



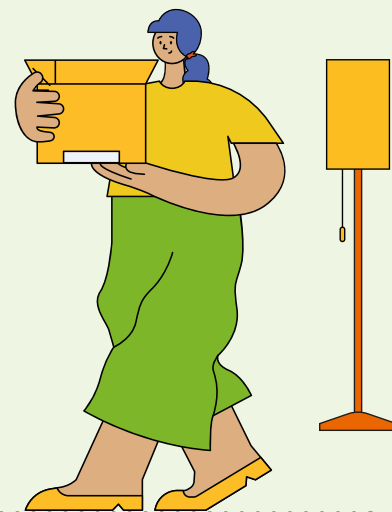
Welcome to your new Passivhaus home

Willohaus

Settle in with Salix

Contents

Welcome to your new Passivhaus home	3
Settle in with Salix	4-5
How can I pay my rent?	6
Utilities and Services	7
Passivhaus Living	8-9
Your Passivhaus Home	10-16
QR Code Helpsheet	17
Communal Areas	18
Looking after your home	19
Defects Liability Period	20-21
Fire Protection	22-23
FAQs	24-26
Your local area	27-29
Documents for you to keep	30



Do you need help reading this?



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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 Passivhaus home

Dear Customer,

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

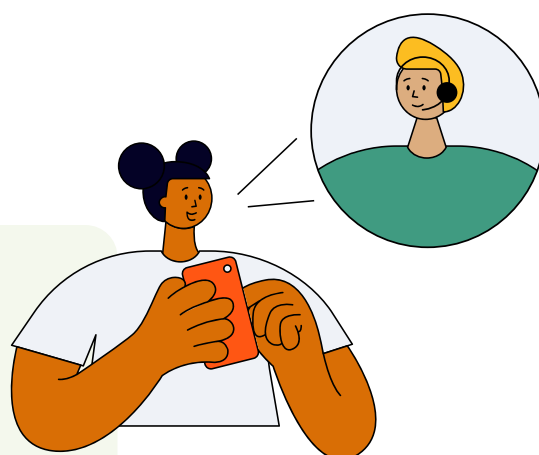
This Home User Guide provides you with lots of useful information about your new home, as well as some guidance to help you get to grips with how things work, like the heating and hot water system. Your home is Passivhaus certified, you can find out more about what this means and how this is different from a standard home on pages 8 and 9.

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'**.



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



Settle in with Salix

How do I report a problem with my property?

Contact our Customer Service Team at:

Email: enquiries@salixhomes.co.uk

Telephone: 0800 218 2000

Tell us:

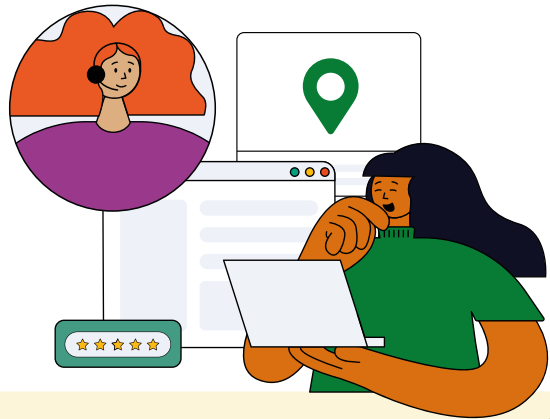
- Your name
- Your address
- A telephone number which we can contact you on throughout the day
- An email address for us to share information with you
- Days and dates that you can allow us to attend your home
- Details of the defect

You can also report repairs, or any other issues with your home, via your **MySalix online account:** www.salixhomes.co.uk/mysalix

Can I decorate my new home?

All walls and ceilings have been painted with Dulux Trade Matt Emulsion White Paint. Skirting boards have been painted with Dulux Eggshell White. Internal doors and architraves have been painted with Factory Primed Painted Dulux Eggshell White.

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.



Don't forget to insure your home and possessions



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.

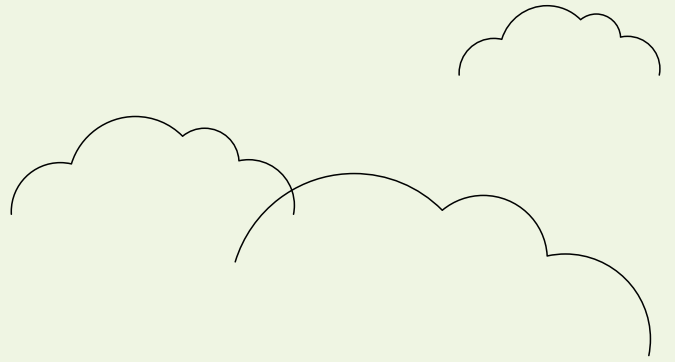
Having home contents insurance can't prevent floods, thefts or fire from happening, but it can help you get back on your feet. The insurance, which is underwritten by Aviva, can be paid in weekly or monthly instalments. Another benefit of this insurance is that there are no excesses in the event of a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

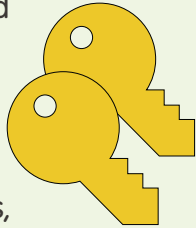


Settle in with Salix



What if I lose my keys or fobs?

On sign-up day, you will be provided with three apartment entrance door keys and two door entry fobs, as well as the window keys.



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.

In the event you misplace a fob, please report this immediately to Salix Homes on **0800 218 2000** so it can be cancelled from the system, and we can arrange for you to be issued with another fob. Please note, replacement fobs can only be programmed between the hours of 6:00pm-6:00am and a cost will be incurred.



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.



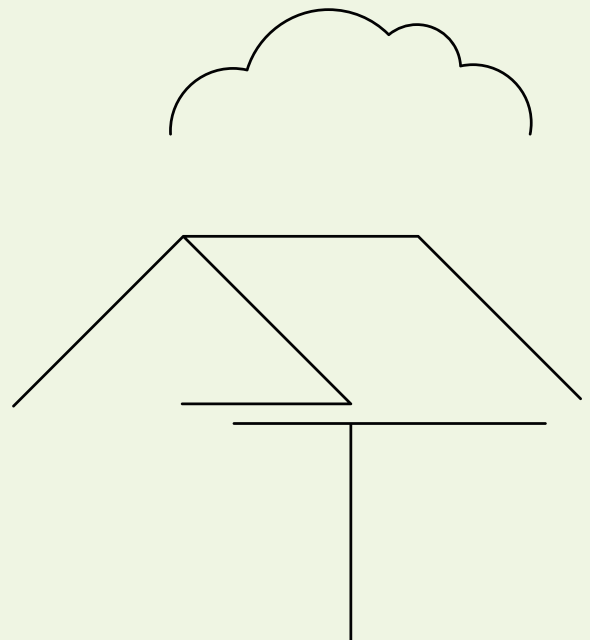
Just go to www.salixhomes.co.uk/mysalix for more information and to set up your account.

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 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.

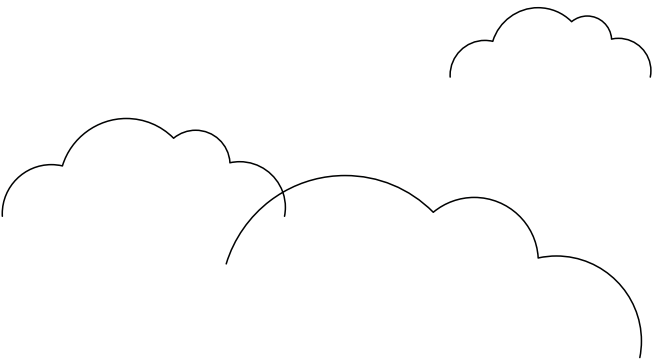
To find out which providers service your area visit broadbandproviders.co.uk.

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 with Eon and United Utilities on registering with them, the readings at sign-up are listed below for

Your electric meter reading is:

Your water meter reading is:



Electric – British Gas

Telephone:
0333 202 9693

Website:
www.britishgas.co.uk/

Water – United Utilities

Telephone:
0345 672 2888

Website:
www.unitedutilities.com/my-account/moving-home/a-new-customer/

Council Tax – Salford City Council

Telephone:
0161 793 2500

Website:
www.salford.gov.uk/council-tax/

BT

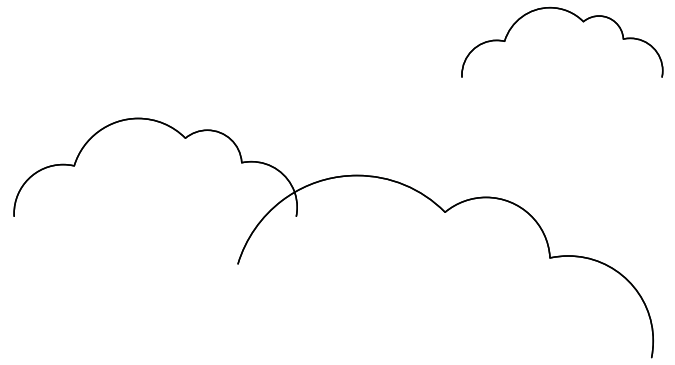
Website:
www.bt.com

Virgin Media

Website:
www.virginmedia.com



Passivhaus Living



What is Passivhaus?

Passivhaus is a strict standard for building homes that use very little energy to stay comfortable. These kinds of homes are cheaper to heat and create a healthier living environment. When a building meets Passivhaus standards, it uses clever design and engineering to keep heat in and prevent it from escaping. This includes things like having triple-glazed windows, great insulation, and making sure there are no draughts. By building homes this way, we can help reduce the amount of carbon we produce and make sure our homes are more energy efficient. Before a home can be certified as a Passivhaus, it must be tested to make sure it meets all the high standards.

How does it work?

The walls of the building are well-insulated which helps in retaining heat and reducing the need for heating. There are very few areas in the building that transfer cold from outside to inside. This means that your home will need very little heating to stay warm and cosy. To make sure of this, five basic rules have been followed while constructing the building. Each of these rules makes sure that the building does not lose heat quickly.

Insulation: The walls of the building are very well insulated with high-quality materials, which means that they don't let heat escape easily. This helps to keep the warmth inside the building, and as a result, you don't need to use a lot of heating to stay warm.

Thermal Bridges: In building construction, there are certain areas that let the cold from outside get into the building. These are called thermal bridges. Passivhaus, which is a type of building design, is made in a way that has very few thermal bridges.

Windows: When it comes to windows, Passivhaus uses triple-glazed frames that are well-insulated and made of high-quality materials. This means that very little heat is passed through the windows.

Airtightness: The "airtightness" of your home refers to how much cold air comes in. Your home is designed to have very little cold air coming in, which means you won't need to use as much heat to feel warm. This saves you money and prevents dampness and mould from forming in your home.

Ventilation: To keep the air fresh and clean, each apartment has a special machine called a "Mechanical Ventilation with Heat Recovery" (MVHR) unit. This machine takes out the warm, humid air from your bathroom and kitchen and replaces it with fresh, filtered air. It's important to keep these machines on all the time so that your apartment stays healthy and energy efficient. MVHR units do not use a lot of electricity to run.



Passivhaus Living

What does it mean for Willohaus residents?

Willohaus is a building that has been certified by Passivhaus. For you this means:

- ✓ Access to clean and filtered air delivered through the MVHR system.
- ✓ Heat during the winter months from heat recovery, internal heat gains, and solar gain. If the property is used as outlined in this guide, you should save money on your energy bills.
- ✓ You won't have to worry about feeling cold or experiencing draughts.
- ✓ Smaller radiators that offer a sleek and minimalist appearance.

What are the benefits of living in a Passivhaus home?

Passivhaus homes are built to be very energy-efficient – and reduce the energy required for heating and hot water. Plus, the air quality is better regulated, which is great for people with respiratory issues. Another advantage is that living in a Passivhaus home will reduce your carbon footprint, as it requires less energy to run and produces fewer emissions. Finally, Passivhaus homes are also quieter than standard homes, which helps create a more peaceful living environment.

It's important to know that living in a Passivhaus home is different to living in a regular home. You will need to make some changes in how you live and use the home to avoid damaging it.

If you do not follow the guidance outlined in this Home User Guide, it could breach your tenancy agreement. Please make sure to read and follow all the guidance carefully.

There are some Frequently Asked Questions from page 24 onwards to help you settle into your Passivhaus home. You can also contact Salix Homes and we will arrange for a member of your Sustainability Team to visit you.

If you need any further assistance or advice, email sustainability@salixhomes.co.uk.



Your Passivhaus Home

Let's get familiar with the equipment in your new home.

Your apartment has a Utility Services cupboard located within the living room area. Located within this cupboard is the MVHR, Air Source Heat Pump, Consumer Unit and the connection for the smart thermostat.

Further information on this equipment is detailed below. It is important that you DO NOT unplug or turn off any of the equipment located in this cupboard.

Mechanical Ventilation Heat Recovery system

Your home has been fitted with the Zehnder ComfoAir Q which is a compact and highly efficient Mechanical Ventilation and 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.

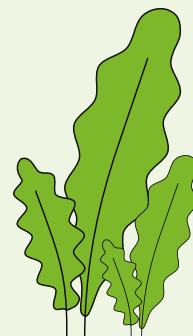
Benefits of the system:

- ✓ 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.



Scan me

Further information can be found by scanning the QR code to view the user manual.



Your Passivhaus Home

- **DO NOT** switch off or unplug the 'MVHR' 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 make sure your home is ventilated to 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.

Refer to the **'How To' Video Guide** on the QR Code Helpsheet at the end of this section.



We will contact you to service and change the filters on the MVHR every 12 months and you **MUST** allow our engineers access to do this.

The red light will flash on your control switch every 6 months, this indicates that the filters need to be inspected as they may need cleaning or replacing. It is very important to keep the MVHR working at the optimum performance so please let us know when this red light flashes.



Your Passivhaus Home

Hot Water Heat Pump

Your water is heated using the Dimplex Edel Air Source Heat pump fed domestic hot water cylinder, located in the utility services cupboard. The cylinder also has a backup immersion heater. You can control your hot water using the Dimplex app. You can download the app by searching '**Dimplex Control**' on the App store.



Scan me



Further instructions and guidance can be found by scanning the QR code to watch Edel's customer help videos.

Your Passivhaus Home

Residual Current Device (RCD) Consumer Unit

To switch off all power to the consumer unit lift up the cover.

- Switch off all power by turning down the red 'main power' switch.
- 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, you should 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.

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.

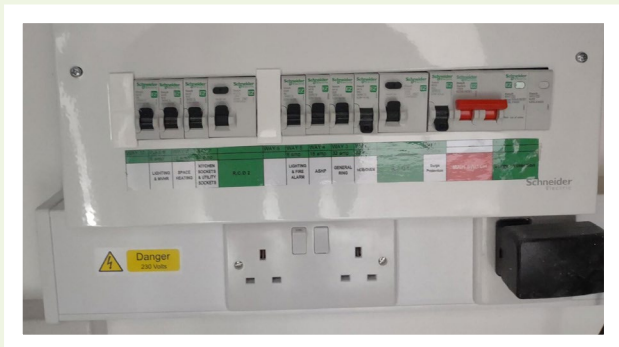
DO NOT force the switch into the ON position if resistance is felt and it will not stay in place.

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.

Refrain from using it and get it checked by a qualified electrician.

If 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.

Your Passivhaus Home

Electric Heaters

Your apartment is fitted with Mylex SPH05-05R Electric Panel Heaters. For more information on how to operate and programme the heaters please refer to the video guide by scanning the QR code on the Helpsheet.



Electric Heaters (Accessible Apartments Only)

Your apartment has been fitted with Dimplex wall mounted heaters, these are located within the lounge and bedroom. For more information on how to operate and programme the heaters please refer to the [video guide](#) by scanning the QR code on the Helpsheet.



Water

Your water meter is located within the utility services cupboard in your living room, the stop tap for your water is also located within this cupboard.

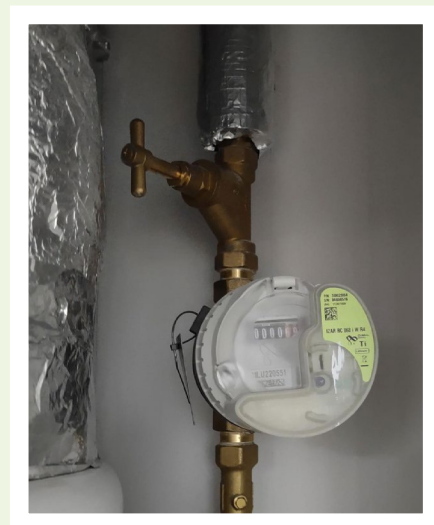
The hot and cold water taps to the kitchen sink can be isolated individually using the isolation valves in the cupboard directly underneath the sink.

Door Entry System

Your GDX Audio door entry system handset is located next to your apartment entrance door.

If you are living in one of our four ground floor adaptable apartments, you have one additional door entry handset located at a lower level in the bedroom.

The GDX Audio call panel is located at both the main entrance and foyer entrance to the building. Visitors can call your apartment from each door, and you can press the door release button to allow them access to each area of the building.



Your Passivhaus Home

Windows

The MVHR unit circulates fresh filtered air into the apartment, so it is not necessary to open the windows. Whenever you do open the windows, please ensure that the window blinds are set back fully into the 'blind box' as otherwise this could damage the blinds. The windows are set on restrictors, to work with the MVHR, these can be removed for purge ventilation.

Doors

The front door to your apartment is 'Titanium Grey Laminate' and has been installed with a spyhole, security chain and three-point locking mechanism.

Living Room

Your media plate is in the living room.

Your home is set up to receive Virgin Media and Openreach Broadband Services. Please note that you must contact BT and /or Virgin if you decide to activate your telephone, broadband line, and TV account.

Connection charges may apply.



Kitchen

Your kitchen design is by Symphony Kitchens, the range is Plaza Porcelain and the colour of your doors are white. The worktop and upstand colour is Grey Terazzo.

Your kitchen also includes the following A+ rated integrated appliances:

- Bosch fridge freezer
- Hoover oven and hob

Your integrated fridge freezer requires an annual PAT electrical test. Salix Homes will contact you to arrange this test when it is due, and you must allow our engineers access.

Bathroom and Ensuite

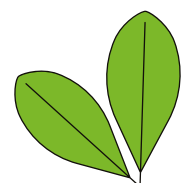
Your apartment has been fitted with a wall mounted thermostatic shower. Temperature and water pressure can be changed using the valves on either side of the mixer.

The tiling in your bathroom is Norwich Gris.

The vinyl floor covering in your bathroom is Polysafe Stone FX PR (colour 4042 Grey Flourite).

Wet Room (ground floor adaptable apartments only)

The floor covering in your bathroom is Altro Aquarius – Gosling AQI2023.



Your Passivhaus Home

Heated Towel Rail

Your bathroom has been fitted with a Kudox electric towel rail, as pictured below. It can be switched on or off using the thermostat at the bottom or via the main switch outside the bathroom door.



Heated Towel Rail (ground floor adaptable apartments only)

Your bathroom has been fitted with a Kudox electric towel rail. It can be switched on or off using the thermostat at the bottom or via the main switch outside the bathroom door.

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.

Fixtures and fittings

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. When hanging pictures or decorative items from your wall, please only use small screws or nails to hang picture frames or alternatively we would advise using other products such as 3M adhesive fixing strips.

If you're considering installing curtain rails above windows, we would recommend you use the roller blinds provided, but if you do want to add curtains then you need to make sure the screws you use don't exceed a depth of 3cm. This helps preserve the integrity of your home's airtightness.

Additional fixtures and fittings information

Blinds: We have installed window blinds in your home; Yewdale Defiant Blinds, (colour – Mist). Please ensure that the blinds are set back fully into the 'blind box' before opening the windows to avoid causing damage to the blinds.

Floor coverings: We have installed vinyl tiles in your kitchen and living room and carpets in your bedroom.

- The vinyl tiles are Holland Park 'City Oak'.
- The underlay is acoustic compliant throughout.
- The carpets are Vanguard Teasure Twist (colour – Silver).

If you choose to change your floor covering in the future, please ensure that the same thickness is maintained to avoid any issues with gaps underneath the door thresholds.

TV: Please **DO NOT** fix TVs to the wall as they are not suitable to hold the weight of the TV and may damage the wall. The only exception to this is if your bedroom has an aerial socket and plug socket located mid-way in the wall. These walls have a pattress fitted within the partition so are suitable to hold the weight of a TV and the fixings.

QR Code Helpsheet



'How To' Video Guides

Scan the QR codes on this page for helpful advice on how to use the appliances in your new home.



How to guide



How to guide
(adaptable)

Appliance Guides



MVHR
user guide



Towel rail user
guide



Hoover oven
guide



Hoover hob
guide



Mylek panel
heater guide



Dimplex heater
guide (adaptable)



Electrolux oven guide
(adaptable)



Bosch fridge
freezer guide



Air source heat pump
guide



Electrolux fridge
UC (adaptable)



Electrolux freezer
UC (adaptable)

Communal Areas

Bins/Refuse

For your waste collection timetable, please refer to the Salford Council website at: www.salford.gov.uk

The bin stores are located externally at the rear of the building and are accessed via your building fob. The caretaker for your building will put the bins out for collection on the scheduled dates.

We are asking all customers 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

There is no car parking provided for residents or visitors. The Willohaus development promotes other uses of sustainable transport such as walking, cycling and public transport.

The only exception to this is if you're living in one of our accessible homes on the ground floor. Customers in these apartments will have access to a parking space.

Cycle Store

There is a large cycle store located outside at the Peru St side of the building with storage for bikes. The spaces are available on a first come first served basis. The bike store can be accessed with your building fob.

Please be aware bikes are stored at the owners' own risk.



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 always switched on.

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.

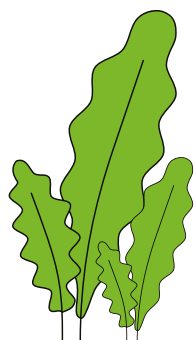
These cracks are not structural defects and can be filled and covered in the normal process of redecoration after your warranty period.

Minor cracking is normal and not classified as a defect to be rectified by Eric Wright Construction, which is the builder of 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 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.
- Turn on the cooker extraction hood when you are using the hob and oven.

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.

Defects Liability Period

Your new home is under warranty with the builder, Eric Wright Construction 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

Defect requests are categorised by priority as per below:

Priority emergency:

A temporary repair to be carried out within four hours of notification to the contractor (e.g. unsafe electrics, loss of water supply or blocked toilet). Where possible a full repair will be completed within 24 hours.

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 10 working days of notification to the contractor (e.g. extractor fan not working).

Priority 4:

To be completed within 20 days of notification to the contractor or a later date as agreed with the Customer Care Co-ordinator.



Defects Liability Period



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: Eric Wright Construction Ltd is the builder of your new home.

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 because of misuse or neglect.
- Minor cracks to plaster/woodwork.
- Lost or broken keys.
- Carpets and blinds in your home.
- Keeping your home in good decorative order.

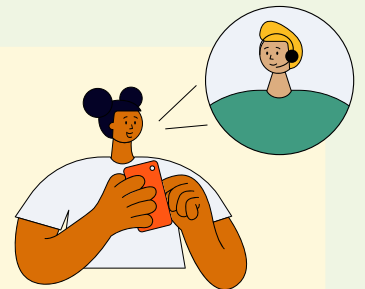
Damp and Mould

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 visit:

www.salixhomes.co.uk/damp-mould
or scan the QR code.



Fire Protection

Fire Alarm System

There is a fire alarm system for the communal areas of the building. The alarm sends an urgent alert to the fire service via our monitoring system, who immediately dispatch a fire crew.

Automatic Openable Vents (AOVs) are installed within the corridors and staircases which limit the spread of smoke to the stairs and help escape in a fire related emergency 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.

Smoke Alarms

Your home has been fitted with mains powered smoke alarms in the lounge and bedrooms and there is an additional heat detector located in the kitchen. It is



your responsibility to check the sensors are working.

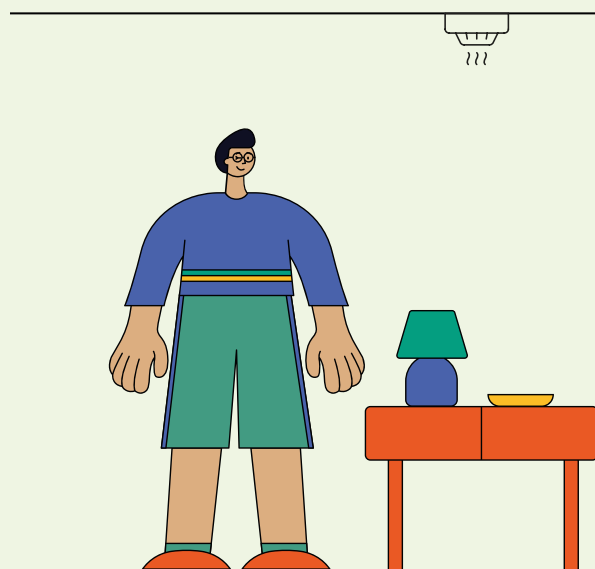
On a monthly basis, you should test the alarms with the integral test button and ensure that the sounders operate.

Please do not cover or remove your smoke alarms.

Sprinkler System

Your home is fitted with an automatic sprinkler system, there are sprinkler covers fitted within the ceilings. It is extremely important that sprinklers are kept free from dust / dirt and are not painted, sealed or damaged in any way. **Please do not remove these covers.**

If there is a fire these covers will pop off and water will come out of the sprinkler head. This also activates the building fire alarm system alerting Greater Manchester Fire and Rescue Service.



Fire Protection

Fire Doors

Your front door is a fire door and is there to protect you in the event of a fire.

Do not attach anything to your door, the frame or above the door.

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 to adjust the closer.

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

Smoking in communal areas

Smoking, vaping and drug use are strictly prohibited in all communal areas of the building.

It is against the law to smoke in enclosed communal areas of residential buildings, as these spaces are also classed as workplaces.

Smoking or vaping in shared areas can also trigger the fire alarm, leading to unnecessary evacuations and putting people's safety at risk.

Any breaches of this rule may result in a tenancy warning or further enforcement action.

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,
or scan the QR code.



FAQs

Passivhaus properties differ from traditional homes; residents may need to adapt how they live and use their homes.

If these small differences are not made, then the building may be damaged, and you won't get the full advantage of the building.

For this reason, damage that occurs to the building because of failure to follow the Home User Guide instructions may breach your tenancy agreement.

The Frequently Asked Questions below explain how to adhere to this Home User Guide as specified in your tenancy agreement.

There are items within your home that need to be always kept on; please do not turn these off.

Q: Can I turn off my MVHR

A: No.

The MVHR must always remain on.

Because a Passivhaus property is very airtight, it is at risk of moisture and condensation if not ventilated correctly. The MVHR is critical to keep your home free of dampness and mould which will damage the building fabric and potentially have adverse effects on your health.

Turning off the MVHR will breach your tenancy with Salix Homes.

Q: What are my MVHR filters?

A: The MVHR has filters that clean the air within your home; over time, these filters will become dirty and need cleaning and replacing.

Salix Homes will replace the filters annually. When they are due to be cleaned, the small panel in the kitchen, which is part of the MVHR, will begin to flash. If the "filter" light flashes, contact Salix Homes, who will arrange to clean them.

Q: Will my home not get mouldy because of how airtight it is?

A: No, providing that the MVHR is kept on and its maintenance regime is adhered to.

Your home is more likely to be at risk of damp and mould, if the MVHR is turned off, or if the correct and advised maintenance is not kept up with as advised throughout this document.

Q: How much does my MVHR cost to run?

A: This is dependent upon your individual electricity unit rate costs from your supplier and lifestyle.



FAQs

Q: Can I open the windows in a Passivhaus?

A: Yes, but opening the window may mean that you won't get the full advantage of the Passivhaus property.

In a conventional property, you may wish to open the windows to let in fresh air or to get rid of stale air. With a Passivhaus home, however, the MVHR system ensures that air quality is maintained. The MVHR filters remove pollutants and even pollen, benefiting people with respiratory illnesses like asthma.

The MVHR draws in fresh air from outside. The windows are triple glazed and so, when shut, they keep your home quiet as well as warm. The windows can be opened for 'purge ventilation' i.e clear out stale odours.

Q: Will my Passivhaus building overheat in summer with lots of insulation?

A: If you experience high outdoor temperatures and your home is too hot, it is recommended that you 'summer purge'. Simply open windows during the night so that the cool air can enter and reduce indoor temperatures. The windows are restricted to a maximum opening of 100mm, but these restrictors can be removed when summer purging to create a stronger airflow.

During a hot day whilst you are out it is recommended that you keep the blinds down and windows closed.

Q: Are Passivhaus homes more expensive to run?

A: No.

Your Passivhaus home will use less energy for your heating and hot water. The price for this will be dependent on your lifestyle and the tariff that you choose with your energy provider.

Q: Can I replace my fridge?

A: No.

Salix Homes has provided white goods that are A+ rated and have very low running costs because they are highly energy efficient.

If you have an issue with the white goods, please get in touch with Salix Homes in the normal way for repair or replacement.

Q: How can I dry my clothes?

A: Your MVHR is a very effective way of drying clothes, if you use a clothes hanger in the wet room/bathroom. This is because the MVHR will auto-detect to boost in the bathroom, specifically when the clothes are hung there. The MVHR will be able to absorb the moisture from the clothes and dry them for you.

FAQs

Q: How can I increase the heat in my home?

A: You can manually increase the heat from the heaters provided in your home. This can be done through the thermostats provided on them, where they are programmable. For more information, please see the heating section of the **'How To' Video Guide** on the QR Code Helpsheets on page [17](#).

Q: What is solar gain?

A: Solar gain is the increase in thermal energy inside the home due to the absorption of solar radiation. The Passivhaus is designed to take advantage of the sun's energy.

Q: How is living in a Passivhaus home more sustainable than a traditional building?

A: In many ways! Passivhaus takes an Energy Efficiency First approach, which is where the building is designed to a standard that reduces the energy demand. One of the principles of Passivhaus is that there is a requirement for a cap in how much energy is needed for space heating per year. Here is how your home is more sustainable:

- It is much harder for heat to escape; therefore, less energy is needed to heat the home.
- An air source heat pump is used to heat the water in your home, which is three times more energy efficient than a traditional gas boiler.
- Passivhaus' efficiency and structural design are better than a traditional build. No extra retrofitting, repairs or demolishing for new builds is required, also avoiding carbon emissions.

Tips for keeping cool in the summer

- Open windows as wide as you can to let in as much air as possible.
- If the weather forecast says that the outside temperature is over 28°C and there is no breeze, it's best to close the windows to stop hot air coming in. Open them again when the outside temperatures are lower.
- Leave all blinds down and windows closed during the day if you go out - keeping your home dark will help to stop solar heat gains from the sun and help to block out any heat.
- If noise is a problem, keep the window in the room that you're using closed, but open other windows and internal doors. This will help cool your home but prevent the noise bothering you, especially at night.
- Open all the windows at night if it's safe and secure to do so. This will really help to get rid of the heat built up in the day - The materials in your home soak up heat and so opening the windows when it's cool outside will help to get rid of the heat absorbed during the day.
- Try to avoid cooking during the hottest time of the day if you can.
- Turn off appliances whenever possible. Things like TV's, laptops, lamps, chargers etc. all give off heat, even when in standby. Keep these turned off to prevent this heat making your home warmer.
- Put your MVHR system into 'Manual Boost' mode. This will bring more air into the home, similar to opening another window.
- Change the temperature profile on your MVHR to 'cool' this will stop the MVHR heating up the outside air that it brings into the home.

If you require extra help with guidance on how to operate your Passivhaus Home, please contact Salix Homes to speak with your Sustainability Team.

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.

Shopping and Leisure

- Arndale Shopping Centre, Manchester City Centre (1.0 miles, 22 min walk).
- Corn Exchange, Manchester City Centre (1.0 Miles, 21 min walk).
- Printworks, Manchester City Centre (1.2 miles, 26 min walk)
- Northern Quarter, Manchester City Centre (1.4 miles, 31 min walk)
- Canal Street, Manchester City Centre (1.4 miles, 33 min walk)
- Deansgate Locks, Manchester City Centre (1.3 miles, 29 min walk).
- Great Northern Warehouse, Manchester City Centre (1,0 miles, 22 min walk)

Gyms

- M3 Perform, Unit 4 Atelier 267, Chapel Street, M3 5JY (0.4miles, 8 min walk)
- JD Gyms Salford, Retail Park, Regent Road, M5 3TP (0.8 miles, 19 min walk)

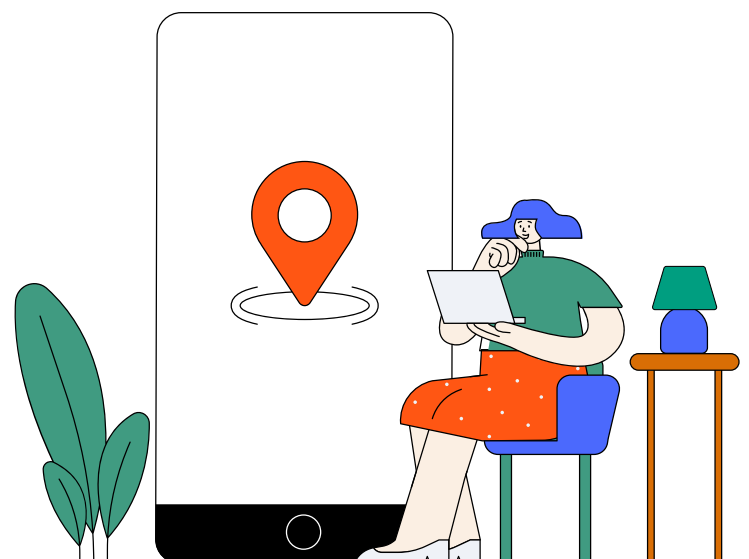
Travel

There are bus stops on A6 (The Crescent / Chapel Street) which offer services to Manchester City Centre, Trafford Centre, Didsbury, Wigan, Warrington and Bolton. For further details on bus routes, please visit:

<https://tfgm.com/bus/timetables>

The below train stations are within walking distance:

- Salford Crescent (0.7 miles, 16 min walk)
- Salford Central (0.5 miles away, 12 min walk)
- Manchester Piccadilly (1.7 miles, 38 min walk)
- Manchester Victoria (1.0 miles, 23 min walk)



Your local area

Schools

Primary Schools

- St Philips CE Primary School, Barrow Street, Salford, M3 5LF (0.3 miles, 8 min walk).
- The Cathedral School of St Peter and St John RC Primary School, Mount Street, Salford, M3 6LU (0.2 miles, 4 min walk).
- The Friars Primary School, Cannon Street, Salford, M3 7EU (0.4 miles, 8 min walk).

Secondary Schools

- Albion Academy Secondary School, London Street, Salford (1.2 Miles, 26 min walk)
- Oasis Academy Secondary School, Media City, King William Street, Salford, M50 3UQ (1.6 miles away, 36 min walk)
- Buile Hill Academy Secondary School, Eccles Old Road, Salford, M6 8RD (2.2 miles, 51 min walk)

Colleges and Sixth Form

- Salford City College, Frederick Road, Salford, M6 6QH, (0.9 miles, 19 min walk)
- Pendleton Sixth Form College, Dronfield Road, Salford, M6 7FR (2.3 miles, 53 min walk)

Universities

- University of Salford, The Crescent, Salford, M5 4WT (0.5 miles, 11 min walk)
- Manchester Metropolitan University, All Saints, Manchester, M15 6BH (1.6 miles away, 38 min walk)
- University of Manchester, Oxford Road, Manchester M13 9PL (1.6 miles away – 38 min walk)

GP's and Dentists

- Blackfriars Medical Practice, Chapel Street, Salford, M3 6AF (0.5 miles – 12 min walk)
- The Angel Living Centre, St Phillips Place, Off Chapel Street, Salford, Greater Manchester, M3 6FA



Your local area

GP's and Dentists

- Blackfriars Medical Practice, Chapel Street, Salford, M3 6AF (0.5 miles – 12 min walk)
- Trinity Medical Centre, St Philips Place, Salford, M3 5FA (5 min walk)
- 207 Dental Care, Onward Building, 207 Deansgate, Manchester, M3 3NW (1.0 miles – 22 min walk)
- Manchester Dental Practice Ltd, 2 - 4 Exchange Street, Manchester, M2 7HA (1.1 miles – 24 min walk)

Local Councillors

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

Visit: www.salford.gov.uk/your-council/councillors/

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



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MySalix 



Contact us using the MySalix customer portal:
www.mysalix.co.uk



If you would like to see this guide in another
format or language, please contact our
Customer Services team on 0800 218 2000.
