

# HOME USER GUIDE



Spinning Acres Lane  
Headingley  
Leeds  
LS6 4FF



*The*  
SPOOL HOUSE



Apartments 1-12  
The Spool House  
Headingley  
Leeds  
LS6 4FN

# ESSENTIAL CONTACT INFORMATION

## EMERGENCY SERVICES

In an emergency, always dial 999

For non-emergencies, West Yorkshire Police can be contacted via 101 or online.

For urgent, non-emergency, medical support the NHS can be reached on 111

In the event of an emergency affecting your safety, or the fabric of the property, please make Pickard Properties aware on 0113 274 6642.

Pickard Properties  
26-30 North Lane  
Headingley  
Leeds  
LS6 3HE

0113 274 6642  
[pickard@pickardproperties.co.uk](mailto:pickard@pickardproperties.co.uk)

Open 9am to 5:30pm, Monday - Friday  
Please note that the office is closed on bank holidays.

Our office number, 0113 274 6642 is monitored 24 hours a day, with a limited emergency line, operating outside of the regular office hours.

Requesting maintenance assistance:  
[pickardproperties.co.uk/report-maintenance/](http://pickardproperties.co.uk/report-maintenance/)

Requesting assistance with finances:  
[payments@pickardproperties.co.uk](mailto:payments@pickardproperties.co.uk)

General enquiries:  
[pickard@pickardproperties.co.uk](mailto:pickard@pickardproperties.co.uk)

# WELCOME TO SPOOL HOUSE

Thank you for choosing Spool House as your new home. The following guide aims to provide you with essential information regarding your new home. If this guide does not address all your queries, please do not hesitate to contact us.

# WELCOME TO SPINNING ACRES AND PICKARD PROPERTIES



## The SPOOL HOUSE

Pickard Properties are an award-winning Leeds-based property development, management, and letting specialist, with a legacy spanning over five decades.

Spinning Acres, located in Far Headingley, is Pickard Properties multi-award-winning build-to-rent village.

Originally a separate village, Far Headingley became joined to the rest of Leeds when wealthy industrialists, mostly working in the field of textile manufacture and responsible for spearheading the industrial revolution in this area of Yorkshire, constructed opulent mansions and villas outside the smog of the city.

In 1950, Leeds University purchased Moorfield Lodge and Moorfield Grange. The university planned to demolish the two mansions and replace them with a purpose-built hall of residence; however, a timely conservation order quashed these plans.

Nonetheless, the four-acre site was used as student accommodation under the name Tetley Gate, marking the longstanding relationship between the University and the Tetley brewing family. The location close to Headingley proved popular; however, Tetley Hall closed in 2006. The area was later sold for redevelopment to Pickard Properties, to which Spinning Acres was born.

The name Spinning Acres takes its inspiration from the textile industry. The design of our brand icon resembles the fields and acres of land from which Far Headingley evolved — where the stone and brick villas on the east side of Otley Road, north of Hollin Road and Glen Road, were located entirely in the open countryside until the 20th century.

The Spinning Acres development earned the prestigious title of "Best New High-Volume Housing Development" at the latest Local Authority Building Control Awards. This recognition is a testament to its forward-thinking design, which prioritises both tenant comfort and the environmental impact of the properties.

# FIRE SAFETY

Spool House benefits from fully integrated fire alarm and smoke ventilation systems, which in the event of an emergency, have been designed to remove smoke from the communal areas.

In the event of a fire, if safe to do so, raise the alarm to the full building by means of the fire points located at the exit of each floor.

Where it is safe to do so, alert any other people that may be in the building. In all situations alert the emergency services on 999 and ask for the fire services.

## STAY PUT POLICY

If the main building fire alarm sounds, the building is designed and constructed to a fire strategy of a 'Stay Put policy'. This is only a recommendation; if you feel you must vacate the premises, do so only if instructed or if it is safe to vacate.

On the first day in your new home, please plan the best emergency evacuation route from each room in the event of a fire.

## SMOKE & HEAT SENSOR ALARMS

Smoke & heat alarms are fitted to all apartments. Your alarms are mains wired and contain a lithium battery which will power your alarm in the event of mains electricity failure.

In normal operation your alarms will be illuminated with a green light permanently, a red light will flash every minute, which shows the circuit is in working order. Upon an alarm being triggered the red-light will flash quickly to indicate which alarm is sounding.

To maintain the effectiveness of your alarm you should vacuum around the alarm every six months. The heat sensor alarm, which has been installed in your open living area and kitchen, is an important safety feature within your home. The alarm will alert you to any excessive heat within your home.

Note, you should not paint over or cover your detector in any way.

## ADDITIONAL FIRE SAFETY FEATURES

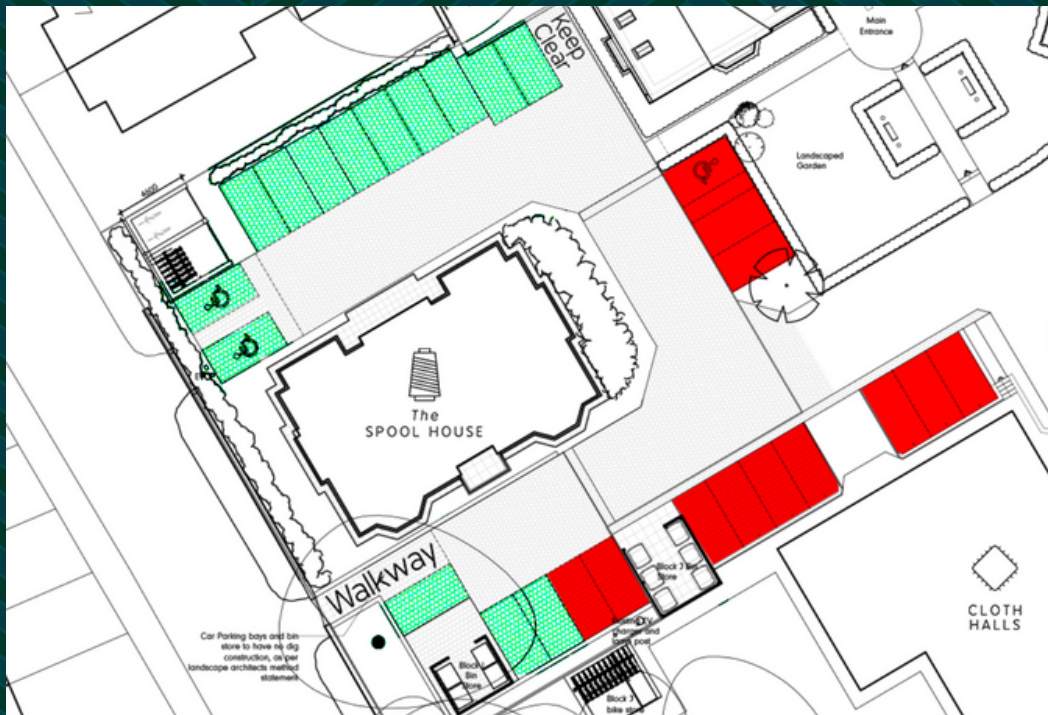
Dependant on the location, your apartment may have a mist sprinkler system. In the event of a fire in the apartment, the misting system will trigger.

The ground floor apartments have at least one escape window.

## CAR PARKING

There are 12 car parking spaces available to Spool House. Although the parking spaces are not designated to specific properties, we ask that each property only occupies one parking spot at any one time. If you have concerns about parking on site, please contact Pickard Properties.

Our car parking facilities are monitored with CCTV.



## ELECTRIC VEHICLES

There are four electric charging stations operating from two pedestals, managed by [PodPoint](#). These charging stations are accessible to anyone using the [PodPoint](#) service. If you would like to be registered as a 'driver' and receive a discounted tariff, please [get in touch](#).

## CYCLING

Living in The Spool House development, you benefit from a secure bike store with outdoor lighting and CCTV. Access to the store can be provided [on request](#).

More information on cycling in the local area can be found below:

- [The Leeds & Liverpool Canal Cycle Route](#)
- [Cycling in Headingley](#)
- [Cycling in Leeds](#)



# RELOCATION GUIDANCE

There is a lot to think about when you move to a new home; the immediate things to consider include:

## COUNCIL TAX

Contact [Leeds City Council](#) to register for council tax at your new address.

## MAIL

Contact [Royal Mail](#) to organise re-direction of mail from your previous address.

## TV LICENSE

Visit the [TV Licensing website](#) to update your address or purchase a new license.

## DRIVING LICENSE

Update your driving license and V5C (vehicle logbook) with your new address at the [DVLA website](#).

## TAX

For tax and benefit purposes, update your address with [HMRC](#).

## UTILITY ACCOUNTS

A full guide on how to notify and change utility companies can be found [via our website](#). Be sure to check that meter readings have been provided on your Check-In report.

## DOCTORS, DENTISTS, & OPTICIANS

Visit our [Health Service guide](#) to help you register with a local GP, dentist, and optician. You can view GPs' that are accepting new patients in your catchment area, via [the NHS app](#).

# REFUSE

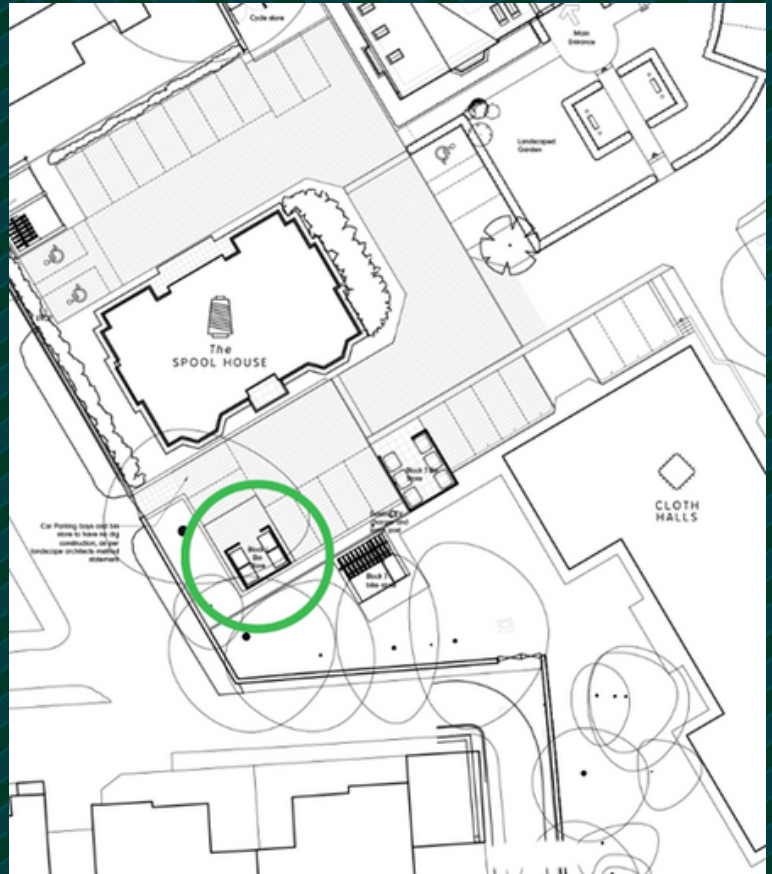
General refuse is managed by Leeds City Council. Bin days can be checked via the [Leeds.gov website](https://www.leeds.gov.uk).

General refuse and recycling bins are located between Spool House and Cloth Halls.

We kindly request that you bag up your household refuse and place it in the appropriate bins provided. General refuse and recycling bins are located behind the Spool House building.

Please ensure that the bins are securely closed. This practise is particularly important as your home is situated in a conservation area; closing the bins helps prevent wildlife from accessing their contents.

For the benefit of all tenants, please do not dispose of large items in the communal bins. Other than inside of the correct bin, do not leave refuse in or around the bin store area.



Information on what can be recycled in your green recycling bin can be [found here](#).

## DISPOSING OF LARGE ITEMS

If you are unable to dispose of items through the general waste collection, there are several alternatives available to you:

[Kirkstall Recycling Centre](#)

[Meanwood Household Waste Recycling Centre](#)

[Collection of Large Items by Leeds City Council](#)

## RECYCLING & DONATION

There are several charity shops in Headingley accepting donations of clothes, small appliances, and bric-a-brac.

[Charity Shops in Headingley](#)

More information on refuse collection is available [via our website](#).

## GROUND'S UPKEEP & GARDENING

Gardeners are scheduled to regularly attend to the communal areas of Spinning Acres between April and October.

## PUBLIC TRANSPORT SERVICES

Headingley has numerous transport links to Leeds City Centre, and out towards towns such as Guiseley, Otley, Ilkley, and Skipton.

There are direct bus links to the city centre not far from Spinning Acres; [visit the First Bus website](#) for more information. Alternatively, [Headingley has a train station](#).

If you prefer travelling by taxi, numerous firms operate in Headingley:

- [Amber Cars](#) - 0113 202 2117
- [Ace Cars](#) - 0113 230 4499
- [Royal Cars](#) - 0113 230 5000

[Visit our website](#) for more information on local transport links.

## EDUCATION

There are many learning institutes in the local area.

For information on pre-school and nurseries in the area, we recommend checking the [Ofsted website](#).

For information on Primary and Secondary schools, we recommend the [Good Schools Guide](#).

The main universities in Leeds are:

- [University of Leeds](#)
- [Leeds Beckett University](#)
- [Leeds Trinity University](#)
- [Leeds Arts University](#)

Your local library is [Headingley Community Hub](#). [Leeds Central Library](#) is located on Calverley Street.

## LOCAL MARKETS

If you are looking to purchase local produce, [Headingley hosts a farmers' market](#) on the second Saturday of every month. The market is held at the Rose Garden, only a short walk from Spinning Acres, and a few meters away from our Headingley office. If you are looking for more variety, [Leeds Kirkgate Market](#) is one of the largest indoor markets in Europe.

## GYM & LEISURE FACILITIES

A full leisure guide can be found [via our website](#).

## PLACES TO EAT & DRINK

Headingley and the surrounding area boasts an eclectic range of eateries, bars, cafés, and restaurants. [A guide to Places to Eat and Drink can be found via our website](#).

## APPLIANCES & USER MANUALS

User manuals for all appliances in your home can be found [via our website](#).

### INDUCTION HOBS

All apartments benefit from Induction hobs. As induction hobs are cold to touch, and only heat induction pans, they are a safer alternative to other types of hob. Induction hobs use less energy and help reduce utility costs.

Note that induction pans are required to use the hob. Alternatively, you can acquire induction pads that allow you to use regular pans on the induction hobs.

### MVHR

Your home is fitted with a Mechanical Ventilation with Heat Recovery system. The MVHR maintains the air quality in your home, extracts moisture, and minimises heat loss.

More information on the MVHR system can be found on the information sheet provided with this guide.

### SCENT SYSTEM

To promote a harmonious communal area, The Spool House benefits from a scent diffuser system on each floor.

### INTERNET

Your apartment was built Virgin Media ready; however, you are welcome to use any provider you wish.

Wi-Fi routers can be installed in the service cupboard, which has up to four ethernet lines, leading to the lounge and master bedroom.

# HEATING, HOT WATER, & ENERGY SAVING

## HEATING

To help manage heating your home, your radiators benefit from smart heating controls via the [Rointe Connect app](#). More information on your radiators can be found [via our website](#).

## HOT WATER

Your hot water is generated via an OSO cylinder (SX 120), located in the service cupboard in your apartment. To optimise energy efficiency, your cylinder has smart capabilities and will, over time, learn your typical usage schedule.

There are two switches next to your cylinder, the Primary and Secondary: Primary is the main power to your cylinder and should be kept switched on. Secondary is a boost and auxiliary feature. You may need to use this feature whilst the cylinder learns your usage patterns. To assure energy efficiency and to reduce utility bills, be sure to keep this switch off when not in use. OSO have won many awards, including a SCANVAC award for "Best Environment and Energy Efficiency Product".

## UTILITY METERS

### ELECTRIC

As you do not have access to these meters, which are situated in riser cupboards on each floor, Pickard Properties will provide meter readings monthly. There is no need to request these readings as they will be emailed to you automatically.

For your opening meter reading, please refer to your check-in inspection.

### WATER

You do not have access to water meters. An opening meter reading will be provided on your check-in inspection. Additional readings will be provided periodically and can be obtained on request.

### GAS

There is no gas supply to The Spool House.

## ENERGY EFFICIENCY

Your home is built to modern building regulations and in turn, is well insulated. In addition, your property is furnished with modern, energy efficient appliances.

To further promote energy efficiency, and to reduce utility costs, consider implementing these small practises:

### AROUND THE HOME

- Close blinds at dusk to retain indoor heat.
- Turn off lights when leaving a room and use natural daylight when possible.
- Create space around radiators for better heat circulation.
- Don't leave electronic devices on standby. Switch appliances like televisions off at the wall.

# HEATING, HOT WATER, & ENERGY SAVING

## IN THE KITCHEN

- Use the low-temperature dishwasher setting and run full loads.
- Where possible wash clothes on 30°C.
- Instead of filling the kettle, only boil the water you require.
- Fill a bowl or the sink when washing and preparing vegetables.
- Using a dishwasher can reduce your carbon footprint over hand washing.
- Avoid keeping the fridge door open too long, and do not store hot food directly in it.
- Regularly defrost the freezer and check the door seal.
- Choose the right-sized cookware, use lids while cooking, and avoid excessive heat.
- Wring out clothes before using the tumble dryer.
- Consider using a bucket or washing-up bowl to save water.

## IN THE BATHROOM

- To save water and reduce the need for cold water, check the bath temperature whilst filling.
- Prefer showers over baths to conserve water.
- Always use a plug when washing hands and turn off the tap while brushing teeth.
- During bathroom cleaning use running water only when necessary.
- Always use a plug in your sink or basin to avoid wasting hot water.
- Promptly report any small leaks or drips to our [Maintenance Team](#).

# UPKEEP AND MAINTENANCE

Upkeep is the everyday maintenance of your property. Pickards use a variety of different materials and appliances in their properties each requiring different levels of upkeep.

## CARCASSES AND BACK PANELS

Do not polish the laminate or use bleach, scouring powder, multi-surface cleaners, or abrasive pads. A damp cloth with soapy water will clean off most spills. Concentrated juices, corrosive liquids, and food colourants must be wiped off immediately.

## DRAWER BOXES

When necessary clean with a damp cloth. Do not use bleach, abrasive pads, or scouring powder.

## WALL UNITS

Excessive heat or moisture can damage unit carcasses and doors. Do not position any appliance which creates large amounts of heat or steam underneath a wall unit (e.g. kettles).

## WORKTOPS

Although worktops are very hard wearing, a chopping board should always be used to prevent scratching. Do not place hot pans or utensils directly on top of the worktop; always use a heat resistant mat. When cleaning, a damp cloth will clean most spills. Corrosive liquids, food colourants, and concentrated juices should be wiped off immediately.

## BUILT-IN WARDROBES

When necessary, clean with a damp cloth. Do not use bleach, abrasive pads, or scouring powder, on the sliding doors.

## FLOORING

To maintain the LVT flooring, we recommend that you sweep and vacuum the flooring before mopping. We advise using gentle, alkaline based cleaning solutions, when mopping the floor. It is advised that you take great care and great consideration when walking across the flooring if wearing outdoor footwear. We advise using felt pads on furniture to ensure the floor does not get scratched. Avoid rubber backed items on the floor as they can stain the LVT. A door mat is often a good solution for ensuring your flooring and carpets are kept clean; however, for fire safety reasons, we ask that door mats are placed inside the property only.

# UPKEEP AND MAINTENANCE

## WINDOWS

All windows installed are UPVC with double-glazed units. Security and opening safety restrictors have been added to your windows.

Typically, every three months Pickard Properties will organise the cleaning of the outside of your windows and the internal communal area windows. It is your responsibility to maintain the inside of the windows in your apartment. To maintain your windows, we suggest removing rings or bracelets before cleaning to avoid scratches. We advise avoiding solvent-based or abrasive cleaners on the window frames and instead use soap and water.

## DOORS

Whilst maintaining your doors we recommend that you do so by cleaning the handles and letter plates with warm soapy water. You may find that over time the door gets stiff and requires some additional attention. The use of WD40 and TD10 is encouraged as this will sufficiently lubricate the hinges and ensure they are working as required. Do not oil any locks in your property.

When cleaning doors or door frames do not use any abrasive cleaner or strong detergent as this can damage the wood and paintwork.

## LIGHT BULBS

Due to the specialised nature of the bulbs in your property, please let us know if any bulbs need replacing. Our electrician will attend the property and carry out the necessary work.

## WALLS AND CEILINGS

If you wish to hang pictures in your property, you will need prior permission from Pickard Properties.

During the first year of your home being built, settling cracks may appear in the walls and ceilings. A lot of water is used in the construction of a building, eventually, it will dry out causing slight shrinkage and minor cracks; these cracks are not serious and do not need to be reported.

## PAINTING & DECORATING

Your apartment has been freshly decorated throughout to a high standard. If you have any concerns with the decoration at your property, please do contact us in the first instance.

Internal walls and ceilings are finished in a Farrow & Ball Matt Emulsion paint finish. Internal joinery is of a water-based paint finish. If you require information regarding paint colours used in your home, please contact [pickard@pickardproperties.co.uk](mailto:pickard@pickardproperties.co.uk).

# UPKEEP AND MAINTENANCE

## CONDENSATION

Your property is equipped with a ventilation system which continuously runs, ensuring a good level of ventilation in your home; however, on occasion, you may experience condensation. Condensation can occur due to wintry weather, and when there is a lot of moisture or steam being produced, for example at bath times, and when cooking.

To support the MVHR extraction, please use the extractor fan above your hob when cooking.

To promote good airflow, please refrain from overfilling wardrobes. If condensation is persistently present in your property, please report this immediately.

## WINDOW VENTS

Window vents are not required as the apartments have their own ventilation system. However, apartments with Velux windows do have air vents.

## EXTERNAL AND INTERNAL DOORS

The entrance doors to the apartments have an approved multi-locking system installed. The individual apartment doors are solid core 30-minute fire rated, with associated seals installed. The internal doors are oak veneered timber, and all, but some bathroom doors, are fire rated to 30 minutes.

## INTERNAL JOINERY

The property is equipped with timber skirting boards and architraves that are fixed using both nails and screws. They have also been painted with a water-based paint.

## FLOOR FINISHING

The open-plan living space and hallway floors are finished with LVT. The bathroom floors are tiled.

## HOUSE DRAINAGE

Wastewater and surface water are drained to the mains sewer for proper treatment and disposal.

# MAINTENANCE SUPPORT

Maintenance requests can be made [via our website](#). Pickard Properties uses the industry-leading Maintenance software, Fixflo.

Features of our online maintenance software include:

- The ability to report issues 24 /7 through any internet-connected device.
- Being able to log your issue in your native language.
- Instant email confirmation with proof of submission.
- The ability to login and view status updates and communicate with us.

We endeavour to respond to all maintenance requests within the below timeframes:

## Priority One – Emergency Repairs

If there is an immediate danger to health, a risk to the safety of our residents, or risk of serious damage to a resident's belongings, the maintenance request will be handled within 24 hours of the defect being reported. If you require an immediate response, it is best practice to call our office on [0113 274 6642](tel:01132746642).

If you smell gas in or around your property at any time, call [0800 111 999](tel:0800111999) immediately.

If you feel your safety or the security of the property is under immediate threat, call the emergency services on 999.

## Priority Two – Urgent Repairs

Repairs or defects which materially affect the comfort or convenience of the residents will be initially addressed within 5 working days of the maintenance request being placed.

## Priority Three – Non urgent day-to-day repairs

Repairs that do not fit within the above categories will be initially addressed within 28 days of the maintenance request being submitted.

Wherever possible at least 24 hours' notice will be given prior to any attendance to your property. In the event of an emergency prior notice may not be possible.

## SAFETY & SECURITY FEATURES

The Spinning Acres developments meets and often exceeds industry safety standards. Safety features include:

### WINDOW RESTRICTORS

All windows have lockable restrictors installed. These restrictors operate with a lock mechanism that can be easily toggled on and off.

### HOT WATER TEMPERATURE

To prevent scalding, hot water throughout the property is set within a safe temperature range.

### CCTV

CCTV is in operation in all communal corridors and outside the building. If you require a CCTV recording, please contact Pickard Properties. Depending on the circumstances, to release CCTV footage, a crime reference number may be required.

### GOLD STANDARD SECURITY

The main entrance of the block has a Gold Standard security locking system.

### INTERNAL LOCKING SYSTEM

Your property benefits from a dual-lock and internal chain security system, setting the highest standards for manual security. In addition to this, your property is equipped with a Paxton intercom system, complete with a built-in camera, allowing you to monitor who enters your premises. Moreover, you will be provided with a personalised fob for your convenience when accessing the building.

### LOST KEYS & FOBS

If you happen to misplace or lose your keys or fobs, [contact Pickard Properties](#) for replacements. Please note that there may be a cost associated with replacing lost keys and fobs.

### OUT OF HOURS SUPPORT

Outside of our regular office hours, our main office phone number (0113 274 6642) is monitored by an external call-handling team.

In the event of a Priority 1 maintenance issue, outside of regular office hours, the call-handling team will be on hand to assist you.

The call-handling team are also available to assist you in the event of a lockout. Please be aware that there may be a cost incurred for the attendance of a locksmith.

We ask that you please do not use this service for anything other than Priority 1 maintenance support or lock outs. Misuse of the service may prevent other tenants from getting emergency assistance and may incur costs.

Please be aware that the call handling team are an external company. Although the call handling team are reputable in their field, they are not property experts. Out of hours requests are monitored by the Pickard Properties team every working day.