



DECENT HOMES

KITCHENS

TECHNICAL BRIEF AND SPECIFICATION

FOR

CHRISTIAN ACTION ASSOCIATION

CONTRACT

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GENERAL ITEMS OF CONTRACT

- 1.** The scope of the works to be carried out under this contract includes the provision of new kitchens, in addition to associated services and redecoration, all as detailed below, to a maximum of 30 dwellings.
- 2.** The contractor shall provide a Liaison Officer. Their duties shall include the following:
 - Setting up appointments for all visits to the resident's homes
 - Ensuring that all residents are made aware of all the start dates and likely duration of the works
 - Ensuring that the residents are made aware of the likely impact of the works
 - Ensuring that the residents are made aware of the complaints procedure
 - Ensuring that the residents remove all their possessions from the kitchen area for the duration of the works, including assisting them, or ensuring that residents are assisted, where required
 - Ensuring the welfare and safety of all operatives on site, to ensure that the appropriate PPE is adhered to and ID badges are visible at all times
- 3.** In all cases, all visits to resident's homes shall be by appointment, and 2 attempts shall be made to gain access to the property. If the contractor is unable to gain access to the property, the Asset Surveyor (AS) shall be notified for further action.
- 4.** The contractor shall undertake their own Technical Survey (TS) within each dwelling identified, to assess the scope of works.
- 5.** The contractor shall, as part of their TS, take photographs of all the elevations of the kitchens showing the condition of the rooms and fixtures and fittings, prior to commencing work.

- 6.** Any equipment or fittings, which are the property of the resident and show signs of damage or malfunction should be noted by the contractor when undertaking their TS and then the information shall then be passed back to the AS. Christian Action shall refuse to reconnect any appliance, which is faulty, leaking or could cause injury to the resident(s) or damage to the electrical / mechanical systems within the property or block. A letter from Christian Action will advise the resident that such equipment has been identified, and what options are available to the resident.
- 7.** A kitchen will only be replaced in accordance with the programme, and if the resident consents to have the works carried out. The contractor shall obtain the residents signature indicating either, their consent for the works to be carried out, or their decision not to have the works done.
- 8.** Where a new kitchen is to be provided, the contractor shall organise for the kitchen Manufacturer to submit a layout to the AS for approval, as per the design principles.
- 9.** These layouts shall be fully designed by the kitchen manufacturer on behalf of Christian Action, in full consultation with the residents and shall indicate the positions of all new kitchen units, white goods, and sanitary ware, as well as indicate the residents colour choices, as indicated in more detail below. The residents shall sign and date this layout, and a copy passed to the AS for final approval of the layout.
- 10.** Consideration must be given to the presence of asbestos containing materials, such as floor tiles, wall panels, Artex ceilings, toilet cisterns etc - within the dwellings, and the possible impact that this might have on the works.
- 11.** The contractor must ensure that all employees and sub-contractors are trained in asbestos awareness, these details of training will need to form part of the contractor's pre-tender health & safety plans.
- 12.** Asbestos details for each property will be given to the contractor from our asbestos register-before any work commences. Any asbestos removal that is required before the kitchen replacement can begin, will be undertaken by a Christian Action specialist contractor.

- 13.** If any asbestos or any other hazardous material is found after works have commenced, the contractor must cease any work, which could disturb or damage the suspect material. The contractor shall immediately notify the AS, who will make the necessary arrangements for the testing, analysis and removal if required of the suspect materials.
- 14.** This technical brief does NOT include for the relocation of existing boilers or the provision of new boilers for the dwellings. Wherever boiler relocation or renewal is required, this shall be covered under a separate brief and should be reported to the AS.
- 15.** The contractor shall ensure that the requisite amount of space for maintenance purposes is left around all existing or newly installed boilers, tanks and valves etc, when the kitchen units / sanitary ware is installed.
- 16.** This replacement kitchen includes supplying and installing tiles above worktops and back splash. Non-standard specification tiles or patterns will not be allowed to be installed.
- 17.** This contract includes for the decoration of the kitchens with paint, all as described in detail below.
- 18.** In all cases where a kitchen is to be redecorated, Dulux white kitchen quick drying eggshell will be used.
- 19.** This contract does not allow for the installation of specialist equipment / sanitary ware outside of the choices on offer.
- 20.** In all cases, where a resident is registered disabled, and whose disabilities are such that they require specialist equipment / sanitary ware, works to that property will be subject to consultation with the Occupational Therapist (OT). The AS will organise this and pass the OT's recommendation.
- 21.** The contractor shall allow for appropriate and adequate protection of the Resident's electrical appliances and other property in the kitchen, and hallway, prior to the commencement of the works.

- 22.** The contractor shall ensure that during the works, disruption to the resident is kept to a minimum. At the end of each working day, the contractor shall ensure that the resident is left with drinking water, cooking facilities (excluding cooker hood), heating/ hot water, gas and electricity. In addition, at the end of each working day, the contractor shall remove any builder's debris, tools and materials, and ensure that the working area is left in a clean, tidy and safe state.
- 23.** If applicable and in good condition, the washing machine, dishwasher and dryer will be reinstalled at the end of the works and checked that they are safe.
- 24.** If the resident wishes to provide new appliances, these should be accommodated and fitted, on the condition that they are delivered to the residence to an agreed timescale.
- 25.** The contractor shall determine from each resident receiving a new kitchen whether the resident wishes to provide new appliances. This should be taken into account by the kitchen design when planning the new kitchen layout. The ALO shall make it clear to the resident that if the appliances are not available at the time of the installation, they shall not be installed as part of the contract.
- 26.** If the resident's existing appliances are in-built, these must be accommodated and fitted accordingly.
- 27.** All work is to be checked by AS and the contractor whilst in progress and signed off on completion.
- 28.** On completion of the works, all valves are to be easily accessible and clearly labelled.
- 29.** On completion of the works, the contractor and AS will carry out a customer satisfaction survey.

COMPLETION/HAND OVER/POST COMPLETION DOCUMENTATION

1. On completion, the contractor will snag each property with the AS; any defects will be rectified, then re-inspected to meet the standard, before a hand over is complete.
2. Except in cases where no works were carried out, on completion of each dwelling the contractor shall provide the following:
 - The CP12 gas certificate
 - The NICEIC electrical certificate
 - Part P certificate (if applicable)

User information manual (e.g. residents handbook) containing information such as:

- Warrant / Guarantee documents
- Operating Instructions
- Drain-down points
- Care and Maintenance of floor finishes
- Cleaning and Maintenance of kitchens

In addition, on completion of each block, the contractor shall, for EACH dwelling where works took place, submit to AS a bound copy of the following documents:

- A 2nd copy of the handover information
- A copy of the signed agreed layout of the kitchen and/or bathroom
- A copy of 'before and after' photographs
- Details of the resident's choices showing details of the kitchen units, the handles, the worktops, the wall tiles and the floor finish etc...
- The BS No. of the paints used.

KITCHEN SPECIFICATION GENERALLY

1. Where a kitchen is to be replaced, the kitchen manufacturer on behalf of Christian Action shall undertake a full kitchen Layout (KL). This KL shall be carried out in full consultation with the resident and shall wherever possible, improve on the existing layout and increase the usable storage capacity up to the maximum kitchen units and values as indicated below. The contractor shall be responsible for scheduling the kitchen manufacturer's visits with the residents.
2. The KL shall be undertaken after the resident is informed that they are getting a kitchen, and the contractor, having obtained the residents signature that they consent to the works.
3. The Kitchen manufacturers shall measure each individual kitchen prior to carrying out the KL, in order to ensure that the layout fits the particular kitchen.

NB. All KLs must be approved by the AS prior to the ordering any materials.

4. Wherever feasible, the new kitchen layout shall accommodate all the residents existing appliances, (including integrated appliances) and should as a minimum, have appliance space and services for a washing machine, a cooker and a fridge/fridge freezer. All appliance spaces provided shall be a minimum of 610mm in width. If the resident has no washing machine, the contractor shall provide a power supply as specified, a capped drainage connection and a capped water supply for future use.
5. Details of any properties where there is insufficient space for the provision of kitchen units and appliances in accordance with the specification shall be sent to AS.
6. Once the KL has been carried out, the contractor shall provide a marked up drawing of the layout showing the positions of all the new cabinets, the residents 'white goods', pipework routes and the residents choices of finishes. This drawing shall include the residents signature indicating their approval, the date of signing, and a copy of this shall be sent to the AS for his / her approval prior to proceeding with the order.

NB: The positions of all electrical points etc., and details of electrical requirements to be detailed later.

7. For the kitchens, the contractor shall offer the residents, pre-selected pack options to choose from. Each pre-selected pack option shall consist of the following:
 - A kitchen cabinet door option;
 - 1 choices of door handle;
 - A worktop option;
 - A vinyl floor finish option;
 - 1 choice of wall tile colour, of which shall be White;
 - 1 choice of wall colour, of which shall be White;
8. If the new kitchen layout requires the repositioning of the gas supply to the cooker, or any other work to the gas installation, this must be carried out by a Gas Safe registered operative, a CP12 certificate produced and copies of the certificate given to the AS.
9. The contractor shall report any missing and/or badly damaged kitchen doors to the AS for action.
10. The electrical points for the appliances shall suit the position of the appliances within the layout. Prior to the works commencing on site, the contractor shall agree with the AS to the preferred positions.
11. In all cases, the new kitchen layout shall take into account any existing or proposed boilers, motorised valves; pumps, stop-cocks etc., and ensure that these are left accessible and labelled for maintenance purposes.



DESIGN PRINCIPLES FOR THE KITCHENS

1. Wherever feasible, the kitchens shall have the following enclosed storage cupboard volumes (base or wall units) per unit of accommodation:

No of Beds	No of Persons	min size	max size
1 Bed	1-2 Person Unit	1.6m ³	1.9m ³
2 Bed	3-4 Person Unit	1.9m ³	2.2m ³
3 Bed	5-6 Person Unit	2.3m ³	2.5m ³
4 Bed	7-8 Person Unit	2.4m ³	2.7m ³

(Larger occupancy dwellings shall have storage cupboard volumes supplied on a pro-rata basis in consultation with the AS).

Of this, there should be a minimum useable worktop length of:

1	Bed	1-2 Person Unit	1.8m
2	Bed	3-4 Person Unit	2.3m
3	Bed	5-6 Person Unit	2.8m
4	Bed	7-8 Person Unit	3.9m

NB. The Contractor shall inform the AS If there is not enough space to provide the minimum volumes.

2. In all cases however, care shall be taken to ensure that manufacturer's minimum clearances are observed to provide reasonable access for the servicing of any boiler and/or meter.
3. Wherever practicable, the sink position shall be sited underneath or close to a window for natural lighting purposes.

4. Unless agreed with the AS, the sink drainer should not be placed between the sink-bowl and the cooker on a straight run. The bowl shall not be located closer than 150mm to an internal corner in a run of worktops or an adjacent wall and all bowls must have an overflow.
5. Wherever space permits, worktops shall be located to both sides of the sink units. (In this instance the sink drainer can be considered as a worktop).
6. A worktop or base unit shall be provided to both sides of the cooker position which itself shall not be underneath a window or adjacent to a door opening. Wherever possible, there shall be a minimum worktop run of 1200mm between the cooker and the sink.
7. Wherever possible the kitchen shall provide a sequence of worktop, cooker, worktop, sink and worktop. (In this instance, a sink drainer is not considered a worktop). All worktops must be a minimum of 300mm
8. Freestanding worktops shall be supported on battens on two sides plus chrome plated steel tubular legs.
9. Worktops shall be provided over all white goods except tall fridges.
10. All abutting worktop sections must be flush on the top and cut edges should be avoided. Any cut edges shall be sealed before assembly, with clear mastic applied fully to the cut edges before fixing, and the surplus squeezed out on completion. Allow for the use 'L' or 'T' shaped aluminium worktop jointing strips as required, fitted in accordance with the manufacturer's recommendations.
11. In a 1 or 2 person unit, space for a washing machine and plumbing. If the resident has no washing machine, a capped supply for a future washing machine behind a 600mm wide base cupboard shall be provided, space permitting.

- 12.** In 3 or more person units, wherever feasible, space shall be made for a washing machine.
- 13.** Wherever possible, washing machine or dishwasher spaces shall be located adjacent to the sink.
- 14.** Fixed kitchen units shall not be located in front of windows which have cills at a lower level which would be difficult to open and cleaned as a result, and no wall cupboards shall be positioned within 100mm of a cooker space.
- 15.** Unless otherwise specifically requested by the resident, (and even then, in full consultation with the AS), all worktop heights shall be 900mm high, and shall be able to accommodate moveable appliances below 850mm.
- 16.** ALL pipework is to run in the gap between the back of the base cabinets and the wall. No horizontal pipe runs shall be acceptable within the cupboards, save that which is required to connect the appliance / sink to the supply / waste.
- 17.** Hot and cold water pipework which runs behind units / panels, shall be in copper and insulated with 15mm thick insulation, to prevent condensation and limit heat loss. (No Flexi pipes are to be used)
- 18.** Holes into the backs of the cabinets are to be kept to the absolute minimum. However, in consultation with the AS and the back panels of the base cupboards may be partially removed.



PLUMBING

1. The contractor shall ensure that all work and materials meet the requirements of the Water Regulations.
2. Any existing lead pipes shall be reported to the AS for a decision on meeting the water regulations.
3. All new pipework shall be copper with potable type solder ring fittings. (Non-potable fittings shall not be allowed on site). All new hot cold water and drainage pipework shall be adequately supported on purpose made brackets, securely fixed to the building structure. Due allowance shall be made for expansion and contraction.
4. There should be no allowance for flexi hoses on any new pipe work.
5. Each hot and cold-water connection to an appliance shall be fitted with an isolation valve for ease of maintenance, (and compliance with water regulations).
6. Gas cookers and gas hobs shall be installed using components, which comply with BS 669 and 6172. All cookers shall be fitted utilising angle bayonet, cooker hose and safety restraining chain. To avoid the appliances standing proud of the base cabinets, the bayonet shall be fitted as close to the wall as possible. Hobs shall be fitted by use of a purpose made restrictor.
7. Unless otherwise agreed with the AS, all wall units shall be positioned 450mm above the worktops to allow for 3Nos, 150mm full tile courses.
8. 3Nos. courses of 150mm ceramic tiles with white grout shall be provided as a splash back above the worktops and sink / base units to the underside of the wall units, and in the cooker space from the top of the skirting to three courses above adjoining worktop level.
9. In all cases, the Contractor shall avoid the need for cut tile courses.



- 10.** Splash backs shall be mastic sealed below the lowest course of tiles. All internal corner tiling joints to be mastic sealed. All external corner tiling to be fitted with white tile trims. Tile trims are required underneath wall cabinets.
- 11.** All window cills that encroach into the tiled area are to be tiled.
- 12.** Unless otherwise agreed with the AS, all electrical outlets that are to be positioned above the worktops shall be positioned 150mm above the worktop, (i.e. above the tile course).

SUPPLIERS / MATERIALS CATALOGUE

1. All Kitchen stock shall be sourced from Howdens unless otherwise stated below or agreed by the AS;



KITCHEN CABINETS

1. Supply and install new kitchen cabinets to the volume of units as set out above, and to details as specified. Prices are to include for all end panels, filler panels, tray spaces, edging and jointing strips etc. (the entire Kitchen units)
2. Unless otherwise agreed, Kitchen cabinets shall be supplied via Howdens to the colour choices below;



White Smooth
GSH5 Page 148



Light Oak
GNO5 Page 160



Light Grey Oak
GLK5 Page 156

3. Supply and install new worktops over all base / sink units, to suit each individual layout, all as described above.
4. Worktops to comprise post-forming grade laminate to BS EN428, bonded to 30mm thick, high-density core-board to BS EN312 Type P3.

WORKTOP

1. Residents shall be offered a choice of the following worktops as follows:

OPTION 1 OAK BLOCK EFFECT [WKP3660]

OPTION 2 WALNUT BLOCK EFFECT [WHT3360]

OPTION 3 DARK GRANITE EFFECT [WKP3960]

SINKS/TAPS

1. Supply and install 1No. stainless steel, inset, single bowl to BS EN 13310:2015 single drainer, (handed to suit), as supplied by Howdens [SNK5151].
2. Supply and install 1No. 'swan' neck sink mixer tap as supplied by Howdens [TAP3400], to include aerator valve.
3. With respect to the handle turns, unless these have been pre-determined by the manufacturer, these shall be mirrored.
4. Supply and install waste and trap to BS 3943 to suit the connection of a washing machine. Water connections to any appliance shall be by use of approved valves. The use of 'speed fit' or self-cutting taps shall **NOT BE** permitted. Valves on cold-water connections for washing machines shall incorporate an in-built check valve.

HANDLES

1. Residents shall be offered a choice of 1 handle as follows:

OPTION 1 Stainless Steel Effect 152mm [HKB1529] or 230mm [HKB1131]

SEALANT POINTING TO WORKTOP AND SPLASH BACKS

1. Worktop to be sealed to the wall prior to the tiles being fitted and again across the face of the new tiling.
2. Sealant to be Silicone based to BS 5889, Type B with fungicide. High Modulus, colour to be White.

TILING, ADHESIVE AND GROUT

1. Supply and fix ceramic wall tiling from the worktop to the underside of the wall units and to skirting level in the cooker space, all as described.
2. Residents to be provided with one tile choice colour, which shall be White, to co-ordinate with the worktop, units and floors. All the tiles within the kitchen to be one colour.
3. Wall tiles to be 150x150mm ceramic glazed tile.
4. Tile spacers are to be used for all tiling work.
5. In all cases, the colour of the grout shall be White.

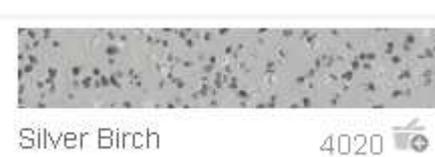
FLOORING



1. Supply and lay non-slip vinyl sheet flooring, Polysafe Expona Control Wood PUR and Polysafe Standard PUR as supplied by POLYFLOR.
2. All joints to be welded as per the manufacturer's recommendation.
3. Allow for latex-levelling compound to be laid and cured to the floor prior to laying the vinyl flooring.
4. The flooring to be mastic sealed to the skirting, laid under the base-units and the first set of legs and taken up and fixed to a 50x50mm s.w. water check.
5. Allow for pre-formed plastic trim to the bottom edge of all base plinths. Colour of trim to either be clear, or to match the plinth colour.
6. Flooring to be Polysafe Expona Control Wood PUR and Polysafe Standard PUR. To be supplied by POLYFLOR in the following 2 choices:

OPTION 1 – Classic Oak [6503]

OPTION 2 – Silver Birch [4020]





DECORATION

1. All existing painted ceiling surfaces to be prepared and finished
2. All existing painted wall surfaces to be prepared and finished with 2 coats, acrylic-based, eggshell paint, Dulux Kitchen Quick Drying Eggshell, colour Brilliant White.
3. All existing painted woodwork to be prepared and finished with 2 under-coats and one finishing coat of water-based high gloss, Dulux Trade Gloss (Satin Wood), colour Brilliant White.
4. Any new woodwork to be primed as required and finished with 2 under-coats and one finishing coat of water-based Dulux Trade Satin Wood, colour Brilliant White. Where new woodwork abuts existing, bring forward decoration as required to ensure a seamless finish.
5. Paint to be as supplied by DULUX or similar trade paint approved by the AS. The contractor shall stick to one paint manufacturer throughout the contract.
6. All existing varnished woodwork to be prepared and finished with 2 coats clear varnish in colour to match existing.
7. Allow taking down and refix all residents own fittings including curtain tracks / blinds, brackets, shelves, towel rails etc.
8. Allow to re-plumb and reconnect washing machine, dishwasher etc., re-vent tumble dryers (including core drilling new vent) refit cookers including refitting of any built in appliances. Only in exceptional circumstances, as agreed with the AS, shall appliances be installed in a new position.

9. The contractor shall refuse to reconnect any appliance, which is faulty, leaking or could cause injury to the resident(s) or damage to the electrical / mechanical systems within the property or block. When such appliances are present the contractor shall issue a warning notice, which must be signed by a Gas Safe registered operative for gas, or an approved electrician for electrical appliances. Constructors shall immediately notify the AS of the issue of such notices, on a standard form, which details the appliance(s) and reason for the issue of the warning notice.

ELECTRICAL INSTALLATION SCOPE OF WORKS

The scope of work to be carried out under this contract includes, but may not be restricted to the following items:

- The installation of a new separate kitchen ring main, controlled by a 32a RCBO breaker or main RCD.
- Include for linking the existing ring main.
- A minimum of 4 double sockets chased into walls above worktops to the locations 150 mm above the worktop (locations to be agreed by AS)
- A engraved labelled fused switched spur chased into walls above worktop controlling a un-switched single socket for the washing machine
- A engraved labelled fused switched spur chased into walls above worktop controlling a un-switched single socket for the fridge/freezer
- A engraved labelled fused switched spur chased into walls above worktop controlling a socket outlet for the extractor fan
- A new cooker circuit from the CCU to the new location of the cooker
- A engraved labelled cooker control with socket outlet chased into walls above the worktop controlling a cooker outlet
- The provision of a high efficacy LED luminaire with the kitchen;
- A light switch chased in to the wall located by the kitchen door
- The upgrading of earth bonding within each dwelling to comply with BS 7671;
- A hard wired Heat detector powered from the lighting circuit and linked to eth smoke detector/s in eth hallways. Only mini trucking to be used if a concrete /solid construction and agreed by the AS.
- Full test and inspection to BS7671, and documentation provided in typed format.

WIRING AND ACCESSORIES

All Wiring and Accessories used must be to BS standards.

Twin and Earth cable is to be used.

All sockets and switches are to be chased in to the walls.

Mini trucking can be used behind the kitchen units.

All other cable runs are to be chased, only in exceptional circumstances and agreed with the AS, can mini trucking be used other than behind the kitchen units.

All Accessories are to be MK range.

KITCHEN EXTRACTOR FAN

An extractor fan with humidistat will be installed to the kitchen. This is to be powered from the kitchen ring main, with an engraved labelled fused switched spur

If an existing vent hole is present in the correct location for the new kitchen design it can be used.

A new vent hole may be required. The Fan will be a Manrose CF100H 100mm 4" Centrifugal Extractor Fan with Humidistat

Product Information	
Noise Level	42.0 dB(A)
Wattage	19 W
Voltage	220-240V - AC. 50Hz v
Manufacturer Code	CF100H
Barcode	5020953550587





KITCHEN LUMINAIRE

The contractor shall disconnect and remove the existing fitting within the kitchen and supply, install, connect and commission a new LED luminaire. The LED shall be a Slim Line Bulk Head Fitting 28v Opal Diffuser with a white base. The fitting shall be uniform throughout the contract.

RADIATOR

The contractor shall disconnect and remove the existing fitting within the Kitchen and supply, install, connect and commission a new radiator with similar size and fit (double or single). The fitting shall be uniform throughout the contract.

HEAT DETECTORS

The contractor shall provide and install a new hard-wired heat detectors to the kitchen.

Heat detectors shall be a Aico Ei144 Heat Alarm - Mains powered linked to the smoke detector in the hallway. The Heat will have a battery back-up facility. Detectors shall have an ionisation sensor, low-battery warning signal, and comply with BS regulations.

The detectors shall be surface mounted and wired from the lighting circuit, using standard PVC/PVC cables routed through ceiling voids or in surface mounted mini-trunking. Two or more detectors shall be interconnected to ensure simultaneous operation.

Consideration shall be given to adjacent cooking areas when locating detectors to avoid nuisance operation of these units. Contractor shall stick to one manufacturer throughout the contract.

- HomeSmoke, Fire & Gas Detection Smoke Alarms Heat Alarms
- Mains Powered Heat Alarm with Alkaline Back-up Battery - Ei144



EARTH BONDING

The contractor shall carry out all works necessary to upgrade the existing earthing and bonding arrangements within each kitchen and/ or bathroom to comply with the current edition of BS7671: 2001. This work shall include the provision of an earth marshalling block adjacent to the distribution board, and connection of the same to the main incoming earth connection. Where new earth cables will be exposed to view, they shall be enclosed in white PVC mini trunking.

TESTING AND INSPECTING

Upon completion of the electrical installation, the contractor shall carry out a full periodic test and inspection of the complete electrical installation within each property and provide the test and inspection results on an N.I.C.E.I.C. test and inspection certificate.

If the property has been rewired as part of the contract, or prior to the start of the contract, then the contractor shall test and issue an electrical installation certificate for the new kitchen circuit.



RESIDENT'S INFORMATION BOOKLET

The contractor shall produce a Resident Information Booklet (RIB) relating to the whole Kitchen Installation. The RIB must incorporate the following information relating to gas and electrical installations:

- General precautions to be taken when using electrical equipment
- What action to be taken when an MCB / RCD trips;
- Precautions to be taken when fitting plug tops and the importance of fitting correctly sized fuses;
- How to replace a fluorescent fitting. What to ask for when purchasing a new lamp. Importance of cleaning diffusers;
- The manufacturer's leaflets for all smoke detectors, together with typed instructions on their operation and maintenance, all written in a clear form and sealed in PVC;
- First Aid action in the event of an electric shock;
- Gas safety in the home;
- The need for annual gas servicing;
- Fuel efficiency advice;
- Saving water