Panel - M8SW241
Toilet Roll Holder	Hansgrohe Logis Universal Toilet Roll Holder - 41726000

Doors

Front Door	Walnut Timber Veneer - Vicama Naturdor Walnut
Balcony Doors	Rationel Grey External, White Internal
Door handles	M Marcus - Heritage Range Carlise Brass

Power & heating systems

Bathroom

Heat Exchange Unit / Heat Interface Unit	SAV / Danfoss
Underfloor heating	Mec-Serv / Tio
Towel radiators	Vogue Focus

Appliances

All electrical appliances included in your new home come with the accompanying manufacturers' guides, which provide clear information on how the appliances work and how to maintain them in good working order.

In almost all cases, the manufacturers offer a warranty on their products. Typically you will have to contact the manufacturer to register your appliances in order to activate that warranty. We strongly recommend you do this as soon as possible after moving in to your new home.

All appliance manuals and warranty instructions can be found in the information pack accompanying this guide.

Appliances	Studio	1-Bed	2-Bed	3-Bed
Siemens Oven	✓	✓	✓	✓
Siemens Microwave	✓	✓	✓	✓
Siemens Integrated Fridge	✓			
Siemens Integrated Fridge Fridge-Freezer (70/30)		✓	✓	✓
Siemens Integrated Dishwasher		✓	✓	✓
Siemens 4 Ring Hob	✓	✓	✓	✓
Elica Recirculation Hood	✓	✓	✓	✓
Siemens Washer Dryer	✓	✓	✓	✓

The apartment building is fitted with an automatic sprinkler system that covers all communal areas and habitable rooms. This system is maintained by the building management company.

What to expect in the first few months

The drying out process

Did you know that a new apartment building contains thousands of litres of water in the concrete, mortar, screed, timber and plaster that is used to build it?³

Over the first 24 months after your new property is completed, these materials will slowly dry out. This drying out process is a perfectly normal part of buying any new home.

However, the drying out process can cause some noticeable changes to your home. As the building dries out, it will settle on the foundations. Equally, the drying out of the walls will affect the painted surface. Both of these processes can cause minor cosmetic cracks in your new home – this is known as ‘shrinkage’.

The best way to reduce the likelihood of shrinkage cracks appearing is to take a few easy precautions to ensure that the drying out process happens gradually. We recommend:

1. Keeping your home well ventilated

Good ventilation helps prevent any moisture condensing on internal walls, fixtures or fittings. Ventilation also helps to minimise any risk of damp or mould.

2. Setting your thermostat at a constant temperature

Changes in temperature can cause the moisture in the building materials to expand or contract, which can cause minor cosmetic cracks. Keeping your home at an even temperature – we recommend no higher than 20°C – at least for the first few months will help to reduce any shrinkage cracks that might otherwise appear.

Because shrinkage cracks from the drying out process may occur in any new building and are not the result of a fault, they are seen as part of the normal maintenance of your home. They are therefore not covered by your new home warranty.

Condensation

After approximately 24 months, the drying out process should be complete, meaning there is a much lower likelihood of condensation. Nevertheless, some everyday activities still produce moisture. If this moisture cannot escape from the home, it risks forming damp patches or mildew.

³ <https://www.nhbc.co.uk/homeowners/moving-in>

To help avoid condensation forming, we recommend that you:

1. Use the kitchen extractor fan

Your kitchen includes a recirculation hood above the cooker hob. We recommend ensuring this is switched on whenever you are cooking. You should also use the switch in your kitchen labelled 'fan' to activate the boost mode on the 'whole house' ventilation system, when cooking. Ensure that this is switched off when no longer needed, to return the system to 'trickle' mode. These features will have been explained to you on your Home Preview.

2. Leave bathroom ventilation fans switched on

Your bathrooms include ceiling vents to aid with ventilation. Provided that any isolation switches are on, these will run continuously to prevent moisture settling in your home. The ventilation system is boosted whenever the bathroom lights are switched on. This system is designed to work continuously so we strongly recommend that any ventilation system isolator switches are left on. You may find that your bathroom has more condensation after a hot bath or shower. We recommend using a squeegee to remove excess condensation from mirrors, shower screens and windows where necessary.

3. Avoid overfilling wardrobes

Avoiding overfilling wardrobes or storage areas. This will allow air to circulate and in turn, prevent condensation.

4. Leave your heating on

If your home is cold, moisture will condense quickly instead of being removed through ventilation. To avoid this, we recommend that you leave your heating on at a low level, even if you are not at home, especially throughout the winter months.

5. Dry clothes in well-ventilated rooms

One of the most common causes of condensation in a home is washing that is left to dry in a poorly-ventilated area. If you are hanging washing up to dry, we recommend you leave internal doors open and consider opening the windows.

6. Open the trickle vents in your windows

Your windows have small trickle vents fitted so that air can continue to circulate even when the windows are closed. We recommend you always leave these open.

Hints and tips

If you notice...	We recommend you...
Small / cosmetic cracks in internal walls	These are nothing to worry about and will not affect the structural soundness of your home. Wait until the drying out process is complete, then fill and repaint the area
Shower trays and baths drop slightly	Reseal the edges with a good quality sealant.
Screws starting to show in plastered finishes	Wait until the drying out process is complete, then screw tight and fill and repaint the area.
Wooden door frames sticking	You may need to adjust the hinges to ensure these continue to open and close smoothly.
Condensation	Wipe away any condensation you notice on walls or windows. Use a squeegee to remove excess condensation from mirrors, windows or shower screens if necessary.
Mould or mildew	Use a suitable cleaner to remove any mould, making sure to take precautions with any cleaning products that contain bleach, and ventilate the affected area well in future.

Maintaining your apartment's systems

Heating and hot water

Your heating and hot water system

Your new apartment's heating and hot water comes from a gas-powered Combined Heat and Power (CHP) system, based in the plant room on the lower ground floor. This system generates hot water for the sinks, basins, showers, bath and underfloor heating in your apartment. It is managed and maintained by the building management company.



Indicative heat interface unit

Measuring your energy usage

You will be charged based on your individual energy usage.

Your usage is measured by a Heat Interface Unit (HIU), located in your apartment's utility cupboard.

Paying for your heating and hot water

The Dials uses an energy management and billing service called Insite Energy to bill for heating and hot water usage in each apartment. Accounts with Insite Energy are managed via an app called Kurve.

You must set up an account with Insite Energy through Kurve within 3 days of your legal completion date. If you do not, the heating and hot water supply to your apartment will be turned off remotely until the account is activated by adding credit.

The billing system is pay as you go. We recommend that you regularly check the balance of your account. You may find it useful to monitor how much you spend on heating and hot water for a couple of months, and then set your top ups using Kurve's 'monthly pre-payment' setting.

If you do not have sufficient credit on your account, your heating and hot water supply could be switched off remotely. Before contacting the YTL Customer Relations team to report a loss of heating or hot water, please check that your account is in credit.

If you are a landlord and are planning to let your apartment, you are still required to set up an account. You will act as the lead on the account, and then your tenant can set up a sub-account to pay for their usage. Any unpaid debts on the account remain the landlord's responsibility. It is also the landlord's responsibility to notify the managing agent of the tenant's contact details and update them should these change.

You will have been provided with a guide on how to use the Kurve web app in your completion pack. If you have any further queries on your account, we recommend speaking to Insite Energy directly. Their contact details can be found on page 48.

Your energy supplier

As the CHP system is maintained by the building management company, leaseholders do not have the ability to change their individual energy supplier. However, to ensure best value for residents, the building management company will compare the market each year to secure the best deal for the building's energy needs.

Controlling your central heating system

Underfloor heating

Your home does not have radiators. Instead, heating throughout comes from a hot water-based underfloor heating system.

To work effectively, the system will have been balanced before we handed over the property to you. You should never need to adjust any settings on the installed equipment yourself and we strongly recommend you only use a suitably-qualified engineer to inspect and maintain the system.

The electronic programmer / thermostat

Your underfloor heating is designed to be operated via a timing programmer and room thermostat.

You can programme the times your underfloor heating is on and off, by using the electronic programmer. We recommend that, at least in colder weather, you never turn off the system entirely even during any periods of absence from your apartment. By leaving the system to operate continuously at low temperature (min. 6°C), you will avoid any risk of frost damage.

During the summer months you might find that you do not want to use your heating at all. However, it is necessary to run the heating at least once every 2 weeks for around 15 minutes. This is a requirement of the manufacturers to ensure that the HIU's mechanical parts and pump remain in good working order and do not seize up. YTL Homes will not take responsibility for repairs on an HIU that has seized if regular running of the system has not been carried out as per the manufacturer's instructions.



Indicative underfloor heating control



Indicative central heating electronic programmer

Handy heating hints

To keep your home warm and comfortable, we always recommend the following handy hints:

1. Always ensure the system is regularly serviced

Regular servicing will ensure your heating and hot water system works efficiently, maximising its operational lifespan and keeping you safe. The HIUs within your apartment must be serviced annually. Annual servicing should be arranged by the building management company, who will coordinate payment for these works with apartment owners. Servicing of the communal boilers will be arranged by the building management company.

2. Take time to set up the system to suit you

Setting up the system to the right temperature and using the timer functionality on the programmer in your utility cupboard from the outset should mean your heating and hot water will require minimal ongoing attention. Please refer to the appliance manual for specific set-up instructions.

3. Remember that the heating takes time to work

Particularly during colder months, there will be a warm-up period before the apartment reaches the desired temperature. If you have had the underfloor heating turned off for a long period of time, it can take up to 24 hours to re-heat the system and bring your apartment up to the desired temperature. Please remember that underfloor heating is designed to heat the air in the room, and not the floor underfoot.

4. Ensure thermostats are not blocked

A room's thermostat can only sense the air temperature in its immediate vicinity. Check that thermostats are not blocked behind furniture that will hinder warmer air from circulating.

5. Close curtains and doors

Particularly in colder months, closing curtains and shutting doors will keep warmer air in the room, helping you to maintain a constant temperature.

6. Adjust your settings with the seasons

You will most likely wish to set your thermostats to a higher setting in colder months. Equally, it is usually sensible to adjust the timer programmer when the clocks go forward or back. Adjusting the system's settings with the seasons will ensure it works most efficiently. With underfloor heating, you may find it is more efficient to leave this on continuously at an ambient temperature.

Electrical systems

Your electricity supply

Your electricity supply enters your home through your electricity meter, which records how much electricity you are using. All cables and equipment on the 'home side' of the meter are your responsibility as the householder.

The meter and the cable leading to it belong to the electricity company and shouldn't be tampered with in any way.

When we hand over your home to you, your electricity will be supplied by Scottish Power. Unlike with your gas heating, which is the responsibility of the building management company, you are able to choose your own electricity provider. We recommend you compare the market to find the best electricity tariff for your circumstances.

On handover, we will notify Scottish Power that we are no longer the legal owner of your home and will provide them with both your details and the meter reading recorded on your handover form. We strongly recommend that you register an account with them as soon as possible after you move in and take regular meter readings to ensure that you receive accurate bills.

Should you wish to switch supplier or tariff, remember that you will need to ensure you settle the final bill with Scottish Power. This will include any charges incurred from when you first take ownership of your apartment, and the day the switch takes place.

Your electrical consumer unit

The cable from your electricity meter leads to your home's electrical consumer unit, which is located in your utility cupboard. Your electrical consumer unit contains simple on /off switches as well as a master switch that controls all the electrical circuits that power your home.

The electrical consumer unit is therefore vital for electrical safety in your property.

Each switch in the consumer unit will be labelled with a description of the circuit it controls. Each circuit is also be protected by a miniature circuit breaker (MCB).



Indicative electrical consumer unit

Please note that each MCB will be different, reflecting the power needs of the appliances or systems that are wired to that circuit. For example, a cooker circuit will require 32 amps, but lighting only 6 amps.

It is therefore vital that any changes to your electrical systems are carried out by a qualified electrician and signed off with a valid Electrical Installation Certificate.

'Tripped' circuits

The most common reason for a loss of power in a home will be a 'tripped' circuit.

In the event of a short circuit or a power overload, the MCB in your electrical consumer unit will 'trip', shutting off the power to that circuit. This is a safety system designed to prevent damage to any appliances on that circuit and minimise the risk of any electric shocks. The MCB's are protected via 2 Residual Current Devices (RCDs), which protect against electrical earthing issues. The RCDs within a consumer unit are deliberately sensitive: faulty appliances or even a light bulb blowing can cause them to trip.

If you suspect a tripped circuit, you will be able to reset the MCB or RCD by ensuring the relevant switch within the electrical consumer unit is in the 'On' position.

If the reason for the trip is not clear, or if the switch continuously trips again when it is turned back on, it is likely that there is a fault with a light or appliance that is plugged into that circuit. Testing each light or appliance in sequence should help you identify the faulty item.

If the MCB or RCD trips regularly or intermittently and you cannot identify a faulty appliance or light fitting, do not keep switching the device back on. If you are within the period of your YTL Homes Warranty, please contact the YTL Customer Relations team. Alternatively, we recommend you contact a qualified electrician directly.

It is recommended that the RCD is tested every 3 months using the test button on the device to confirm it is operating correctly. If the test button fails it will require replacement. If you are within the period of your YTL Homes Warranty, please contact the YTL Customer Relations team. Alternatively, we recommend you contact a qualified electrician directly.

Electricity to communal areas

The electricity supply to all communal areas of the apartment building is controlled and maintained by the building management company. The electrical charges for the communal areas are paid by the managing agents via the service charge. The building also has solar photovoltaic (PV) panels installed to the roof to help keep electricity costs for communal areas down for residents.

Low energy light fittings

Low energy LED light bulbs have been fitted throughout your home. These bulbs typically last longer than traditional bulbs and use less energy. Replacement bulbs will be readily available in most major supermarkets, hardware shops and DIY stores.

Water and Drainage

Your water supply

The Dials is served by a 'bulk supply' meter. This measures all the water used by both residents and within communal facilities at The Dials and the costs are paid by the building management company in the first instance. Therefore you as an individual apartment owner do not need to register with either the local water supplier (Bristol Water) or with the local sewerage supplier (Wessex Water).

Water usage by individual apartment owners is still measured by water meters located within the building. The building management company will use those meters to counter-charge residents for water in line with their usage.

The water comes into your property via a stopcock. The stopcock is a valve which will shut off all water to your apartment if required – for example in order to contain a water leak. One stopcock is situated inside your utility cupboard and another is located in the communal cupboard outside your apartment.



Stopcock inside utility cupboard



Stopcock in communal cupboard

Your waste water and plumbing

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



Indicative waste water plumbing and drainage layout



The best way to maintain the waste water pipes is to avoid blockages developing.

Please do not put anything other than water down the sink or flush anything other than toilet paper down the toilets.

In particular, please do not drain waste cooking oils or flush wet wipes, sanitary products or cotton buds away. Both YTL Homes Ltd and Dials at Brabazon Management Company Ltd reserve the right to charge residents to clear any blockages to waste pipes or drains caused by foreign objects being placed in the waste water or drainage systems.

In the event of a blockage in the sink or basin pipework, try using a flexible rod or suction cup to remove it, or use an off-the-shelf drain cleaner.

In the case of stubborn blockages, it may be necessary to unblock a pipe by hand. To do so, firstly be sure to use gloves and eye protection and have a suitable container ready to catch waste water. Then carefully unscrew the plastic trap beneath the sink or basin to remove the obstructing material before screwing the trap firmly back in place.

Water softener system

In the UK, the fresh water supplied through the mains is often 'hard water'. This means that significant concentrations of minerals are dissolved in the water. Hard water is absolutely safe to drink. However, if left untreated, hard water can cause mineral deposits.

These deposits are commonly known as 'scale'. Scale is particularly likely to form in appliances that use hot water, as the higher the temperature of the water, the more likely it is that minerals will solidify and harden.

Deposits of scale can cause damage within your home. It can build up in your pipes, clogging them and decreasing water pressure. It can shorten the lifespan of appliances like dishwashers, washing machines and kettles. And it can leave filmy residues in bathrooms and kitchens. To mitigate the impact of the hard water in the mains supply, YTL Homes has installed a water softener system in your home.

There are two parts to the water softener system. Firstly, a Kalgard water treatment system is fitted to the building's water inlet supply. This will be maintained by the building management company.

Secondly, within each apartment there is an electrolytic water conditioner. These are typically located in your utility cupboard.

These work by creating a small electrolytical current that causes a small amount of the cathode to dissolve in the water, which helps to prevent scale from building up. This cathode (pictured) will need replacing at approximately 10 year intervals by a qualified engineer.



Indicative replacement cathode for water softener system

Things to know

Sanitaryware and brassware

Sanitaryware

The bathroom basins and toilets in your home are made of porcelain. Porcelain is an extremely hard-wearing material and so can be cleaned with abrasive products, including bleach. By contrast, your bath and shower trays will typically be made of acrylic.

Abrasive substances should not be used to clean acrylic products under any circumstances.

Doing so is likely to result in the acrylic surface being damaged.

To help keep your acrylic sanitaryware in the best condition, we recommend:

1. Always using cold water before hot when filling the bath. This will stop any thermal stress occurring and will reduce condensation.
2. Cleaning the bath or shower immediately after use, while the water is running away and the bath is still warm.
3. Never using abrasive cleaners, regardless of whether they are acidic or alkaline.
4. Regularly de-scaling taps, plugs and showerheads to prevent the build up of limescale. We recommend doing so on a monthly basis.
5. Never allowing solvents, such as hairspray, nail polish remover, dry-cleaning fluid and cleaning products containing tetraethyl to come into contact with your bath or shower fittings.
6. Removing any small scratches or dulled areas on the acrylic surfaces by gently polishing the affected area. Please take care, as this may result in a slippery surface underfoot.
7. Ensuring you keep naked flames or burning cigarettes away from your bath or shower fittings.

Brassware

The use of abrasive cleaners should also be avoided on brassware like taps or shower controls. Doing so is likely to remove the protective surfaces of your brassware, causing corrosion and dramatically shortening their lifespan.

Flooring and carpets

Engineered wood flooring

Engineered oiled oak wood flooring has been installed into your kitchen, living room and hallway. This type of flooring is easy to clean and maintain by following a few simple tips:

1. Any marks can be easily removed with warm water and mild washing up liquid. Never use detergents, abrasive cleaners, scouring pads or scrubbing tools.
2. Do not use solvent-based polishes or paste wax.
3. Wood is a natural product so can be scratched or dented. To avoid this, remove grit immediately using a soft broom and consider using soft pads underneath furniture.
4. Do not use a beater bar when vacuuming; it can visibly damage the floor surface.
5. Do not use steam mops: they may cause damage or cause adhesives to fail.

Specialist cleaning products are available.

For more information, visit: www.thesolidwoodflooringcompany.com

Carpets

Carpets have been fitted to the bedrooms of your apartment. The best advice to keep the carpets in your new home looking their best is to avoid particles of loose dirt and dust from working their way into the carpet pile. Dust and dirt act abrasively on the fibres in carpets, which can cause damage and discolouration. Therefore, we recommend that you:

1. Vacuum your carpet regularly: at least twice per week.
2. Only use a cylinder vacuum cleaner with a suction head. Avoid using beater heads and brushes – they will catch and lift the fibres, giving your carpet a bobbled or felted appearance.
3. Place a large, strong doormat at the entrance to your home to help prevent dirt and dust from outside being spread into your home.
4. Treat any small marks or stains as soon as possible, blotting (not rubbing) the area with a dry kitchen towel or a clean dry white cloth. Use a clean damp cloth soaked in warm water to clean any remaining stain, dabbing and then blotting out the remaining liquid with a dry kitchen towel. Be careful not to oversoak the area, and always work from the outside of the stain inwards to stop it spreading further.
5. Contact a professional carpet cleaner to treat large or stubborn stains.
6. Bear in mind that:
 - Shedding – all carpets made using a spun yarn will shed excess fibres when first fitted. This is to be expected and doesn't mean there is a defect. The short fibres given off represent a very small fraction of the pile.
 - Long tufts – occasionally, you may find a stray tuft extending above the pile surface. Again, this is to be expected from carpet fibres.

Windows

Your home is fitted with double-glazed uPVC windows. uPVC is exceedingly durable and therefore requires very little maintenance. However, to keep your windows in the best possible condition we recommend:

1. Cleaning the windows and the surrounds regularly using a light household cleaner or washing up liquid diluted in warm water.
2. Using a cream bathroom cleaner or a specialist cleaning fluid to get rid of tougher marks. Always test the cleaner first in an inconspicuous area.
3. Ensuring the windows and uPVC surrounds are rinsed thoroughly after cleaning to remove any residues.
4. Not using scouring pads or abrasive materials.

Front doors and patio doors

The front doors and balcony doors at Brabazon are fitted by Rationel – a leading manufacturer with a reputation for quality.

The doors come with a manufacturer's warranty. However, that warranty may be invalidated if you do not follow some simple care instructions. In particular, do remember to shut doors in windy conditions to avoid accidental avoidable damage. In addition, when cleaning your doors, be sure to clean the door frames, sashes and surrounds, including the door furniture, at the same time as the glass panes.

Some balcony doors are fitted with a restrictor. The restrictor can be applied by putting the handle into the brake position. This will apply a brake to stop the door swinging shut in the wind. We would not recommend leaving the door on the brake in high winds as this may damage the restrictor.

Care of external aluminium door frames and surrounds

Doors clad in aluminium are typically very durable and require minimal maintenance. Minor scratches in aluminium can be removed using a polishing agent.

Deep scratches that go all the way through the surface and down to the bare aluminium are automatically subject to oxidation that closes the "wound" and prevents further oxidation. Deep scratches can be repaired and painted - we would recommend using a qualified decorator to do so.

For more details on caring for all Rationel products, please see this link:

https://rationel.co.uk/wp-content/uploads/2020/02/Rationel_UK_UserGuide_2019_4-1.pdf



Care of internal timber doors

The internal doors in your apartment do not require significant ongoing maintenance. However, regularly cleaning to remove dust, dirt and condensation will keep the internal fittings in the best condition and help prevent any discolouration. We recommend cleaning at least every 6 months, or less in rooms such as kitchens, where a build-up of cooking grease and smoke is possible.

Redecorating

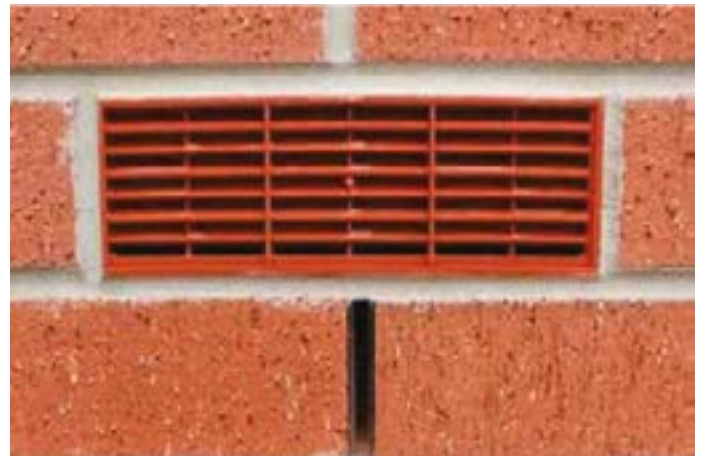
The internal walls of your new home at Brabazon have been painted with a light coating of emulsion paint.

We recommend that you take care if repainting or wallpapering your home before the drying out process is complete to ensure moisture can still escape freely. This will minimise the need for re-work as a result of any cosmetic cracking. If you choose to wallpaper, please be sure to use the correct sealant/adhesive. In addition, your apartment is fitted with an automatic sprinkler system. Please ensure you never paint over the sprinkler heads: doing so may put you and your family at risk by compromising the effectiveness of a vital fire safety system.

Air bricks

An air brick contains holes to allow fresh air to circulate beneath suspended floors and within cavity walls. Air bricks are therefore central to the drying out process: they help keep your home in the best condition by preventing moisture building up as a result of cold or damp air collecting in voids or empty spaces.

Please take care to ensure that the air bricks are never covered or blocked.





Lower energy use, lower energy bills

Energy efficiency

Excellent insulation comes as standard at The Dials: the fabric of the building is on average 10% more efficient than regulations require.⁴ Keeping the warm air in and the draughts out will help reduce the amount of energy you use, helping you to live more sustainably and save more money on your heating bills.

Your Energy Performance Certificate

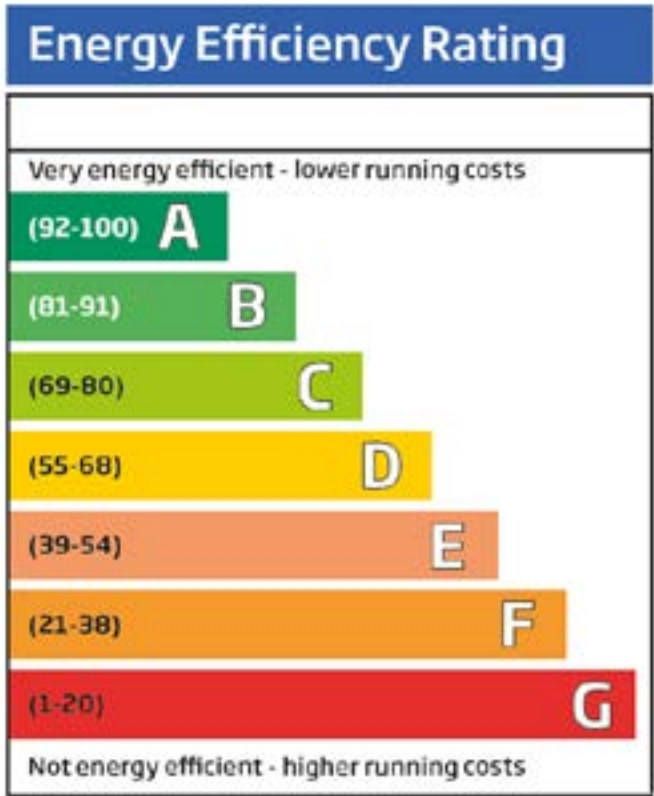
Information about the energy efficiency of your home features on your Energy Performance Certificate (EPC), which is enclosed. It contains two measures that help you make informed decisions about your home’s energy performance: the Energy Efficiency Rating and the Environmental Impact Rating.

Please keep your certificate safe as it will be required should you decide to move home.

Energy Efficiency Rating

The Energy Efficiency Rating of your new home has been calculated in accordance with Building Regulations, using the Government’s Standard Assessment Procedure for the Energy Rating of Dwellings. This rating gives a measure of the overall energy efficiency of a home, based on energy consumption for space and water heating.

The rating is expressed on a scale of 1 to 100 and is shown on the certificate in a graphical format similar to those available for domestic electrical appliances. The certificate displays the current efficiency rating alongside the potential rating on a scale of A-G. The higher the rating, the more energy efficient your home.



⁴ Information correct at the time of printing - July 2024
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Environmental Impact Rating (EIR)

The Environmental Impact Rating is also shown on the EPC and is a measure of how much CO₂ your home is expected to generate annually in order to heat and light the property. The rating is expressed on a scale of 1 to 100. The higher the rating, the less impact your home has on the environment through carbon dioxide (CO₂) emissions.

Energy saving measures

If you are looking to live more sustainably and save energy, here are some top tips to get you started:

1. Turn your central heating thermostat down by just 1°C.
2. Close curtains at night to limit how much heat escapes through windows.
3. Switch household appliances off at the wall socket. When left on standby they still use energy.
4. Turn off all lights in any empty rooms.
5. Allow hot food to cool before placing it in a fridge/freezer, so the appliance will not have to work harder to maintain its set temperature.
6. Fill the kettle with only the amount of water you need.
7. Regularly descale appliances so that they work most efficiently.
8. Washing machines:
 - Set your machine to wash at lower temperatures.
 - Wait until you have a full load or use the 'half load' setting.
 - If your electricity tariff offers cheaper rates for off-peak usage, set the machine to run during this period.
9. Allow clothes to dry naturally; avoid using your tumble dryer where you can.
10. Match the size of your saucepan or frying pan to the appropriate ring on your hob to ensure that it works efficiently.
11. Run the dishwasher only when it is full and use an economy programme for lightly soiled items.

For more information on Energy Efficiency Ratings (and on energy efficiency generally) contact your local Energy Saving Trust advice centre on 0300 123 1234

PART C: If anything were to go wrong

Health and safety

Fire prevention

Fire is one of the biggest risks to any home and fire safety and prevention is something that everyone should be mindful of. Fortunately, most fire risks can be easily prevented by taking some simple and straightforward precautions:

1. Check your smoke and heat alarms at least once a month. This can be done by pressing the test button and holding it until the alarm sounds.
2. Make sure the keys to doors and windows are easy to find and escape routes are not obstructed.
3. Be extra careful when cooking with hot oil.
4. Never leave candles or cigarettes lit when you leave a room.
5. Do not overload electrical sockets. Always switch off and unplug electrical appliances when they are not in use and follow manufacturer's instructions on use, care and maintenance.
6. Ensure you always have contents insurance in place to cover you if there were to be a fire.
7. Do not store any flammable materials in your property.
8. Do not dump combustible items (e.g. cardboard) or bulk waste in the bin stores.
9. Do not have barbecues or patio heaters on your balcony.
10. Do not make any changes to your front door which would compromise its effectiveness as a fire door.
11. Follow all other requirements of your lease.

Electrical safety

The electrical system in your home is designed to adhere to the latest safety standards. The electrical commissioning certificates are included with this Home User Guide. Please keep these certificates in a safe place – they may be required by your insurer.

To minimise the risk to people or property, we always recommend that you:

1. Check that all the plugs on your appliances are properly earthed and have the correct fuse.
2. Regularly inspect and, if necessary, replace damaged plugs, sockets, cables and wires. We do not advise using electrical tape to carry out any repairs.
3. Not use adaptor plugs where possible as they can cause overheating.
4. Always use an extension lead to avoid stretching cables.
5. Employ a fully-qualified electrician to carry out any repairs, maintenance or modifications to your home.
6. Commission a full electrical safety inspection at least every 5 years.

To maintain the electrical safety of your property's systems, government legislation requires that any new electrical work must be approved by a fully-qualified electrician in accordance with Building Regulations (Part P – Electrical Safety). It is also a requirement of your lease to ensure that you do not do anything that would endanger the building.

To find out more about electrical safety legislation, visit www.planningportal.gov.uk or visit Electrical Safety First's website at www.electricalsafetyfirst.org.uk

Gas safety

The gas supplied to The Dials comes from the mains. There should never be any need for any resident to access any gas installation: this is the sole responsibility of the building management company. For this reason, you will not receive a gas safe certificate for your apartment in your completion pack.

If you smell gas

If you smell gas anywhere in the building or think that there may be a gas leak, please call the National Grid 24 hour emergency line immediately on 0800 111 999 and take the following precautions:

1. Do not smoke or light matches.
2. Do not turn on or turn off any electrical switches.
3. Extinguish all naked flames.
4. Open all doors and windows.

Carbon monoxide

If gas appliances and installations are not correctly ventilated, they can release a gas called carbon monoxide.

Carbon monoxide is odourless, colourless and exposure can be fatal if undetected.

Carbon monoxide alarms have been installed in the plant room and are connected to the building's central fire alarm system.

There is a low risk to residents as there are no gas supplies or boilers to individual apartments.

Nevertheless, we recommend that you are aware of the symptoms of carbon monoxide exposure, which include:

- Nausea
- Light-headedness Headaches
- Shortness of breath Dizziness
- Sleepiness

If you suspect a carbon monoxide leak, please:

1. Open doors and windows to ventilate the property.
2. Evacuate the property immediately.
3. Stay calm and avoid raising your heart rate. If you feel unwell, please call NHS Direct on 111, or in an emergency, call 999.
4. Call the Gas Emergency number on 0800 111 999 or the Gas Safety Advice Line on 0800 300 363.
5. Don't go back into the property; wait for advice from the emergency services.

DIY safety

We understand that you will immediately want to make yourself feel at home in your new apartment at Brabazon. However, DIY home improvements are a major cause of domestic accidents. We always recommend following all of the precautions listed below. Please also bear in mind that carrying out any work involving dangerous materials, or work that might affect the structure of the building, is likely to be a breach of your apartment lease.

Take care when...

1. Placing furniture or other items on balconies

Please ensure that you take care whenever you are on a balcony. In particular, please ensure that all items are weighted or secured in place to avoid the risk of accident to people below.

2. Using anything which involves heat

Paint stripping guns or heat lamps can cause fires if not used correctly. Always use gloves, work in a well-ventilated area and keep flammable materials away from the heat source.

3. Using electrical machinery

Always take care to avoid the risk of electric shock by taking care of cables for power tools. We recommend using a circuit breaker to give you the best protection against the risk of shock in case of an accident.

4. Using knives, saws and cutting blades

Use sheaths or covers to keep any blades safe when not in use. Ensure any electrical cutting implements are correctly stored. Use hand and eye protection when using sharp tools.

5. Hanging pictures

Take care not to disturb any pipes or electric cabling that may lie beneath the surface of the wall. We strongly recommend that you use a cable detector, which can be purchased from most DIY stores.

Never...

1. Carry out work that will affect the fabric of the building or balcony, or carry out any works within the communal corridors of the building: this will be a breach of your lease. This includes the installation of security cameras or electronic doorbells.
2. Undertake a project unless you have the required skills to carry it out safely and competently. If not, seek help from experts.
3. Make any alterations to the electrical or heating installation. By law this must be done by qualified professionals. Any work you may choose to do could risk invalidating your new home warranty.
4. Leave chemicals, cutting blades or tools in reach of pets or children.
5. Paint over the sprinkler heads fitted within your apartment. Doing so may put you and your family at risk by compromising the effectiveness of a vital fire safety system.

Your warranty

Buying a new home is one of the most significant decisions we make in our lives.

It's only natural to want reassurance that the home you are buying is built to the highest standards. At YTL Developments & YTL Homes, our dedicated team oversees every stage of construction, ensuring our commitment to quality is maintained at every step. However, no matter how much care has been taken through construction, occasionally something might slip through the net.

The YTL Homes New Home Warranty lasts for two years after completion, giving you added reassurance that we'll do the right thing if any defects do come up. What's more, it forms part of the National House Building Council's (NHBC) Buildmark Warranty scheme - the UK's most comprehensive and trusted warranty scheme - giving you a further eight years' protection between years 3-10.

Years 0-2: Your YTL Homes New Home Warranty

Your YTL Homes New Home Warranty means that any defects that may come to light in the construction or materials used to build your new home will be rectified by us at no extra cost to you during the first two years.

However, it is important to understand what counts as a defect. Your warranty does not cover any problems arriving from wear and tear, poor maintenance or cosmetic cracking that may appear during the drying out process. For more details on what is and is not covered in your warranty, see your warranty document which is enclosed with this guide.

If you wish to raise a suspected defect with us, please contact your YTL Homes Customer Relations Team on 0330 1234 208 / customer.relations@ytldevelopments.co.uk. We will then work with you to investigate the issue and, if appropriate, arrange for any necessary remedial work.

One thing to be aware of is that we can only rectify a defect if we can have access to do so. Our Customer Relations Team will always look to coordinate with you to ensure that any work takes place at a time that is convenient for you. However, we do have a 'Three Strikes' rule whereby after three failed attempts to gain access - such as if we contact you to agree a time and don't receive a response, or cannot gain access at a time we have previously agreed - we will no longer treat the item in question as a defect to be resolved by us.

If you are dissatisfied with our handling of the problem, you can talk to the NHBC in this period. They can then escalate any complaints with us or, if necessary, can direct the issue to an independent dispute resolution scheme.

Years 3-10: Your National House Building Council (NHBC) Buildmark Warranty

Once two years have passed following the completion of your new home, responsibility for managing your warranty passes from YTL Homes to the NHBC under their Buildmark scheme. This protects your home in case any structural defects arise up to 10 years after completion.

Full details of this cover will be in your NHBC Buildmark warranty documents, which are enclosed with this guide. Please keep these warranty documents safe: you will need to refer to them in the event of a claim, and will need to pass them on to a buyer if you decide to sell your home within the warranty period.

If you wish to contact the NHBC Claims team to discuss any concerns, you can phone them on 0800 035 6422 or visit www.nhbc.co.uk

Appliances

All the domestic appliances supplied with your new home will be covered by a manufacturer's warranty.

The terms of the warranty will vary by appliance or supplier. In most cases, you will also need to register your ownership of the appliance to activate the warranty: we recommend you do this immediately following the handover of your new home either online, over the phone or by completing and returning manufacturers' forms.

Please see below for details of the manufacturers and suppliers of the appliances in your new home:

Ovens, hobs, fridges, freezers, washing machines and washer-dryers

Siemens

General Enquires and Spares and Repairs:

0344 892 8999

Register Warranty: siemens-home.bsh-group.com/uk/mysiemens/register-product

Extractor Hoods

Elica

General Enquires and Spares and Repairs

01252 351111 / service@drcookerhoods.co.uk

Register Warranty: <https://registerproduct.elica.com/GB-en>

Useful contacts

There is always lots to do when moving home. We have gathered together a range of useful contact numbers in one place to help make your move more straightforward.

Your new apartment at Brabazon

YTL Developments - Customer Relations

Telephone: 0330 1234 208

Email: customer.relations@ytlddevelopments.co.uk

Brabazon Estates Ltd & Dials at Brabazon Management Company Ltd

c/o Encore (Managing Agent)

Telephone: 0330 678 1601

Email: brabazon@encoregroup.co.uk

Website: www.encoreestates.co.uk

NHBC

Telephone: 0800 035 6422

Website: www.nhbc.co.uk

Utilities

Water

Bristol Water

Telephone:

Billing Enquiry: 0345 600 3600

Leak/Supply Issue: 0345 702 3797

Website: www.bristolwater.co.uk

Electricity

Scottish Power

Telephone: 0800 027 0072

Website: www.scottishpower.co.uk

Heating and hot water

Insite Energy

Telephone: 0345 873 9600

Email: customerservice@insite-energy.co.uk

Website: www.insite-energy.co.uk

Health and emergency services

North Bristol NHS Trust

Telephone: 0117 950 5050

Website: nbt.nhs.uk

In emergencies Telephone: 999

Patchway Police Station - Avon and Somerset Police

Telephone: 0117 998 9112 or 101

Website: avonandsomerset.police.uk

In emergencies Telephone: 999

Avon Fire and Rescue Service

Telephone: 0117 926 2061

Website: avonfire.gov.uk

In emergencies Telephone: 999

South Gloucestershire Council

Badminton Road Yate

South Gloucestershire BS37 5AF

Telephone: 01454 868009

Website: southglos.gov.uk

South Gloucestershire Council - Waste collection

Telephone: 01454 868000

Website: beta.southglos.gov.uk/environment-and-waste/waste-and-recycling/

South Gloucestershire Council - Council Tax

Telephone: 01454 868003

Website: southglos.gov.uk/council-tax/

YTL Homes Home User Guide

Disclaimer

The information in this Home User Guide is provided in good faith and every effort has been made to ensure accuracy at the time of publication.

Property owners or residents should satisfy themselves that any course of action that they take in relation to a property at Brabazon is safe, legal and in compliance with any applicable estate regulations, lease requirements or the terms of any manufacturers' warranties and your YTL Homes New Home Warranty. To view your YTL Homes New Home Warranty, please visit www.brabazon.co.uk/homeowner-hub