NIGHTINGALE
QUARTER

Welcome!

A very warm welcome to your new home at Walton House! We're delighted to have you as part of our community, and we hope you'll love living here.

This Welcome Pack has been designed to help you settle in with ease. Inside, you'll find everything you need to know about living here, from everyday essentials to who to contact should you ever need support.

We hope this will be a place where you will feel comfortable, safe and proud to call home. Our team is here to ensure your experience is smooth and enjoyable, and we encourage you to reach out if there's ever anything we can assist with.

Once again, thank you for choosing to live with us and welcome to Walton House – we hope your new home brings you comfort, joy, and great memories.

Warm regards,

Wavensmere Homes c/o Covo Nightingale Quarter

Contents

Contact Details & Key Support

Key Contacts

Property management company: Connells Group (who are responsible for managing any issue within the boundary of your apartment).
01513 636 622 | rachael.kendall@connellsgroup.co.uk

Estate management company: Carters Chartered Surveyors (who are responsible for communal areas, the block itself and external areas).
01216 631 182 | nightingale@carterssurveyors.co.uk

Landlord: Wavensmere Homes
Contact for general enquiries: alicedrury@wavensmere.co.uk

How to Report Maintenance Issues

For any repairs or concerns within your home, please submit a request to Connells by telephone or via their 24/7 tenant maintenance portal:

Activate - https://sequence-corporate.portal-login.co.uk/activate/
Login - https://sequence-corporate.portal-login.co.uk/login/

For any repairs or concerns with any of the communal areas, please report this to Carters and complete the online form via the below link:

Nightingale Quarter Report a Repair or Concern

QR codes for the above links can be found on Page 12 of this Welcome Pack.

Utilities & Meter Locations

Utilities

As the supply of Wi-Fi is included within your rent, all apartments have been provided with their own internet router from OFNL/See the Light.
The network details are on the router itself, which is within the service cupboard.

For all other utilities such as:
Electricity
Water
Council Tax - Derby City Council
Please ensure accounts are set up in your name from your move-in date. We will take meter readings upon key handover.

Meter Locations

Your water meter, electricity meter, water cylinder, fuse board and Wi-Fi router are located within the service cupboard of each apartment and will be shown to you upon handover.

Your water stop-cock tap is located within the service cupboard – not under the kitchen sink. Should you experience an un-containable water leak, please turn the water off here. This will be shown to you upon handover.

You will find a useful QR code on the back of the service cupboard door, simply scan this with your phone to view a walkthrough video guide showing meter locations, electric fuse board location, how to set your appliances and thermostat, operation instructions for the windows etc.

Heating & Hot Water Controls

Heating Controls

The heating in your apartment is centrally controlled via the wall mounted programmable thermostat. Changing the temperature on this will control all electric radiators in your apartment. Please refer to the user guide within this folder for instructions on how to adjust the temperature and set timers.

Hot Water

Installed within your apartment is an OSO unvented hot water cylinder, which can be found within the service cupboard.
This is a sealed tank that connects directly to the mains water supply and provides a strong and consistent flow of hot water.

Should you experience a loss of hot water or heating, please contact Connells Group.

Mechanical Ventilation (MVHR) System

Installed within your apartment is an MVHR unit which continuously brings fresh air in from outside whilst extracting stale air from inside. It helps to maintain a healthy indoor environment by reducing humidity.
The switch for this is located within the service cupboard, do not switch this off – you will notice all the lights in the apartment will turn off if you do. It is important to keep your home well ventilated.

Parking Guidance

Parking
Only residents who have use of a car parking space are permitted to bring a vehicle into one of the car parking areas.
If you have paid for a designated car parking space, you will need to register your vehicle to be exempt from the ANPR system, which can be completed via an online form with Carters Surveyors.
You can register via the following link: Nightingale Quarter Application for Parking Permit
Please check which space you have rented by referring to your legal documents as the spaces are numbered, but these do not correspond to the apartment/house numbers. You will also be shown this space upon handover.

There are no visitor spaces and there is no parking on the estate roads.

More information can be found on the Estate Residents Guide via a QR code in the entrance hall, and on Page 11 of this Welcome Pack.

Post, Parcels & Delivery

Parcel Lockers
External 'Smart Locker' parcel lockers have been installed, which all tenants of Walton House are entitled to use. These are located close to the entrance of the car park. The 'what three words' for the specific location of these lockers are: Defend, Winter, Exile.
You will be required to register to use these and will need to put the locker address as the delivery address for your item – you will then receive a notification when it has been delivered.
The lockers are managed by Carters, register to use these here:
Nightingale Quarter - Smart Locker Registration – Fill in form
(A QR code for the above link is available on Page 12)

Parcels are not to be delivered to the apartment block unless you are in to receive the parcel, as there is no storage facility, and these cannot be left unattended. For security reasons, external delivery parties such as Amazon, Evri, DPD etc will not be permitted access codes to enter the apartment block.

Post Boxes

Each apartment has its own post-box, located in the entrance lobby on the ground floor, which you will be shown upon handover and provided keys for.

Rubbish & Recycling Guidance

Bins & Recycling: The bin store is located on the ground floor. This will be shown/pointed out to you upon handover. Please ensure all items are bagged.
Collection days: The council provide collection of the bins very Wednesday.
No bin bags are to be left outside your apartment or in any of the communal hallways. Should our cleaners have to collect/dispose of bin bags, a charge may occur.

Safety & Security Information

Fire Evacuation Routes

Fire evacuation routes are posted on each floor – please familiarise yourself with them, and with the notes on what to do in the event of an emergency.

Communal Hallways/Stairwells

No items should be left in communal hallways or stairwells for safety reasons and risk of a fire hazard.

Communal Doors

Please ensure the main entrance doors and bin store doors are kept securely closed after entering or exiting.
Two front door keys are issued per apartment along with an entrance fob per occupier.
Only one entrance fob is issued per occupier at no cost. Should you misplace this or require an additional fob, please contact the block management company on the details provided on page 3. They can temporarily allow access via an app.
For each additional fob or replacement for a lost fob, there is a cost of £50.

Smoke & Heat Alarms

Installed within each apartment are mains operated smoke & heat alarms with battery backup.
You should test this is working at least once a week by pressing the button.
Periodic beeping from the smoke alarms may indicate that your battery is about to run out and needs to be replaced, please ensure you do this.
Should you accidentally set your alarm off, there is a period of 20 minutes before all other apartment alarms go off.

Sprinkler Systems

A fully compliant sprinkler system is installed throughout the building for your safety. The sprinkler heads are all independent so only activate in the presence of extreme heat.
Please do not hang items from, cover or tamper with the sprinkler heads – this may case accidental activation and damage.

Gym & Co-working Space

Gym

Location: within the Pepperpot building directly opposite Walton House.

To gain access (once you have applied and received your fob) place this fob close to the small keypad to the right-hand side of the rear door. This allows you access to the three gym rooms.
The codes for Peleton equipment – 1234

Co-Working Space

Location: within Fox House.

Access is via the car park access door. The door to the co-working space is to the left of the bin stores and there is an external sign by the door, place your fob (once you have applied and received this) close to the bottom of the small keypad to the left of the door – your fob will not work on the intercom panel, which is entry to the apartments.
There is guest Wi-Fi available – no password is required but you will need to agree and sign the Terms & Conditions.
Ceiling lights are on motion detectors. Desk lights are controlled by the switch on the wall by double doors – please turn off desk lights when not in use.

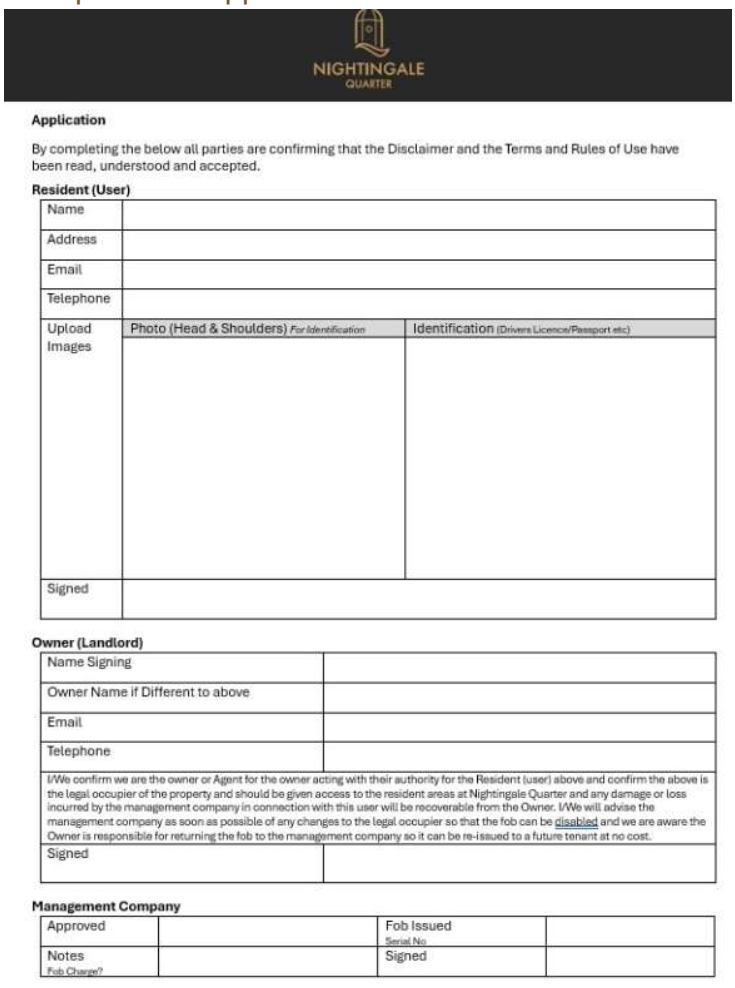
Please help keep our shared spaces enjoyable for everyone by tidying up after use – wipe down equipment, return items to where you found them, and take all personal belongings with you.

Gym & Co-working Space – Application Process

For access to the communal Gym or the Co-working space, you must be a resident, and you will be required to fill out the following online application form with Carters Surveyors:

https://app-eu.boldsign.com/document/sign-bulk-links/?documentId=b31ead50-c7d0-4983-88c7-c3e25b25a8d4s_y4NKD

Example of the application form:



NIGHTINGALE QUARTER

Application

By completing the below all parties are confirming that the Disclaimer and the Terms and Rules of Use have been read, understood and accepted.

Resident (User)

Name		
Address		
Email		
Telephone		
Upload Images	Photo (Head & Shoulders) *For Identification*	Identification (Drivers Licence/Passport etc)
Signed		

Owner (Landlord)

Name Signing	
Owner Name if Different to above	
Email	
Telephone	
I/We confirm we are the owner or Agent for the owner acting with their authority for the Resident (user) above and confirm the above is the legal occupier of the property and should be given access to the resident areas at Nightingale Quarter and any damage or loss incurred by the management company in connection with this user will be recoverable from the Owner. I/We will advise the management company as soon as possible of any changes to the legal occupier so that the fob can be disabled and we are aware the Owner is responsible for returning the fob to the management company so it can be re-issued to a future tenant at no cost.	
Signed	

Management Company

Approved		Fob Issued Serial No	
Notes Fob Charge?		Signed	

If successful, you will be provided with a door entry fob to provide access to these areas.

More information can be found on the Estate Residents Guide via a QR code in the entrance hall, and on Page 11 of this Welcome Pack.

How to Care for your Home

A few simple guidelines to help keep your new home in great condition:

Drying out Process/ Shrinkage

New homes hold a lot of moisture from building materials such as plaster and mortar. The moisture content in these materials disperse and have a drying out period of around 12 months. It is important to allow your home to dry out naturally and slowly, acclimatising gently. The failure to acclimatise correctly can lead to cracks appearing – this is very common and not something to worry about as they are most likely cosmetic and won't affect a property's structural stability or safety.

Here are a few recommendations to help:

- When you first use your central heating, try to use it sparingly and an even temperature throughout your home.
- Try to avoid setting your thermostat above 20°
- Keep ventilation systems operating as intended (MVHR guidance provided on Page 5).
- If condensation appears on windows, wipe it away to prevent mould.
- If you experience mould or mildew, clean this off with a suitable non-bleach-based cleaner.
- Position furniture so it is not directly against walls – this allows air flow to the walls behind.

Plumbing

Please ensure only toilet tissue is flushed – wipes, sanitary products, cotton buds and similar items can block pipes.

We recommend you regularly clean your bath plugs/drains to avoid the build-up of hair/debris. There are many products you can purchase off the shelf that will unblock build up, such as: Buster Bathroom Plug Unblocker

Never pour oils or fats down the sink – allow them to solidify and dispose of them in the general waste

Bathrooms

Taps, sinks, baths and showers should be cleaned on a regular basis to avoid the buildup of limescale. Use a soft cloth (non-abrasive) and warm soapy water. Avoid using harsh cleaning products as these could cause damage/ corrosion to the hardware.

After use of your shower, use a squeegee or sponge to wipe down the tiles and screens, removing excess water.

Kitchen & Appliances

Keep surfaces and hobs clean to avoid buildup or staining.

Regularly clean filters in extractor fans and appliances, where applicable.

Please note that you will be required to set the clock on your oven for it to work.

Flooring

Wipe up spills as soon as possible to avoid staining or swelling at edges.
Do not soak or saturate the flooring when cleaning – use a slightly damp mop only.
Avoid steam cleaners - excessive heat and moisture can damage the surface of LVT and the adhesive.

Decorations

As it states in your tenancy agreement, you cannot place any artwork or decorations on the wall by whatever means without prior written consent from the landlord or managing agent.

TVs

Should you wish to have a TV hung from a wall, please contact Wavensmere on the following email: alicedrury@wavensmere.co.uk
Tenants must not attempt to do this themselves. Many of the internal walls are double fire-rated plasterboard walls, so the correct fixings must be used to prevent damage. We can provide a chargeable service to do this for you, drop us an email and we'll get in touch.

A Gift from Us

As a gift from us to tenants of Walton House, you receive a discount fob for The Pepperpot – our lovely on site restaurant, which will grant you 10% off your food bill! www.pepperpotderby.co.uk

Your Community

We take pride in maintaining a peaceful, respectful environment for all residents. If you ever have concerns or suggestions, we'd love to hear from you.

Useful Links / QR Codes

Carters Surveyors Estate Residents Guide

https://scanned.page/p/68398c3185d07

How to Use Tilt & Turn Windows

https://scanned.page/p/YhaTt1

Gym & Co-Working Space Application

https://app-eu.boldsign.com/document/sign-bulk-links/?documentId=b31ead50-c7d0-4983-88c7-c3e25b25a8d4s_y4NKD

Register for Parking Permit

(If you have paid for a designated space)

Nightingale Quarter Application for Parking Permit – Fill in form

CCTV – Request

Managed by Carters Surveyors

Nightingale Quarter CCTV Request – Fill in form

Door Entry Fob Request

Nightingale Quarter, Derby Request Entry Fob to Apartment Building – Fill in form

Request New Mailbox Key

Nightingale Quarter Apartments - Request New Mailbox Key – Fill in form

Our Customer Care Video & Digital Manuals

This is the same QR code as can be found on the back of your service cupboard door.

Carters Surveyors

Reporting a repair or concern with any of the communal areas:

Nightingale Quarter Report a Repair or Concern

Your Local Authority – Derby City Council

For further information on Council Tax, Recycling and waste etc.

Derby City Council homepage

Register for Parcel Lockers

Nightingale Quarter - Smart Locker Registration – Fill in form

Connells Group

Reporting a repair or maintenance issue within your apartment:

Activate

https://sequence-corporate.portal-login.co.uk/activate/

Login

https://sequence-corporate.portal-login.co.uk/login/

Appliance Manuals

Please see behind the following appliance manuals and user guides for safe keeping:

- OSO Hot Water Cylinder
- Programmable Thermostat User Guide
- Electrolux Washer Dryer
- Electrolux Dishwasher
- Electrolux Hob
- Electrolux Oven
- Electrolux Fridge Freezer
- Electrolux Microwave Oven
- Paxton Entry Monitor User Guide

Should you require any additional information or user manuals to any appliances found within the apartment, please contact Connells Group as your property management company: rachael.kendall@connellsgroup.co.uk

Disclaimer: All information contained within this Welcome Pack was correct at the time of publication (November 2025). Details relating to services, contacts, facilities, policies and procedures may be subject to change over time. For the most up-to-date information, please contact the property management team. If anything looks a little out of date, drop us a message and we'll get you the latest information.