

Living at Ormonde House

The house is owned by Hearthstone Properties, a small company owned by Joel & Asia Jordan. They are passionate about providing environmentally friendly, high quality, affordable housing. With this ethos in mind Ormonde House has been refurbished to the highest standards & offers welcoming, comfortable interiors with A - rated appliances, enhanced insulation & environmentally friendly products.

Please read the following information about the house, garden & surrounding area.

o

The House

Security & Safety

CCTV – protects the outside of the property & signs alert the public that it's in use. For more information please see the CCTV Policy.

Key fob entry system – this provides access to the main front door and the left-hand side gate by the cycle store. You will be provided with a key fob on the day you move in. Please look after this! If you lose your key fob notify LEA immediately so they can deactivate it and supply a replacement. New keys will be charged at £12 and fobs will be charged at £50. If you find your original key fob, this can be re-activated, and you will receive a refund of £30.

Keypads – These provide access to the side doors by the cycle store. You will be provided with the codes for these on the day you move in. In the interests of security, please do not give these codes to anybody else.

Key Lock – The conservatory has a lock with a key. If you unlock the door to go out into the garden, please remember to lock the door when you come back into the house.

Bedroom Yale Locks – you can lock your bedroom door from the outside using your key or from the inside by either turning the handle to point upwards or pushing the catch upwards. This means that you can't lock yourself out of your room by mistake & allows you to unlock the door from the inside without a key.

Lost Keys - If you lose your keys there are spare sets in an individual key safe. To access these call LEA who will provide you with the location & code. For security

reasons do not share this code with anyone else. You will be charged £50 for the fob (refund of £30 if you later find it) & £12 for the Yale key. At the end of your tenancy all keys must be handed back.

Fire Alarm & Sprinkler System – these protect the whole house in the event of a fire & are linked to the fire brigade. The fire alarm is addressable which means each detector/call point has a code which is displayed on the panel to help the fire brigade locate the source of the fire as quickly as possible. The sprinkler system will activate when the temperature of the fire breaks the glass cap underneath the sprinkler head. It is not like the films where a whole building immediately gets drenched...only the sprinkler head that is nearest the flames is activated. It is very important that you do not touch the sprinkler heads or do anything that will set off the fire alarm needlessly.

Fire Doors – have smoke seals & are designed to resist fire for 30 minutes. They only work when they are closed so please don't wedge them open.

WhatsApp Fire Register – it's important that we know how many people are in the house & garden so they can be accounted for in an emergency. Please remember to sign yourself & guests on/off the property. Signage will help to remind you. If you do forget please update the register as soon as you remember.

Emergency Lighting – most of the emergency light fittings in the hallways/communal areas are dual purpose & provide normal lighting. They are controlled by a microwave sensor so you don't need to worry about switching them on or off & in the event of a power cut they will activate to enable you to safely exit the building.

Outside Lighting – is controlled by PIR sensor

Heating & hot water

Heating – The house is divided into six zones, each with its own Time-O-Stat. During the warmer months this is simply a runback timer with the added ability of controlling the temperature. During the colder months, the Time-O-Stat is set to come on in the morning and late afternoon to ensure you do not wake up to, or return to, a cold house. In between these set times, you will still be able to use it as a runback timer. Additionally, each radiator is fitted with a TRV which allows you to further control the temperature in your own room. Instructions on how to use the Time-O-Stat are above each unit. The conservatory has electric heaters controlled by a runback timer.

To keep energy usage as low as possible please consider the following before you turn the heating on/up: -

- *Put another layer of clothing on. (We have experienced tenants in the home dressed in t-shirt & shorts in the middle of winter with the heating on too high).*

- *Make sure you have thick socks or slippers on.*
- *Wear a thermal vest.*
- *When it gets dark in the evenings pull the curtains to keep the heat in.*
- *Use a throw or warmer duvet on your bed.*

These simple actions will ensure that it's not necessary to increase your monthly rent & more importantly in the long term they help the environment.

Hot water – The extension has a combination boiler which supplies hot water on demand. The main house has been zoned with three mega flow hot water cylinders set to come on 7am till 10am and 5pm till 10pm.

To keep energy/water usage as low as possible please consider the following: -

- *Don't keep the water running while you brush your teeth.*
- *Only flush your own toilet when you need to.*
- *Wash your hands with soap & cold water (just as effective as using hot water!)*
- *Wash sometimes instead of showering.*
- *Keep showering times as short as you can.*
- *Only fill up the kettle with the amount of water you need.*
- *Only put the washing machine on when you have a full load of washing.*

These simple actions will ensure that it's not necessary to increase your monthly rent & more importantly in the long term they help the environment.

The Zone

The living area & bedrooms 9 – 12 may be used as a self-contained apartment for 4 people if specified at the beginning of the tenancy. Tenants living in this part of the house may enter/exit via the exterior side lobby & only need to enter the main house to use the tumble drier or collect post from the entrance hall. If the zone is being used in this way, then signs on the relevant interior doors will instruct all residents that they are only to be used for emergency access.

Cleaning

Communal areas - are cleaned each Monday but tenant's are still expected to wipe up spillages on any surfaces, walls & floors.

Cleaning products – you are supplied with 2 microfibre cloths & environmentally friendly products for you to clean your en-suites. The latter are stored in a basket in the cleaning cupboards. These cupboards also store other cleaning equipment that are

provided for your use & all items should be returned when you have finished using them. There are also environmentally friendly cleaning products under the kitchen sinks for you to use. Please use the Ecover washing-up liquid sparingly; it does not produce as many bubbles as normal washing-up liquids & a little goes a long way. All cleaning products are refilled once a month by the Landlord.

Laundry Facilities – located in the utility rooms are four washing machines and a coin operated tumble dryer. Please ensure that any washing/drying cycles start no earlier than 7.30am and finish by 10pm. Eco eggs are provided for your use, simply pop on top of your washing in the drum. These will be refilled monthly by the Landlord. Whenever possible please dry your washing outside on one of the four rotary lines, otherwise hang laundry to dry in your en-suite & ventilate periodically by activating the extractor fan. For larger items like bedding feel free to use the airers in the utility rooms.

There is an iron & ironing board in the main utility room on the ground floor & the utility room in the zone.

Kitchens

Cookers – these have ceramic tops so take care when placing pots & pans on the hob. Whenever you use the hob make sure that you also have the extractor hood running to get rid of steam & smells. Whenever possible use lids on the pans as this reduces cooking time & steam.

Fridge/freezers – you share these with one other tenant. Please keep your shelves/drawers clean. These are labelled with your room number.

Microwaves – don't put anything metallic in the microwave it damages the microwave & may start a fire. Clean up any spillages as dried-on food deposits are also a fire hazard.

Kettles – only put in the amount of water you are going to use to save water & energy.

*All manuals are kept in a drawer & you will be shown them on your moving-in day.

Cupboards – you have your own base unit to store your food in. The communal cupboards/drawers/shelves contain cutlery, crockery & other items that you may use to prepare & eat your meals. Please let us know if anything gets broken so we can replace it as soon as possible. (We don't charge for one off breakages).

Kitchenware – a perk of living at Ormonde House is the provision of cutlery, crockery, glassware and kitchen equipment for you to use. Whilst we are happy to replace odd items due to breakages, in the event that significant amounts of these items go missing then it may become necessary for tenants to supply their own kitchenware.

Tea towels, oven gloves & microfibre cloths – these are supplied for your use but it's the tenant's responsibility to clean them when necessary.

Recycling & rubbish – there is a general rubbish bin underneath the sink. When it's full, remove the liner, tie the handles & place it in the black communal bin on the drive. Please make sure the bin is only used with the provided liners, which are stored under the sink. There are separate containers for recycling. When the glass & mixed recycling containers are full, empty them into the correct bin on the drive. The bins on the drive are collected by Waste Savers. When the carton/Tetra Pak container is full empty into the bin in the side passage; there are also bins in the side passage for recycling fabric/clothes & batteries. The Landlord will remove these for recycling each month.

Media & Internet

There is a communal TV & DVD player in the main lounge & the living area of the zone (manuals for their use are on the TV unit shelf). The house has a TV license that covers the use of these. There are 3 Wi-Fi router boxes (two located above the airing cupboard doors on the first & top floor, and one on the TV unit in the zone living area). The codes for these are displayed in the relevant areas of the house.

o

Your Room

Cleaning

All the equipment/products you need to keep your bedroom & en-suite/shared shower room tidy & clean are provided in the cleaning cupboards. We can't make you tidy your personal space but if at the end of your tenancy your room or en-suite require a deep clean then this cost will be deducted from your deposit.

Bedroom

Insurance - please make sure you have insurance for your possessions as this is not covered in your rent.

Layout – your room has been carefully designed to achieve the optimum layout & cannot be altered as some of the furniture is fitted with anti-topple devices. Do not remove any item of furniture from your room without prior permission from the Landlord

Mattress – is supplied with 2 mattress protectors so that you can always have one on. At the end of your tenancy if the mattress is stained, we will deduct money for cleaning/replacement from your deposit so please don't use it without a protector.

Wall art – if you don't like the wall art in the room just let us know before you move in & we'll remove it so you can hang your own. Please don't use anything else to affix pictures/posters to the walls.

Sockets – you have at least 4 double sockets in your room, one with a double USB port. Please don't overload sockets with adapters/extension leads.

TV aerial – if you wish to have your own TV in your room you will need to have a TV license.

Recycling & Rubbish – make sure all recyclable materials are put into the correct containers on the drive or in the side passage. Please put all rubbish into the black bin on the drive.

Food & drink – do not eat meals in your bedrooms. This is to avoid tenants stockpiling crockery/cutlery in their rooms & to avoid food spillages on the carpets. Dry snacks & drinks are allowed but make sure that crockery/glassware is returned to the kitchen promptly.

En-suite / Shared Shower Room for 7&8/11&12

Toilet – do not put anything down the toilet apart from natural waste & toilet paper. All other waste must be placed in your pedal bin.

Pedal bin - make sure the bin is only used with the provided liners. When it's full, remove the liner, tie it shut & place it in the black communal bin on the drive.

Drains - keep your basin & shower plug holes clear of hair to avoid the waste pipes becoming blocked. If the water in the sink or shower tray is not draining away properly, please use soda crystals & hot water or a shop bought chemical drain un-blocker to clear the blockage. In the unlikely event that neither of these work, contact LEA who will arrange a plumber.

Glass shower screens – to avoid the build-up of limescale, wipe the water droplets off the screen after you shower using the scraper provided.

o

The Garden

Cycle Storage – there is space for 16 bikes in the covered cycle store in the side passage. Make sure you have a D-lock to secure your bike to the stands. Bikes are left here at the owner's risk. Under no circumstances must bikes be brought into the house.

Rotary Lines – are provided to the rear of the garden.

Ash trays - are provided on the table. Please empty these into the metal bucket on the patio for disposal by the cleaners.

Recreation – there is patio furniture provided & a garden chess set. Whilst we are very happy for you to eat al fresco, we do not permit BBQs for health & safety reasons.

o

The Area

Westerfield Road is part of the Christchurch Conservation Area & Ormonde House is opposite the beautiful Christchurch Park with its 33 hectares of parkland, home to Christchurch Mansion museum & tearoom. A short walk through the park brings you to the edge of the town centre with its shops, restaurants & Sainsbury's supermarket. At the end of Westerfield Road is the Woolpack, a friendly pub serving good food. A little further on, at the corner with Bolton Lane is the Bolton Stores convenience store. Both are about five minutes' walk from Ormonde House.

Walking a few minutes in the other direction heading towards Westerfield, is Victoria Nurseries which has a comprehensive farm shop selling local produce, fruit, vegetables, cakes, jams & of course plants!

Westerfield Road is on the 118/119 & 914 bus route between the Old Cattle Market in the town centre to Framlingham or Debenham High School, both routes via Westerfield Railway Station.

Welcome to your new home, we hope you will be very happy living here.