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At the back of the important information folder in the cottage, you will find user manuals for the following; hob, oven, dishwasher, washer/dryer, coffee machine, microwave, TVs, radio, vacuum cleaner, radiator valves and high chair.



Web Version

Please feel free to connect to our WiFi network: **PilchardCottageWiFi**, the password is **BlackSwan2024**. By using our WiFi you accept the internet provider's acceptable use policy. (A copy of this can be seen at the back of the folder).

We want your stay to be as enjoyable and safe as possible so please read the following important information.

Emergency Contacts

In the event of an emergency the necessary numbers are listed below:

Ambulance: 999 (or 111 for non-emergency)

Fire Services: 999

Police: 999 (or 101 for non-emergency)

Coastguard: 999

The full address is as follows:

**Pilchard Cottage
14 King Street
Dawlish
EX7 9LG**

OS Grid Reference: SX 95828 76765

What Three Words: GROW TOMORROW OOZE

Owner Contact Details:

Phone: +44 (0)7787 902108

Email: holiday@pilchardcottagedawlish.co.co.uk

Parking:

There are free and unrestricted on-street parking spaces outside Pilchard Cottage, which can be used on a first come first serve basis. However, due to the proximity of the cottage to the shops and the beach, these spaces are quite popular!

If there are no spaces available outside when you arrive, we would recommend parking temporarily in one of the free one hour spaces on Park Road (a very short walk from the cottage), to unload your car.

We are pleased to offer our guests use of a car park permit (for one car), free of charge for the duration of your stay with us.

To use the permit, you will need to provide us with the following details; vehicle registration, vehicle make and colour. We will update the Teignbridge Council Permit system with your vehicle details at 3pm on the day of your arrival.

Once complete, we will send you confirmation email to show that the system has been updated, please double check your vehicle registration is correct and let us know asap if there are any corrections required.

You do not need to display anything in your car, as the permit is digital – Parking Enforcement Officers have real time access to the parking permit system. Once we have sent confirmation to you that your vehicle details have been loaded onto the system, you will be able to park your vehicle in the following car parks, until 10am on the day of your departure from Pilchard Cottage;

Barton Hill Long Stay Car Park (EX7 9QF)

Sandy Lane (EX7 0AF)

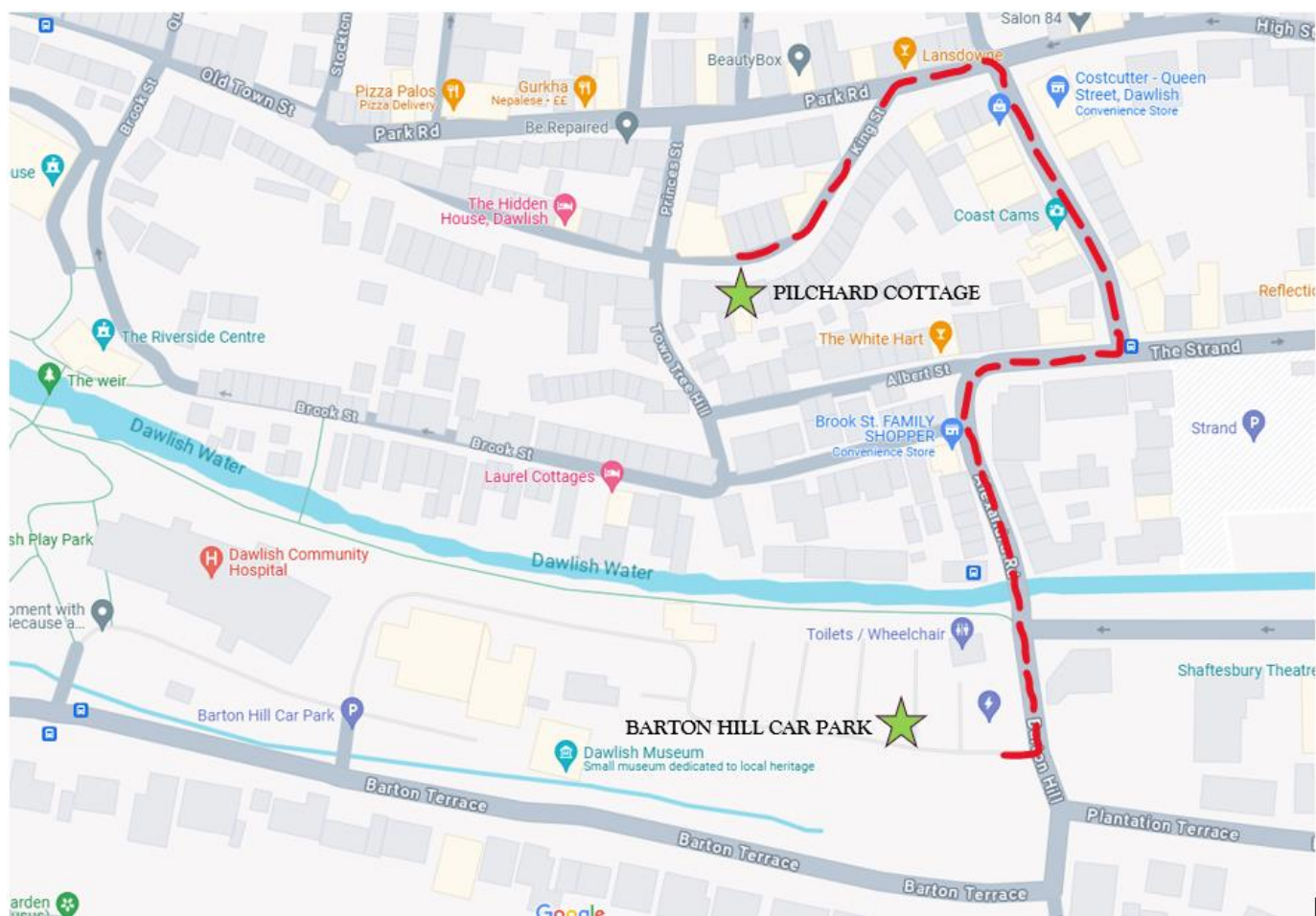
Dawlish Warren - Landward (EX7 0NF)

Dawlish Warren – Seaward (EX7 0NA)

Please see the map below showing the location of Barton Hill Car Park in relation to Pilchard Cottage, as this is the closest long stay car park to the cottage.

Please ensure your car is moved every 48 hours (this can be to another spot within the car park – this is a rule enforced by Teignbridge to prevent people storing cars in their car parks indefinitely). Please also make sure you comply with any restrictions and terms & conditions displayed at each car park.

Please note, the owners of Pilchard Cottage cannot be held liable for the loss or damage to any vehicle or its contents. Parking is at the vehicle owner's risk.



Please see below for details of the nearby useful services:

- Doctor:** Barton Surgery (+44 (0)1626 888877)
Barton Terrace
Dawlish
EX7 9QH
- Chemist:** Boots (+44 (0)1626 889139)
21 The Strand
Dawlish
EX7 9PS
- Nearest Dentist:** Nuvo Dental (+44 (0)1626 863214)
23 Queen Street
Dawlish
EX7 9HB
For an out of hours emergency call 111
- Mobility Aid Company:** Helping Hands (+44 (0)1626 888085)
82 High Street
Dawlish
EX7 9HD
- Optician:** Bill Opticians (+44 (0)1626 862407)
31 The Strand
Dawlish
EX7 9PT
- Taxi:** Dawlish Cabs (+44 (0)1626 888111)
Mark Gibson (+44 (0)7891 104148)
Teign Taxis (+44 (0)1626 391000)

Dawlish Community Transport

Barton Hill Car Park
Dawlish
Devon
EX7 9QH

Dawlish Community Transport is based in the Barton Hill car park in Dawlish, a registered charity and offers accessible and affordable transport services for people who may be unable to use public transport or need support in getting out and helping to access shops, health appointments, services, and leisure activities.

Shoptmobility – Electric Scooters, Wheelchairs and Walking Trolley Hire. We have a hire service for electric scooters, wheelchairs, and walking trolleys; be it for local people wanting to hire for their Ring and Ride journey, whilst recovering from an illness or to get out and about around town as well as for holiday makers staying locally. All available for a small charge; being a charity we are not for profit; we keep our charges to a minimum to serve our community.

Opening hours: Monday to Friday 9am to 3pm

Tel: +44 (0)1626 888890

Email: office@etcta.co.uk

Website: <https://dawlish-mobility.co.uk/>

Facebook: <https://www.facebook.com/DawlishCommunityTransport>

Fire Safety

Your safety is our number one priority, and an extensive professional fire risk assessment has been conducted in accordance with current legislation.

In the event of the **alarm sounding or a fire being discovered** please take note of the below action plan:

- In the case of fire, it is important to consider **your safety first**.
- If possible close all doors and windows, then **evacuate** the building through the **front door as safely and quickly as possible** (see below evacuation map – the map is also on the back of each bedroom door).
- A **fire blanket** is located in the **kitchen** – however only **small fires** should be tackled and only if you feel comfortable doing so.
- Emergency **torches** are provided in **each bedroom**; these will automatically illuminate when removed from the cradle. They will also automatically illuminate in the event of a power failure (for further details please see the utilities / 'how to' section of this welcome pack).
- Dial **999** and ask for the **fire service** providing the below details as applicable.

Address: Pilchard Cottage
14 King Street
Dawlish
EX7 9LG

What3Words: GROW TOMORROW OOZE

OS Grid Ref: SX 95828 76765

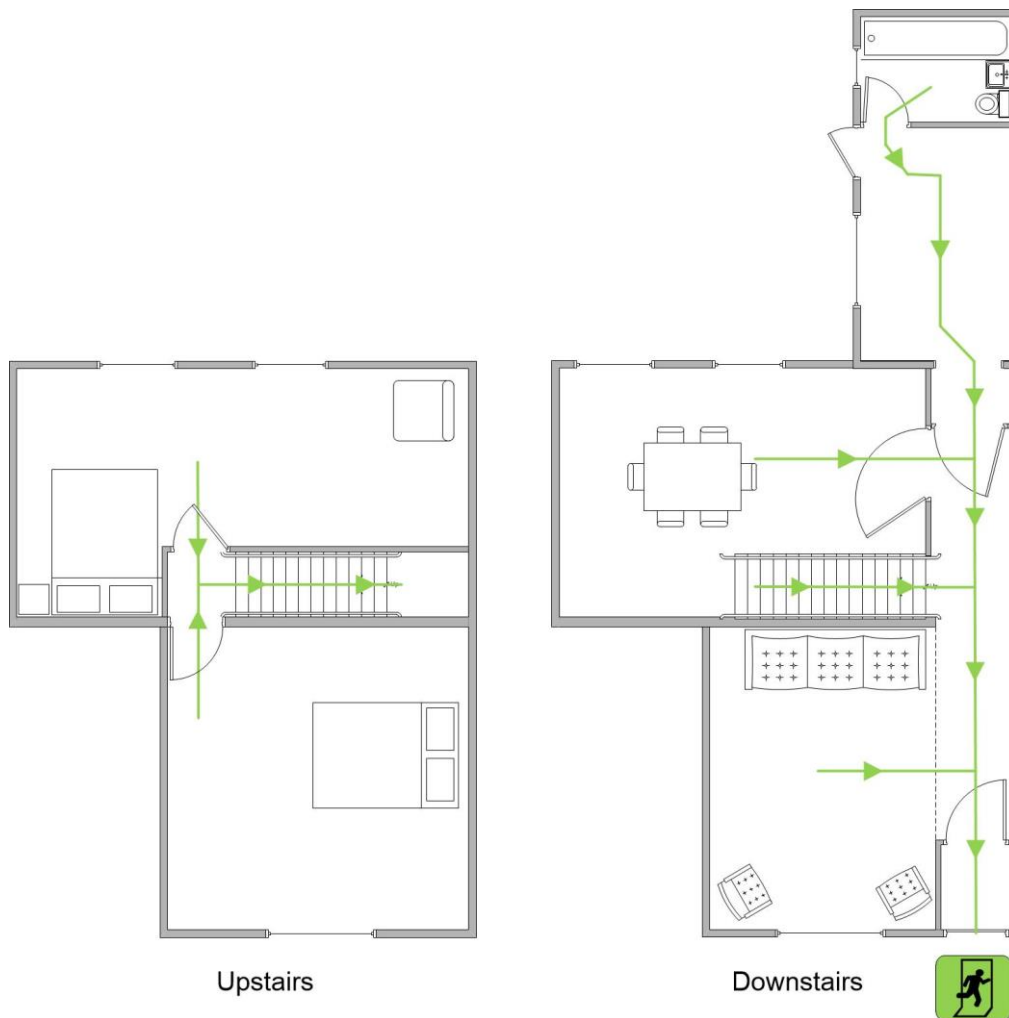
- If possible, notify the owners on **+44 (0)7787 902108**
+44 (0)7747 511277

Fire Prevention

- Refrain from all activities that might cause a fire.
- If using the log burner always monitor a lit fire and follow the instructions in the utilities section of this welcome booklet. Keep matches and firelighters out of the reach of children.
- The burning of candles and incense sticks is prohibited.
- The charging of e-scooters and hover boards etc is not allowed.

- Do not leave any electrical items on charge overnight or unattended.
- Never leave items unattended on the hob.
- Only burn wood and firelighters that have been provided at the cottage.
- Do not place logs, kindling or any other combustibles close to the log burner (e.g to the side). Only store them in the baskets provided at a safe distance from the log burner.
- At night and when leaving the cottage please make sure all internal and external doors are closed and secure.
- The use of deep fat fryers and BBQs is not allowed.
- You are reminded that smoking (including vaping) is not allowed at Pilchard Cottage.

Evacuation Route



Carbon Monoxide Safety

Carbon monoxide (CO) is a dangerous, yet odourless gas produced by various fuel burning appliances. Normally these fumes are emitted safely outside via flues. Sometimes these fumes can escape into houses (usually due to a blockage or leak) and are very dangerous if breathed in.

At Pilchard Cottage the log burner and gas boiler will produce carbon monoxide and for safety there are two carbon monoxide detectors placed near each appliance (in the lounge and kitchen).

Should either carbon monoxide alarm sound it means there are dangerous levels of carbon monoxide in the air and the following action should be taken:

- Leave Pilchard Cottage immediately via the evacuation route (out the front door).
- If someone is showing signs of carbon monoxide poisoning or has collapsed, get them outside, call 999 and ask for an ambulance.
- Contact the 24 hour gas emergency number on 0800 111 999 for safety advice.
- Contact us on +44 (0)7787 902108.

General Health & Safety Guidance

- Please be vigilant when moving around Pilchard Cottage, be mindful of the **low ceilings** and use the **handrails** when using the stairs. **Grab handles** have been installed in strategic locations to help prevent trips and falls when stepping up and down around the cottage.
- Please do not venture out onto the kitchen flat roof – window restrictors are in place for safety (please see ‘how to’ section for further information on windows).
- Please supervise children and keep any cleaning chemicals / dishwasher tablets out of reach.
- Please ensure the cottage and the items within are used in a safe manner. Accidents do happen so for minor injuries there is a first-aid kit located in a high-level cupboard in the kitchen.

Cottage Guidance

We would very much appreciate your adherence to the following guidance:

- Please take care of Pilchard Cottage, we would hope you will treat it as you would your own home and keep it tidy.
- Please be considerate to our neighbours regarding noise (especially after dark); this is very much a residential area.
- Please be mindful of excessive water, electricity, and gas use. Not only will this help the natural environment it will allow us to continue to provide great holidays at a fair price.

Important Utilities Information and 'How-To' Guides

Please familiarise yourself with the following information which will help protect yourself and the property in the event of a problem with the utility supplies (e.g gas, electric, water) of the cottage.

In the cottage you will find detailed user manuals for the following appliances: **log burner, hob, oven, dishwasher, washer/dryer, coffee machine, microwave, radio, vacuum cleaner, TVs and radiator thermostats.**

The **gas isolation lever** is located behind an access panel below the small pink cupboard in the kitchen.

The **water 'stop-cock'** is in the tall kitchen cupboard to the left of the microwave. The main shut-off for the whole cottage is in the pavement outside the front door.

The **consumer unit ('fuse board')** is in the tall cupboard near the front door. In the event a circuit 'tripping' you can reset circuit breakers to the normal position (up).

The **central heating** (during colder months) is set to a timer and will come on automatically at **7AM** until **10AM**, then again at **4PM** until **10PM**. The main thermostat is set to **18.5C** but can be adjusted temporarily by the controller in the hallway (tap the circle to activate). **Radiators can be adjusted in each room.**

Keysafe

The keysafe at the front of the property is opened as follows:

1. Make sure the dial is in the vertical position.
2. Press down once on the middle ridged button.
3. Enter the code.
4. Turn the dial clockwise 360 degrees until a click is heard.
5. Pull open the door.

To lock the keysafe, close the door and rotate the dial anti-clockwise 360 degrees until a click is heard.

To unlock the front door, rotate the **key or thumb latch twice.**

To lock the front door, lift the handle once and turn the **key or thumb latch twice.**

At the end of your stay please lock the front door, place the key in the keysafe and lock the keysafe.

TV

The TV located in the lounge is a smart TV with FreeSat for live channels. Other on-demand apps are available such as BBC iPlayer, ITVX and 4OD etc. To switch on please use the remote control provided.

There is an additional TV in the dining room with a FreeSat box (HDMI 1) for live channels (black remote). On-demand apps are available using the silver remote.

Waste & Recycling

Mixed recycling (cardboard, glass, plastic, metal) can be placed in the recycling boxes within the log store. A kitchen caddy for food waste is available along with a blue food bin located outside near the back door. Please dispose of other general landfill rubbish in the bin provided in the kitchen near the back door (there is also a wheelie bin located in the courtyard). All waste will be removed by the owners on your checkout day, so there is no need to put your waste at the front of the house on bin day. If you are staying for a longer period and the exterior bins are getting full, please contact us on +44(0)7787 902108 and we will arrange collection of the waste.

Oven and Hob

The oven and hob isolation switches are located on the wall above the work surface to the left of the hob.

Bathroom Lights and Extractor Fan

The bathroom light switch is located just outside the bathroom door. The bathroom extractor fan will automatically start when motion is detected.

Spa Bath

To turn on the spa bath please first switch it on (using dry hands) via the low-level isolation switch located in the kitchen to the left of the fridge-freezer. Once the bath is filled with water, the bubbles are started and stopped using the lit-up button on the edge of the bath. We recommend that children should not use the spa feature, children using the bath in general should always be supervised. Please do not use the bath while under the effects of alcohol. Drain after use.

Outside Lights

The outside light switch is located to the right of the bathroom door as part of the double switch.

Emergency Torches

There are emergency torches located in each bedroom for your safety; they will automatically illuminate when removed from the cradle or in the event of a power cut. Please keep the cradle plugged in and turned on. There is also a motion sensor on each torch – it is recommended to keep this sensor facing the wall to prevent unwanted illumination in the event of nighttime movement.

Windows

Each sliding sash window can be locked and unlocked with the keys provided. Window restrictors are installed for safety and can be activated and deactivated with the white plastic keys provided. Good ventilation can be obtained in the summertime by having the window open at the top and bottom (we recommend leaving the restrictors on at all times). We like to call this 'Victorian Air-Conditioning'!

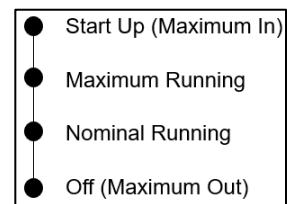
Log Burner

Please feel free to use the log burner, there are logs kept in the basket in the lounge and in the log store in the rear courtyard. Kindling is available in a basket in the lounge and in the blanket box next to the sofa. For safety reasons matches and firelighters are located in a kitchen cabinet.

PLEASE NOTE: DO NOT LEAVE THE LOG BURNER DOOR OPEN

There is a fire guard available with instructions stored folded up behind the chair in the lounge. If have any queries regarding its assembly or would like it to be assembled for you ahead of your stay, please let us know.

To start a fire please ensure the air control handle located at the bottom of the log burner is fully pushed in to the **Start Up** (**Maximum In**) position. There are four positions available, and you will hear a click at the intervals.



OFF (MAXIMUM OUT) POSITION IS ONLY IN THE EVENT OF A CHIMNEY FIRE

Wood burns best on a bed of ash, about 1 inch (2.5cm) is ideal. If necessary, please remove any excess cold ash using the ash spade and ash bucket and make sure the air flow holes are clear, before starting a new fire.



It is best to use the Swedish 'top-down' method with two larger logs placed horizontally at the bottom of the log burner and kindling alternately stacked on top with a firelighter either in the middle of this stack or on top if it's easier (see picture to the left) – four or five layers of kindling will be enough.

Once the fire is established and the flue temperature (indicated by the thermometer) has reached at least 250F (120C) you can then add another log - please use the safety gloves provided. If the flames have died, more kindling can be added.

When the flue temperature has reached about 350F (180C) you can then start to pull out the air control handle to control the amount of air reaching the fire. The **Nominal Running** position is the most efficient setting and will ensure that the fuel does not burn too quickly whilst providing a good amount of heat. The air controls may need adjusting during burning to ensure a suitable flue temperature and flame level (especially when adding more logs).

At the end of the evening please refrain from adding more fuel about an hour before retiring for the night. Please ensure that the air control is fully pushed in to allow maximum air flow – this will burn the fuel down safely to embers.

When the cottage is **unattended** ensure the log burner **door is closed** and the air vent is set to **Nominal Running** to maintain a small amount of air flow.

List of Items Included at Pilchard Cottage

At Pilchard Cottage we want your stay to be as enjoyable, comfortable, and safe as possible – a home away from home!

If you would like to report a breakage or request a replacement, please contact us on holiday@pilchardcottagedawlish.co.uk or +44 (0)7787 902108.

The following quantity of towels are provided –

5 x Bath Sheets

5 x Hand Towels

5 x Face Cloths

4 x Tea Towels

2 x Hand Towels (in bathroom)

Dressing Gowns are located in the bedroom wardrobes (Adult sizes; 2 x Medium & 2 x Extra Large).

You will find an oven, hob, microwave, fridge/freezer, dishwasher, kettle, toaster, coffee machine (takes ground espresso and E.S.E pods), DAB+ radio, and iron in the kitchen.

A hair dryer, ironing board, laundry basket, and airing rack is located upstairs in a bedroom wardrobe along with dressing gowns for your use. A pedestal fan is located in each bedroom wardrobe.

We also have many books and puzzles in the dining room and bedroom wardrobes. There is a fireguard located in the lounge.

Below we have included an inventory of items such as plates and cooking equipment. This is helpful for you to decide if you wish to bring anything from home.

Kitchen

Dinner Plates x 12

Side Plates x 12

Soup Bowls x 7

Cereal Bowls x 10

Set of Cutlery

Set of Steak Knives

Wine Glasses x 6

Drinking Glasses x 10

Pint Glasses x 2

Brandy Glasses x 2

Whisky Tumblers x 2

Pizza Cutter x 1

Cake Slice x 1

Garlic Press x 1

Ice Cream Scoop x 1

Set of Kitchen Knives x 1

Fine Grater x 1

Box Grater x 1

Potato Peeler x 1

Kitchen Scissors x 2

Fish Slice x 1

Slotted Spoon x 2

Mugs x 11
 Espresso Cups x 4
 Tea Cups & Saucers x 2
 Tea Pot x 1
 Cafetiere x 1
 Milk Jug x 1
 Wooden Spoons x 4
 Whisk x 1
 Tongs x 1
 Potato Masher x 1
 Ladle x 1
 Silicone Spatula x 3
 Pastry Brush x 1
 Set of Salad Servers x 1
 Rolling Pin x 1
 Cork Screw / Bottle Opener x 1
 Can Opener x 2
 Egg Slicer x 1
 Plastic Mixing Bowls x 2
 Non-Stick Frying Pans x 3
 Non-Stick Saucepans with Lids x 3
 Non-Stick Milk Pan x 1
 Non-Stick Wok x 1
 Knife Sharpener x 1
 Sieve x 1
 Colanders x 2
 Set of Measuring Cups x 1
 Funnel x 1
 Citrus Juicer x 1
 Dipping Bowls x 2
 Glass Casserole Dish x 1
 Oven Glove
 Cling Film
 Greaseproof Paper
 Tin Foil
 Sponge
 Children's Cutlery
 Children's Plastic Plates
 Children's Plastic Bowls
 Children's Plastic Cups
 Infant's High Chair with Mat (Ikea Antilop)
 Children's Beach Toys

Bathroom

Hand Soap
 Shampoo
 Non-Slip Shower / Bath Mat

Large Spoon x 1
 Spaghetti Spoon x 1
 Bottle Stopper x 1
 Gravy / Custard Jugs x 2
 Mint Sauce Jug x 1
 Egg cups x 8
 Toast Rack x 1
 Thermos Flasks x 2
 Set of Measuring Spoons x 1
 Cake Tin x 1
 Oven Proof serving dishes x 3
 Glass Pyrex Dishes x 2
 Glass Pyrex Bowl x 2
 Souffle Dish x 1
 Salad / Fruit Bowls x 2
 Microwave Steamer x 1
 Non-Stick Baking Trays x 2
 Plastic Chopping Boards x 2
 Cooling Rack x 1
 Muffin Tin x 1
 Electric Stick Blender x 1
 Electric Whisk x 1
 Kitchen Scales x 1
 Plastic Measuring Jugs x 4
 Cake Serving Plate x 1
 Cork Heat Mats x 6
 Trivet x 1
 Plastic Kitchen Tray x 1
 Plastic Storage Boxes with Lids
 Metal Milk Steaming Jug
 Coffee Scoop / Tamper
 Tea Towels
 Dish Cloths
 Kitchen Roll
 Washing Up Liquid and sponge
 All Purpose Spray Cleaner
 Dishwasher Tablets
 Dish Drying Rack
 Cocktail Sticks
 Baby Bath (Ikea Lattsam)
 Children's Bathroom Step Stool

Shower Gel
 Toilet Rolls x 4
 Bath Mat