

PROPERTY HANDBOOK

# Hinsley Lane

September 2024

Please note that the information supplied in this Handbook is for guidance only. The information does not form part of any offer or contract and must not be relied upon as statement or representation of fact. Any areas, measurements or distances are approximate only. The text, photographs and plans are for guidance only and are not necessarily comprehensive. It should not be assumed that all services, equipment or facilities have been tested.

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## Introduction

# Introduction

Welcome to Hinsley Lane. We hope that you will be pleased with your accommodation. The purpose of this Handbook is to provide detailed information on the management of Hinsley Lane. Please spend time reading through this as we are sure it will help you get more from your new accommodation.

This Handbook should remain with your house for the benefit of any future occupier. From time to time, we may update the information contained herein and will reissue this Handbook as required.

The occupier's handbook is intended to provide practical guidance. It does not form a legal contract and, in the event of any doubt or conflict, the terms of your room licence will prevail.

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## Hinsley Lane Site Plan

# Hinsley Lane **Site Plan**



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Moving In



# Moving In

The process of moving into the new accommodation should be arranged between the students and their own College.

## TV Licence

Each room is individually registered for TV licencing purposes, and it is your responsibility to arrange this direct. This can be done online.



<http://www.tvlicencing.co.uk>

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Wi-Fi

# Wi-Fi

The Wi-Fi service at Hinsley Lane is provided by Cambridge University Information Systems department.

You should be able to join the network seamlessly using your 'eduroam' login details. If your College is unable to resolve the issue, they will escalate to the University Information Services department.

If you have an issue with your account, your first point of contact will be your College's IT department.

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## Security and Protection in Your New Accommodation

# Security and Protection in Your New Accommodation

This section explains the procedures for access to and egress from Hinsley Lane and your room, as well as how these are kept secure.

## Security

Students will need to contact their own College for access cards and access card replacements.

## Maintenance

For any maintenance queries please contact your Colleges in the usual way and log your request that will generate an email.

## Deliveries (including postal)

All parcel deliveries will need to be delivered to the College where students are registered. Hinsley Lane has post boxes for letters but does not have the ability to store parcels.

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## Health & Safety and Emergency Procedures

# Health & Safety and **Emergency Procedures**

## Evacuation Strategy

The townhouses are designed as individual dwellings, with party walls separating the houses. This means that a fire in one house will not affect the neighbouring houses, so only the house where the fire originates will evacuate in the event of a fire.

In the event that a fire breaks out, please leave the property and congregate at the nominated assembly point.

## Safety Equipment and Systems

Each house is fitted with a fire alarm system and an automatic sprinkler system from a shared tank.

Hinsley Lane's fire detection system is tested weekly. Each house is provided with an automatic fire detection and alarm system. An activation of a detector will cause the alarm to sound throughout the house.

## Fire Safety

- The common area walkways provide the fire exit routes and should be kept clear at all times. All occupiers are reminded not to leave anything, such as refuse bags or bicycles etc., in the common areas.
- The protected stairwells have to be kept clear at all times
- If the accommodation contains a lift, for mobility impaired persons (MIPs), the lift is designed to be used for self-evacuation in the event of a fire. To ensure that no occupants can be trapped in the lift in the event of a power failure, the lift includes a built-in small battery, that can safely descend the lift to ground and open the doors.
- If you consider that you may have problems evacuating the building, you should advise your College in advance.

## On Discovering Fire

If you detect a fire, you should immediately break the glass of the nearest fire alarm call point to raise the alarm and leave the building by the nearest available exit. Once outside, please then dial 999 and ask for the Fire Brigade; when connected state:

**“There is a fire at Hinsley Lane on Wilberforce Road”**

If possible, state the type of fire; for example, was it started by an electrical item?

If asked, the postcode for Hinsley Lane is CB3 9BX.

Emergency services are starting to use the ‘What3Words’ app to more closely identify locations and we encourage you to download this free app to your mobile phone.

The What3Words location for the site Wilberforce Road entrance is: gears.pose.adopt

Herschel Road entrance: blame.patrol.moss

## General Safety Advice

- When sitting by open windows please do not place glasses, drinks or any other items on the edge where they may be accidentally dropped on to passers-by below.
- The burning of candles/incense is not allowed at Hinsley Lane.



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## Communal Facilities

# Communal **Facilities**

## Maintaining a Safe and Pleasant Environment

- Please keep all staircases and corridors clear at all times. Please do not store anything in these areas.
- All houses are designated non-smoking.
- Please do not leave refuse in any common areas, other than deposited within the bins as directed.
- All landlord provided equipment, furniture etc. must not be removed from the property. Any damaged items must be reported through the Hinsley Lane email address as soon as possible.
- Any personal electrical equipment must be disposed of in accordance with the arrangements made by Cambridge City Council. They must not be left in bin stores.
- The communal staircases must be kept clear at all times for the benefit of all occupiers;
- Pets are not allowed within your room or in the communal areas. This includes visiting pets.
- The only exception to this rule is for guide dogs.
- We would like to remind you of your responsibility to maintain the cleanliness of your room.
- Any maintenance issues should be reported to Savills via the dedicated email address

## Bicycle Storage Facilities

Occupiers of Hinsley Lane have access to a number of cycle racks located outside the blocks. The bike store includes a number of storage racks; please do not occupy more than your fair share of these spaces.

Please note that cycles are left in the storage areas at your own risk. We remind you that access to the bicycle store is shared with many other Hinsley Lane occupiers and we recommend that cycles are suitably secured.

- Please do not take any bicycles inside the houses.

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## Refuse Disposal and Recycling

# Refuse Disposal & **Recycling**

Occupiers will have a general waste and recycling bin in the communal kitchens. It is your responsibility to empty these to the large bins provided in the bin store located at the end of each block.

- Please ensure that you recycle responsibly.

Clinical waste and sharps present a health hazard to the collection staff and so should never be disposed of in either the recycling or general refuse bins. Please dispose of such materials at your local doctor's surgery.

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## Location Information and Facilities

# Location Information and **Facilities**

We have included the following details to provide you with information on the local area. We cannot guarantee the accuracy of any services or facilities listed and these are not intended as recommendations.

## Emergency Services

Always dial 999 to contact the Police, Ambulance or Fire & Rescue services if required in an emergency.

Hinsley Lane is policed by Cambridgeshire Police who have a local call number for non emergencies:

☎ 01223 358966

The local Police Station is situated at:

Parkside Police Station  
39 Parkside  
Cambridge  
CB1 1JG

## Hospitals:

The nearest A & E Department is at:

Addenbrooke's Hospital  
Hills Road  
Cambridge  
CB2 0QQ

☎ 01223 245151

For less urgent medical advice, you may consider contacting NHS 111:

☎ 111

## NHS Doctors' and Dentists' Surgeries


The NHS provides an online directory to help you to find your nearest doctors or dentists surgery; more information can be found at:

 <http://www.nhs.uk/>

## Local Authority

The local Council is Cambridge City Council:

Cambridge City Council  
Mandela House  
4 Regent Street  
Cambridge  
CB2 1BY

 01223 457000

 <http://www.cambridge.gov.uk/>

## Post Office


The nearest Post Office is located at:

West Cambridge University  
West Hub, 15JJ Thomson Avenue  
Cambridge  
CB3 0US

## Libraries

There is a public library within walking distance from Hinsley Lane:

Cambridge Central Library  
7 Lion Yard  
Cambridge  
CB2 3QD

 0345 045 5225

## Rail

Cambridge Central Railway Station is located 2 miles from Hinsley Lane, approximately 40 minutes' walk, with regular trains to regional and national destinations, including London.


## Bus


Bus services in Cambridge are provided by Stagecoach. The main Cambridge bus station is located on Drummer Street in the town center. Bus routes and timetable information can be found at:


 <https://bustimes.org/operators/stagecoach-in-cambridge>

## Taxis

The taxi operators nearest to the city center are listed below:

 Panther Taxis: 01223 715715

 Camcab: 01223 704704

 A1 Cars: 01223 313131



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Hinsley Lane  
PassivHaus Guidance

# QUICK START USER GUIDE

Your new student accommodation is a **Passivhaus**. This means it has been designed to be low energy whilst keeping your internal environment comfortable. It does this through:

- The orientation of your building enables useful solar gains in winter
- Thick thermally efficient walls and roof
- Triple glazed windows
- Air Source Heat Pumps (ASHPS)
- Mechanical Ventilation and Heat Recovery (MVHR)
- Underfloor heating

## Ventilation

Your home is ventilated by a **Mechanical Ventilation with Heat Recovery (MVHR)** system. This sounds complicated but it's surprisingly simple and having it means that your home stays lovely and fresh. It continuously removes unwanted moisture and pollutants which are generated inside the home, all whilst reducing your heating load.

The MVHR is needed because very little air enters your home through gaps and cracks in the building. This is because it's been built to very high standards of quality called the **Passivhaus Standard**.



## SPACE HEATING

Heat is supplied to bedrooms and the kitchen/living room through underfloor heating pipes embedded within the floor. This heat comes from the air source heat pump.

There is no underfloor heating in the bathrooms. Instead the en-suite bathrooms have electric towel rails.

The building is Passivhaus which means very little heating should be required to keep you comfortable. Your new room is wrapped in a thick layer of insulation to keep you warm and make sure very little energy is needed for heating.

## SOLAR PANELS, SHADING & ORIENTATION

Electricity generation by the solar panels is used within your home and also to help heat up your hot water cylinder when there's lots of energy being generated.

The orientation of your building is north and south facing. This allows for useful solar gains in winter and natural light.

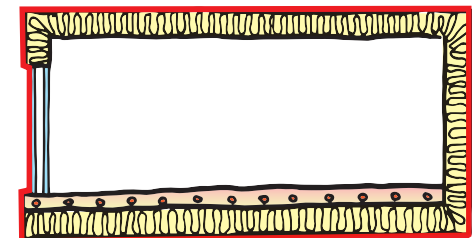
The brise soleil helps prevent overheating in summer by blocking direct sunlight from entering your home during the hotter months when the sun follows a higher sun path.



## AIR SOURCE HEAT PUMPS

Air source heat pumps (ASHP) are located outside. It uses the outside air and some electricity to warm up water which is circulated through a network of pipes around your home.

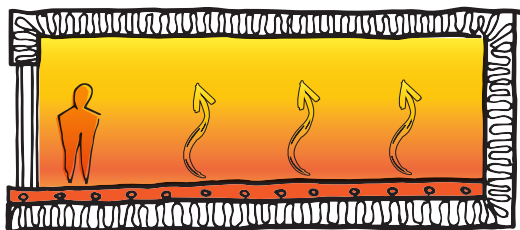
There is a hot water storage cylinder, this is heated by the ASHPs and electricity generated from the solar panels.



# Heating & Hot Water

## UNDERFLOOR HEATING

When you need heat to keep you warm, your home has underfloor heating which is buried in the floor, therefore you may find that your home takes a little while to heat up. Please be patient.



Your floor is only slightly warmer than the air. You might not feel it, but it is working. The temperature of the floor is limited in order to not damage the floor finishes.

Your new room is also wrapped in a thick layer of insulation to keep you warm and make sure very little energy is needed for heating. To make the most of this keep your windows closed in winter!

## BATHROOM TOWEL RAILS

Your bathrooms are heated by electric towel rails, which consume a lot of energy when on.

You should only turn on the rails in winter when you need to dry your towel. Otherwise keep doors to the bathroom open to allow heat to filter in from other spaces.

You shouldn't need to turn on the rails in the communal bathrooms which have no shower.

The en-suite bathrooms are controlled by a push button outside the bathroom door. The communal bathrooms are controlled by a controller located at the bottom of the rail.



### PUSH BUTTON CONTROLLER

By pressing the button the rail will be turned on by set increments in time.

1 press = 30 mins  
2 presses = 1 hour  
3 presses = 2 hours

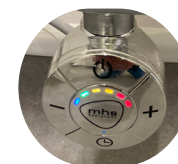
Hold down the button to turn off.

### CONTROLLER

The power button switches the radiator on.

The +/- buttons allow adjustment of the comfort temperature.

The lights flash when heating up and then remain lit when at temperature.



## HEATING CONTROL

A wall-mounted thermostat (pictured) is located in the living area, hallway and in each bedroom. Each thermostat controls the temperature of the underfloor heating in the room.

With the heating turned on at the ASHP, the heating can be turned on or off in individual rooms using the thermostat.

Unlike other homes you might have lived in, with this home there's no need to set a timer on the heating system. This is because the underfloor heating heats up a floor which takes a long time to heat up and cool down. Simply leaving it on ensures the home is at the temperature you need. Just make sure that the thermostats aren't set too high. This might be different to how you used radiators in a previous home which would get very hot very quickly. Rest assured that your system is more efficient in the long run.

This icon indicates that the underfloor heating is on. Most of the time it will be off because your home will be at your desired temperature as the home is built to such high standards of energy efficiency.

Current room temperature



Up and down arrows adjust desired room temperature.

You can adjust these between:

17 - 21°C for living rooms  
17 - 21°C for bedrooms

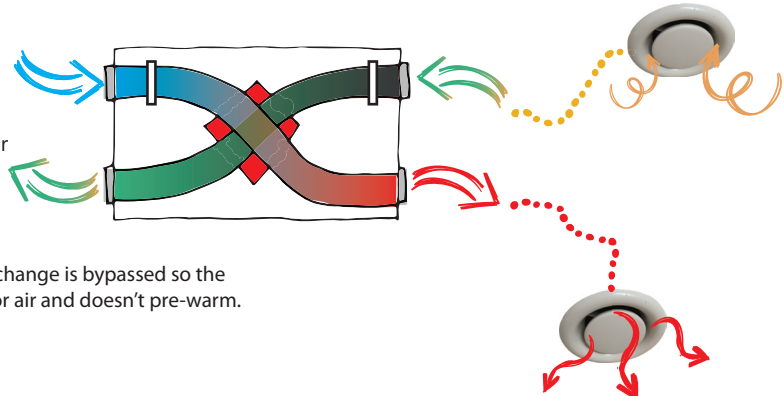
and 17 - 19°C for hallways.

These might be lower than your last home. The air temperature can actually be lower because the surface temperatures of the walls and windows are higher and there are no draughts.

# Ventilation

Your home is ventilated by a **Mechanical Ventilation with Heat Recovery (MVHR) system**. It continuously removes unwanted moisture and pollutants which are generated inside the home, all whilst reducing your heating load.

The **fresh** and **stale** air are brought in and out through the chimney at the top of your house.



In summer the heat exchange is bypassed so the MVHR brings in outdoor air and doesn't pre-warm.

The air valves mounted in the ceiling of your kitchen and bathrooms **extract stale, moist air**.

These are air valves, which are mounted in the ceiling of your living room and bedrooms. They **supply fresh pre-warmed air** in winter.

## WINDOWS

Your windows are triple glazed; this means less noise from the outside and prevents heat loss.

During hot periods it is important to open your windows at cooler times of the day such as in the mornings, evenings and if safe to do so over night.

The roof lights at the top of your house should be left open during hot periods because hot air rises and this will allow the heat to escape. If it rains they will automatically shut.

The roof lights can be manually opened or using the controller where the up and down arrows open and close the window.



Closed

All windows can open fully or on tilt.

90 °C ~ fully open

180 °C ~ tilt mode



## MVHR CONTROLLER

Your room and the communal spaces are ventilated through a ventilation grille. This runs continuously in the background. Just make sure you don't block or cover it with anything.

It means in winter you shouldn't need to open your windows as fresh air is being continuously supplied.

Extract grilles are located in your bathroom and kitchen, this takes stale air out of these spaces.

Auto sets the ventilation back to its normal setting.

Manual allows the fan speed to be altered with the arrows.



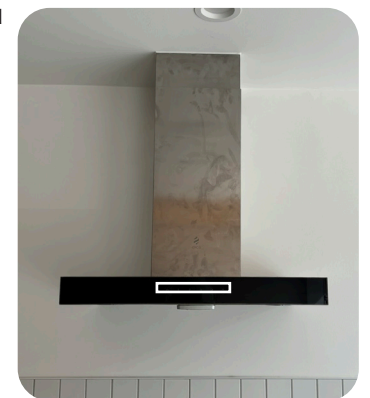
The ventilation is boosted using the FAN CONTROLLER located in the kitchen.

You can use this when cooking to remove smells and moisture quicker. This will revert back to its normal automatic control after a set period.

## RECIRCULATION HOOD

There is a recirculating cooker hood in the kitchen to remove grease when you are cooking. This should be used to avoid grease entering the ventilation system. This will not remove moisture (that's what the MVHR does), it will only remove grease.

There is an on button and three levels of strength, located on the front panel where the white box has been drawn.



### Do ... 😊

- Keep your thermostat temperature low to save energy. Start with 20°C in living areas and 18°C in bedrooms and see how you feel.
- Remember that the underfloor heating takes a while to heat up the rooms. It's not designed to be regularly turned on and off.
- Generally set the desired room temperature on the thermostats and then you can leave the system to run efficiently in the background.
- Turn off your heating when you go away on holiday for a few days.
- Keep the windows closed in winter to keep heat in. The MVHR system will provide the pre-warmed fresh air to keep your home fresh and remove moisture and smells.
- Keep bathroom doors open to spread heat around. The extract grills pull warm air through the room.
- Dry your clothes in the bathroom so that excess moisture is extracted quicker.

### Don't ... 😞

- Don't panic if you can't feel heat from the underfloor heating straight away. The system is slow to respond and it may take a few hours before the room heats up.
- Don't worry if the floor isn't hot. The floor will only be slightly above the room temperature so you will barely feel it.
- Don't open windows unless you need to get rid of smells quickly.
- Don't constantly turn the heating on and off. You can leave it on the desired temperature. Because of the insulation, only a tiny amount of heat will actually be needed.
- Don't dry your clothes in cupboards/store rooms which are not ventilated.

**To stay  
warm and  
save  
energy**

# ❄️ Keeping cool in summer

Try to stop the sun entering your home. The sun brings in a surprising amount of heat so try to block out the sun by keeping any blinds or curtains closed.

Open windows as wide as you can to let in as much air as possible in the early morning and evenings when the outside air is cooler.

If the weather forecast says that the outside temperature is over 28°C and there is no breeze, it's best to close the windows to stop hot air coming in. Open them again when the outside temperatures are lower.

Leave all blinds closed during the day if you go out - keeping your home dark will help to stop heat gains from the sun.

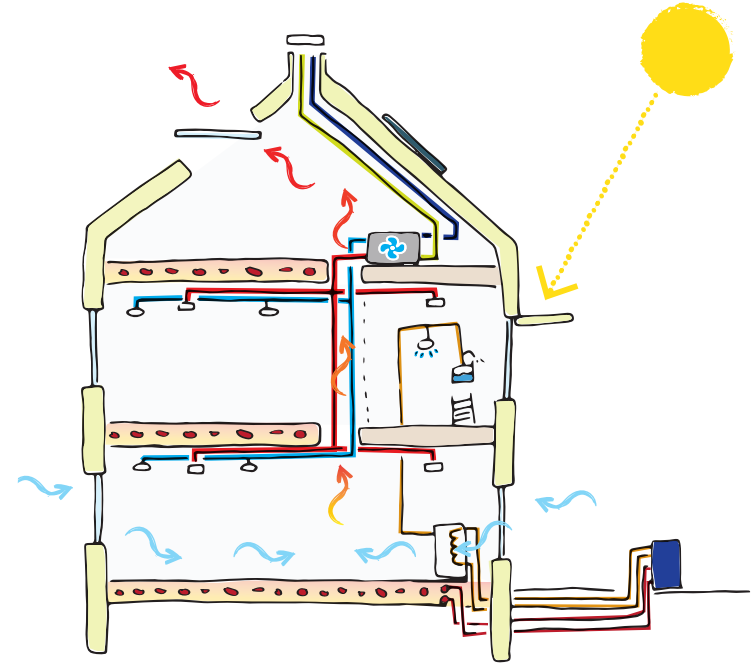
Avoid cooking during the hottest time of the day if you can; this is usually around 3pm.

Open the roof lights at the top of your house as well as ground floor windows and doors to allow air to flow easily through your building. Cooler outside air will be drawn in through the lower window openings. The warm air will rise up through the stairway and be expelled through the top roof light.

Open all the windows at night if it's safe and secure to do so. This will really help to get rid of the heat built up in the day - the materials in your home soak up heat and so opening the windows when it's cool outside will help to get rid of the heat absorbed during the day.

Put your ventilation system into 'Boost' mode when it's cooler outside. This will bring more air into the home, similar to opening another window. In summer the MVHR bypasses the heat exchanger.

Turn off appliances whenever possible. Things like TVs, laptops, lamps, chargers etc. all give off heat, even when in standby. Keep these turned off to prevent this heat making your home warmer. Also make sure the heating is off at the thermostats.



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2024



# Thank you

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