

18 Mulvaney Way House Manual

SAFETY

SMOKING AND CANDLES

The flat is strictly **No SMOKING**. Also, **No CANDLES**, nor any **NAKED FLAME**.

ALARMS

There is a **Heat Alarm** in the kitchen. This will sound if there is a fire in the kitchen, even if there is no smoke.

There is a **Smoke Alarm** in each hall, downstairs and upstairs, and also in each room apart from the kitchen.

All of the alarms are linked electronically, so if one detects smoke or too much heat, all will sound an alarm.

There is no Carbon Monoxide detector as there is no gas in the apartment, and no heaters or boilers that could generate carbon monoxide.

All have been fitted with new batteries, and are guaranteed to last for 10 years until 2028.

FIRE EXTINGUISHER AND FIRE BLANKET

The fire extinguisher is by the front door, and the Fire Blanket is in the kitchen on top of the microwave. You should familiarise yourself with their location, and read the instructions on the fire extinguisher. It is guaranteed until July 2023, but the best indication that it is fully functioning is that the needle on the gauge at the top is in the **GREEN** and not the **RED** part of the scale.

The fire extinguisher is of the Dry Water Mist type, certified by the Fire Service as suitable for all types of domestic fire, including electrical ones (it is electrically safe – see <https://www.fireservice.co.uk/safety/fire-extinguishers/> and look for Water Mist Extinguishers). The total spraying time is 12.5 seconds. For videos on its use, see [here](#), [here](#) and [here](#).

WATER MAINS STOPCOCKS

There are two stopcocks.

- **Kitchen**

The kitchen stopcock is to the left of the washing machine (you will have to pull it out slightly to the right to access it). This shuts off the water supply to the kitchen cold tap, the dishwasher and the washing machine. (This will not stop the hot tap, but each tap has its own stopcock underneath the sink.)

- **Bathroom and toilet**

The bathroom and toilet cold feeds come from the header tank in the toilet, above the toilet door. The hot water cylinder is also fed from this tank. There is a clearly visible stopcock behind the swing panel in the bathroom behind the door. This will stop the water supply to the header tank.

FRONT DOOR AND SECURITY

THE LOCK

There is a single central lock, with security bars at the top and bottom, and security bolts on the hinge side of the door.

To activate the security bars, pull the handle **UP**; to deactivate them, push the handle **DOWN**.

To lock the security bars from the **INSIDE**, turn the knob clockwise; to lock them from the outside, turn the key anticlockwise. The handle will then be de-activated.

To unlock the security bars, turn the knob anticlockwise from the inside, or the key clockwise from the outside. You can then open the door from the inside simply by pressing the handle down, or from the outside by turning the key a further ½ turn clockwise and then pressing the handle down.

You should make sure to activate and lock the security bars if you are going to leave the flat empty, or last thing at night.

WINDOWS

You should also make sure that the windows are shut, especially the kitchen windows. When the handle is pointing **vertically downwards** the window is **locked**; when it is **horizontal** you can **tilt** the window; when it is pointing

vertically upwards you can swing the window open. **Make sure that the window is closed before you change the position of the handle.**

IN AN EMERGENCY

Call **999** in the case of fire, personal attack or accident requiring urgent treatment or an ambulance.

The nearest Accident and Emergency department is:

ST THOMAS' HOSPITAL, WESTMINSTER BRIDGE RD, LAMBETH, LONDON SE1 7EH (020 7188 7188)

GENERAL

POT PLANTS

Please **water the two pot plants** in the living room **once every week**.

PERSONAL BELONGINGS

Your personal belongings are **not** covered by our insurance.

WiFi

Network: **TNCAP8EF755**

Password: **AC6070AE21**

All upper case and the "0" are zeroes.

WINDOWS

These are fairly easy to use, a rotation of 90 degrees either closes (handle down), partly opens (handle horizontal) or fully opens (handle up). **Always CLOSE the window** before changing the handle position.

RADIATORS AND HEATING

To turn on, rotate the valve on the bottom left hand corner anti-clockwise, and clockwise to turn off.

You will probably want to keep the upstairs radiators off, as it gets rather warm.

With the bed positioned as it is in the small bedroom, keep the radiator **off**, as it is too close to the bed for comfort. If you are cold, consider moving the bed.

SHOWER

To use the shower, turn the outer ring anti-clockwise to turn on and increase the pressure. The small inner knob is for the temperature. When you first turn it on, leave the temperature gauge on 6 and slowly move it to a higher number once the pressure has picked up. You can tell once it is running at full flow as the sound will not be as high pitched!

WASHING MACHINE

Please do not over-fill – water spillage goes straight through to the flat below!. Use powder or liquid soap, and conditioner – nothing else. Do **not** use paper strips which claim to absorb colours – they clog the machine.

RECYCLING

Please try to recycle whenever possible. The recycle bag is under the stairs by the front door. Paper, plastic and metal can be placed in the bag. Recycling goes in the blue-topped bins by the estate entrances, normal waste in the black-topped metal bins.

HOBBS AND OVEN

These are both controlled from the switch to the left of the fridge.

HOB

The hob is an induction hob so press and hold the power button on the left hand corner until it clicks/makes a sound and press "+" on the corresponding hob. Press and hold the power button once more to turn off.

OVEN

When you switch the oven on, press the clock icon on the left – the clock will then show 12:00. If you do not do this, the oven will not work! You do not have to set the exact time unless you want to.

OTHER

Pots and pans are in the two cupboards on either side of the cooker; they are all compatible with the induction hob. Cutlery is in the drawer right of the kitchen sink.

HOB AND COOKER

Turn these off using the **RED SWITCH** by the wall when you are not using them – they both come from the same supply.

EQUIPMENT MANUALS

Manuals for all of the white goods, etc, can be found on <https://mulvaneyway.hamm.co.uk/documents.php>

IMPORTANT

Please be aware that people live on both sides, and below. Therefore, please keep noise levels down, especially after 10.30 at night.

IF YOU HAVE PROBLEMS OR QUESTIONS

Do not try to fix things yourself.

If you have questions as to how things work and other non-maintenance issues, give us a call, or send an email.

For **maintenance issues**, you should contact the agent, [Williams Lynch](#), 63 Bermondsey St, London SE1 3XF. The contact number is 020 7940 9940.

FORWARDING POST

Please forward any mail addressed to us to:

Sofia Hamm
5 Ashley Road
Thames Ditton
Surrey KT7 0NH

We will provide some sticky labels – simply stick onto the envelope, leaving the addressee's name visible. No stamp is required.

SERVICE PROVIDERS

These are the current service providers. You have no choice as to the water service provider, but you may choose to change the electricity or telephone/Internet provider. Please let the landlord know if you decide to do this.

WATER

Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8D

Web: <https://corporate.thameswater.co.uk>

Tel: 0800 980 8800

ELECTRICITY

Utility Warehouse
508 Edgware Road
The Hyde
London
NW9 5AB.

Web: <https://www.utilitywarehouse.co.uk/>

Tel: 0333 777 0777

TELEPHONE AND INTERNET

As for electricity

TELEVISION LICENCE

There is no TV licence in force. If you want to install a television set (even if you do not watch BBC programmes), or you want to watch BBC iPlayer, then you will need a licence. Visit <https://www.tvlicensing.co.uk>

Note that you do **not** need a licence to listen to BBC radio.

CONTACT DETAILS

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THE ADDRESS

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