



Tuath
Housing

Whitehaven Living in Passivhaus Resident Handbook

Home User Guide



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Welcome to your new home!

Moving into a new home is an exciting milestone and we want to make the transition as smooth and enjoyable as possible. Your new home has been built to Passivhaus standards. Some aspects of Passivhaus, mechanical ventilation, hot water and home heating may be new to you and this guide is intended to explain these features so you can use them effectively.

Mechanical Ventilation

Mechanical Ventilation with Heat Recovery (MVHR) is an essential part of the successful operation of your home and should never be switched off. It plays a crucial role in maintaining a healthy indoor environment by ensuring adequate air circulation, controlling humidity levels and removing indoor pollutants. Although the air is warmed, MVHR is *not* the heating system.

How is my home heated?

Your new home has been designed and built to a very energy efficient standard, achieving an A2 BER rating which means it is a warm and comfortable home. The main heating source is electric panel radiators located on the walls of each room.

How is the hot water supplied?

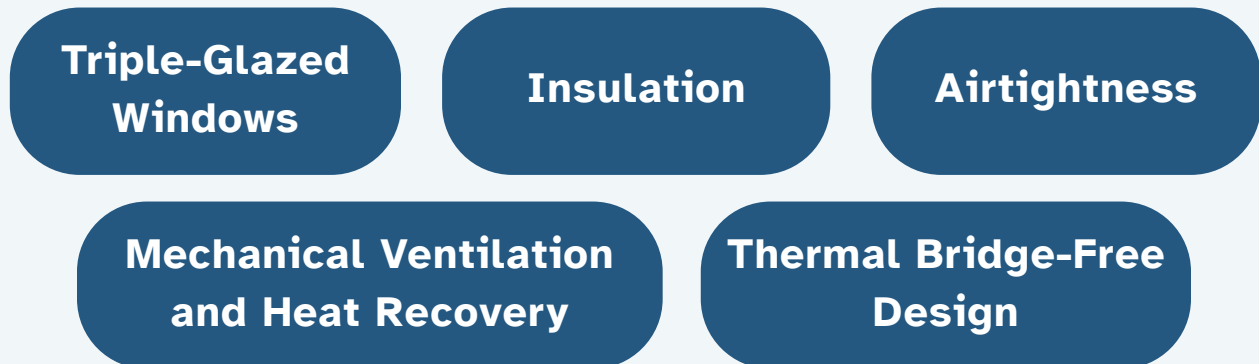
There is a hot water heat pump designed to provide sufficient hot water at a low cost. It works slowly and steadily throughout the day and should not be switched off for the most cost effective setup. There is a boost function if more hot water is needed however, that will cost more to use.

Please take a few minutes to read through this booklet. It will answer common questions and give you confidence in managing your new home. If you need additional support our team is always ready to assist you.

What is Passivhaus?

A Passive House is a building standard that is used to design low-energy buildings. Low energy in this case means they require less energy to heat and keep warm than a traditional building.

Five key principles that enable energy efficiency and comfort:



What that means for you?

Insulation and **airtightness**: the whole building doesn't lose heat easily, requiring less energy to keep warm, making it more cost-efficient to run.

Ventilation: your home doesn't get stuffy because the air you breathe is constantly replenished by fresh outside air. The regular changing of air means your home is hostile to mould. The heat recovery function means you don't lose heat as air is expelled.

Thermal bridge-free design: prevents thermal bridges. By eliminating these cold, damp areas, passive houses prevent the conditions where mould typically forms.

Triple-glazed windows: reduce heat loss, improve indoor comfort, and increase energy efficiency while also helping prevent drafts and condensation, while dampening outside noise.

Your role as an occupant

Passivhaus performance depends on how the home is used. Blocking vents, switching systems off or using heaters incorrectly can reduce comfort, increase costs and cause condensation or mould.

Mechanical Ventilation with Heat Recovery (MVHR)

Ventilation plays a crucial role in maintaining a healthy indoor environment by ensuring adequate air circulation, controlling humidity levels and removing indoor pollutants.

Windows & MVHR

Opening windows occasionally is fine. Leaving windows open for long periods can:

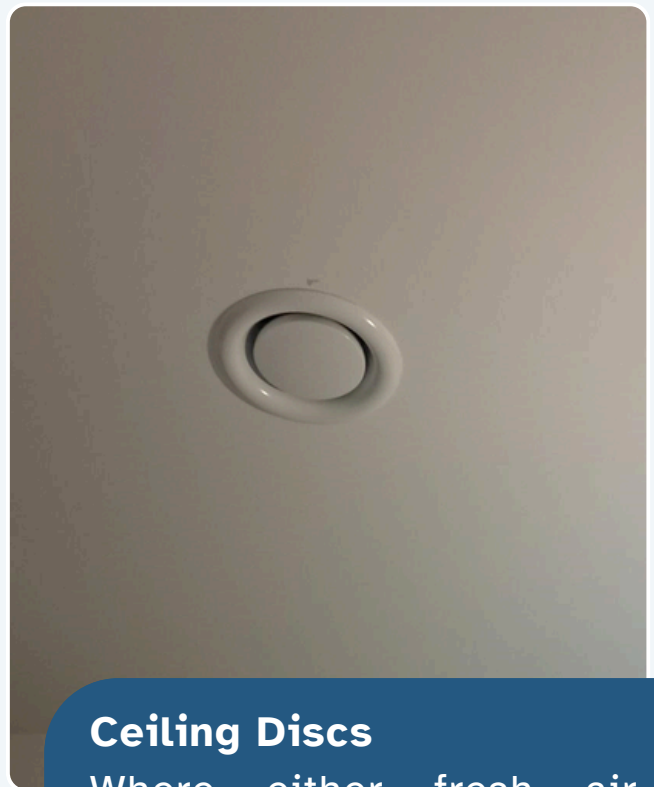
- Waste Heat
- Reduce Comfort
- Is unnecessary for air quality due to mechanical ventilation

 **Important to know:** Your home has been designed to retain most of the heat inside, while this is good for warmth, the MVHR system is an essential component of the design as it removes excess moisture and provides fresh air.



MVHR Unit

MVHR stands for mechanical ventilation with heat recovery



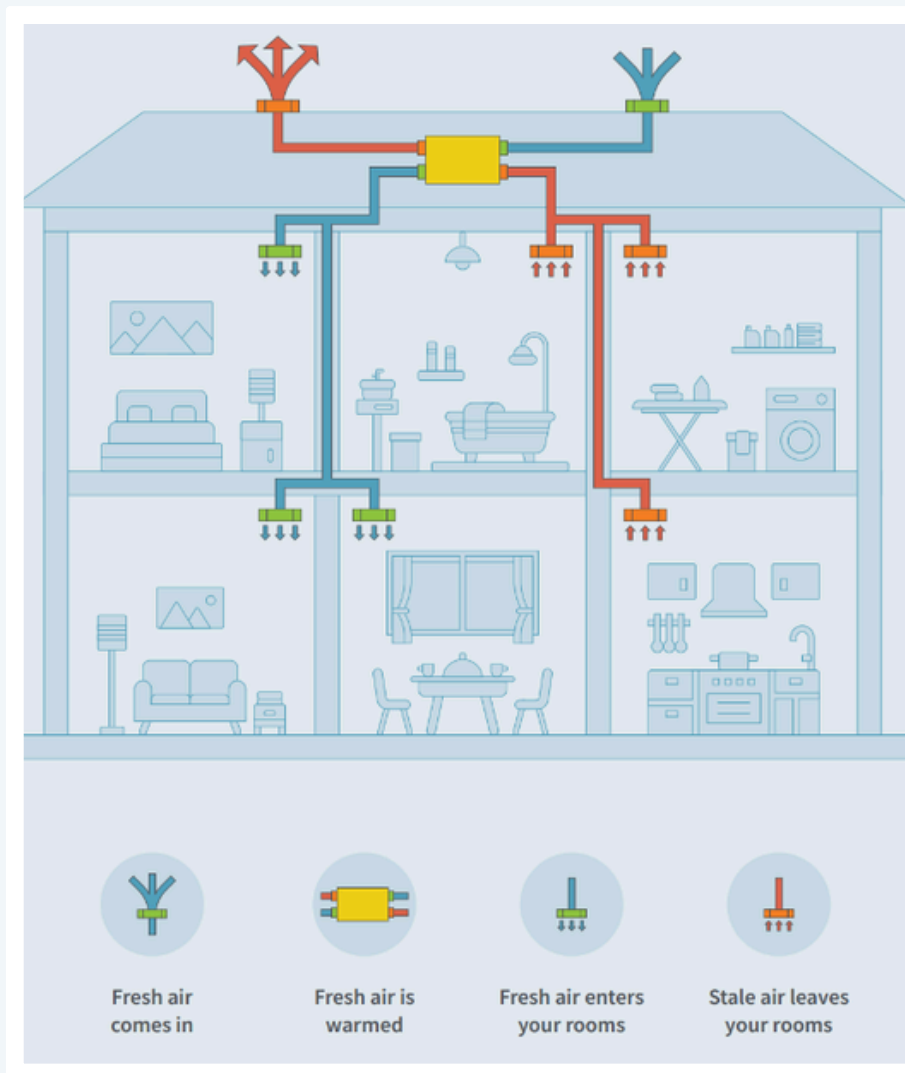
Ceiling Discs

Where either fresh air is supplied or stale air is removed

Mechanical Ventilation with Heat Recovery

What is MVHR ?

MVHR is a system designed to provide continuous fresh air while simultaneously extracting stale air, improving the air quality of the building.



How does it work?

- Stale air is taken out - Air is removed from kitchens, bathrooms and utility spaces where moisture and smells build up.
- Fresh air is brought in - Clean, filtered air is drawn in from outside and supplied to living rooms and bedrooms.
- Heat is kept inside - The heat from outgoing air is used to warm the fresh air coming in. The old air and new air do not mix.
- Supply vents bring fresh air into the home.
- Extract vents remove stale air from the home.

Importance of ventilation:

Preventing Mould - Proper ventilation plays a crucial role in preventing mould growth by reducing indoor humidity levels and keeping surfaces dry.

Supplying Fresh Air - Ventilation brings fresh outdoor air into your home, replacing stale air that may contain pollutants, odours and excess moisture.

Removing Indoor Pollutants - Proper ventilation helps to remove pollutants like dust, allergens and smells by diluting them with fresh outdoor air and exhausting them from the home.

Controlling Humidity - Ventilation helps to control humidity levels by removing moist air from areas like bathrooms, kitchens and laundry rooms.

Enhancing Comfort - Adequate ventilation contributes to the overall comfort of your home by ensuring proper air circulation and temperature control.

Promoting Health and Wellbeing - Ventilation helps to reduce the concentration of indoor pollutants, which can trigger asthma, allergy symptoms and respiratory infections.



Ventilation Do's & Don'ts



• DO's •

- ✓ Keep it on all the time - MVHR works best when running continuously.
- ✓ Keep the discs clear - do not block or cover supply or extract grilles.
- ✓ Allow access for servicing, make sure the unit isn't blocked by anything.
- ✓ Use boost mode when cooking or showering, this helps reduce extra moisture and smells if necessary.
- ✓ Clean the extractor hood filters regularly to avoid smells entering the ventilation system.
- ✓ Report to Tuath if your ventilation system has a fault or any errors are showing on display panel.



• DON'Ts •

- ✗ Don't turn off the system - this may cause condensation, mould and poor air quality.
- ✗ Don't close discs or change the settings, it upsets the air flow balance.
- ✗ Don't store things on or around the unit - it needs space and airflow.

Hot Water



What is the hot water system?

- Hot water is provided by a **Hot-Water Heat Pump**, with a water storage cylinder. This system has been chosen because it can deliver plenty of hot water at a low cost.
- The hot water heat pump takes in outdoor air and extracts heat from it. The extracted heat is then concentrated and used to heat up hot water for the home. Hot water is then stored in a cylinder.
- The system is designed to provide a sufficient amount of hot water for normal use (equivalent to 3-4 showers daily) but does not offer an unlimited supply of hot water on demand.
- Part of the reason it is a cost-efficient and energy-efficient piece of technology is because it works slowly and steadily over the course of the day. There is a boost function if hot water is needed quicker than available but it will cost more to run.
- The heat pump should be left on at all times. Even though it is “on” at all times it only uses electricity when it needs to. If it is switched on and off it will end up costing more.



Top Tips

- Avoid boost unless necessary
- Leave system powered on continuously

Heat Pump:

Hot Water Heat Pump, with hot water cylinder

Panel Heaters

Panel Heaters are wall-mounted electric heaters that can be used for additional heating of the home in particularly cold spells. They work by drawing in cool air, heating it inside the unit and releasing warm air back into the room. There is an electric panel heater in every main room.

How do they work?

- The heater is fitted with an adjustable thermostat allowing the room temperature to be controlled.
- The heater controls can be easily adjusted by using the buttons on the user interface.

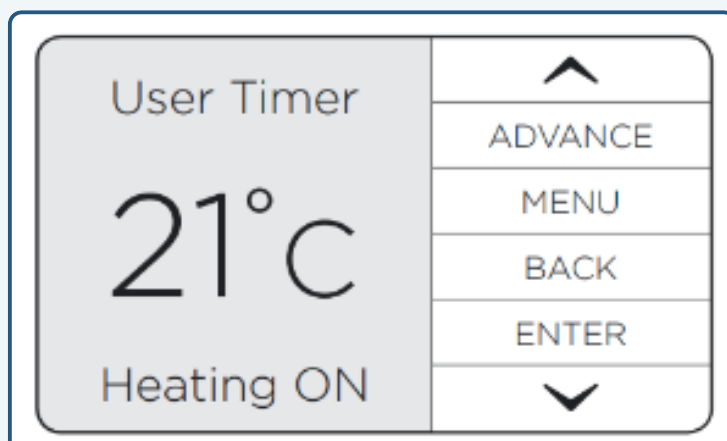
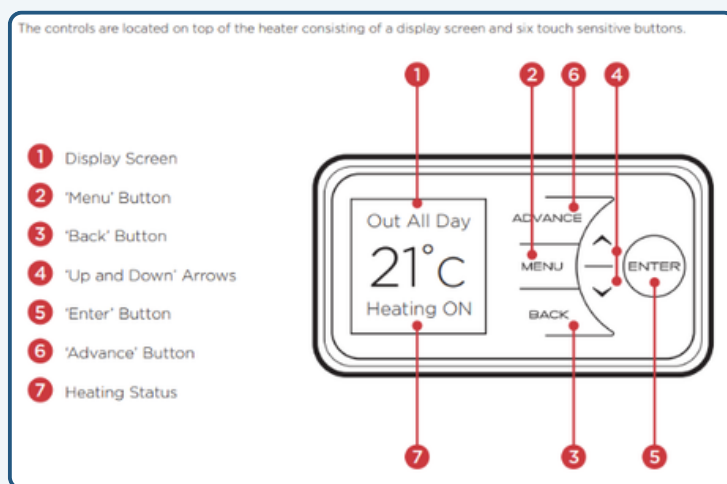


Recommendations

- It is recommended to leave the heater at around 19- 20 degrees for cost efficiency.

Timer mode

- Timer modes offer the most efficient mode of operation for a predictable heat demand. Additional functions such as Advance and Boost allow you to make temporary adjustments.



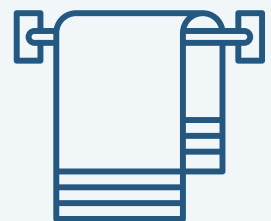
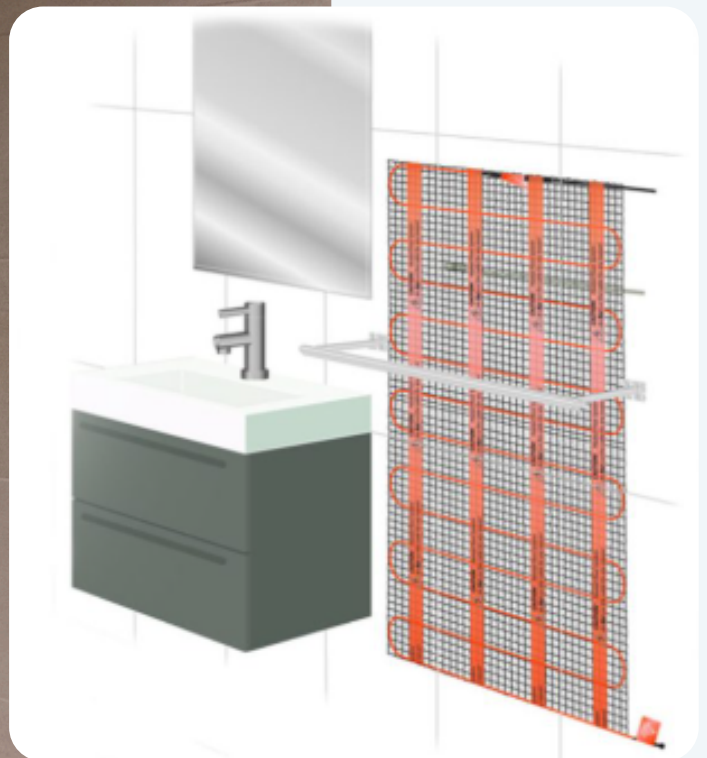
Towel Rails

There is a heated wall mat installed in the cavity wall behind the towel rails in your bathroom. This allows for a more efficient drying process, as the heat is concentrated to the towels, allowing them to dry quicker preventing mould and damp. The system is powered by a small electric heater that draws minimal amount of energy, making it an energy-efficient option.



Towel Rail:

The towel rail itself does not heat up, it is the tiles behind it that warm.



Cooker Hood

Every kitchen is fitted with an Elica Integrata recirculating cooker hood. This is the second air filtration system that your home uses, the first being your primary MVHR. It has been included in your apartment in order to mitigate the build up of pollutants in the indoor air and ductwork of your ventilation system and to complement the apartment's ventilation system (MVHR) and should always be used during cooking.

How does it work?

When turned on, the unit draws air through two sets of filters.

Metallic filter: captures grease particles from cooking fumes.

Charcoal filter: specifically designed to remove odours and smoke from cooking fumes.

Benefits of the cooker hood

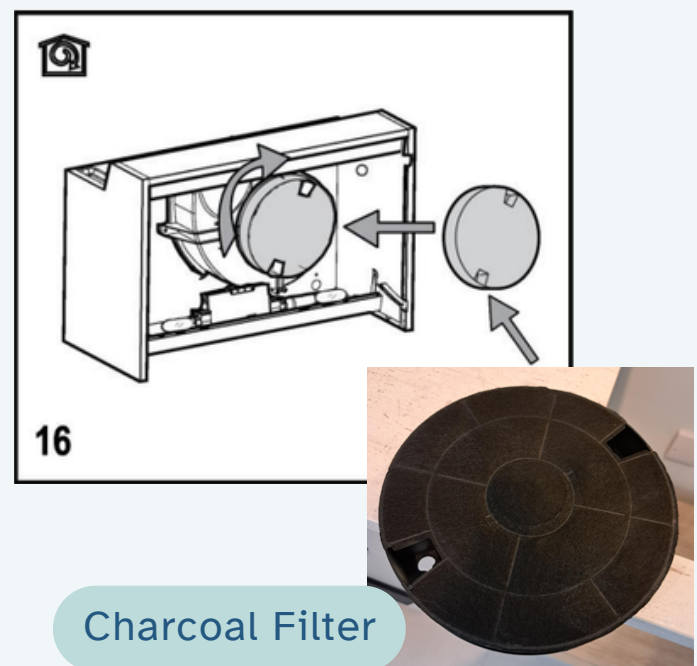
Improves air quality: filters airborne pollution during cooking and reduces unwanted cooking odours

Prevents wear & tear of MVHR: it captures airborne particles and grease before it reaches the main ventilation and heat exchanger

Maintains system efficiency: prevents buildup and keeps the ventilation system running at optimal performance

Replacing the filters

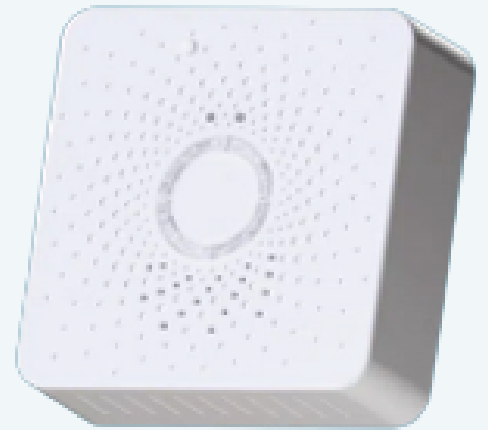
The metallic filter should be washed once a month and the carbon filter replaced every four months. When replacing your carbon filter, check the exact make and model, individual to each home. This can be found on the data plate inside the hood, behind the grease filter. Replacements can be sourced online or brought to an appliance spare parts provider.



Charcoal Filter

As part of Tuath's commitment to energy-efficiency and resident well-being, there is a small environmental sensor and energy monitoring device installed in your property.

We may occasionally need access to check, maintain or update these devices. If you notice any issues or damage, let us know so we can resolve it quickly.



What these devices do

They help us:

Maintain the condition of your home

Enhance your comfort and indoor environment

Support sustainability and energy-saving efforts

These devices do not record audio, video or record any personal data beyond environmental or energy-related information. They have been installed solely to support the performance and comfort of your home.

Holiday/ Away Mode

If you are planning on going away for a long period of time, holiday mode can be set on the mechanical ventilation unit. This mode is a low ventilation setting for when the house is empty for longer periods.

What does it do?

The away setting reduces the airflow to a minimum level instead of normal ventilation.

The goal is to:

- Keep **basic air hygiene** (avoid stale air, moisture, mould)
- While **saving energy** when nobody is home.



Top Tip

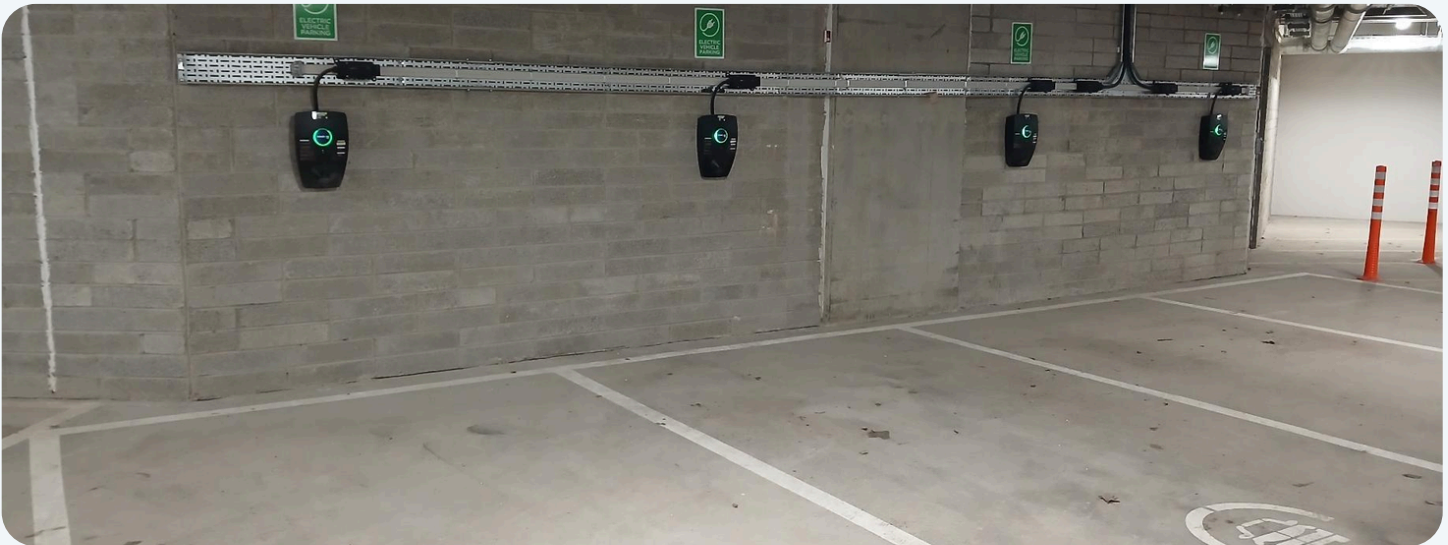
Set the return date a bit before you return, so the system ramps back up to normal ventilation levels leaving the property feeling fresh when you arrive.



Important:

Do not turn off system completely

Go Charge are the charge point operator for electric vehicle (EV) charging at Whitehaven.



DOWNLOAD APP

Click on the "download app" or scan the QR code at any charging station.



REGISTER YOUR EMAIL

Register your email address and add your credit card details. These details are encrypted and secure.



CHARGE WITH PHONE OR FOB

Start charging directly from the app or order a handy key fob to make charging even simpler!

All apartments have been pre-allocated one parking space. If you have an Electric Vehicle, you may use the EV charging space for the duration of the charge **only**. Contact your housing officer to confirm which EV spaces are available before use. Please park your car in your allocated space when not charging your vehicle.

How to register with Go Charge?

1. Go to Login screen and tap 'Create Account'
2. Enter details
3. Enter confirmation code and tap 'Confirm'
4. Tap 'Next'
5. Tap 'Add Payment Method'
6. Enter card details and save

Connect

Charge

Go!



GENERAL WASTE

Choose the Right Bin

- Non-Compostable Single Use Cups
- Wet Wipes
- Soiled Aluminium Foil & Containers
- Broken Crockery
- Soiled Packaging
- Disposable Gloves
- Empty Blister Packs
- Floor Sweepings

RECYCLING

Clean, Dry, Loose

- Plastic Containers, Tubs & Trays
- Soft Plastics
- Non-Returnable Plastic Bottles
- Cartons
- Non-Returnable Cans & Tins
- Paper & Brochures
- Office Paper & Envelopes
- Cardboard

ORGANICS

Small Effort, Big Impact

- Raw Food
- Cooked Food
- Unwanted Leftovers
- Paper Towels & Napkins
- Compostable Bags & Packaging
- Greenery
- Coffee Grinds & Tea Bags
- Egg Shells

BRING CENTRE

- Broken Furniture
- Bulky Items
- Vapes
- Glass Bottles & Jars
- Batteries
- Textiles & Clothing

Deposit Return Scheme

If your plastic or metal bottle/ can has the Re-Turn logo on it, bring it to a drop off and receive your 15-25 cent deposit back in full.





Important to know:

- Tuath Housing is responsible for the repair and servicing of the ventilation and heat pump systems in your home. To ensure these systems operate safely and correctly, it is important that residents provide access to approved contractors when needed.
- Electricity powers the ventilation, heating, hot water, lighting, and cooking in the home. Please ensure to shop around to find the most cost-effective utility plan for your usage. Use comparison websites like www.bonkers.ie and www.switcher.ie to find the best provider.

If there is a problem with your heating or hot water, get in touch with our team:



Telephone - 1800 852 751



Email - customerservice@tuathhousing.ie



Log a repair on our website - <https://tuathhousing.ie>

For out-of-hours emergencies, please call **1800 852 751**

Please note emergency call-out criteria is as follows;



Complete loss of heating in adverse weather conditions



Complete loss of hot and cold water



Complete loss of electricity if it is an individual issue and not a problem in the area



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