

OX Place

Home user guide

Private Apartments

**Bridges Cross
Speedwell Street
Oxford
OX1 1EZ**



Contents

1	Introduction	6
1.1	About your home	6
1.2	Energy efficiency	6
1.3	Utility Suppliers	6
2	Reporting defects and repairs	7
2.1	Defects Procedure	7
2.2	What is a defect?	7
2.3	Reporting defects	8
2.4	How can residents help with this reporting process?	8
2.5	Response times for defects	8
3	In an emergency	10
3.1	Who to call (during the 24 month defects liability period)	10
3.2	Out of hours service (during the 24 month defects liability period)	10
3.3	Electricity	11
3.4	Gas	11
3.5	Water	12
4	Fire Safety	13
4.1	The Fire Evacuation Strategy for Residents	14
4.2	Follow the 11 safety rules	14
4.3	Other useful fire safety tips	16
4.4	Hall cupboard	16
5	Utilities and metering	17
5.1	Electricity	17
5.2	Water	17
5.3	Gas	18
5.4	Telephone	19
6	Refuse and recycling	20
6.1	Refuse collection	20
6.2	Recycling collection	20
6.3	Bulk items	21

Compiled by:
 Green Wood Health & Safety Coordinators
 Coastguards House
 Springvale Road
 Seaview
 Isle of Wight
 PO34 5AW

7	Communal Areas	22
7.1	Cleaning and maintenance	22
7.2	Smoke Alarms	22
7.3	Automatic Opening Vents	22
7.4	Door Entry System	22
7.5	Satellite TV system	23
7.6	Lifts	24
7.7	CCTV	24
8	Heating and Hot Water	25
8.1	Heating and hot water	25
8.1.a	Combination boiler	26
8.1.b	Programmable Thermostat	26
8.1.c	Thermostatic Radiator Valves	27
8.2	Bleeding your radiators	28
8.3	Heating Filling Loop	28
8.4	Heated towel rail	29
8.5	Taps and sanitary ware	29
9	Other Services	30
9.1	Sprinkler System	30
9.2	Grid switch	30
9.3	Ventilation Unit	31
9.3.a	In apartment No. 8	31
9.3.b	In apartment No's 20, 22, 28, 30, 36, 38, 42	32
9.3.c	In apartment No's 12, 14	33
9.4	Smoke and Heat detectors	34
9.5	Oven and hob	35
9.6	Kitchen Extract	35
9.7	Washer/Dryer, Fridge/Freezer & Dishwasher	35
9.8	Lights	36
9.9	Door entry and post	36

10	Looking after your home	37
10.1	Insurance	37
10.2	Fixings	37
10.3	Locks	37
10.3.a	Front Door	37
10.3.b	Window locks	38
10.4	Windows	38
10.5	Plumbing fittings	38
10.5.a	Nappy Disposal	38
10.6	Cleaning	38
10.7	Saving water	38
11	Condensation	39
11.1	General tips	39
11.2	Kitchens	40
11.3	Bathrooms	40
12	Car parking, bicycle stores and delivery vehicles	41
12.1	Parking spaces	41
12.2	Visitors parking	41
12.3	Bicycles	41
12.4	Delivery vehicles	41
13	Gardens	41
13.1	Balconies and terraces	41
13.2	Landscaped areas	41
14	Public Transport	42
14.1	Sustainable Transport	42
14.2	Park & Ride	42
14.3	Car Share Schemes	42
14.4	Buses	42
14.5	Railway	42
15	Local Amenities	43
15.1	Supermarkets	43
15.2	Post Office	43
15.3	Pharmacies	43
15.4	Local Emergency Contract Details	43
15.5	Useful Contacts	44

1 Introduction

This booklet has been provided by Phaze Electrical for the occupants of Bridges Cross to help you get the best from your home. Please keep it in a safe place, as it contains useful information about dealing with emergencies, how to operate your heating and other services, and guidance on all aspects of running your home.

1.1 About your home

This scheme comprises 36 new apartments within the blocks known as Bridges Cross.

1.2 Energy efficiency

The new apartments have been designed to be highly energy efficient, with high insulation values reducing heating costs and utilising energy efficient lighting reducing electricity costs.

1.3 Utility Suppliers

When you move in your property will already have the following utility suppliers:

Electricity



Gas



Tel: 0333 200 5100

Water



Tel: 0800 980 8800

2 Reporting defects and repairs

2.1 Defects Procedure

It is important that you familiarise yourself with this Home User's Guide as many items can be resolved by using it.

2.2 What is a defect?

A defect is a fault/repair that occurs due to material or workmanship failure within the first 24 months from handover. (The Defects Liability period starts at Handover from the Contractors to proprietor or developer, and not from the date a resident move into the property).

Important – Any repairs not related to defective workmanship will be the resident's responsibility, e.g.:

- Damage due to wear and tear
- Damage due to resident misuse
- Replacing light bulbs
- Replacing batteries in smoke alarms, heating programmers and doorbell chime box
- Bleeding radiators

Items	Defects Liability Period	Examples
Building works	24 months (from Practical Completion)	Faulty window/door locks
Mechanical and electrical works	24 months (from Practical Completion)	<ul style="list-style-type: none"> • Leaks to pipework, i.e. leak to kitchen/bathroom sink, WC • Faulty electrics • Heating or hot water failure

2.3 Reporting defects

During the 24-month Defects Liability Period

To report an issue please contact Willmott Dixon Construction Ltd by emailing the customer care team on: constructionsouthcustomerservice@willmott Dixon.co.uk and providing them with your contact details and where possible, any description/photo of the defect.

The contractor will liaise with you to arrange a suitable time for access. Generally, access is arranged for an AM or PM appointment (Monday to Friday). If more than one visit is required to rectify the defect, the Aftercare team will inform you of this and arrange another suitable date. If parts are required and placed on order, the contractor will inform the Quality and Aftercare Team, who will keep you updated with the progress. Please ensure that you only report defects during this period through the above method. **Please also note that emergencies should be reported by phone and not email.**

Out of Hours Emergency Defects

(Outside the hours of 9.00am – 5.00pm Monday to Friday) should be reported by phone to **0121 817 6174**

Communal Areas & Leasehold Enquiries

For non-defect issues relating to Communal Areas, or any Leasehold enquiries please contact the Oxford City Council Customer Services team: 9.00am – 5.00pm Monday to Friday: **Tel: 01865 249811**

2.4 How can residents help with this reporting process?

To help resolve any problems you may have your assistance will be required to address any problems that may arise. You can help in the following ways.

- Familiarising yourself with this guide.
- Checking your resident's and any other manufacturers' operational manuals provided for a solution first.
- Eliminate the problem by checking power or other supply is on, heating programmer has been set correctly, etc.
- Noting what the exact problem is and its location in the property.
- Answering any eliminatory questions and trying suggestions provided by the Quality and Aftercare team.
- Providing accurate contact details for access and appointments (please note: You may be recharged for missed appointments).

2.5 Response times for defects

It will be our aim to ensure that the contractors/developer complete defects within the following timescales:

Emergencies – within 24 hours

- Defects causing immediate danger e.g. electrical faults likely to cause shock or fire
- Defects that will cause further damage to the property if delayed and/or present a health and safety hazard e.g. water leakage, blocked drains
- Defects that cause a high security risk
- Defects that cause a loss of hot water, central heating (winter months only), lighting, etc. This may vary according to the time of year, or whether the residents are very old, very young, or vulnerable

Urgent (within 5 working days)

- Any defects causing inconvenience to residents or have the potential to become an emergency

Routine (within 20 working days)

- All other minor defects

Referred to end of defects period (24 months)

- Items not detrimental to health or safety or considered to be categorised as above may be required to be inspected and if required will be dealt with at the end of defects inspections

Rechargeable items

Please note that residents may be recharged for items damaged by misuse, abortive call outs or failure to follow guidance within this guide when an operative has attended.

Follow up courtesy calls

Our team may give you a brief courtesy call to check that the works have been completed at some point, following their completion. This helps us monitor contractor's performance and to ensure that you are satisfied, so that we can maintain a good level of service to you. Thank you for your assistance in this process.

End of Defects Inspection

When the Defects Liability Period approaches its end, an inspection will be arranged with yourself to inspect your home for any outstanding or new defects. The inspection will be carried out by OX Place's Employer's Agent, the contractor and a representative from Oxford City Council.

Inspections take place on a weekday, and generally take 15 – 20 minutes. It is advisable that you prepare a list of your defects for this inspection.

All defects identified are recorded and passed to After Build to rectify. After Build will be in contact with you to arrange access to make good any defects. You will be asked to sign a form with the defects recorded once you are satisfied that all defects identified have been completed.

Please note:

Hairline shrinkage cracking is accepted as part of the normal build process and does not come under end of defects items, unless the crack is excessive. It is important that access is provided during this time as it is the last opportunity for the contractor to put right any new or outstanding defects identified at that point. If for any reason you are unavailable and a friend or family member cannot be present in your absence either, please provide a list of items to us.

3 In an emergency

Make sure that you know where the various valves and switches are situated, so that you can turn off the water or electricity in an emergency e.g.:



Turn off electricity at the consumer unit in your hallway cupboard.



Turn off the water at the valve located in the hallway cupboard.

Please see photographs below.



3.1 Who to contact (during the 24 month defects liability period)

To report an issue please contact Willmott Dixon Construction Ltd by emailing the customer care team on: constructionsouthcustomerservice@willmottdixon.co.uk and providing them with your contact details and, where possible any description/photo of the defect.

3.2 Emergency Out Of Hours Service (during the 24 month defects liability period)

For **emergencies only** outside the hours of 9.00am to 5.00pm Monday to Friday call **0121 817 6174**

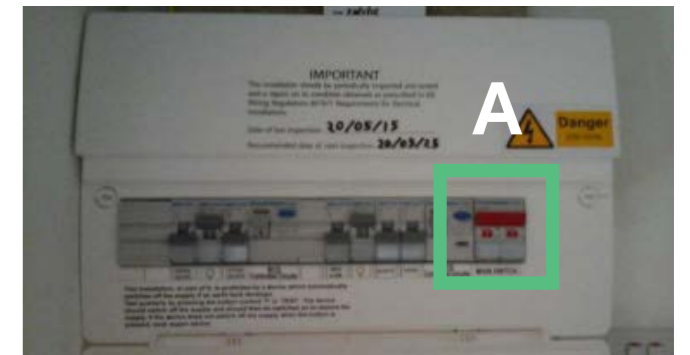
3.3 Electricity

When you move in the property will already have EDF as your supplier by default for Electricity, however we would always encourage you to shop around to get the best prices for your electric.

Your electricity consumer unit is in your hallway cupboard. Each circuit is protected by a miniature circuit breaker or MCB. To isolate an individual lighting or power circuit flick the switch to the 'off' position. To turn off all electricity to the home, flick the main red switch to the 'off' position.

The miniature circuit breakers automatically disconnect the supply of electricity if the circuit is overloaded or if there is a fault. They can be reset by flicking the switch back to the 'on' position. You should not keep resetting an MCB that trips repeatedly as this may indicate a fault with a circuit or with an appliance. Older appliances are the likely cause of MCB trip on a modern wiring installation. If the circuit that has tripped is a "socket circuit" and the MCB will not reset, unplug all appliances plugged into the relevant socket circuit and then retry resetting the MCB. If the MCB remains energized, this identifies a faulty appliance has been plugged in.

Remember that electricity can kill. Do not attempt to do any work on an electrical circuit or appliance. Call the Customer Services team (refer to 2.3 for contact details) if there is an emergency.



Your consumer unit is in your hallway cupboard. To isolate a circuit, flick the switch to the 'off' position. To turn off all electricity flick the main switch to the 'off' position.

It is worth disconnecting older appliances if MCBs are tripping to remove from the system. You may need to replace some older appliances with new models.

A. Main switch

3.4 Gas

When you move in the property will already have EDF as your supplier by default for Gas, however we would always encourage you to shop around to get the best prices for your gas.

As the gas supply enters your home it is provided with an Additional Emergency Control Valve (AECV). The valve is located at high level in the mechanical services cupboard which enables it to be manually shut off in the event of an emergency.

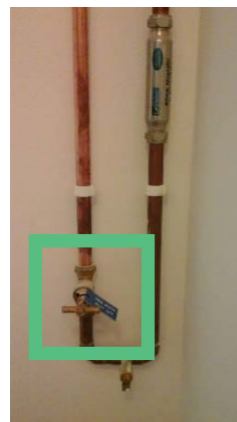
Downstream of the AECV the gas supply is provided with an automatic gas solenoid valve which will shut the gas supply off on detection of Carbon Monoxide or Natural Gas Detection. The sensor is located local to the boiler.

3.5 Water

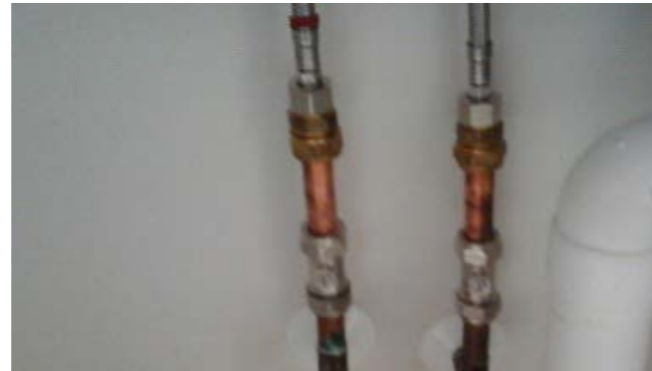
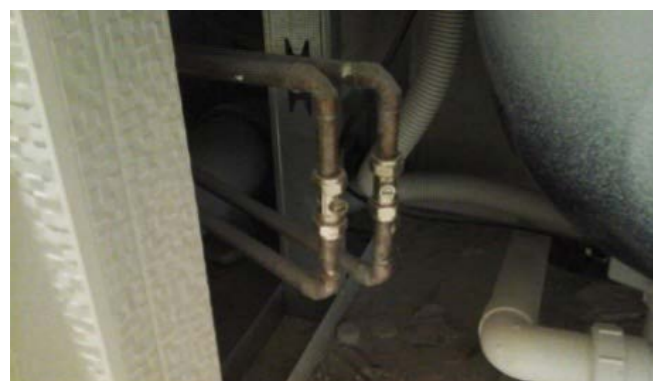
As the water supply enters your home it is provided with a stop valve. The valve is located at high level in the mechanical services cupboard which enables it to be manually shut off in the event of an emergency.

Local shut off 'servicing' valves are also located on the pipe work under the kitchen sink and on pipework serving the washer/dryer.

The stop valve and shut off valve allow you to turn off the supply in an emergency.



To turn off the **cold water supply** to your whole property in an emergency, close the stopcock.



To turn off the **water supply** to an individual fitting in an emergency, turn the screwdriver slot through 90 degrees on the individual servicing valves.

Important Note:

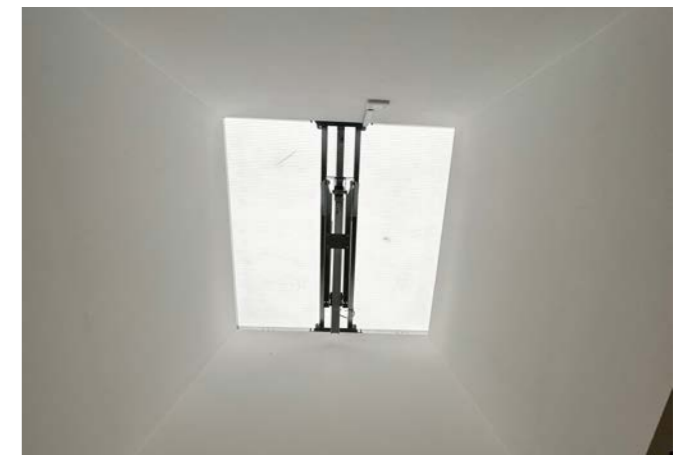
Appliance valves provided for dishwashers should be capped if not used and accidental turning of the blue valve lever should be avoided to prevent unnecessary escape of water from the pipework.

4 Fire Safety

All properties have been designed to meet, or exceed, Building Regulations fire safety standards.

In all communal areas there are no audible detectors. The smoke detectors contained within the communal areas will activate the Automatic Opening Vents associated with the floor where the detector has been activated which creates a natural chimney stack effect to extract smoke from communal areas to roof level in the event of a fire.

There is no smoke detection or breakglass associated with a central fire alarm system within the communal block areas.



Typical **extract vents** as located at the head of the stairs

4.1 The Fire Evacuation Strategy for Residents

The “Stay-Put Strategy”

The “Stay-Put Strategy” is a simple but effective strategy to keep occupants safe when there is a fire in an apartment or communal corridor. The principle of the strategy is that unless the fire is in an occupant’s own apartment, occupants should remain within their own apartment for safety, and in the rare case an evacuation is required it will only be when ordered and managed by the fire brigade.

In the case of a fire in your home please follow these few steps:

Fire in Communal Areas

If you discover a fire in the communal areas (including the car park) do not attempt to tackle the fire yourself. Remove yourself to a place of safety and call the fire brigade on 999.

Step One

- Do not attempt to put the fire out.
- Alert everyone else in your apartment and get everyone out.
- When evacuating the property, please close the windows and doors behind you if it is safe to do so.
- Do not use the lift.

Step Two

- From a place of safety call the fire brigade on 999.
- When the operator answers, give the telephone number you are calling from.
- On the fire brigade’s response, give them the full address of the building.
- Do not replace the receiver until the fire brigade has repeated the address back.
- Do not attempt to re-enter your apartment.

Fire in Communal Areas

If you discover a fire in the communal areas (including the car park) do not attempt to tackle the fire yourself. Remove yourself to a place of safety and call the fire brigade on 999.

4.2 Follow the 11 safety rules

1

Your home has been fitted with a smoke alarm in the hallway powered by your mains electricity supply. Your Kitchen has been provided with a heat detector. Test them once a month. Make sure everyone living in your property is familiar with the sound of the smoke and heat detectors within your apartment. Note: Your detectors are linked so testing one will also activate the other, test on an alternating basis.

2

Make a fire escape plan (see below) so that everyone in your home knows how to escape if there’s a fire.

3

Keep the exits from your home clear so that people can escape. Make sure that everyone in your home can easily find the keys for doors and windows.

4

Take extra care in the kitchen - accidents while cooking account for over half of fires in homes. Never leave young children alone in the kitchen.

5

Take extra care when cooking with hot oil. Chip pan fires are the biggest cause of fire injuries. Consider buying a deep-fat fryer which is controlled by a thermostat (if you don’t already have one).

6

Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn’t burn and are away from any materials that could burn. Preferably, hot candles should be avoided completely within the home.

7

Get into the habit of closing doors at night. If you want to keep a Childs’ bedroom door open, close the doors to the lounge and kitchen. This may well help save their life if there is a fire.

8

Don’t overload electrical sockets. Remember one plug for one socket.

9

Keep matches and lighters where children can’t see or reach them.

10

Don’t leave the TV or other electrical appliances on standby as this could cause a fire. Always switch them off and unplug when not in use, especially heaters, fans, irons and beauty appliances.

11

Don’t leave the washer dryer or dishwasher running overnight (they are a fire risk because of their high wattage, friction, and motors).

4.3 Other useful fire safety tips

- Sit down with everyone who lives in your apartment and talk about how you would react if there were a fire.
- Choose an escape route. This should be the easiest way out of your apartment, but you also need to decide how to get off your floor to somewhere safe outside the building. There may be a fire escape staircase nearer to your apartment entrance door than the main staircase that you use every day.
- Decide also on a second escape route if one is available (but not a balcony).
- Make sure your escape route is kept clear both within your apartment and outside it. Check that there aren't any boxes, rubbish or anything that could catch fire in corridors or stairways. Please report any dumped rubbish building management team.
- Your building management team will ensure that regular fire safety inspections are made but all tenants can assist by checking that:
 - Doors to stairways and fire escapes are not locked (unless they are fitted with a crash bar to allow you to open them in case of fire).
 - Fire doors always stay closed and are not propped open. (They are designed to stop fire and smoke from spreading). Note: Fire doors within the corridor will be normally 'held open' by magnetic closers; these doors should never be propped open or have objects placed in front of them.
 - When planning your escape route, keep in mind that you must never use the lift. A fire can cut the power

to the lift, leaving you stranded. The lift will fail safe to the bottom floor in the event of the central fire alarm system activating.

- Choose a safe room. If you can't escape you will need to find one room where you can wait to be rescued, preferably one with a window that opens and that has a phone in it.
- If you have a fire inside your apartment that forces you to leave, make sure that you shut all the doors, especially your own apartment entrance door, to slow down the fire spreading to other parts of the building. As it's easy to get confused in the dark, count how many doors you will need to go through or past.

4.4 Hall cupboard

Due to the items of mechanical and electrical equipment which are in the hall cupboard, the use of the cupboard for general storage should be kept to a minimum.



Hall Cupboard

5 Utilities and metering

Your home has been fitted with Smart gas and electricity meters and you have been provided with a visual display unit to help save energy

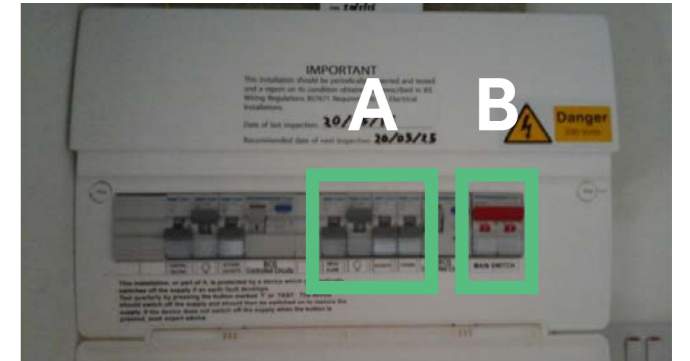
5.1 Electricity

There is an electricity supply to your home and your electricity meter is situated in your apartment adjacent to the distribution board. Your electricity supplier will require the meter reading and meter number for billing purposes.



Your **electricity meter** is situated in the hall cupboard in your apartment.

Remember that electricity can kill. Do not attempt to undertake any work on an electrical circuit or appliance.



Your **consumer unit** is located in your hallway cupboard. To isolate a circuit flick the switch to the 'off' position. To turn off all electricity flick the main switch to the 'off' position.

- A. Isolation Switches
- B. Turn off power supply

5.2 Water

Water to your home is supplied via a communal water tank located in the ground floor plant room and a water booster pump which pumps the water to your apartment. A separate meter has been installed to monitor water usage for each apartment fed from the booster pump and you will be billed directly by water supplier for your usage.

Your water meter is located within a service riser cupboard in the communal corridor area on your floor. The key provided will allow for access to read your meter and meter number for billing purposes.



Gas meter

Water meter

5.3 Gas

Gas to your home is supplied direct from a meter bank which is located within a meter cupboard at ground floor level. Pipework is extended from the meter off the meter bank, and routed throughout the building to serve your property.

The key provided will allow for access to read your meter and meter number for billing purposes.

Upon entry to your property your gas supply is provided with an emergency gas solenoid valve. The purpose of this valve is to shut down the gas supply within the apartment in the event of a gas leak or when high levels of Carbon Monoxide (CO) are detected. In order to detect these gases your property has been provided with a MINI Merlin CH4CO v2 Dual Gas Detector, it looks like this: There is a requirement to carry out a gas response test, otherwise known as a 'Bump Test'.

Bump tests are important to make sure a device can detect a release of gas as early as possible. The aim of the bump test is to make sure a detector is working at its optimum by briefly exposing the unit to a known concentration of the target gas that usually exceeds the highest alarm point. If the detector goes into alarm and all signals/outputs activate, then the system is working safely. If the system fails to operate as intended in an alarm state, the gas detector must not be used until a full inspection and service has been conducted. NFPA requires all gas detectors to be tested annually and that the test results be recorded on site and available to inspectors.

For instructions on how to carry out the Bump Test, you should refer to the manufacturers instructions enclosed.



Gas Detector

5.4 Telephone

Your home is fitted with telephone sockets, (typically located within the living room and bedroom, adjacent to the television points).

British Telecom (BT) can provide your new telephone line/service and you may be able to transfer your existing telephone account from your previous home.

Please contact BT on:

0800 800 150

or online via www.bt.com

Please note that BT may charge a fee to connect your telephone service to the main socket only (as located in your hallway cupboard) together with one of the points within your living area. BT may charge you extra if you require a second or more telephone sockets throughout your home (the extra sockets must be tested and connected by the telephone engineer).

The main BT point is located in the hallway cupboard. Note that phone sockets are already provided in the living room and bedroom which are already wired back to the main BT socket.



BT phone socket adjacent to double electric socket in hall cupboard

6 Refuse and recycling

6.1 Refuse collection

General household refuse on the development is to be stored in the bin store located on the ground floor off the rear courtyard until collected by the local authority. Anything left in these areas will be regarded as refuse and disposed of in due course.

It is the responsibility of each resident to ensure that all waste is bagged and placed in the Euro bins provided.

Household waste collection days will be confirmed after council tax registration. Currently Speedwell Street collection are fortnightly on Fridays for mixed recycling, alternate fortnightly Fridays for general waste collection and every Friday for food waste collection.

6.2 Recycling collection

Recyclable waste should be segregated from general waste and placed in the correct recycling bins as follows:

The items which you can place in the blue recycling Euro bins are:

- Bottle tops (pop tops back on containers before recycling)
- Bubble wrap
- Cleaning product bottles (remove trigger and put into rubbish bin)
- Clean cling film
- Drinks bottles (squash and pop lids back on bottles)
- Food pots, punnets, trays and packaging (including black trays)

- Milk bottles (squash and pop lids back on bottles)
- Empty plastic carrier bags
- Sandwich packaging
- Shampoo bottles
- Soft plastic plant pots and trays
- Yoghurt, margarine and ice cream containers
- Glass bottles
- Glass jars
- Empty aerosols
- Biscuit/sweet tins
- Drinks cans
- Clean kitchen foil
- Metal food tins
- Metal lids and bottle tops
- Art paper (if not glued)
- Books
- Brochures and catalogues
- Clean cardboard
- Cardboard labels
- Directories
- Egg boxes
- Envelopes (including windows)
- Greetings cards (non-glittery)
- Inner tubes from toilet and kitchen paper
- Junk mail
- Newspapers and magazines
- Shredded paper
- White and coloured paper
- Wrapping paper (non-glittery and non-metallic)
- Food and drink cartons (rinsed)
- Juice cartons
- Longlife milk cartons

Please do not place the following items into the blue recycling Euro bins:

- Black bin liners
- Crisp packets
- Coffee machine pods
- Hard plastics (e.g. storage boxes)
- Plastic toys/gadgets
- Polystyrene foam
- Sweet/chocolate wrappers
- Glass cookware
- Window panes and mirrors
- Food-soiled items
- Large metal items (e.g. filing cabinets)
- Pots and pans
- Glued or painted paper
- Jiffy bags (try re-using them)
- Kitchen and tissue paper

Items you can place in the green household waste Euro bins:

- Nappies
- Sanitary products
- Fouled textiles
- Animal litter and bedding from small animal hutches
- Jiffy bags
- Polystyrene foam
- Crisp packets and confectionery wrappers
- Wrapped broken glass
- Broken crockery and oven glass cookware
- Non-electrical toys and gadgets (consider donating to charity shop)
- Small metal non-electrical scrap items
- Take away coffee cups
- Old style light bulbs such as incandescent or filament bulbs
- Black plastic bin bags

Items you can place in the red food waste wheelie bin are:

- Bread and pastries
- Dairy products (e.g. cheese)
- Fish (including bones and scales)
- Fruit and vegetables (including fruit stones)
- Meat and bones (cooked or uncooked)
- Cooking oils and fats (e.g. vegetable oil, olive oil, coconut oil, butter, lard)
 - Please collect (cooled) oils and fats in a plastic bottle and place inside your food caddy or red bin
 - These can be solid or liquid form
- Tea bags and coffee grounds
- Cooked and raw food

Please advise Oxford City Council if refuse bins begin to overflow, are blocked or waste is not being collected.

6.3 Bulk items

Residents can request the removal of bulky waste from their home if it is too big for the normal refuse collection. This service is chargeable please go to the Oxford City Council link below for further details.

www.oxford.gov.uk/info/20004/recycling_and_waste/7/book_a_bulky_waste_collection

Please note that if you use the bulky waste service items **must only** be left out on **the night before collection**.

Should you need to dispose of any items urgently these can be taken to the Cowley Marsh Depot which is located at: Marsh Road, Oxford OX4 2HH

Please check the Oxford City Council website for any other information on general household waste and recycling www.oxford.gov.uk/info/20004/recycling_and_waste

7 Communal Areas

7.1 Cleaning and maintenance

All common areas external to your home will be cleaned on a weekly basis. If you discover a maintenance or cleaning issue to the common or external areas, please contact Oxford City Council Customer Services to report the issue.

Cleaning and maintenance contractors will have access to communal areas only. Any other access requirements to your apartment will be arranged by appointment with you.

7.2 Smoke Alarms

There are no audible alarms within communal areas.

The smoke alarm will activate if smoke or fine dust particles are detected and will activate the main building fire alarm and the corresponding smoke vent on the particular floor.

7.3 Automatic Opening Vents

Automatic opening vents are fitted to the communal corridors from 1st floor up the penultimate floor where several apartments are accessed from a single staircase. The automatic opening vent located in the corridors will open to allow excessive smoke out of the specific area where and when a communal smoke alarm is activated.

The communal corridors on the uppermost floors of each block are vented direct to atmosphere via roof mounted automatic opening vents.

The head of each stair core is also vented direct to atmosphere via automatic opening vent. A fireman's manual call point is provided at ground floor level and top floor level for override purposes.

7.4 Door Entry System

Your apartment has an audio-visual door entry access system. Your door entry system is part of a communal system that enables you to use the handset to answer a call from a visitor at the building entrance. You then have the option to release the entrance door to enable your visitor to enter the building. If there are any issues with your door entry handset, you should report it to Oxford City Council Customer Services team.



Video Handset

7.5 Satellite TV system

All apartments have been provided with a communal Satellite system, known as an Integrated Reception System. All internal wiring has already been fitted for this purpose.

All apartments have been fitted with a digital external aerial and aerial sockets have been installed to the lounge and bedroom.

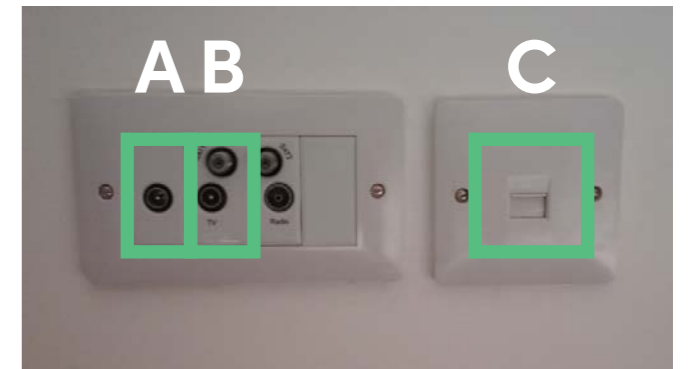
You will need to subscribe directly to your chosen service or have a Freeview box/TV to receive Freeview channels.

The system will receive Sky and Sky+ providing you have made the necessary subscription arrangements.

Please note that satellite providers will not be able to set up a satellite system unless there is a working land line telephone line which they can plug into to set up.

Please note that you will need to choose from the following combination of channels:

- Sky and Terrestrial TV



Satellite and TV outlet plate located in the Lounge/Kitchen Diner and Bedroom

- A.** Spare for use where Sky Multi room systems are employed
- B.** Used for Freeview where a contract with a satellite provider is not entered into
- C.** Telephone point as required for linking to satellite system provider.

Note: The satellite system employed will not allow viewing of foreign selections/channels.



Satellite/TV amp located in hall cupboard

7.6 Lifts

Passenger lifts have been installed for your convenience. Please treat the lifts with respect and do not wedge the lift doors open. If you need the lift door to be deactivated please contact Oxford City Council Customer Services team. In the event of a Fire Alarm activation the lifts must not be used.

In the event of lift failure, the lifts are provided with autodialer/telephone handsets for emergency call.

Do not hold the lift open for longer than a few seconds as this could cause the lift to go into fault.

Do not overload the lift especially when moving in or out with boxes and furniture. Use the stairs wherever possible to avoid the lift going into fault and to prevent the lift being held when others require to use it.

7.7 CCTV

For your security and safety CCTV cameras have been installed to the main entrance corridors. This is recorded and can also be accessed at St Aldates police station via the cloud software which is manned 24 hours a day.

8 Heating and Hot Water

You should consider your heating requirements and set the digital programmers to meet your needs. The thermostat and radiator valves should be adjusted to achieve the desired temperatures for each area of your home, in an energy efficient way.

Refer to details below for further information on your heating and hot water system.

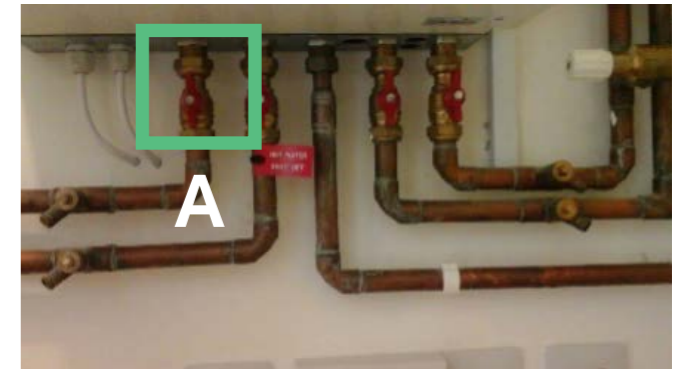
8.1 Heating and hot water

8.1.a Combination boiler

The heating and hot water to your home is provided by a Combination boiler. This can be found in a services cupboard or in your Kitchen. There is no hot water storage necessary within your apartment and hot water is always available via your Boiler.

Please do not adjust any controls or valves on or to this unit.

The spur/switch for the boiler **must** be kept on at all times except when an engineer is carrying out maintenance. Please **do not** switch this spur off as it powers the boiler which controls all of your heating and hot water. Switching this off would cause the loss of all your heating and hot water.

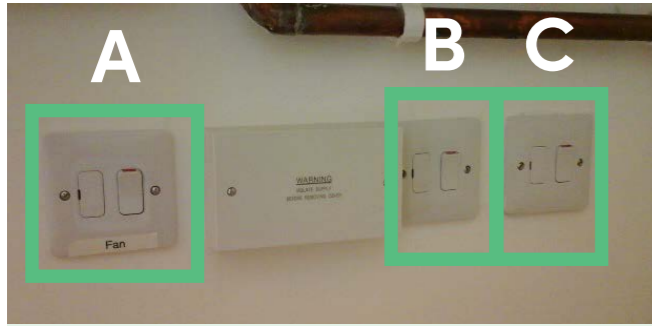


Main isolating valves to the heat interface unit. These should be left on at all times and only isolated for maintenance purposes.



Heat Interface Unit

A. Energy Display and Pressure Gauge



- A. Fan isolation
- B. HIU isolation
- C. Washing Machine isolation



Heating zone control valves as controlled by the heating programmers as provided in the living and sleeping areas.



HIU spur/switch (left) and **HIU wiring centre** (right). The HIU wiring centre should not be tampered with and the HIU spur should be left on.

8.1.b Programmable Thermostat

Your apartment is provided with a programmable room thermostat located in the main lounge area.

Use the programmable thermostat to set the times you want the heating to go on and off in the property. Set it to come on about half an hour before you normally get up and to go off when you are normally out of the house. Set it to come on before you come home again, or in the early evening and to go off about an hour before you normally go to bed.

Domestic hot water will always be available at the kitchen and bathroom taps even when you choose to switch the heating to 'Off'.

The programmable thermostat also sets the general temperature. Systems are usually designed to run at 21°C, but you may wish to adjust this depending on where the thermostat is located and how warm you want your home to be. If you want to save money you can turn it down, but we don't recommend that you set it lower than 16°C, especially if there are elderly people in the home.

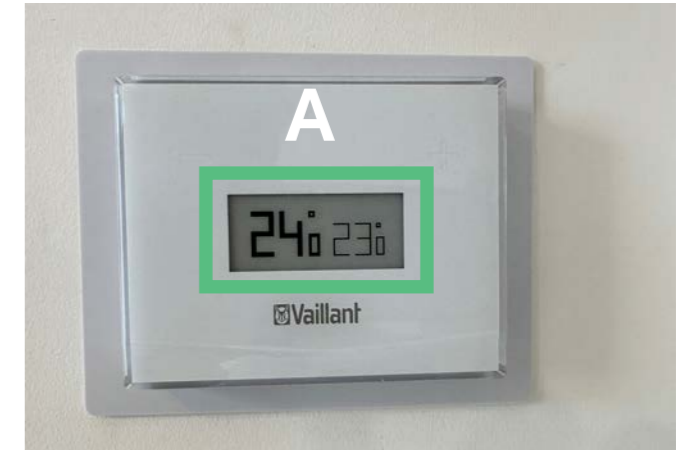
When you first occupy your property the programmers will be permanently set at 17°C and thermostatic radiator valves will be set to frost setting. Residents will need to adjust to their own personal preference. Refer to Section 16 of this guide for details on how to set your heating programmer.



Thermostatic Radiator Valve

8.1.c Thermostatic Radiator Valves

The thermostatic radiator valves on your individual radiators can be used to fine tune the temperature in individual areas. You may wish to have a low background heat in unoccupied bedrooms for example. However, do remember that if you have set the main wall thermostat to a low temperature then you will not get more than a low temperature out of any of the radiators in the house by adjusting the radiator valves.



Programmable Thermostat

Refer to Section 16.1 for full operation details

- A. Current Temperature
- Set Temperature
- Programme display setting



Standard valve with drain point

8.2 Bleeding your radiators

If your radiators stay cold or are only hot in spots you will need to release any air locks within your radiator. A radiator key will be required for this purpose. Put the key onto the valve at the top of the radiator; loosen it gently until air comes out. When water starts to come out, tighten it up again. (See picture below). Do not remove the valve. It only needs to be loosened. Should this be required on a number of occasions your system may need re-pressurising. Prior to moving into your property the radiators will be checked to ensure there are no air locks and the pressure at your HIU will be checked to ensure system pressure is correct. Should the pressure in your system drop to 1 bar the HIU will for safety reasons shut down.

CAUTION: This water can be very hot.



8.3 Heating Filling Loop

A filling loop is provided to your boiler for topping up the heating system (refer to 8.2 above). This should not be removed or tampered with and should only be used by the maintenance/service team.



Radiator bleed valve

- A. Filling loop connections
Do not touch
- B. System filling loop

8.4 Heated towel rail

Your bathroom has a heated towel rail. During summer months you can use this independently of your radiators by leaving your heating programmer on, but by turning all the other radiator valves off.



The **towel rail** will then continue to work with the timed programme.

8.5 Taps and sanitary ware



If you experience any problems with your taps, shower or sanitary ware during the initial 24 months defects period, please contact Willmott Dixon Aftercare team who will address the fault with the relevant person. Refer to Section 2.3.

9 Other Services

9.1 Sprinkler System

A sprinkler system has been installed in accordance with BS 9251 and provides automatic sprinkler protection throughout the apartment. Fire sprinklers operate by releasing a spray of water droplets to suppress or extinguish a fire as soon as the heat from the fire heats the air to a certain temperature. This will be within a short time of the fire starting. Fire sprinklers therefore prevent the fire from taking hold and spreading within the room and spreading to other areas of the apartment.

In the event of a fire, a fire sprinkler head will operate only when the air temperature reaches between 57 and 68 degrees centigrade. This is referred to as the "operation temperature". Fire sprinklers are not activated by smoke, the heat from cooking or by burning toast, or by steam from a bathroom or a shower. When there is a fire, the nearest circular plate(s), set flush against the ceiling, will detach and the sprinkler head will drop down from within the fitting and when the required temperature is reached the fire sprinkler will activate. It will intensively spray droplets of water onto the areas below in the vicinity of the sprinkler. This continuous spray of water will be enough to contain or extinguish the fire.

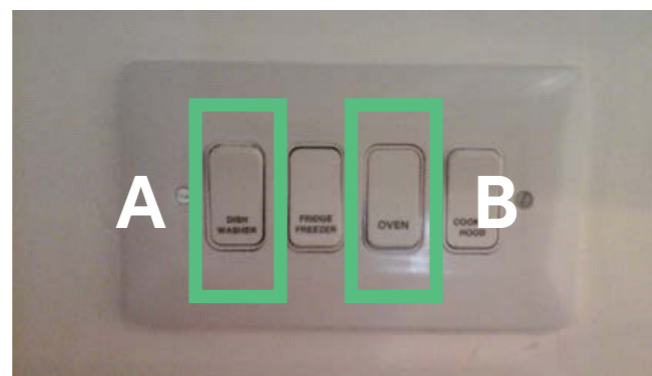
You should always avoid painting over the circular plates, set against the ceiling, behind which the fire sprinkler heads are hidden.



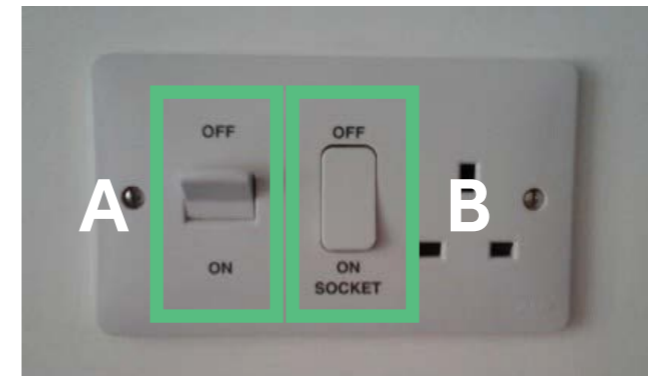
Domestic sprinkler head

9.2 Grid switch

In the kitchen there is a panel of electrical switches situated on the tiled wall known as a grid switch. This is where several electrical appliances can be turned on and off. Please check that a particular appliance has not been turned off at this switch before reporting it as a defect.



- A. Dishwasher not fitted as standard.
- B. Single oven (additional switch provided for apartments with double ovens)



- A. This is the switch for your hob.
- B. This is the switch for the adjacent socket outlet.



Standard wall light switch

9.3 Ventilation Unit

9.3.a In apartment No. 8

Your apartment has been fitted with a centralized mechanical extract ventilation system. This is a mechanical system to provide background trickle & boost ventilation to reduce moisture and potential condensation. You should expect the sound of the ventilation system to increase when it enters boost mode which will be when your bathroom and/or Kitchen is in use. The ventilation system is not an air cooling system.

Vents are located in the kitchen and bathroom.



Your whole **home ventilation fan** is located above the ceiling in the hall cupboard. Controls on the actual fan unit will have been preset and do not need adjusting.



Ventilation grille

Your mechanical extract ventilation system **must not** be switched off; it should operate continuously. The system will work most effectively when your windows are closed.

Dust will collect around the edge of the vents and from time to time you should remove the dust using the nozzle of your vacuum cleaner. Do not remove the vent and do not tamper with or adjust the vents as they have been pre-set to maximise the efficiency of the system.

9.3.b In apartment No's 20, 22, 28, 30, 36, 38, 42

Your apartment has been fitted with a centralized mechanical heat recovery ventilation system. This is a mechanical system to provide fresh air and background trickle & boost extract ventilation to reduce moisture and potential condensation. You should expect the sound of the ventilation system to increase when it enters boost mode which will be when your bathroom and/or Kitchen is in use. The ventilation system is not an air cooling system.

Vents are located in the bedrooms, living/dining room, kitchen and bathroom/en-suite.



Your whole **home ventilation fan** is located above the ceiling in the hall cupboard. Controls on the actual fan unit will have been preset and do not need adjusting.

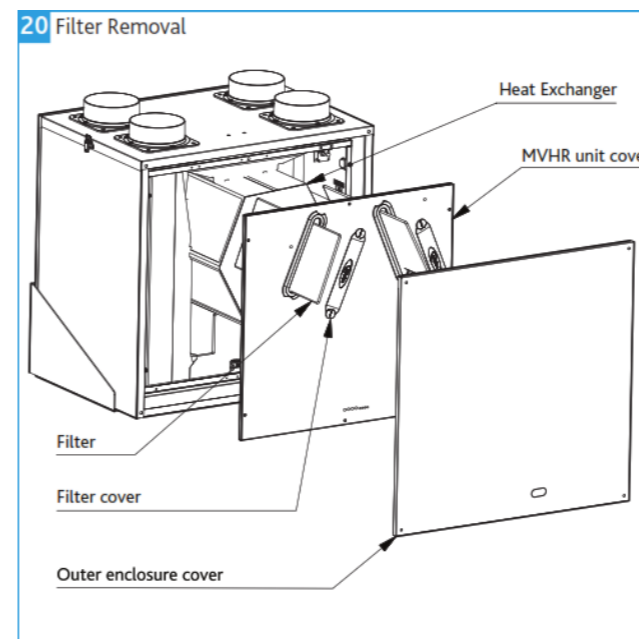


Ventilation grille

Your mechanical ventilation heat recovery system **must not** be switched off; it should operate continuously. The system will work most effectively when your windows are closed.

Dust will collect around the edge of the vents and from time to time you should remove the dust using the nozzle of your vacuum cleaner. Do not remove the vent and do not tamper with or adjust the vents as they have been pre-set to maximise the efficiency of the system.

On the front of your mechanical ventilation heat recover unit are two magnetic strips, behind which are the filters for the system which collect dust and other small debris from being distributed around your dwelling.



The **filters** should be inspected every 6 months and it is recommended they be replaced every 12 months. A flashing LED light on the front of the unit will indicate a filter change is required.

9.3.c In apartment No's 12, 14

Your apartment has been fitted with a centralized mechanical heat recovery ventilation system. This is a mechanical system to provide fresh air and background trickle & boost extract ventilation to reduce moisture and potential condensation. You should expect the sound of the ventilation system to increase when it enters boost mode which will be when your bathroom and/or Kitchen is in use. The ventilation system is not an air cooling system.

Vents are located in the bedrooms, living/dining room, kitchen and bathroom/en-suite.



Your **mechanical ventilation heat recovery unit** is located within the hall cupboard. Controls on the unit will have been preset and do not need adjusting.

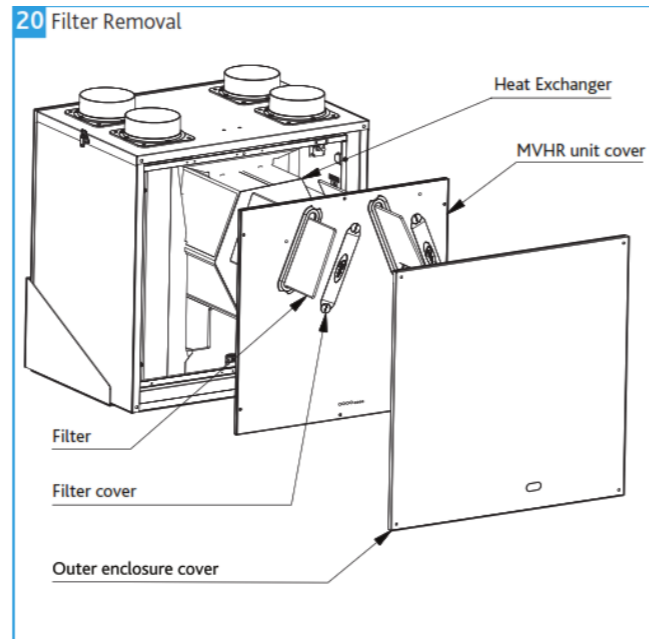


Ventilation grille

Your mechanical ventilation heat recovery system must not be switched off; it should operate continuously. The system will work most effectively when your windows are closed.

The internal ventilation grilles within the bedroom and living areas have been provided with a carbon filter in order to ensure that unwanted pollutants from outside traffic are not distributed around your dwelling. Carbon filters are easily removable and do not require re-commissioning. The carbon filter should be inspected regularly and should be replaced after 2 years of use.

Dust will collect around the edge of the vents and from time to time you should remove the dust using the nozzle of your vacuum cleaner. On the front of your mechanical ventilation heat recover unit are two magnetic strips, behind which are the filters for the system which collect dust and other small debris from being distributed around your dwelling.



The **filters** should be inspected every 6 months and it is recommended they be replaced every 12 months. A flashing LED light on the front of the unit will indicate a filter change is required.



Smoke and heat detectors save lives. Test the operation of your detectors once every month by pressing the **test button**

9.4 Smoke and Heat detectors

Your apartment is fitted with smoke, heat, and Carbon monoxide detectors. This is there for your safety.

The detectors are sensitive to dust, and from time to time you should remove any dust from the surface of the smoke detector with the nozzle of your vacuum cleaner. Do not try to remove the smoke and heat detectors from the ceiling. The detectors are mains powered, with a battery backup.

You should also test the operation of the smoke and heat detector once every month by pressing the test button. (Note: They are linked – only one button needs to be pressed and this should be done on an alternating basis.)

9.5 Oven and hob

A built in stainless steel oven and ceramic hob have been installed in your kitchen.

9.6 Kitchen Extract



A separate built-in kitchen re-circ hood is provided over the hob which has separate switching for light and fan speed (three speeds). The hood is the recirculating type and will need the filters changed – refer to manufacturer's instructions for further details.

It is also recommended to use your whole house fan boost when cooking process generates high levels of steam to minimise potential condensation.

9.7 Washer/Dryer, Fridge/Freezer & Dishwasher

A free standing washer/dryer and 'built in' fridge/freezer and dishwasher have been provided.



All white good warranties have been left in the apartment and are to be activated by the owner of the apartment.

9.8 Lights

All your light fittings in your apartment are 'LED'. These are designed to last much longer than standard light bulbs and as such should rarely need replacement. Where requiring to be replaced note the whole fitting will need replacement.

Pendant light fittings in bedroom should be fitted with low energy fittings. Old bayonet style, filament fittings should be avoided. Replacements can be obtained from your local electrical supplier or DIY store. We recommend that you take the used bulb with you when purchasing a replacement – this will help ensure you buy the correct type.

If all lights in one particular area are not working e.g. living room, check the isolation switches and reset if necessary. Note: Due to the sensitivity of your distribution board and fuses, a single blown bulb may trip out a whole area (circuit).

If a particular light is not working, check that the bulb has not blown and replace as necessary.



LED Downlight



Pendant

9.9 Door entry and post

The door entry handset as located in the hall area is connected to the main electricity supply. This handset provides visual and audio link with the entry system at street level. Refer to Section 16 for more specific details relating to the operation of your handset and door entry facilities.



You have a letter box located in the lobby. Your letter box will be numbered to match your address. You will be given keys for your own post box.

10 Looking after your home

10.1 Insurance

Buildings insurance is provided and paid for by Oxford City Council, but this does not cover the contents of your home or your personal possessions. We cannot be responsible for these in any way.

We strongly advise that you arrange a comprehensive home contents insurance policy to cover you for accidental damage, fire, burglary, storm, burst pipes, flood damage and other risks as soon as you move in.



Our buildings insurance does not cover your personal possessions. We strongly advise you to arrange home contents insurance.

10.2 Fixings

It is recommended that residents use a metal stud and cable detector before fixing items to your walls. You should seek professional advice if you are unsure. Please note that electrical services are contained within the external and internal walls of your property generally these run vertically down to the sockets but please use a cable detector to ensure you know the location. Plasterboard fixings should be used, and the number of fixings should be appropriate for the item being fixed to the wall. Very heavy items should not be fixed to plasterboard walls.

10.3 Locks

10.3.a Front Door

Your apartment has been fitted with security doors and locks to PAS24 DKT security standard. Security chains and spy holes have also been fitted for added security. Additional front door keys can be cut at any key cutters.

Note: Doors do not automatically lock by themselves. Please ensure you lock your door behind you when leaving and entering the property for the safety and security of your home.

10.3.b Window locks

Where appropriate your windows are fitted with key operated locks and opening restrictors. Keys have been provided and should not be left in window locks. This locking system is for your safety and windows must not be opened beyond the restrictor and the restrictor latches must not be removed.

10.4 Windows

Operating and safety instructions for the tilt and turn windows are included within Section 16 of this guide.

Internal faces of glazing should be cleaned periodically using a soft cloth and only warm water with a light detergent. All excess water must be squeezed off to ensure no streaking or future staining. Internal painted frame surfaces need to be cleaned periodically to ensure decorative and protective properties are retained.

Do not fix any curtains/battens onto the wooden window frame.

10.5 Plumbing fittings

10.5.a Nappy Disposal

Don't try to flush 'disposable' nappies down the toilet, 'disposable' does not mean 'flushable'. These should be placed within sealed bags and disposed of with your general refuse.

10.6 Cleaning

It is recommended to use a soft cloth and mild detergents to clean all surfaces. Do not use abrasive cloths or scourers.



Your apartment is provided with a water conditioner located in the hall cupboard. This will aid in reducing the risk of scale build-up to your sanitary appliances and taps.

10.7 Saving water

Water usage can be reduced by careful use; the following will aid in the reduction of water consumption.

Turn off the tap when brushing your teeth

Take a shower instead of a bath (where both facilities are provided)

Use a bowl when rinsing and washing dishes

Don't wait for the water to cool – always keep a jug of cool water in the fridge

Use dual flush WCs appropriately

11 Condensation

Moisture is produced in all homes by breathing, cooking and washing. An average household produces 21 pints of water vapour a day.

When warm air comes into contact with a cold surface such as a window, or when too much vapour is put into the air, the vapour turns to liquid and forms as droplets of water – this is known as condensation.

Condensation often occurs in rooms such as kitchens and bathrooms, and is seen on windows as 'steaming up' and as patches of dampness on walls and ceilings. Small amounts of condensation can be found in most homes, but if it is not dealt with mould growth may occur and in severe cases this can make some health conditions worse. It can also damage your furniture, clothes and decorations.

The whole house ventilation system installed in your home should prevent condensation, but should condensation occur within the 24 month defect period please contact Willmott Dixon Customer Care Team (refer to 2.3 for contact details)

In the unlikely event of mould occurring please contact Willmott Dixon Customer Care team (refer to 2.3 for contact details).

11.1 General tips

Raising room temperature helps reduce condensation – so try to keep your home as warm as you can, without wasting energy or becoming uncomfortable

It is best to have the heating on for longer periods of time at a lower temperature. Try adjusting the central heating thermostat down rather than off.

If condensation does form on the windows wipe it off

Try not to put furniture in front of radiators

In the unlikely event of mould occurring please contact Oxford City Council Customer Services team (refer to 2.3 for contact details).

The Whole Home Ventilation system should be left on to operate continuously

11.2 Kitchens

Keep lids on pots and pans as far as possible when cooking

If you purchase a tumble dryer ensure that it is a condenser type. Other types must not be used that will discharge moist air back into the apartment.

Do not let kettles and pans boil longer than necessary

Please make sure that you use the ventilation system extract hood when cooking. In addition the whole home fan boost switch can be used to increase extract to the Kitchen area.

11.3 Bathrooms

Heat the room before taking a bath or shower.

If your bathroom has no window, make sure the extractor fan/whole house ventilation system is working. If it is not working report it to the Defects Team. (Only within first 24 months defects liability period.)

12 Car parking, bicycle stores and delivery vehicles

12.1 Parking spaces

There is no parking available other than disabled parking spaces, they will not be allocated. A resident will need to apply to Oxford City Council for one of the permits and will be issued on a first come first served basis, irrespective of tenure. EV chargers are only usable by the allocated disabled user so please let the Council know if EV charging is required when you contact them and they will do their best to arrange this.

12.2 Visitors parking

There are no parking spaces available for visitors.

12.3 Bicycles

Your fob will open the bike shed - please close the door carefully behind you.

12.4 Delivery vehicles

Delivery vehicles will not be able to access the premises. General deliveries should be arranged between delivery drivers and tenants via the video phone entry system.

13 Gardens

13.1 Balconies and terraces

It is your responsibility to keep these areas in good order. Certain activities such as storing bicycles, hanging washing or using barbecues on your balcony/terrace are not permitted. Please check your Tenancy Agreement for further guidance.

13.2 Landscaped areas

A landscaped area has been provided at the front and rear of the block consisting of walkways and feature planting and illuminated bollards with seating. These areas are for quiet reflection only and are not for general recreation or to be treated as play areas. These areas should only be used for the purpose to which they have been intended.

14 Public Transport

14.1 Sustainable Transport

The website www.sustrans.org.uk provides creative, innovative and practical solutions to the transport challenges affecting us all.

The website provides detailed maps of Walking, Cycling, Traffic-free routes together with Train, Coach/Bus Station locations and Bus Stops.

You can access the website for further information and for Sustrans in your area at www.sustrans.org.uk

Free cycle maps of the National Cycle Routes can also be accessed locally and can be downloaded from this website.

Journey Planning for many methods of transport can be done online at www.transportdirect.info

14.2 Park & Ride

The nearest park and ride car parks are Seacourt Park and Ride and Redbridge Park and Ride.

14.3 Car Share Schemes

Liftshare is an online scheme whereby you can create and manage your journeys and also match up with someone to carshare with. You can also search for BUDi to share your bike, walking or taxi journey. www.liftshare.com/uk

National Carshare is another online car sharing scheme for sharing car journeys. www.nationalcarshare.co.uk

14.4 Buses

Your nearest bus stop can be found on Speedwell Street.

For maps and timetables of routes please visit <https://www.oxfordbus.co.uk/> or <https://www.stagecoachbus.com/#>

14.5 Railway

The nearest train station is

Oxford Station

Park End Street
Oxford
OX1 1HS
Tel: 0345 165 2030

For maps and timetables of routes please visit www.gwr.com

15 Local Amenities

15.1 Supermarkets

Your local Supermarkets are:

Sainsbury's

21 Westgate
Oxford
OX1 1PA
Tel: 01865 722179

Tesco Express

75 St Aldate's
Oxford
OX1 1RA
Tel: 0345 674 6449

Waitrose

110-120 Botley Road
Oxford
OX2 0HH
Tel: 01865 202043

15.2 Post Office

Your local Post Office is:

Oxford Post Office

102-104 St Aldate's
Oxford
OX1 1ZZ
Tel: 0345 722 3344

15.3 Pharmacies

Your local pharmacies are:

Boots

8-10 Cornmarket Street
Oxford
OX1 3HL
Tel: 01865 247461

15.4 Local Emergency Contract Details

Emergency Phone Number: 999

Hospital

John Radcliffe Hospital

Headley Way
Headington
Oxford
OX3 9DU
0300 304 7777

Police

St Aldates Police Station

Oxford
OX1 1SZ
Tel: 01865 841148

Fire

Rewley Road Fire Station

Rewley Road
Oxford
OX1 2EH
Tel: 01865 895999

15.5 Useful Contacts

Citizens Advice Bureau

Citizens Advice Abingdon

Abbey House
Tel: 0808 278 7907

The Agnes Smith Advice Centre

96 Blackbird Leys Road
Blackbird Leys
Oxford
OX4 6HS
Tel: 01865 770206

Local Authority

Oxford City Council

Town Hall
St Aldate's
Oxford
OX1 1BX
Tel: 01865 249811

Local Recycling Centre

Cowley Marsh Depot

Marsh Road
Oxford
OX4 2HH
Tel: 01865 249811

Health Authority

Oxford University Hospitals NHS Foundation Trust

Chief Executive's Office
Level 3, John Radcliffe Hospital
Headley Way
Headington
Oxford
OX3 9DU
Tel: 0300 304 7777

Education Authority

Oxfordshire County Council

County Hall
New Road
Oxford
OX1 1ND
Tel: 0345 241 2487

Doctors & GPs

Luther Street Medical Centre

Luther Street
Oxford
OX1 2DU
Tel: 01865 901571

Northgate Health Centre

15 Market Street
Oxford
OX1 3EF
Tel: 01865 311811

Dentists

St Johns Dental Practice

25 St John Street
Oxford
OX1 2LH
Tel: 01865 515967

Cornmarket Street Dental Practice

11-12 Cornmarket Street
Oxford
OX1 3EX
Tel: 01865 244304

Opticians

Vision Express

31-32 Queen Street
Oxford
OX1 1ER
Tel: 01865 243567

Boots Optician

6-8 Cornmarket Street
Oxford
OX1 3HL
Tel: 01865 246206

Newsagents

Castle News

11 New Road
Oxford
OX1 1LT

Schools

Saint Ebbe's CofE Primary School

Whitehouse Road
Oxford
OX1 4NA
Tel: 01865 248863

West Oxford Community Primary School

Ferry Hinksey Road
Oxford
OX2 0BY
Tel: 01865 248862

Oxford High School

Belbroughton Road
Oxford
OX2 6XA
Tel: 01865 559888

Nurseries

Grandpont Nursery School & Childcare

47 Whitehouse Road
Oxford
OX1 4GQ
Tel: 01865 242900

Lake Street Nursery

Hinksey Park

Lake Street
Oxford
OX1 4RP
Tel: 01865 727939

Banks & Building Societies

Barclays Bank

54 Cornmarket Street
Oxford
OX1 3HB
Tel: 0345 734 5345

Halifax

22 Queen Street
Oxford
OX1 1EP
Tel: 0345 720 3040

Lloyds Bank

1-5 High Street
Carfax
Oxford
OX1 4AA
Tel: 0345 720 3040

Natwest

43 Cornmarket Street
Oxford
OX1 3HA
Tel: 0345 788 8444

Santander

Santander House
Oxford
OX1 1HB
Tel: 0800 085 1491

Taxis

001 Taxis

New Inn Yard
108 New Inn Yard
St Aldate's
Oxford
OX1 1BU
Tel: 01865 240000

Oxford Blue Taxis

Interzone House
74-77 Magdalen Road
Oxford
OX4 1RE
Tel: 01865 238888

Community Centre

South Oxford Community Centre

Lake Street
Oxford
OX1 4RP
Tel: 01865 242666

Library

Oxfordshire County Library

Queen Street
Westgate
Oxford
OX1 1DJ
Tel: 01865 815509

Parks & Open Spaces

Hinksey Park

Abingdon Road
Oxford
OX1 4PZ

Botley Park

Botley Road
Oxford
OX2 0BT

Leisure Centres

Ferry Leisure Centre

Summertown
Oxford
OX2 7DP
01865 467060

Oxsrads Sports & Leisure Centre

Court Place Farm
Marsh Lane
Headington
Oxford
OX3 0NQ
Tel: 01865 741336

Leys Pools & Leisure Centre

Pegasus Road
Oxford
OX4 6JL
Tel: 0344 893 3222

Places of Worship

Visit edu.admin.ox.ac.uk/faith-societies
This Oxford University site offers a comprehensive list of places of worship in and around Oxford

Allotments

The Oxford & District Federation of Allotment Associations who manage the local allotments
Email: enquiry@odfaa.com

A list of local allotments can also be found at

www.oxford.gov.uk/allotment

OX Place

Travel Information

Bridges Cross



Travel Information

Bridges Cross, Oxford City Centre, Oxford. OX1 1TQ

We have put this information pack together to let you know how you can get about in your local area on foot, by bike and using public transport.

We have also included some helpful tips on greener driving to help save money and reduce your carbon footprint.

Travelling on foot or by bike can provide an opportunity for exercise whilst reducing the impact of transport on the local environment. This guide provides you with some examples of local journeys which readily lend themselves to walking and cycling.

Public transport offers a more environmentally friendly means of travel than the private car and can be less stressful and cheaper, with no need to find and pay for car parking.

This pack can also be provided in electronic format.

We hope you will find this pack useful and that it helps you to explore Oxford City centre and the great benefits it has to offer!

Local Car Clubs, Scooters and EV charging

Parking

There is no parking available other than disabled parking spaces, they will not be allocated. A resident will need to apply to OCC for one of the permits and will be issued on a first come first served basis, irrespective of tenure.

EV chargers are only usable by the allocated disabled user so please let the Council know if EV charging is required when you contact them and they will do their best to arrange this.

Off site Oxford Electric vehicle charging and Parking



<https://www.zap-map.com/charge-points/oxford/>



Local vehicle sharing and Car Clubs

Liftshare is an online scheme whereby you can create and manage your journeys and also match up with someone to carshare with. You can also search for BUDi to share your bike, walking or taxi journey. www.liftshare.com/uk

National Carshare is another online car sharing scheme for sharing car journeys. www.nationalcarshare.co.uk

Car clubs in Oxford

Co-Wheels:

Hybrid and electric vehicles within Oxford
<https://www.co-wheels.org.uk/oxford>

Hiyacar:

Affordable car rental from local owners and more
<https://www.hiyacar.co.uk/>

Zipcar:

One of the UK's largest car leasing companies
<https://www.zipcar.com/en-gb>



E-Scooters

Residents of Oxford can hire zero-emission e-scooters as part of a government trial. The rental scheme is operated by Voi Technology and aims to support key workers and people getting back to work and leisure in Oxford.

They can be used on the road and cycle lanes within the trial area but not on pavements. The scooters are tracked by GPS and regularly serviced.

More information on how to hire E Scooters around Oxford can be found at [E-scooter trial in Oxford | Oxfordshire County Council](#)



https://www.oxford.gov.uk/directory/8/car_parks_in_oxford/category/53

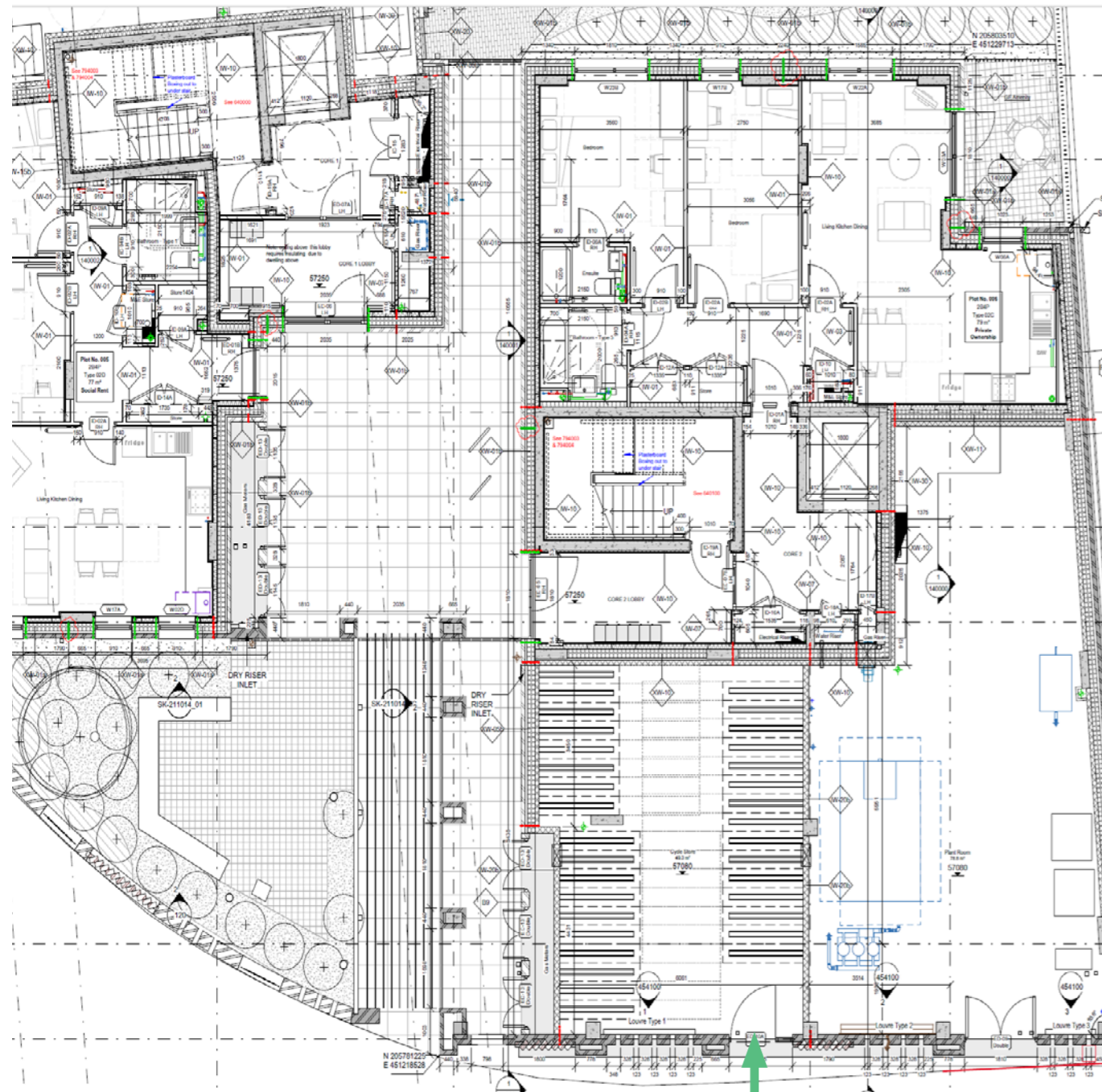
Cycling

Cycle Parking

72 Spaces are available within the ground floor cycling store located just off Speedwell Street within a secured space.

More information on bike locks here:

<https://www.axasecurity.com/bike-security/en-gb/information/locks/safety-levels/>



Cycle Store access via Speedwell street

Bike Shops

Bike Zone,

28–32 St Michael's Street

Oxford

OX1 2EB

Tel: 01865 728877

<https://www.bike-zone.co.uk/>

Warlands Cycles

63 Botley Road

Oxford

OX2 0BS

Tel: 01865 723100

<https://www.warlands-cycles.co.uk/>

Bainton Bikes

Walton Street Cycles

78 Walton Street

Oxford, OX2 6EA

Tel: 01865 311610

<https://baintonbikes.com/>

Broken Spoke Bike Co-op,

St Thomas School

Osney Lane, Oxford

OX1 1NJ

Tel: 07551 711746

<http://bsbcoop.org/>

Electric bikes are a good middle ground between driving and cycling, offering some motorised support. There is an electric bike shop close by too:

Electric Bike Sales Oxford

125 Magdalen Rd

Oxford

OX4 1RJ

Tel: 01865 243937

Useful journey planners / ride planners

There are lots of ways to plan your journey or leisure bike ride, whether an experienced or less frequent cyclist:

Cyclox

- map and journey planner

Sustrans website

- view a map of the national cycling network and plan your journey online or download a cycle routes app on your smartphone or tablet

CycleStreets

- journey planner

GPS Cycle and Walking Routes

- cycling and walking routes in Oxfordshire

The River Thames Walk and Cycle Guide

<https://www.komoot.com/guide/1683584/cycling-around-cowley>

<https://www.komoot.com/guide/1683583/road-cycling-routes-around-cowley>

https://www.oxford.gov.uk/info/20077/cycling/853/bicycle_routes_in_oxford

Walking & Green Spaces

Walking

Walking and cycling are great ways to boost your health, fitness and well-being, and you have a number of green spaces such as Christchurch Meadows, and riverside walks.

It is recommended that the average adult should do 30 minutes of exercise 5 times per week. Walking or cycling to work, the shops or school is an easy way to achieve this target.

It is often quicker to cycle or walk short distances than travel by car, particularly during the morning and evening rush hours.

Regular leisurely rides and events are also promoted throughout Oxfordshire including CTC Oxfordshire, Oxford City Cycling UK, CTC Oxfordshire Midweek and Isis Cyclists.

Walking Groups

Whether you're walking to improve your health or simply for the pleasure of exploring your local area on foot, these walks make enjoying the great outdoors easier.

Ramblers

<https://www.ramblers.org.uk/>

Oxfordshire Area Ramblers

<https://www.ramblers-oxon.org.uk/Oxford.html>

Discovering Britain

<https://www.discoveringbritain.org>

Walking for Health is England's largest network of health walks with over 360 active walking schemes, helping people across the country lead a more active lifestyle.

<https://www.walkingforhelth.org.uk/walk/search/OX44UY>

Public Transport

Rail Travel & Rail Cards

Travelling by rail provides a fast, efficient and frequent option and the nearest station to your home (approximately 10 minute walk) is Oxford Central rail station and services are also available from Oxford Parkway.

Oxford rail station has plenty of car and cycle parking spaces. The station has a ticket office, ticket machines, and facilities such as shops, toilets, information office, and mobility access.. The station has ticket office, ticket machines, and facilities such as shops, toilets, waiting rooms and information office.

For timetables and tickets visit:

<https://www.nationalrail.co.uk/>

<https://www.gwr.com/plan-journey/train-times>

Station facilities can be found at:

https://www.nationalrail.co.uk/stations_destinations/OXP.aspx

Railcards offer money off for seniors, couples, young people (16-25) and students, disabled persons amongst many more. If you use the trains regularly, you can check if any apply for you and save money here –

<https://www.gwr.com/plan-journey/tickets-railcards-and-season-tickets/railcards>

Bus Map and Routes

Your home is located at the green arrow and the nearest bus stop sits on Speedwell street which is a 1 min walk.

Buses are frequent and regular and run through the evening and early morning.

Please check online to ensure you have the latest up to date timetable.

Stagecoach Oxfordshire – bustimes.org
www.oxfordbus.co.uk/stops

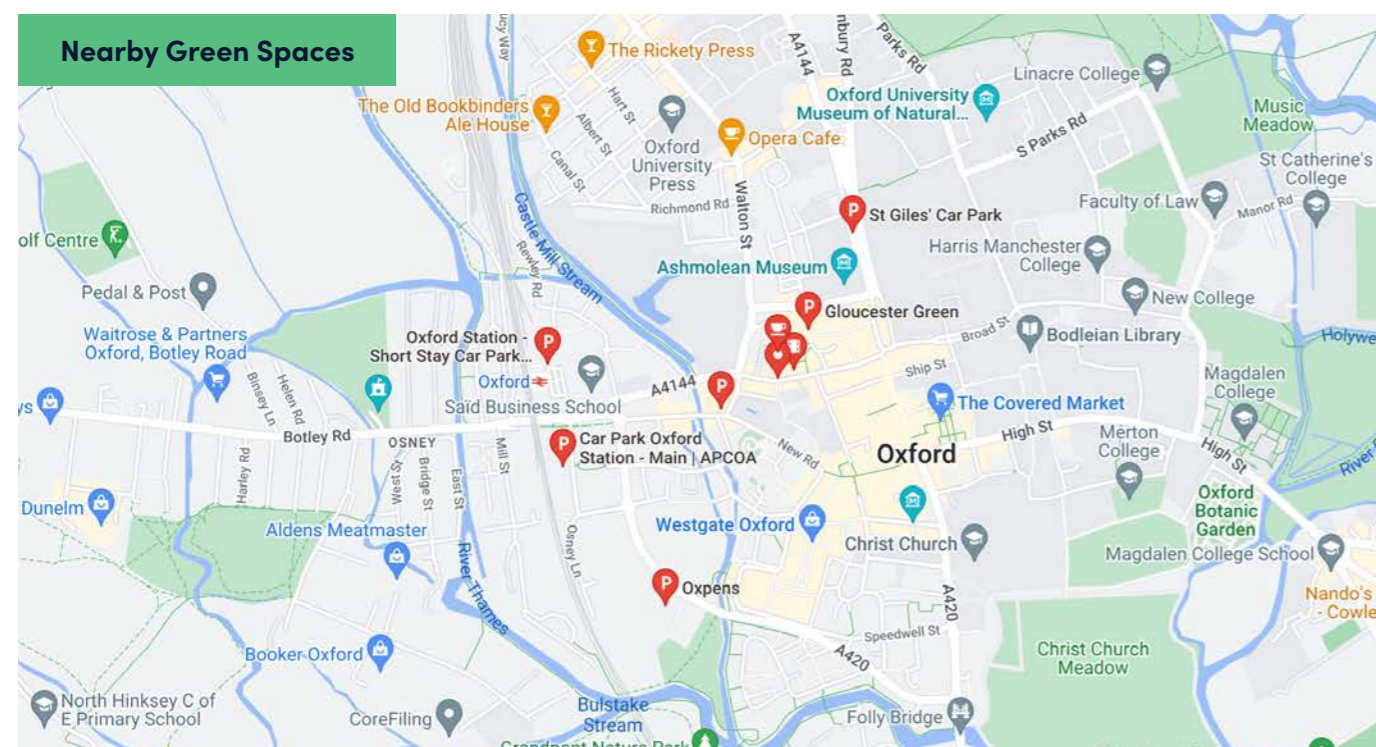
Thames Travel offers many difference ticket types such as Go-Anywhere day tickets, South Oxfordshire day tickets, multi journey, weekly tickets and 13 week zone passes.

For up to date timetable information and ticket information visit

<https://city.oxfordbus.co.uk>

More information for Bus passes can be found at the link below:

<https://www.oxfordshire.gov.uk/residents/roads-and-transport/public-transport/bus-passes>



<https://oxfordcity.co.uk/about-oxford/green-spaces-in-oxford/>

Buses to Oxford Rail Station ➡
If you need to get to Oxford Rail Station, then please use one of the following bus stops:
D5 E8 J3 L2 S1

city3/3A
towards Rose Hill, Littlemore and Greater Leys
E1 T2 K2

city4A
towards Botley and Elms Rise
Osney Island

city5
towards Cowley & Blackbird Leys
R2 D1 M1 S2 G5 K1

city5A
towards Minchery Farm
S2 G5 K1

city6
towards Wolvercote
C3

city8
towards Barton
E2 T2 K4

city11
towards Watlington
G4 K2

city11X
towards BMW Main Gate
J1 L2 P1

city15
towards Wood Farm
P2 G2 T2 K3

city35 (Mon-Sat daytime)
towards Abingdon
E3 H2 P1

city35 (Evenings & Sunday)
towards Abingdon
A2 A5 D2 H2 P1

city46
towards Great Milton
E3 H4 P1

cityX1
towards Wantage
J3 H3 P1

cityX3
towards Abingdon
J3 H1 P1

cityX3
towards JR Hospital [H]
P2 G3 T2 K3

BROOKESbusU5
towards Brookes University (evenings and weekends only)
P2 G4 K4



OXFORD PARK & RIDE

park&ride300
towards Pear Tree
P2 S1 E4 B1 C2

towards Redbridge
A2 A5 M4 S2 P1

park&ride400
towards Oxford Rail Station
J3 L2 S1 E5 D5

towards Thornhill & Wheatley
(catch this bus to Oxford Brookes' Headington and Wheatley Campuses)
R1 D1 M3 S2 G6 K4

towards Seacourt & Harcourt Hill
(catch this bus to Oxford Brookes' Harcourt Hill Campus)
Osney Island

the airline

LHR/LGW
towards Heathrow and Gatwick via Thornhill, Lewknor and High Wycombe
Gloucester Green Bay 5/6 S4 S2 K5

LHR/LGW
from Heathrow towards Oxford
Central Bus Station Terminal 5 Stop 10

LGW
from Gatwick towards Oxford
North Terminal Stop 1/2 South Terminal Stop 4/5

river rapids
towards Wallingford and Reading
E1 T2 K2

Thames Travel

33 towards Cumnor & Wootton
63 towards Cumnor & Southmoor
Osney Island

ST1 towards Harwell Campus
Broad St

ST2 towards JR Hospital [H]
G2

ST2 towards Wytham
C3

X2 towards Abingdon & Didcot
R3 D1 D4 H1 P1

X32 towards JR Hospital [H]
P2 G2 K3

X32 towards Didcot & Wantage
J3 H3 P1

Contacts and Links

To help you with planning your journey we have provided below a list of useful contact numbers and links:

Rail

National Rail Enquiries
0845 7484950
www.nationalrail.co.uk

Great Western Railway
08451 272820
www.gwr.com

Bus Services

Traveline South East
www.travelinesoutheast.org.uk

Oxford Bus
<https://city.oxfordbus.co.uk>

Stagecoach bus
<https://www.stagecoachbus.com/plan-a-journey>

Thames Travel
01865 785400
www.thames-travel.co.uk

Car Sharing

Oxfordshire Liftshare
www.oxfordshireliftshare.com

Co-wheels
0191 3751050
www.co-wheels.org.uk

Hiya Car
<https://www.hiyacar.co.uk/>

Local taxis

Royal Cars
01865 777333
royal-cars.com

001 taxis
01865 240000
www.001taxis.com

Oxford Executive Transfers
07766 825008
www.oxfordexecutivetransfers.co.uk





OX Place Ltd Oxford City Council, St Aldate's Chambers, 109 St Aldates's, Oxford OX1 1DS

Tel: **01865 249811** Email: **info@oxplace.co.uk** **www.oxplace.co.uk**