



D E W I C K
& A S S O C I A T E S

ARTICLE: **HOME / APARTMENT USER GUIDES**



The sustainable and efficient operation of all buildings, commercial or residential, is so important in our current climate. As a result, Part L and Part F of the Building Regulations and the Approved Document for Overheating in England require a Home User Guide to be provided for all new homes.

A Home User Guide provides the occupant with technical and non-technical information on the dwelling so that it can be operated in an energy efficient and sustainable manner. Over time, Dewick & Associates has worked with a number of contractors to provide compliant and informative Home User Guides that include the following sections:

- **Welcome** to Your New Home;
- Emergency and Manufacturer **Contact Details**;
- **Building Facilities** (Specific to Apartment Buildings) such as emergency exit routes, common areas and refuse collection with key Building Management contacts ;
- **Dwelling Services** such as Ventilation, Heating, Metering and HWS: Details on the systems installed, how to operate them and what to do if you have a fault or problem;
- **Snagging and Settlement**: space available for occupiers records;
- **Detailed Maintenance Log Sheets / guidance** for all elements of the space from painting and flooring to lighting and hot water service;
- **Manufacturer's Literature** on the Systems Installed (e.g. White Goods and Lighting);
- **Certification** specific to the home or apartment;
- **Drawings** - layout plans of the space.

Home / Apartment User Guides can be provided in various formats including **hard copy folders, digital format** and via **online portals**.

We are also able to provide site based QR codes which link directly to a folder structure with all files saved. These can be mounted in a prominent place within the apartment or home i.e. a distribution board.