



Abbeyfordleisure

Owner's Guide

9th Edition

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Introduction

This Owner's Guide has been designed primarily to keep you and the people that use your holiday home safe. It is a handy point of reference detailing the best practices for maintaining the gas, electric, water and waste services in your holiday home and should be read in conjunction with relevant instruction manuals and the latest copy of your Terms and Conditions of Ownership and Park Rules. If you have any questions, please don't hesitate to contact Park Reception.

This Owner's Guide is updated periodically. The latest version can be viewed and downloaded from our website at www.abbeyford.com.



Abbeyford Leisure is a member of the British Holiday & Home Parks Association

Gas

Do I need a Landlord's Gas Safety Inspection?

If you let your holiday home formally, or informally, to anyone other than immediate family, even if not for money, then you have a responsibility to ensure the safety of anyone using your holiday home. This includes carrying out a Landlord's Gas Safety Inspection and certification of the gas installation, appliances and flues annually. The Landlord's Gas Safety Inspection must be carried out by an approved gas safe engineer. A copy of the Landlord's Gas Safety Inspection record must be displayed in your holiday home and a copy handed into Park Reception. Any Landlord's Gas Safety record which expires will be removed from our files. You are responsible for a re-test and supplying a new record to Park Reception. Please ask Park Reception for details of approved contractors.

How do I purchase gas?

Gas cylinders are supplied by the holiday park. Simply contact or call into Park Reception and they will arrange delivery to you upon full payment. Delivery times are displayed at Park Reception. At St Monans Holiday Park gas cylinders are delivered to your holiday home by an approved contractor (please ask reception for details).

Do I have to connect my own gas cylinders?

No, our staff can connect and turn on your gas cylinder providing:

- We have a valid copy of your Gas Safety Inspection Report.
- Cylinders are on firm level ground.
- All hoses and joints are in good condition and leak free.
- The holiday home is occupied.

Please note: we can deliver, connect and test for leaks if your holiday home is unoccupied, however, we cannot turn on the new gas cylinder.

Automatic changeover valves

These are fitted to all holiday homes installed by Abbeyford Leisure. They will automatically switch from one gas cylinder to another for a constant supply of gas. This, however, is only achieved when both cylinders have gas inside to supply the holiday home and both cylinders are switched on.

How many gas cylinders are allowed at my holiday home?

A maximum of two 47kg gas cylinders (four 19kg gas cylinders at St Andrews Holiday Park) are permitted. Cylinders must be stored upright outside your holiday home at all times. Cylinders can be chained together for security but never chained to your holiday home in case of an emergency. Abbeyford Leisure cannot be held responsible for the loss of gas cylinders or regulators.

If you suspect a gas leak

If you smell gas our advice is:

- Get everyone out of the accommodation.
- When outside, locate the red gas cylinders and turn off the gas supply as shown:



Locate gas cylinders.



Turn the yellow tap 90° to the right.



Turn the brass valve on top of each gas cylinder clockwise in the direction of 'close'.

- Open all doors and windows.
- Do not smoke, operate electrical switches or use mobile phones.
- Inform reception or any member of staff on the park.

What should I do if I smell gas on the holiday park?

- Report this to Park Reception immediately giving the location of the smell.

Carbon Monoxide

What is Carbon Monoxide poisoning?

Carbon Monoxide is a poison resulting from the incomplete combustion of gas and fuels and can be lethal. Carbon Monoxide (CO) poisoning happens when you breathe Carbon Monoxide, even at very low levels. Symptoms can be similar to flu and include headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness. The young and the old are at particular risk. You will not know if you are being exposed to Carbon Monoxide as it is colourless, odourless and tasteless.

Staying safe

It is essential that you take simple steps to ensure the safety of yourself and others:

- Ensure all your gas appliances are regularly serviced and safety checked annually.
- **Do not** block the ventilation.
- Know the danger signs to look out for.
- Only use a Gas Safe registered engineer to fit, fix or service your appliances. Please ask Park Reception for details of approved suppliers.
- For a minimal cost, fit an audible Carbon Monoxide alarm (British Kitemark EN 50291-1).

Ensure your gas appliances are checked annually

All gas appliances should be serviced annually to keep them working safely and efficiently. This will reduce the chance of exposure to Carbon Monoxide and also reduce running costs. The law requires an annual check to be done if you let out your holiday home.

Never Do-It-Yourself with gas

Do not let unqualified people work on gas appliances; always use a Gas Safe registered engineer, qualified either in natural gas and/or liquefied petroleum gas (LPG). Please ask Park Reception for details of approved contractors.

Do not block the ventilation

Gas-burning appliances need a constant supply of air in order for complete combustion to occur and to keep you safe. Holiday homes are designed with suitable ventilation to ensure your safety. If you block that ventilation, it could lead to Carbon Monoxide poisoning.

Know what to look out for

You cannot see, taste or smell Carbon Monoxide, but you can look out for signs. Your gas appliance should burn with a crisp blue flame. If it burns with lazy yellow or orange flames, or you notice sooting or staining, you could be at risk.

If you spot the danger signs, get it checked by a Gas Safe registered engineer.

Carbon Monoxide alarm (sealed, long life battery unit)

Carbon Monoxide (CO) alarms provide a further safeguard. There should be two: one in the living area and one in the master bedroom. Test them at least once a month and never remove the batteries. If not already fitted, you can buy alarms that comply with British Kitemark EN 50291-1 at a minimal cost. Follow the fitting instructions carefully and comply with maintenance requirements. Carbon Monoxide alarms usually need to be replaced every five years. There is no substitute for properly functioning, audible alarms. Do not be tempted to fit the cheaper 'black spot' detectors as they do not sound an alarm and do not alert you to potential danger.

If the alarm goes off

- Make sure everyone leaves the holiday home.
- Turn off the gas at the meter or cylinder valve.
- Get medical attention for anyone feeling unwell.
- Inform the Park General Manager or Park Reception.
- Get the gas appliances checked.
- Do not re-enter the holiday home until you have been told it is safe to do so.

Electricity

Electrical Installation Report

If you let your holiday home formally, or informally, to anyone other than immediate family, even if not for money, then you have a responsibility to ensure the safety of anyone using your holiday home. This includes carrying out an Electrical Installation Condition Report and the annual testing of all your portable appliances. The Electrical Installation Condition Report and portable appliance testing must be carried out by an approved NIC/EIC or ECA electrical contractor. We recommend that a copy of the Electrical Installation Condition Report is displayed in your holiday home and a copy handed into Park Reception. Any Electrical Installation Condition Report which expires will be removed from our files. You are responsible for a re-test and supplying a new record to Park Reception. Please ask Park Reception for details of approved contractors.

How often do I need the Electrical Installation Report to be done?

Please refer to the Terms and Conditions of Ownership and Park Rules.

Electricity in the winter

Due to winter works necessary on the Holiday Parks, we switch off the electricity supplying the holiday home for safety reasons. This means that boilers cannot be left on a 'frost stat' setting.

What should I do if my electricity goes off?

You have a limited supply of amps of electricity supplying your holiday home, this may mean that if you are not careful you may overload the supply to your Caravan by simply turning on too many items at once. Contact Park Reception if you are unclear what supply your holiday home has.



If you experience a power failure at your holiday home, please follow this procedure:

- Ensure all appliances are switched off.
- Locate the consumer unit normally found in the master bedroom wardrobe.
- Look for a switch in the 'down' position.
- Flick the switch to the 'up' position.

- If the switch in the 'down' position is the RCD this would indicate a fault with one of your appliances, or possibly that a bulb has blown. In this case, the faulty appliance needs to be identified. This can be done by turning all appliances 'off' at the wall and then switching the RCD to the 'up' position. Next, turn appliances 'on' and then 'off' one at a time. The faulty appliance will be the one that causes the electricity to the holiday home to turn off. Take the faulty appliance out of use and turn the RCD 'on', this should restore the electricity to your holiday home. Some newer holiday homes are fitted with an additional trip box located outside of the holiday home. The light coloured plastic box is usually positioned at the back corner of the holiday home. Simply lift the flap and flick the switch to the 'up' position.
- If, after following this procedure, you still do not have power, please contact Park Reception.
- Never attempt to open one of the Park's distribution boxes.
- Abbeyford Leisure cannot be held responsible for any spoiling of chilled or frozen foods due to power disruptions.

Understanding What's Watt!

Electrical appliances in your holiday home

The electricity supply to your holiday home is limited to 10 Amps which equates to 2400 Watts. You can avoid power cuts caused by electric trips by restricting the number of appliances you have on at any one time.

As a guide, the following appliances use these Watts of power.

Hairdryer – typically uses up to 1200 Watts

Microwave – typically uses up to 1200 Watts

Electric heater – typically uses up to 2000 Watts

Kettle – typically uses up to 2000 Watts

Water

Can I have an outside tap?

Please refer to the Terms and Conditions of Ownership and Park Rules.

Where is my stop tap?

Stop taps are usually fitted at ground level on the holiday home pitch. Occasionally a second stop tap is fitted within easy reach, this stop tap is located underneath your holiday home where the water main connects to your water inlet pipe.

My toilet cistern fills very slowly, what can I do?

Check that your stop taps are open fully. Check that the service valve to your cistern (located on the water inlet pipe under your cistern) is open fully. If you have checked these items and you still find that the cistern fills slowly, please contact Park Reception for details of approved contractors.

My water pressure on the shower is not very good, what can I do?

Check that the water pressure to your taps is ok. If it is ok, the shower head may need to be cleaned. If the water pressure has still not improved, check the temperature at the boiler (see boiler instruction manual for information). The temperature of the water may need to be lowered slightly to ensure better water pressure. Contact Park Reception for details of approved contractors if you are still having difficulty with the water pressure.

Water supply

If you have not visited your holiday home for a prolonged period of time, we recommend that you run the water in your taps for 2 minutes to flush through the water supply.

Fire

What do I need to know?

There is a fire point with a triangle, sign and box containing 2 x 9 litre water fire extinguishers located within close proximity of your holiday home.

What do I need to know about fire safety in my holiday home?

Our advice is as follows:

- Keep a torch handy for emergencies – do not use candles.
- Take care when cooking – do not leave appliances unattended.
- Keep matches and lighters out of the reach of children.
- Do not leave children unsupervised in a holiday home.
- Keep the holiday home well ventilated and do not block up air vents – it could be fatal.
- Check that your extinguisher is fully charged.
- Check that your fire/carbon dioxide detectors are tested regularly as per manufacturer instructions.
- Turn off all appliances before going to bed or leaving the holiday home.
- Keep the Park address and postcode handy.

What should I do if there is a fire at my holiday home?

- Get everyone out.
- Phone 999 for the Fire and Rescue services and give the Park address, postcode and pitch number.
- Alert your neighbours if safe to do so.
- Contact Park Reception (night warden when closed).

Barbecues

Safe and proper use of barbecues

A barbecue should be a safe and enjoyable experience, but it's all too easy to be distracted when you have friends and family around you whilst cooking. To avoid injuries and damage to property, please follow these simple precautions.

General safety

- Domestic-type barbecues are permitted.
- Commercial-type barbecues, disposable barbecues, or fire pits are not permitted.



- Ensure the barbecue is on a flat, level surface away from holiday homes, gas cylinders, storage boxes, trees and shrubs and be respectful to neighbours.
- Keep children, garden games and pets well away from the cooking area.
- Never leave the barbecue unattended.
- Keep a water, or dry powder extinguisher nearby for emergencies.
- Ensure the barbecue is cool before attempting to move it.
- Ensure coals are completely cool before disposing of them.

Charcoal barbecues

- Only use enough charcoal to cover the base to a depth of about 50mm.
- Only use recognised fire lighters or starter fuel, and only on cold coals. Use the minimum necessary and never use petrol.
- Ensure the barbecue is properly extinguished after use.
- Once the coals have cooled, please bag and dispose of them at one of the refuse points throughout the Park.

Gas barbecues

- Make sure the tap is turned off before changing the gas cylinder.
- Change gas cylinders outdoors.
- If you suspect a leak to the gas cylinder or pipework, do not use. Please ensure that all leaks are repaired before use.
- After cooking, turn off the gas cylinder before turning off the gas at the controls, this ensures that any residual gas in the pipework is used-up.

Winterisation

How do I ensure my holiday home does not succumb to burst pipes in the winter?

We recommend that you use one of our approved plumbing contractors to winterise (drain down) your holiday home. Please ask Park Reception for details of approved suppliers.

In general, contractors will winterise your holiday home on, or just after your leaving date, and will reconnect the water system to your holiday home and conduct a test for your return date. This will ensure that the water is drained from all of the pipes and that the appropriate level of antifreeze is used in your central heating system to protect from the frost.

TOP TIP

If colder weather is forecast before full winterisation, turn off your stop tap to avoid water damage should a pipe burst.

Can I drain down my own holiday home?

We do not recommend that you drain down your own holiday home as you will be responsible for any burst water pipes and damage to your boiler.

Draining down your holiday home incorrectly can lead to:

- Burst pipes.
- Cracked toilet pans.
- Damaged toilet cisterns.
- Damaged thermostatic shower mixer taps.
- Damaged double check valves.
- Damage to boilers (which could invalidate your Landlord's Gas Safety inspection record).

Tips for successful winterisation

In addition to draining down your holiday home, it is recommended that you take the following steps:

- Remove any valuable belongings.
- Turn off, remove food and defrost your fridge-freezer and keep the door(s) open to allow air to circulate.
- If accessible, lower your television aerial and strap storage box doors closed.
- Store mattresses and cushions against internal walls, rather than adjacent to external walls.
- Take all bedding home.
- Leave your curtains open. This will allow the sunlight to naturally air your holiday home and reduce dampness.
- Leave a large bowl of salt or moisture blocks in each room. This helps to absorb any moisture.

Waste and the Environment

For your convenience, large waste/recycling bins are located around the Park for the disposal of domestic rubbish. Non-domestic waste (including fridge-freezers, washing machines, mattresses etc), must be taken to a local recycling centre. Please contact Park Reception for details.

To comply with Waste Scotland Regulations, please separate your rubbish as indicated on the side of the bins. There are different bins for items which can be recycled (Dry Mixed Recycling) and landfill (General Waste) which are clearly labelled as shown below.



Don't flush it – bin it!

To avoid blocked drains in and around your holiday home, please dispose of cooking oil/grease, kitchen roll, wipes, nappies, cotton buds and sanitary items in the General Waste bin as detailed above. Do not flush them down your toilet(s).



Contractors

Only contractors approved by Abbeyford Leisure are permitted to conduct maintenance on your holiday homes. This is because we will already hold on file assessments which are required by law to comply with Health and Safety regulations.

Holiday Home Improvements

We strongly advise that no internal alterations are made to the original structure or specification of the holiday home. This includes; removal of fixed seating, painting of internal wall boards and installation of double glazing or central heating.

Please seek advice from the Park General Manager as these types of alterations or additions may adversely affect the future value of the holiday home.

Private Holiday Home Letting

All holiday home owners who wish to let their holiday home privately must register with Park Reception. Advice will be given about the responsibilities of the holiday home owner and a personalised "private letting sign" will be issued for display in the window the holiday home. Please refer to 'Letting' within the Terms and Conditions of Ownership and Park Rules.

