Home Manager Manual

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# Emergency Contacts

Any issues around the house then we can always be contacted by email on ?????. I check email regularly, at least twice a day.

If you need to contact us in an emergency then you’re best texting us on +44???? and giving us a number to call you back on. We tend to ignore our mobiles while away as they’re just daylight robbery. If it’s urgent or likely to need someone to pop round then contact our daughter-in-law Fiona on +44 ????.

For minor info or issues then our next door neighbor may be able to help. Telephone number +44????.

Neighbour and sons have keys to the house in case of emergency.

Doctors - contact ???? Surgery on +44????.

Fire, Police or Ambulance then ring 999.

# Emergency Switch Off

# Electricity power off is in the cupboard in the hall.

# Gas stop valve is in the cupboard in the hall.

# Water stop tap is under the sink in the kitchen.

**Please familiarise yourself with their locations.**

All of the above are left on when you leave and should be on when you arrive.

# Daily

Please put any mail or parcels in the back bedroom upstairs. Our son will pop up every few days to retrieve the mail and deal with any important issues.

# Weekly

Can you please put black wheelie bin out early – before 09:00 – every other Monday – dates are on the calendar in the kitchen.

Wheelie bin is for general rubbish that can’t be recycled.

Every other Monday (dates are on calendar – if in doubt follow what everyone else does) can you put out the blue boxes and sacks – it’s a bloody disgrace that our council, who I pay an arm and a leg to each month, can’t have proper bins but there we are. All the recycle bags and boxes are kept just inside the garage, saves them being blown away.

Blue boxes and bags are for recycling:

 Cans, plastic packaging and plastic bottles in blue bag

 Paper and cardboard in white bag

 Empty glass bottles etc in Blue box

Ignore the green wheelie bin it’s been provided by the cretins in our local cancel for our non-existent garden waste.

# Alarm System

Our alarm system can be set and unset by entering a code to the keypad on the right hand wall as you enter the front door.

To set the alarm on exit just enter ???? and press the On button. You will hear a continuous tone, indicating that you have 20 seconds to exit via the front door and lock it.

To unset the alarm when entering just enter ???? and press the Off button. The tone will stop to indicate all is ok. Please don’t walk past the end of the oak cupboard until you have turned the alarm off, as the detectors in the lounge may pick you up and activate the alarm.

The alarm system is not monitored so if it does go off it will not summon the police, but the bells will ring. Please set the alarm whenever you leave the house.

# Arrival

Please see the Departure Checklist, at the front of this manual, completed by previous guests to see what has been done in respect of washing and bedding. On your departure please use the departure checklist with you details on as a guide to what needs doing and so that following guests are aware of what has been done

# Bathroom Main

If you use the bath in the main bathroom then the left hand bath tap works back to front – one day I’ll get round to fixing it but we never use the bath. Bathroom cleaning materials and toilet paper are in the bathroom cupboard.

# Bedding & Towels

Spare bedding is located in the linen box at the top of the stairs.

Spare towels are located in the tall cabinet in the en-suite and in the cupboards in the main bathroom.

There are two extra continental quilts stored under the bed in the front upstairs bedroom.

# Bedrooms & En-Suite

Use the downstairs bedroom with en-suite bathroom. Space has been cleared in the left hand side of the wardrobe for you clothes etc. There are two guest bedrooms upstairs, although back bedroom is used as an ironing room.

After showering in the en-suite please open the window to avoid excess condensation.

There’s a fan heater on the wall if it’s really cold. It auto turns off after 10 minutes, but you need to pull the cord after it’s turned off in order for the red power on light to go out.

# Bus Timetables

Timetables for the village bus are at the back of this folder.

# Central Heating Thermostat

The central heating is controlled by the Nest, circular silver, thermostat under the TV. There is a schedule set up on this for heating etc., but this can be overridden. The thermostat on the wall next to the television in the lounge merely reports on the current temperature, does not control the heating and will be removed next time we decorate.

The temperature displayed on the Nest is the current temperature. If you move in front of the Nest it will light up. To change the desired temperature rotate the dial and it will show the current temperature and the temperature you have chosen. Full instructions are in with the rest of the instruction manuals under the coffee table.

As it’s Internet based I can operate it remotely if need be.

# Departure

Please use the Departure Checklist at the front of this manual with your name on as a guide to what needs doing. When completed leave it in the front of the manual ready for the next guest so that they are aware what has been done.

We leave our house and car clean and tidy ready for guests. Before departure please ensure the house and car is clean and tidy, with clean bedding on and towels out as there are guests coming in after you.

If you require the services of a cleaner then we recommend the following:

 ????

They both only accept payment in cash.

# Desk Power

To switch power onto the desk upstairs press the switch on the multi-plug adaptor on the left hand side of the desk.

# Doors External

The front and garage door have multi-point lock systems. Before you can lock them you need to push the handle upwards to engage the multi-point locks.

# Food / Consumables Replacement

You are welcome to use any foods / cleaning materials etc., in the cupboards and fridge that are already opened. All we ask is that if you use something up then you replace it. Please feel free to use any items in the fridge that will perish or discard them if past the sell by date.

Please feel free to look through the cupboards to find where foodstuff, cleaning materials, etc. are.

# Gas Boiler

The gas boiler is in the cupboard on the left in the kitchen. It is controlled by the thermostat in the lounge and should need no attention.

# Gas Fire

To light the gas fire push in the knob and turn anti-clockwise, pilot light should come on. Keep pushed in for about 20 seconds to give the pilot light chance to heat up the thermocouple, otherwise the pilot light will cut out – safety measure. After 20 second the fire should light up.

We hardly ever use this so it may smell of burning for the first 10 minutes until this burns off.

# Hairdryers

Are under the dressing table in a basket.

# Instruction Manuals

If you struggle to use any of the appliances then all instruction manuals are in a fat folder under the coffee table.

# Ironing

Ironing board and iron are in the back bedroom.

# Kettle

Our kettle is capable of heating water to various temperatures:

 80F for fruit teas.

 90F for coffee.

 100F for black / normal tea.

Press the left hand on button and then press + or – to select the desired temperature. It cuts out and bleeps when it reaches the selected temperature.

# Music

You can play radio music radio through the TV – channels 700+ There is a hifi system in the bedroom with CD’s under it and there is a hifi system in the den upstairs.

Please note the B&O unit in the bedroom opens when you move your hand towards the unit. Do not try and slide or force the doors open. It closes when no one is in front of it. Both the unit and the two tall speakers have to be plugged in and on. Each speaker has it’s own power plug.

If you want to select from my library of music then you need to log onto the Mac via the HomeExchange account and run iTunes; switch on the TV and Soundbar; use Airplay to share my music in iTunes with the Apple TV; then control your music playing from the Mac. Sounds complex but fairly easy and logical if you follow these steps:

1 Use the very slim silver Apple TV control to turn on the small black puck shaped apple TV under the TV. Press the Menu button on Apple TV control. Light comes on.

2 Use Samsung TV control to turn on the TV – press red TV button. Press Source button. Use Samsung trackpad (square area on Samsung TV control) to navigate to HDMI IPTV and press the centre of Samsung trackpad to select this as the source to the TV.

3 Turn on the sound bar and sub woofer by pressing the red power button on the black Samsung Sounbar control. You can tell when the Soundbar is on via the 4 lights being on in the bottom middle display on the soundbar and the sound will have more base from the sub woofer.

4 Now you can turn on the Mac via small button behind the screen in the bottom left hand corner. Use the mouse (trackpad on chair arm does not work until you are logged in) to click on the HomeExchange account. No password is needed. Use mouse or chair arm trackapd to select iTunes. My music library should display. Now you need to tell the Mac to share with the apple TV so click on the small Airplay icon - top left hand control bar – select Apple TV.

5 iTunes is now using Airplay to control the Apple TV and beam music to it. Select the albums you want to play from iTunes.

6 To change volume use the + and – buttons on the silver Samsung control.

To turn off then:

1 Use the silver Apple TV control to turn off the Apple TV. Keep pressing the Menu button until you get to the TV Menu screen. Highlight Setting and click. Select the Sleep option and click.

2 Use Samsung TV control to turn off the TV – press red TV button. This should turn off the Soundbar.

3 Turn off the Mac via small button behind the screen in the bottom left hand corner.

# PC (iMac) & Wireless Router

The house has Wifi throughout and can be accessed by selecting the Zen18 network. The password is ???? – with a capital K. Make sure you’re computer has selected ????, as it can sometimes select another network.

The iMac computer on the coffee table, in the corner, has a HomeExchange account set up on it. Press the ‘on’ button on the rear of the screen (at the bottom left hand corner) – you’ll feel it as you put your hand around the back.

Use the mouse to click on the “HomeExchange account” icon - no password is needed. From this account you can access the internet and basic functions. As it is a Mac, it does have some slight differences to a PC but nothing to be frightened of. It will automatically turn off if not used or you can press the on / off button around the back – bottom left hand corner.

If you’re more comfortable with a PC one can be found on the desk upstairs it is a netbook PC. Switch on and access Guest account for basic functionality. There is no password on the Guest account.

There may be an iPad on the coffee table. If so, it is already connected to our wi-fi and you’re welcome to use it.

# Power

All power in the UK is 240 Volts AC, please check before plugging any of your devices in to ensure that they operate on universal power and are compatible. Otherwise you may have a smoldering device on your hands and it will burn it out.

# Printers

There are two printers, a D1500 underneath the Mac in the lounge and a 6510 in the den upstairs.

# Supermarkets

Maps for the nearest supermarkets are at the back of this folder.

In addition if you are using the car the supermarkets are programmed into the SatNav Address Book – they are Asda, Tesco and Morrisons. There is also a small convenience store attached to the 24 hour BP garage, nearby and ok for emergencies, but not cheap.

# Telephone

The Home phone number is +44???? from overseas. Telephone calls in the UK are expensive so we use this just for incoming calls. If you need to make outgoing calls then please use the mobile provided.

# Tourist Information & Guides

Maps and guides have been left in the magazine rack for you to use. When you’ve finished with them put them back in the magazine rack.

On our web site 4uand.me.uk there is a section under tourism, with links to other sites that lists the various places to visit in and around as well as restaurants.

# Toilet

Our En-suite toilet has an economy flush – just push down and release; for a full flush – push down and hold.

# TV in Bedrooms – Not Currently Connected

# TV in Lounge

The Samsung Smart TV is controlled from the silver Samsung control. There are several inputs to the TV, namely TV Freesat for Satellite; HDMI IPTV for Apple TV; HDMI3 Samsung DVD for the Blue Ray and DVD player. You can change the input source by pressing the Source button, scroll to the appropriate device via the square pad on the control and click on the square pad to select.

To power on the TV press the red TV button on the silver Samsung control. By default it will normally open up with the “On TV” screen. From here you can use the square scroll pad on the silver control to browse down to Guide and select programmes. If the Guide is not displayed then the Source needs to be set on TV Freesat (the default). If in doubt click on the Smart Hub button to see the TV options. Once in Guide click on a programme to watch it. Best programmes are on BBC1 (101), BBC2 (102) and ITV (103).

You can record TV programmes – see onscreen e-manual for details.

Onscreen e-Manual can be accessed via the pressing the More buttonon the silver control, scroll right until you see the e-Manual option. Select the e-Manual option.

To play DVD’s first switch the TV on (red TV button) then press the open button on the circular disc on top front right hand corner of the black DVD player – not very easy to see. Insert the DVD and if the TV is already on it will automatically switch the source to DVD and play and switch back to TV source when you power it off. You can also use the black control to control the DVD.

To power off all boxes just switch the 4 way socket off with the red switch. If you switch off here and there are programmes set up to record they will not record.

Please be aware that USA DVD’s may not play as players tend to be limited to one Continent, in our case Europe. Locally hired DVD’s will play.

You can also receive radio programmes on channels 700+.

See manual for further details.

# Utilities

In the event of an emergency then gas and electricity can be turned off in the hall cupboard. Water stop tap is under the sink. DO NOT turn Electricity, Gas or water off when you leave.

# Vacuum Cleaner

Yes we do have one. It’s hiding under the pig in the hall. There is a mop and bucket in the main bathroom with wooden floor cleaner fluid, for use on Oak Floors, in the top of the tall kitchen cupboard.

# Washer Dryer

We have a combined washer dryer.

Basic use for just washing is:

Switch on.

Follow prompt instructions in display on front of machine, and select programme using dial.

Select water temperature using the down arrow.

Press OK.

Select spin speed with the up arrow, I usual use 1600. The RPM usual changes automatically to the speed recommended depending on which programme you choose.

Press OK.

Open the door using door button( orange) and load the machine, then close door.

Add washing liquid into tray and if required add fabric conditioner into fabric conditioner tray.

Press start.

Once wash cycle is finished turn the dial to stop.

Open the door using door button remove clothes and switch off.

Should you wish to dry, you can only dry small amounts (approx. half a load), then:

Put washing, loosely, into machine.

Switch on.

Select programme, eg cotton, wool etc, using the dial.

Keep pressing the ‘Wash / Dry’ button until only the ‘Drying’ light shows.

Select drying programme when prompted using the down arrow.

Press OK.

Select RPM with the up arrow, I usual use 1600

Press OK.

Close door.

Press OK.

Once cycle has finished press stop and remove clothes.

Open door using button.

Wipe rubber seal inside machine with a cloth.

Turn programme dial to rinse out fluff.

Close door.

Press start.

Once cycle has finished press stop button.

Turn off machine.

For fuller instructions consult manual.

For fuller instructions consult the manual.

# Windows

Keys to windows are located on the nearest radiator valve. Please don’t try and open the bottom left hand master bedroom window.

Key to the patio door is on the hook in the hall. Please unlock the silver and white security bolts top and bottom (small brass key on the patio door key ring undoes them), and remove the wooden security bar before trying to open it. When you leave house put the wooden security bar in place, also push in the top and bottom silver / white security bolts. Sadly this is a requirement of our freaky insurers.

# Car

If we’ve pre-agreed a car swap the Keys to the Kia Sportage will be on the key hook in the hall. The black car manual is in the glove box, please consult it if there is anything you do not understand. Details of insurance, vehicle breakdown service are in the front of the black folder in the car. In the unlikely event of a break down please ensure that the car is taken to a Kia Dealer as there is a 7 year warranty on this car.

The car should be clean and full of DIESEL on your arrival. Please ensure that it is clean and full of DIESEL on departure, ready for the next Home Exchangers.

Car cleaning materials are in the garage or there is an excellent car cleaning service:

???? Details setup in Satnav Address Book under Car Wash

Please check that you are named drivers on the insurance certificate and the names are correctly spelt - do not drive it if not. Under British law you are required to carry a current valid certificate of insurance and a valid driving license at all times.

There is a £450 excess on the policy, plus a £200 excess to use a Kia garage for repairs. In the event of an accident you will be liable for the first £650 of any claim. PLEASE INSIST ON USING A KIA GARAGE FOR ANY REPAIRS as there is a 7 year warranty contingent upon using Kia.

**THE KIA USES DIESEL – please remember.**

# Car – Breakdown Cover

The Kia is covered by our Black Card Account which gives free breakdown recovery from Greenflag.

In the event of a breakdown, vandalism, fire or theft

then you need to:

Ring ????

Inform them of the following:

Vehicle Reg No: ????

Covered by ????

Home Address: ????

Car is owned by: ????

If they ask it is the main car of the household.

They should then put you through to Greenflag who may want some of these details again.

Greenflag should be with you within the hour. The service is free and even covers problems at home.

In the event they can’t fix it they will tow the car to a garage. Please ensure it goes to the nearest Kia garage as there is a 7 year warranty on the car.

Green flag are very helpful and will advise you.

Copies of the relevant Term and Conditions are shown below.

**Roadside Assistance**What You are insured for: Following an Insured Incident at least 1/4 mile either from Your Home or the place where the Insured Vehicle is usually kept, We will:

* arrange for roadside assistance and, if necessary, transportation of the Insured Vehicle and  Insured Persons, to either a single destination of Your choice in the United Kingdom within 10  miles of the Insured Incident or to a suitable repairer within 10 miles of the Insured Incident; and
* provide these services including call out and up to 30 minutes labour for roadside assistance. What You are not insured for: • any cost of fuel, spare parts, or labour costs over the first 30 minutes; • the cost of repairs when the Insured Vehicle has to be transported to a garage, or for any  other charges at the garage such as storage charges; • damage or costs as a result of breaking into the Insured Vehicle because You have lost  Your keys; • the cost of getting a spare wheel or for roadside repairs if You cannot provide a suitable  spare wheel.
* **Recovery**What You are insured for: Following an Insured Incident occurring at least 1/4 mile from either Your Home or the place where the Insured Vehicle is usually kept and the Insured Vehicle cannot be repaired at the scene of the Insured Incident, We will arrange for the Insured Vehicle and Insured Persons to be taken to one of the following in the United Kingdom: • Your Home; or • the original intended destination; or • a suitable repairer within 10 miles of either the Insured Incident, Your Home or Your  original destination.
* What You are not insured for:
* • recovery if You cannot get into the Insured Vehicle because You have lost the keys; • costs of call outs, labour and parts for faults which We decide at Our discretion to repair atthe roadside.
* **Home-call**
* What You are insured for: If an Insured Incident takes place within 1/4 mile of either Your Home or where the Insured Vehicle is usually kept, You will be entitled to the cover detailed in Section 1 Roadside Assistance.

# Car – Insurance

In the event of an accident then you need to:

Follow the instructions on the yellow “Your Accident Card” in the black folder in the car.

Give them your name, Reg no ????, home phone number ???? and let me know.

It is also a good idea to complete the blue “European Accident Statement”, in the black folder in the car, and take photos if at all possible.

A copy of the Insurance certificate is also in the black folder in the car.

# Arrival Check List

In the front of the Home Manual should be a copy of the checklist completed by the previous guest on their departure. Please refer to it to check the status of bed linen / towels etc. We ask guests to please leave the house as they found it, ready for the next guest. We don’t employ a cleaner to come in after our guests and try to ensure that when guests arrive fresh linen is on the beds, fresh towels are out and bed linen and towels have been washed. Hence the check lists so that following guests know what has been done.

|  |  |
| --- | --- |
| Item | Status |
| Home Manual on coffee table gives full instructions. Please let us know if there are any queries not covered so we can update it. |  |
| Set the temperature to 21 degrees C (70 F) – see above. |  |
| Unplug the power to the back of the web camera to preserve your privacy. |  |
| Spare front door keys and a car key are on the key rack in the hall. |  |
| When you’ve updated this checklist put it in the front of the Home Manual. |  |
| If there are any problems or the house is not clean and tidy please email us. |  |

Comments:

# Departure Check List

Please leave the house as you found it ready for the next guest. We don’t employ a cleaner to come in after our guests and try to ensure that when guests arrive fresh linen is on the beds, fresh towels are out and bed linen and towels have been washed where possible. However, if you have an early start it may not be possible to get the washing done and dried, in which case at least put fresh linen on the beds and fresh towels out, put dirty linen and towels in the dirty linen basket and tick the appropriate box. Hence this check list so that following guests know they are using clean linen / towels and what has been done.

|  |  |
| --- | --- |
| Item | Status |
| House has been cleaned and left as you found it. |  |
| Please leave the car as you found it and topped up with Diesel. |  |
| Car locked up and keys on the key rack in the hall. |  |
| Put out fresh towels for next guests – main bathroom.  |  |
| Put out fresh towels for next guests – en-suite bathroom. |  |
| Put on fresh bedding on Master bedroom for next guests. |  |
| Put on fresh bedding on Upstairs front bedroom for next guests. |  |
| Dirty Towels are in dirty linen basket |  |
|  Or All Dirty Towels have been washed and put away. |  |
| Dirty Bed linen is in dirty linen basket |  |
|  Or All Dirty Bed linen has been washed and put away. |  |
| Leave washing machine door and dishwasher door open slightly. |  |
| Set the temperature to Manual at 12c – see manual. |  |
| All lights and cooker is turned off. Unplug small electrical appliances. Fridge is left on. |  |
| Empty internal trash cans. |  |
| Lock all doors and windows. Wooden bar in the patio door. |  |
| All other keys returned to key rack in the hall. |  |
| When you’ve updated this checklist put it in the front of the Home Manual. Ready for the following guests. |  |
| Plug the power back into the web camera and make sure it’s pointing towards the hall doors – see marks. |  |
| Use one of the front door keys from the key rack in the hall to lock the front door, then post it through the letterbox on the front door. |  |
| Shut the gate. |  |

Comments:

**Dear**

Welcome to our home! It is our pleasure to welcome you as our guest and we wish you a pleasant stay. It is important to us that your stay will be a comfortable and enjoyable one. We take pride in providing you with all the comforts of home with none of the stress. We just ask that you **take care of our home with the love and care** that you take care of your own.

*Please see the Home Manager Manual on the coffee table for further details about our home.*

*Should you encounter a problem,* **PLEASE CHECK** *with the Home Manager Manual to see whether it is covered – we have tried to cover most eventualities.*

*We are sorry we can’t be there to greet you and settle you in but will try and ring you within 24 hours of arrival to answer any queries.*

*Enjoy.*

*Regards*