



Welcome to your new apartment

**NEIGHBOUR-  
HOOD.**

Settle in with Salix

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## Do you need help reading this?



العربية čeština فارسی français كوردی polski ភាសាខ្មែរ



Follow the QR code link to our **Recite me** tool. You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file. Alternatively, call us on **0800 218 2000**.

# Welcome to your new home

## Dear Customer,

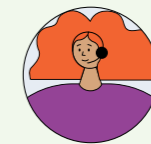
We are very pleased to welcome you to your new home. We hope that it lives up to your expectations and that you will be very happy here.

This Home User Guide provides you with lots of useful information about your new home, as well as some guidance to help you get to grips with how things work, like your heating and hot water system.

We've also included some details about the surrounding area and the amenities close by to help you settle in and discover your new community.

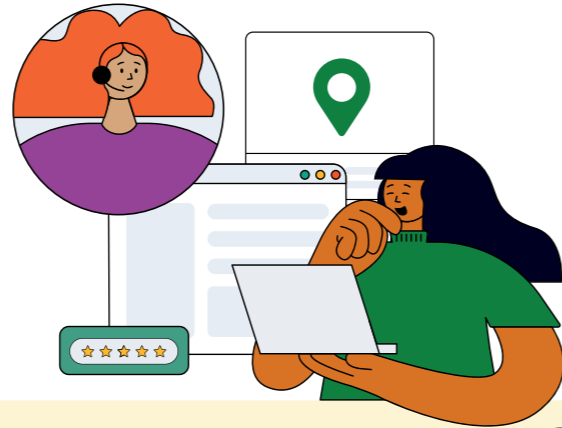
Please take the time to familiarise yourself with the information in this guide, which we hope will come in handy as you **'Settle in with Salix'**.

**MySalix**



If you need us, you can log an issue, query or question by logging onto your MySalix account at: [www.salixhomes.co.uk/mysalix](http://www.salixhomes.co.uk/mysalix) or by emailing: [enquiries@salixhomes.co.uk](mailto:enquiries@salixhomes.co.uk) or call us on: **0800 218 2000**

# Settle in with Salix



**Don't forget to insure your home and possessions**



## How do I report a problem with my property?

Contact our Customer Service Team at:

**Email:** [enquiries@salixhomes.co.uk](mailto:enquiries@salixhomes.co.uk)

**Telephone:** 0800 218 2000

Tell us:

- Your name
- Your address
- A telephone number which we can contact you throughout the day
- An email address for us to share information with you
- Days and dates that you can allow us to attend your home
- Details of the defect

You can also report repairs, or any other issues with your home, via your **MySalix online account**.

## Can I decorate my new home?

All walls have been painted with Dulux Trade Ultra Matt anti-fungal washable white emulsion paint. All ceilings have been painted with Dulux Almond White anti-fungal washable emulsion paint. All woodwork, including doors, has been painted with Dulux Trade Undercoat White Medium Base (Solvent Based) and Dulux Trade High Gloss Pure Brilliant White (Solvent Based).

Decoration is not advised during the 12-month defects liability period, as this time is needed for the drying-out process. Any changes or home improvements you make to your home could invalidate the defect cover. If you are unsure, please ring the team at Salix Homes to check.

## What insurance do I need to take out on my property?

You are responsible for taking out contents insurance for your home, while Salix Homes takes care of the building's insurance. We work with the UK's largest insurer to offer home contents insurance to our customers or you can use your own contents insurance.

Having home contents insurance can't prevent floods, thefts or fire from happening, but it can help you get back on your feet. The insurance, which is underwritten by Aviva, can be paid in weekly or monthly instalments. Another benefit of this insurance is that there are no excesses in the event of a claim. Accidental damage cover can also be added to the policy as an optional extra.

For more information about the insurance and how you can apply visit:

[www.salixhomes.co.uk/insurance](http://www.salixhomes.co.uk/insurance)



## What if I lose my keys?

On sign-up day, you will be provided with three entrance door keys as well as the window keys and balcony door keys, where applicable.

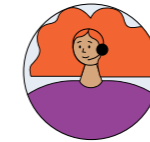


If you become locked out of your home, we can help you gain access, but this will incur a charge. Just contact us and we will be able to help you.

# How can I pay my rent?

You can pay your rent by signing up for a MySalix online account. This allows you to set up a Direct Debit, make a payment, check your rent balance, as well as report repairs and issues.

**MySalix**



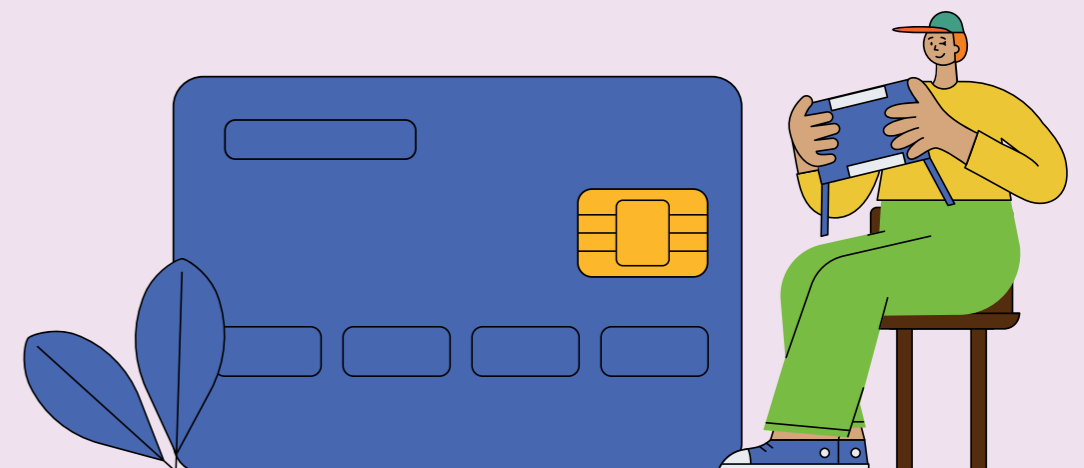
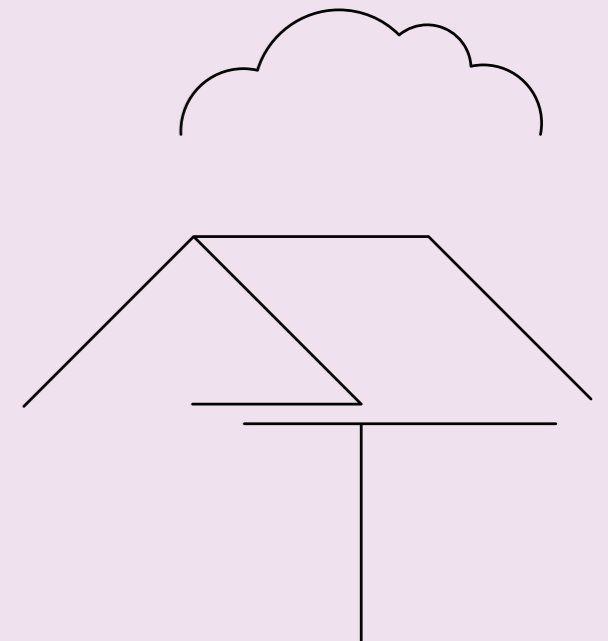
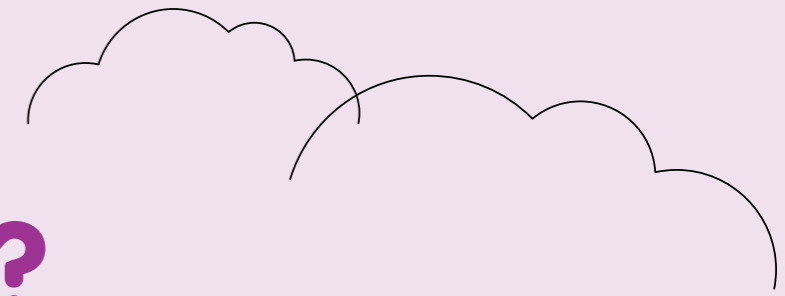
Just go to [www.salixhomes.co.uk/mysalix](http://www.salixhomes.co.uk/mysalix) for more information and to set up your account.

There are also lots of other ways to pay rent, including over the phone or by text.

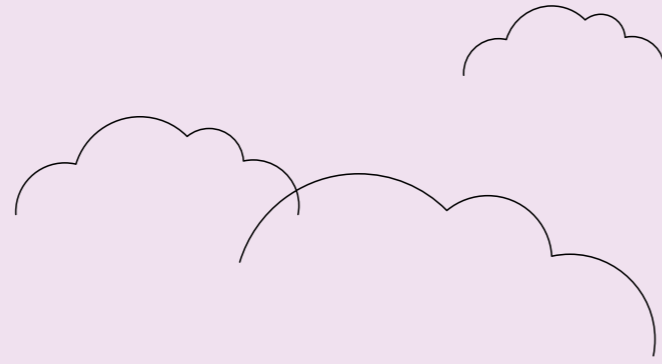
To find out a way that suits you best visit:

[www.salixhomes.co.uk](http://www.salixhomes.co.uk) or call **0800 218 2000**

Scan the QR code to visit our website:



# Utilities and Services



**Don't forget to tell your existing providers that you are moving.**

As soon as you move into your new home, you'll need to register with the various utilities and service providers, such as electricity and water.

You'll also need to register your change of address with Salford Council, and you'll need to register with the local telecommunications company if you want a phone line.

To find out which providers service your area visit [broadbandproviders.co.uk](http://broadbandproviders.co.uk).

The services listed here are specific to this development and the homes within it. Please call them once you are occupying your new home.

You will also need to confirm your meter readings to Eon and United Utilities on registering with them, the readings at sign-up are listed below for you:

**Your electric meter reading is:**

**Your water meter reading is:**

## Electric – Eon

**Telephone:**  
0808 501 5200

**Website:**  
[www.eonenergy.com/contact](http://www.eonenergy.com/contact)

## Water – United Utilities

**Telephone:** 0345 026 7661

**Website:**  
[www.unitedutilities.com/my-account/moving-home/a-new-customer/](http://www.unitedutilities.com/my-account/moving-home/a-new-customer/)

## Sky Q

**Telephone:**  
03301 656 692 for new customers

## Council Tax – Salford City Council

**Telephone:** 0161 793 2500

**Website:** [www.salford.gov.uk/council-tax/](http://www.salford.gov.uk/council-tax/)

## BT

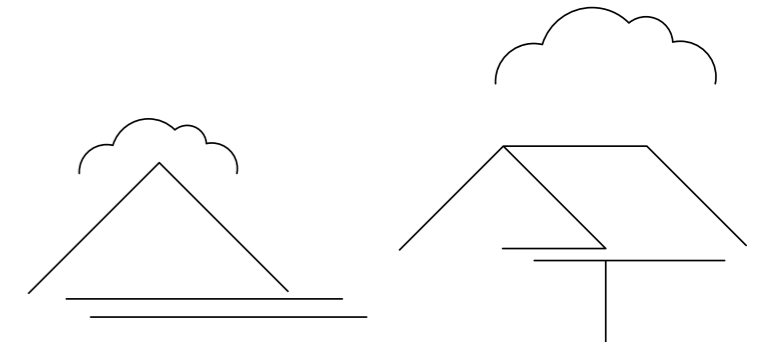
**Website:** [www.bt.com](http://www.bt.com)

## Virgin Media

**Website:**  
[www.virginmedia.com](http://www.virginmedia.com)



# Your Home



First things first, let's get familiar with your new home.

## Moving in

You must ensure that removal vans do not block access for your neighbours. Please be extra careful when moving furniture, being mindful some of your neighbours may also be moving into their new home at the same time. Please ensure that all cardboard boxes and packaging materials are disposed of responsibly.

## Water

Your water meter is in the service cupboard in the communal area on your floor. To access your meter please contact Salix Homes.

The SureStop isolation device is located under the kitchen sink. To use this, simply press the switch.

## Hot water

Your home has been fitted with a Dimplex Edel Air source Hot Water Cylinder.

Further instructions can be found in the user manual. Scan the QR code, provided with this guide, to download the manual.



## Residual Current Device (RCD) Consumer Unit

The consumer unit for your electric is in the storage cupboard off the hallway.

There is no gas to the property.



To switch off all power to the consumer unit, flip down the bottom cover as follows:

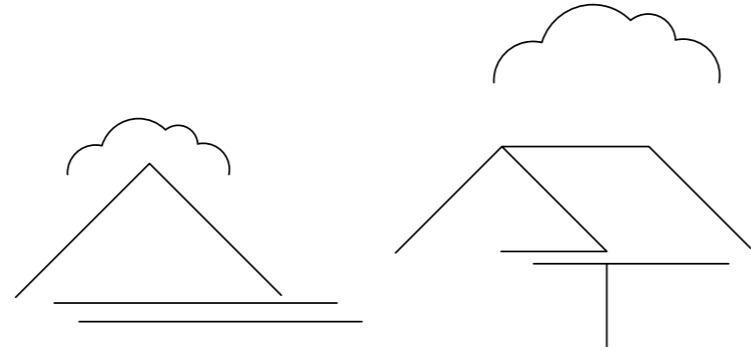
- Switch off all power here
- Remember – UP is on and DOWN is off
- Each circuit is clearly labelled and is protected by a residual current breaker.
- This can be reset by flicking the switch back to the (on) up position

If an RCD trips or switches off, carry out the following:

- Switch 'ON' the RCD. If it trips again, switch off or unplug all equipment on the circuit protected by the RCD.
- Switch 'ON' the RCD and switch 'ON' or plug in each item of equipment in turn until the RCD trips again.
- Leave the faulty equipment switched off or unplugged and switch 'ON' the RCD.

If the RCD cannot be switched on after switching off or unplugging all equipment, contact Salix Homes.

# Your Home



Check the main circuit breaker (MCB) switch in the consumer unit and reset if necessary.

To reset the residual current device (RCD) switch (the largest black switch on the board), push the switch to the off position and then back up to the on position.

DO NOT force the switch into the ON position if resistance is felt and it will not stay in place.

1. If it trips again, unplug the appliance (you suspect may have caused the problem), reset again, and try a different socket. If this also trips, it is the appliance which is faulty.
2. Refrain from using it and get it checked by a qualified electrician.
3. If you think it is the property wiring that is at fault, you should contact Salix Homes. An electrician will then be instructed to rectify the problem.

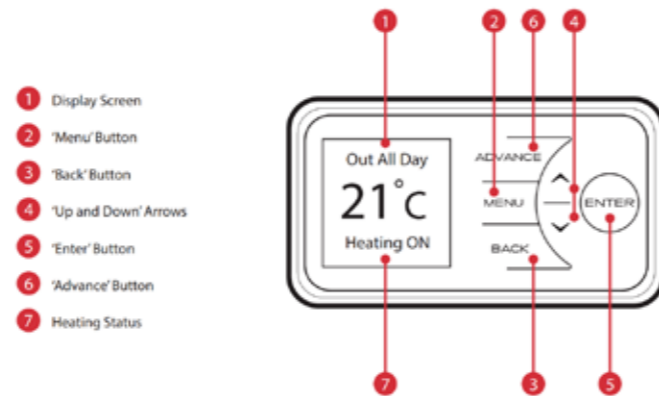
## What to do if your lights do not work:

Check the points listed below before contacting Salix Homes.

1. If an area of lighting is not working, e.g. the living room, check the circuit breakers in the consumer unit and reset them if necessary.
2. If a light is not working, check whether the bulb has blown and replace it if necessary.
3. Always replace bulbs following the manufacturer's instructions. If the problem is not the bulb, and the circuit lights have not 'tripped out', then contact Salix Homes.

## Electric heaters

Your house has been fitted with Dimplex electric panel heaters. Further instructions can be found in the user manual. Scan the QR code, provided with this guide, to download the manual.



To navigate to the settings menu, from the home screen:

Press the Menu button to access the Main Menu.

Use the Up / Down buttons to highlight 'Settings', then press the Enter button.

Each of the headings relate to an item in the settings menu.

## Energy Monitor

Please ensure that you request an energy monitor when you register your new energy account so that you can check and top up as required.



If you change your energy tariff, please check with your supplier that your energy monitor will still function for top-ups or to activate emergency credit.

If you move to a new energy supplier, please ensure that you receive a new energy monitor that will enable you to top up or activate emergency credit.

# Your Home

## Windows

To open the windows, turn the two handles at either side of the window inwards, the window should then tilt into the room.

## Doors

The front door to your home has been installed with a spyhole, security chain and a three-point locking mechanism. Your front door is a fire door, therefore must not be modified in any way. Your letterbox is in the foyer area of the building.

## Hallway

A video/audio door entry system handset is located on the wall in your hallway. The door entry panel is located on both entries to the building. Visitors can call your apartment and you can press the door release button to allow them access to the building.

## Fixtures and fittings in and around the home

Your home has been constructed to achieve a high air tightness level to ensure running costs are kept to a minimum. It is important that considerations are taken when installing items that could breach this air tightness layer.

When hanging pictures or decorative items from your wall, please avoid using nails, screws or picture frame hanging sets. Instead, we would advise using products such as 3M adhesive fixing strips.

## Living room

Your media plate is located in the living room. Your home is set up to receive TV and Broadband.

Please note, you must contact BT or Virgin Media if you decide to activate your telephone, broadband line, and TV account. Connection charges may apply.

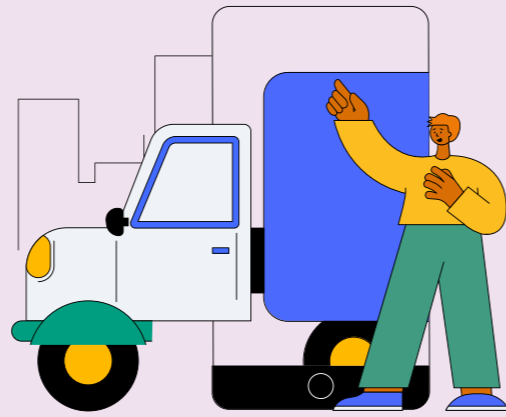


## Kitchen

Kitchen design in your new home is by **Richmond**. One of your single wall unit cupboards is fitted with a key lock. To open this cupboard please use the key.



# Your Home



## Bathroom

Your home has been fitted with a wall-mounted Grohe Grohtherm 800 Thermostatic Shower. Temperature and water pressure can be changed using the valves on either side of the mixer.

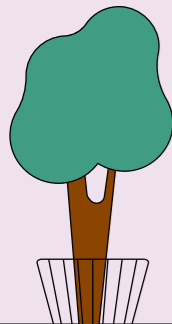
The tiling in your bathroom is by Johnson Tiles.

Please do not put anything into the toilet other than toilet paper. Nappies, wipes etc will cause blockages and any call-outs for blockages caused by such items may be charged for.



## Heated towel rail

Your bathroom has been fitted with a Creda CLR range towel rail, as pictured above. It can be switched on or off with the switch outside the door, on the landing.



## Bins / Refuse

### When are my bins collected?

For your waste collection timetable, please refer to the Salford Council website at: [www.salford.gov.uk/](http://www.salford.gov.uk/)

**Your collection day is on a Wednesday**, please refer to the above council website for specific collection details.

We are asking all residents to utilise their bins appropriately and recycle what you can.

If you need guidance on what you can put in each bin, please visit the above website and click on recycling bin and advice.

## Parking

Parking spaces are not allocated and residents can use any of the spaces available in the car park. Please **ONLY** park in the marked spaces, parking outside of these spaces can cause disruption and block access for other residents and emergency vehicles.

## Cycle Store

There is a cycle store located on the ground floor of the building. If you require access to the cycle store, please speak to a member of the Salix Homes Management Team to activate your key fob.

# Mechanical Ventilation Heat Recovery system

Your home has been fitted with the **Envirovent MVHR**, which is a compact and highly efficient Mechanical Ventilation Heat Recovery (MVHR) system.

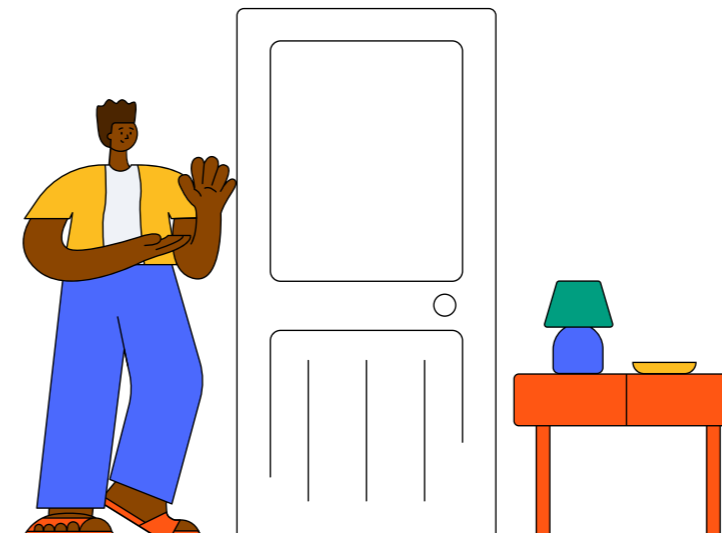
The system should run continuously 24 hours a day and should only be disconnected by a Salix Homes engineer during service or maintenance.

MVHR systems retrieve heat from expelled air and transfer it to the new air being drawn in. This allows them to recover up to 95% of the heat that would otherwise be wasted, improving energy efficiency and helping you save on your heating bills.

Installing an MVHR system also combats issues arising from poor air quality.

### Benefits of the system include:

- Keeps your home well-ventilated without lowering the temperature
- Saves you money by reducing the cost of heating your property
- Improves air quality for a healthier living environment and protects your home and furniture against moisture and pollutants.



## Envirovent MVHR Unit

- DO NOT switch off the unit - The unit is set to run continuously 24 hours a day, 7 days a week.
- DO NOT adjust the ceiling valves - The valves are set to allow a certain amount of air through and should not be adjusted.

The system operates continuously 24 hours a day at a low rate known as 'trickle', to ensure your home is ventilated at the appropriate level. You can send the system into a higher rate called 'boost' by utilising the switch in your kitchen area. Alternatively, the system will automatically boost if the moisture content within the bathroom or kitchen reaches a certain threshold.

Further instructions can be found in the user manual. Scan the QR code, provided with this guide, to download the manual, where you can also find out more about annual running costs.



# Looking after your home

## Drying out

The presence of water in construction materials means it is essential to allow the property to dry out as naturally as possible.

Please ensure that the MVHR is switched on at all times. Adequate natural ventilation is also a good method in achieving this.

When feasible, windows can be opened to allow a flow of air through your home.

## Condensation

Warm air holds more moisture than cold air, and when warm air meets with a cold surface condensation occurs.

Moisture in your home is generated in several ways; it can come from cooking, bathing, washing, drying clothes and also from people. Excess condensation can cause peeling wallpapers and crumbling plaster.

Controlling condensation is a balance between heating and ventilation and taking simple steps to produce less moisture.

If the heating is switched off during the day, condensation may occur as the home cools down.

### Measures to control condensation include:

- Keep the bathroom door shut when bathing and ensure the MVHR 'Boost' mode is switched on.
- Try to make sure all rooms are heated during colder periods even if you don't normally use the room.
- Regularly open windows to their ventilation position.

## Cleaning

Your new home contains several hard surfaces which will require regular cleaning including:

- Kitchen worktops and cupboards
- Tiled walls
- Gloss paintwork
- Chrome ironmongery
- Baths, sinks and toilets
- Window glass and frames and mirrors

We recommend you primarily use hot soapy water with soft non-abrasive cloths and mops for everyday cleaning and non-abrasive proprietary cleaners for more thorough cleaning. In this way, surfaces will not be scratched.

## Damp, Mould and Condensation

At Salix Homes, we take the condition of our homes very seriously and we are committed to making sure you have a healthy home, free from damp, mould and condensation.

If you have concerns about damp and mould in your home and the affect it could be having on the health and wellbeing of you and your family, then please let us know.

For more information about damp, mould and condensation, please visit: [www.salixhomes.co.uk/damp-mould](http://www.salixhomes.co.uk/damp-mould) or scan the QR code.



# Defects Liability Period

Your new home is under warranty with the builder, Watson Homes until:

.....  
If you report a defect that we consider the responsibility of the builder, we will instruct them to carry out the repair rather than one of our day-to-day repairs contractors.

### The following are not considered as defects:

- 3rd party damage or consequential damage
- wear and tear
- vandalism
- Sticking doors when the occupier has removed the door to lay flooring.

If you notice problems when you move into your home, please report these to us.

**Telephone: 0800 218 2000**

**Email: [enquiries@salixhomes.co.uk](mailto:enquiries@salixhomes.co.uk)**



**Defect requests are categorised by priority as per below:**

### Priority emergency:

To be completed within two hours of notification to the contractor (e.g. unsafe electrics, loss of water supply or blocked toilet.)

### Priority 1:

To be completed within 24 hours of notification to the contractor (e.g. total or partial loss of hot water or heating).

### Priority 2:

To be completed within five working days of notification to the contractor (e.g. dripping tap).

### Priority 3:

To be completed within 15 working days of notification to the contractor (e.g. extractor fan not working).

## Call outs

If you require any emergency works outside office hours, you should contact Salix Homes on: **0800 218 2000.**

If you call out a contractor for a matter that is not considered a genuine no-fault repair, you may be charged for the callout. Therefore, we would advise you to read all instruction manuals carefully.

### Please note:

Watson Homes Ltd is the builder of your new home.

# Defects Liability Period

## End of Defects Period

The builder has certain liabilities under the terms of their contract with Salix Homes.

We will contact you to arrange access to your home approximately one year after they have finished building works to make sure the relevant liabilities have been fulfilled.

At the inspection, your home will be viewed by a representative from the consultant, the contractor and Salix Homes.

The contractor will note and then arrange for any remaining faults to be corrected.

If any damage or alterations you have carried out yourself have caused the problem, then you are responsible for the repairs.

### You are responsible for the following:

- Fixtures and fittings, you or anyone living with you, install that caused the damage
- The cost of any repairs caused as a result of misuse or neglect
- Minor cracks to plaster/woodwork
- Curtain rails
- Lost or broken keys
- Carpets and blinds in your home
- Keeping your home in good decorative order.



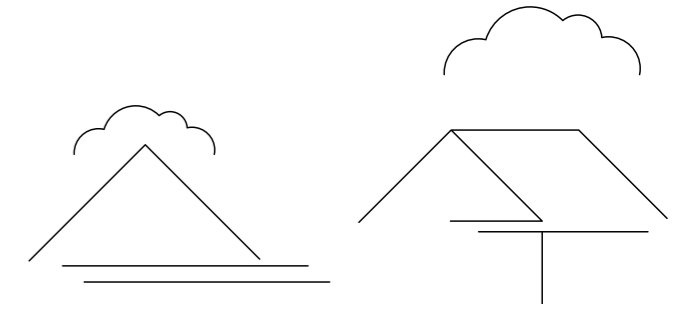
## Movement and shrinkage

Materials used in the construction of your home will expand and contract due to changes in temperature and moisture as the drying out process occurs – this may cause small cracks to appear.

These cracks are not structural defects and can be filled and covered in the normal process of redecoration after your warranty period.

Minor cracking is normal and not classified as a defect to be rectified by Watson Homes.

# Saving Energy



Keeping energy usage as efficient as possible not only helps reduce bills but is better for the environment too.

We've compiled some handy tips you might find useful.

## Water

- Wash vegetables and fruit in a bowl rather than under a running tap and the left-over water can be used for watering house plants.
- Try not to leave the tap running while you brush your teeth, shave or wash your hands, as this can waste up to five litres of water per minute.
- Boil the amount of water you need, just make sure the element is fully covered.

## Electronics

- Leaving electronics on standby is like a constantly dripping tap and this can be costly. Switch all electronics off at the wall when they are not in use.
- Put the TV and DVD on a multi-plug to make it easier to turn both off.

## Fridge

- Wait until hot food and drink has cooled before putting it in your fridge.
- Don't leave the door open.

## Oven

- Using a slow cooker, hob, grill, microwave or air fryer are all more efficient than an oven.
- Keep the oven door shut as every time you open it you waste heat.

## Laundry

- Always run a full load in the washing machine.
- Most detergents work well at 30°C.
- Don't leave the machine on standby – switch it off at the wall.

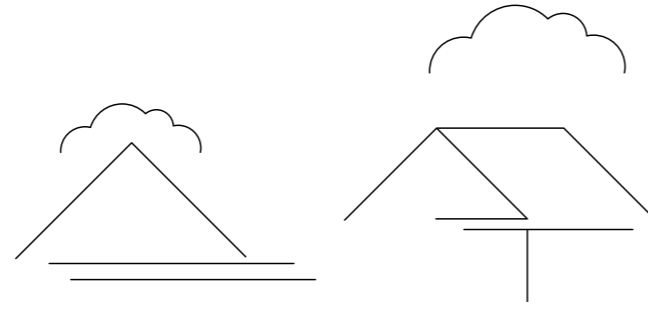
## Lights

- Switch lights off.
- Be efficient and use energy-saving light bulbs, as they use less energy.





# Fire Protection



## Smoke Alarms

Your home has been fitted with mains powered smoke alarms in the kitchen, landing and hallway.

It's your responsibility to check regularly that your smoke and heat alarms are working, and we would advise you to test them monthly. If your alarm starts to bleep, it may have developed a fault, so please let us know if this happens.

Your smoke alarm could save your life in a fire, so please don't cover or tamper with it.



## Fire Alarm System

There is a fire alarm system for the communal areas of the building. When the fire alarm activates, it will send an urgent alert directly to the fire service, who will immediately send fire crews to the building

Automatic Openable Vents (AOVs) are installed within the corridors and staircases which limit the spread of smoke to the stairs, as well as relieving smoke and heat from the common corridors during firefighting.

Please ensure all exit routes remain free from any obstructions including rubbish, both in the communal corridors and in your home. Please refer to the Home Safety Guide provided in your sign-up pack to make yourself aware of the fire procedures for the building.

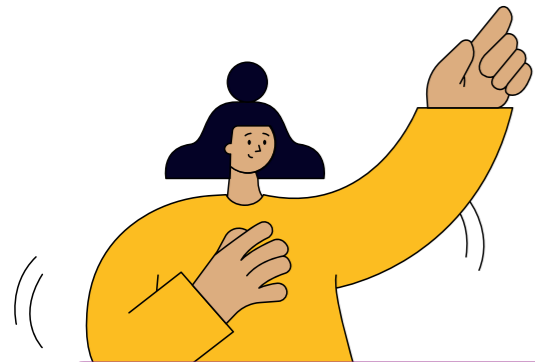
## Fire Doors

Your internal doors are fire doors and are there to protect you in the event of a fire.

Do not attach anything to your doors, the frame or above the doors, and do not try to remove the door closer.

If the door is banging shut, please call Salix Homes on 0800 218 2000 and ask for a member of the Building Safety Team who will arrange a visit to your home.

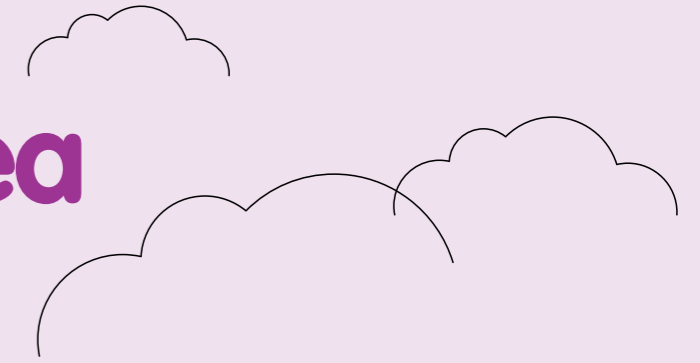
Do not allow any contractors to put cables through the doors or framework. Make sure you speak to our Building Safety Team first before any work is carried out.



We want all our customers to live safely in their homes. Fire safety is everyone's responsibility and there are plenty of precautions you can take to help keep you, your family and your neighbours safe from the risk of fire. You can find out more about fire safety on our website at: [www.salixhomes.co.uk/fire-safety](http://www.salixhomes.co.uk/fire-safety), or scan the QR code



# Your Local Area



We've compiled some handy information about your local area to help you settle in and get more familiar with your new community.

## Bus Stops

There are two bus stops on Liverpool Street and Langworthy Road which offer services to Trafford Centre, Shudehill, Failsworth, Cheetham Hill and Brookhouse estate.

For further details on bus routes, please visit: <https://fgm.com/bus/timetables>

## Council Tax

The council tax band for your property has not yet been confirmed. Please contact the council as soon as you move into your new home to confirm your details and activate your account.

Visit: [www.salford.gov.uk/council-tax/](http://www.salford.gov.uk/council-tax/)

## GPs and Health Centres

### The Willows Surgery

Lord's Ave, Manchester M5 5JR

Telephone: 0161 736 2356

## Dentist

### Salford Dental Practice

483 Liverpool St, Salford M6 5QQ

Telephone: 0161 745 7975

## Gyms and Leisure

### Fusion Fitness Salford

The Cobden Centre, UNIT 11 Vere St, Salford M50 2PQ

## Local Councillors

For information about your local ward councillor, including their contact details, visit the Salford City Council website.

Website: [www.salford.gov.uk](http://www.salford.gov.uk)

## Schools:

### Willow Tree Primary School

2 Greenland Street, Salford M6 5TJ

### St Luke's C of E Primary School

Weaste Lane, Salford M5 5JH

### All Hallows RC High School

Salford M6 8AA

### Buile Hill Academy

Eccles Old Road, Salford M6 8RD



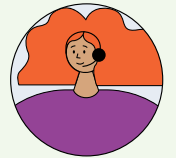


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