

# **THE CROFT BUILDING MANUAL**



# WELCOME TO THE CROFT



At Ferny Crofts we are passionate about getting young people outdoors, learning through outdoor activities, adventure, and having fun! This building manual aims to ensure that you and your group have a comfortable stay in The Croft.

We are a charity, owned and managed by Hampshire County Scout Council. Being situated in the heart of the New Forest we are ideally situated for hiking, mountain biking and exploring the wider New Forest area. In addition we have a wide range of exciting on-site activities, full details of which can be found at Reception or on our website at [www.fernycrofts.org.uk](http://www.fernycrofts.org.uk).

This building manual aims to ensure that you and your group have a comfortable stay in The Croft. If you cannot find the answer to your query within this manual or you require further information then please come to Reception between 08:30 and 16:30 7 days a week, where a member of our friendly team will be happy to help. Alternatively ask one of the Ferny Crofts team around site, they can be recognised by their yellow shirts or blue staff jackets. We would really like to help you solve any problems as soon as possible, so please feel free to approach us!

In an emergency, outside of office hours, please contact the Duty Manager on:

**07842 241 659**

**IF EMERGENCY SERVICES ARE REQUIRED, PLEASE CONTACT THEM  
BEFORE ALERTING THE DUTY MANAGER**

Read on to find out more about how your building works, and we hope you have a fantastic visit here with us.

The Ferny Crofts Team



# GENERAL

## LIGHTING

In order to minimise our impact on the environment, we try to save water and electricity where possible. This means that many of the lights in the buildings are on sensors so that they only come on if you enter the room. The rooms that are not on sensors are the main hall, the kitchen and the bedrooms.

## WETROOMS AND TOILETS

Please do not put any blue paper or sanitary products down the toilets as they WILL block up. Only toilet roll can be put into the toilet, please use the bins provided for everything else. Emergency sanitary products are available from Reception.

## WINDOWS AND DOOR LOCKS

Although there are locks on the windows, these are never locked as they are a means of escape in a fire. To lock the main door whilst the building is in use: Use the key to lock the door from the outside, then enter the building and close the door behind you. The door will be locked to prevent entry from outside, but still allow escape in an emergency.

## HEATING AND HOT WATER

We will make sure that the heating and hot water are on ready for your arrival, then both are usually set to come on twice a day. If you find that this isn't sufficient during the colder months, then let us know and we will adjust this for you. Heating for the Main Hall comes from our ground source heat pump so it is really toasty all day and night.

## CLEANING

Your building will be clean and tidy ready for your arrival. If this is not the case, please advise Reception so that we can remedy this for you as soon as possible. You will find general surface spray, washing up liquid & toilet cleaner available to use in the Croft along with a green pan scourer, a metal tough scourer and a blue cloth in the kitchen. If you run out of the provided cleaning supplies or bin bags, paper towels etc during your stay, please let us know so that we can replenish these for you. We do not supply tea towels or towels.



# GENERAL

## BEDROOMS

Each bed will be made up with a bottom sheet and have a pillow with a pillow case ready for your arrival. Guests will need to bring their own quilt or sleeping bag.

Unfortunately we are not able to clean soiled or wet sleeping bags, clothes or quilts. There is a laundrette available in the nearby town of Hythe. However, we will happily replace soiled bed linen—please ask in reception.



Extra blankets are available in the blanket boxes located in the corridor. Additional blankets are available on request at Reception.



## TABLES & CHAIRS

There are 8 tables and 32 chairs for use in The Croft. Instructions on how to assemble and disassemble them up are stuck to the underside of the tables. These tables and chairs are for INDOOR use only. Please do not take them outside. If you would like extra tables and benches for use outside, these are available to hire from Reception.



If you hire the Conservatory along with the Croft, it should already be unlocked for you on arrival. If this is not the case, the key to the Conservatory is located in the keysafe outside the Conservatory and has the same code as the main building. The internal door needs to be unlocked from both sides. Additional tables and chairs are stored in the chair rack and table cupboard inside the Conservatory. Please return them to the cupboard and rack when you have finished with them

## WI-FI

Customer Wi-Fi is available in The Croft. This will show as FC Visitor when you scan for available networks. To access this you will need a code which is available from Reception. A code is needed for each individual device and is restricted to leaders only as we have limited network availability in our rural location.



# KITCHEN

When you arrive everything should be clean and ready for use. If there are any problems at all, please report this to reception so that we can try to resolve any issues straight away. The fully stocked kitchen should have the following items:

## EQUIPMENT:

Water urn for tea and coffee

Microwave

Toaster

Fridge & Freezer

Oven



The bain-marie in the serving area doesn't need water adding to it as it will heat up through the pipes.

If the water heater isn't working, ensure they it is turned on behind the fridge as shown

## OTHER EQUIPMENT/UTENSILS:

Small pyrex bowls	6	Plastic water jugs	12	Small s/s bowls	2
Large plastic bowls	6	Large plates	50	Medium s/s bowls	2
Square ceramic dish	6	Medium plates	50	Large s/s bowls	2
Small s/s oval platter	6	Side plates	50	Plastic measuring jugs	2
Medium s/s oval platter	6	Bowls	50	Gravy boats	6
s/s oval dishes	6	Small bowls	10	Wooden chopping boards	2
Large teapot	1	Mugs	50	Plastic chopping boards	6
Medium teapot	1	Plastic mugs	30	Mixing bowl	1
Grater	1	Glasses	50	Thermos jugs	2
Large colander	1	Draining spoon	1	Potato peeler	6
Sieve	1	Fish slice	2	Scissors	2
Serving trays	12	Ice cream scoop	1	Serving spoons	5
Saucepans	8	Ladles	3	Tin openers	2
Frying pans	3	Meat fork	1	Tongs	3
Oven & warmer trays	10	Spaghetti spoon	1	Whisk	1
Knives in block	5	Pizza cutter	1	Wooden spoon	3
Vegetable knives	6	Potato masher	2	Teaspoons	50
Knives	80	Forks	50	Spoons	50
Vacuum cleaner		Mop & bucket		Broom & dustpan set	



## OVEN AND EXTRACTOR

The gas supply to the oven and hob will not work unless the extractor fan is turned on. Please follow the guidelines on the wall of the kitchen to turn the extractor fan on.

When you have finished cooking, please turn off the extractor and the power to the system



**IN CASE OF EMERGENCY**, push the red emergency shut off button, which will stop the flow of gas to the appliances.

### TROUBLESHOOTING

If the gas is still not working, check that the red button is pulled out (twist left and pull gently) and check the power switches are turned on.

To light the hob and ovens, please use the matches or lighter provided.

The gas ovens are large catering ovens. Due to their size they will take a long time to heat up, and food will take much longer to cook than in a domestic oven. We would recommend cooking items for a minimum of half an hour more than you would in a domestic oven.



# DISHWASHER



Please see the side of the dishwasher for full instructions of use.

Please rinse items thoroughly before putting in the dishwasher as its main function is to sterilise and it may not remove dried on food.



## TROUBLESHOOTING

The main cause of the dishwasher not working is the drain plug being inserted upside down.



The drain plug should be inserted this way up. If the dishwasher is not working then please remove the drain plug, make sure it is the correct way up and then replace. If the dishwasher still doesn't work then please let a member of staff know.

If you require extra detergent let Reception know and we will replace it for you.





# RECYLING AND WASTE

We aim to recycle as much waste as possible here at Ferny Crofts. There are 3 bins in the kitchen to help you sort your waste before taking to the relevant waste bins located next to the Amenities Block.

Green: For mixed glass

Black: For general waste. Please put everything into bin bags before disposal

Blue: Mixed recyclables. For a full list of what can and can't be recycled by our Local Authority please see below. Do not put recycling into bin bags first as it will not be taken



## PLASTIC BOTTLES

Drinks • milk • toiletries and cleaning products



## TINS

Food, pet food, sweets and biscuits



## CANS

Fizzy drinks • beer • tea and coffee



## AEROSOLS

Deodorant • hairspray • shaving foam  
furniture polish • air freshener



## PAPER

Newspapers • magazines • leaflets  
envelopes • junk mail • catalogues



## CARDBOARD

Cereal boxes • cardboard packaging  
toilet roll tubes • egg boxes

## WE DO NOT RECYCLE

- ✗ Plastic bags and film
- ✗ Plastic pots, tubs and trays
- ✗ Gift wrap and shredded paper
- ✗ Cartons and Tetrapaks
- ✗ Tin foil and trays
- ✗ Food waste

**Please put these in your black sack**

# SAFETY



The Croft kitchen will have the following safety items:

2 fire extinguishers with instructions on how to use them

A first aid kit

The main fire alarm

A fire blanket located on the wall next to the hob

If you need help with any of these items then please ask a member of staff.



# **EVACUATION PROCEDURE**

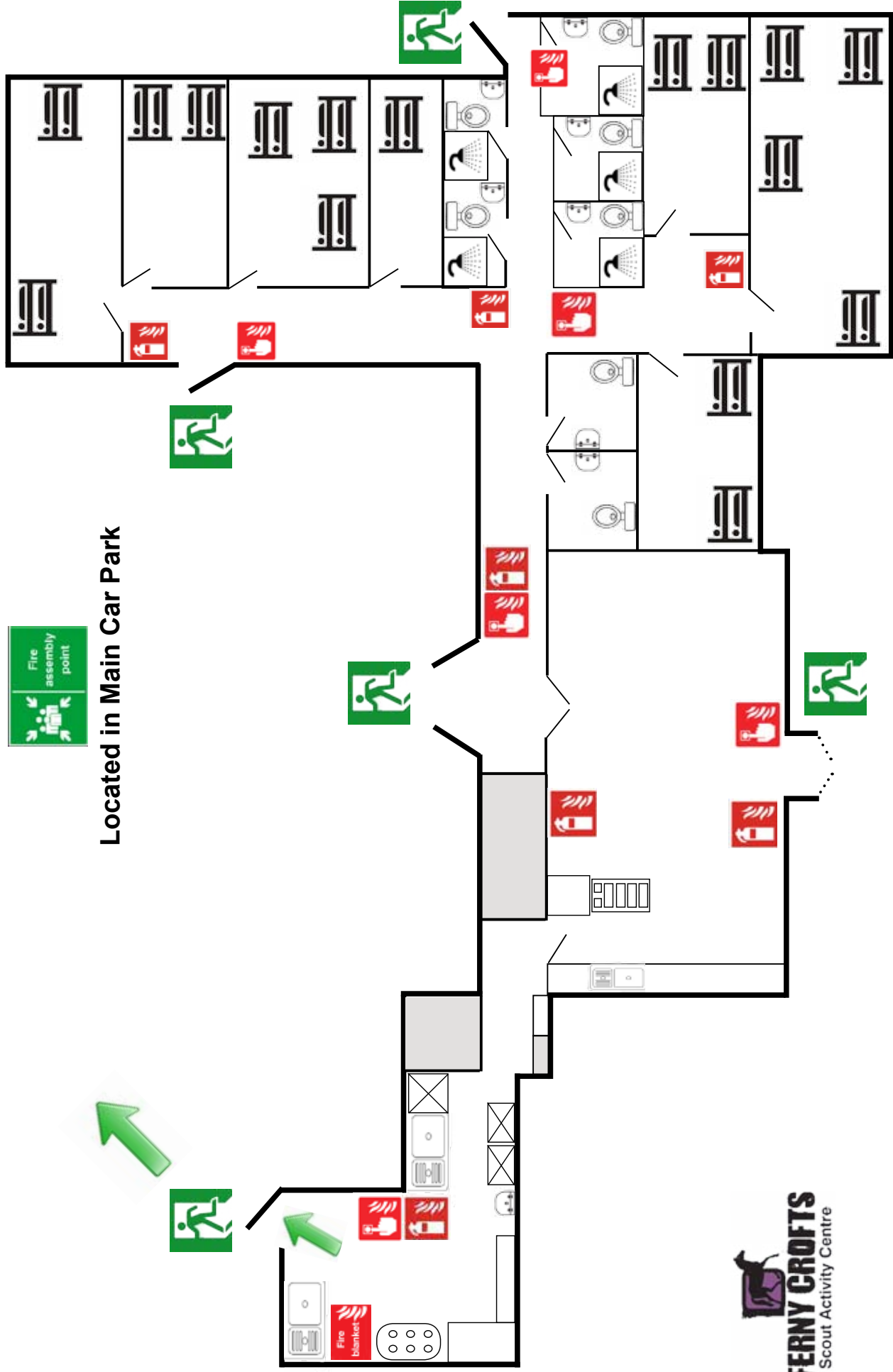
## **On hearing the Fire Alarm or observing a fire**

- Raise the alarm via the call point if appropriate
- Evacuate the building using the nearest fire exit, and gather at the Fire Assembly Point in the Main Car Park
- If possible, shut doors and windows
- Do not stop to collect any personal belongings
- Ensure that all of your group are present
- If no Ferny Crofts Staff are present call the Emergency Services
- Do not return to the building until told it is safe to do so by a member of Site Staff or the Emergency Services
- The Duty Manager will automatically be alerted in the case of alarm activation. Outside of Reception opening hours a member of staff will call you or attend

**See attached Sheet for familiarisation of Evacuation routes. This is also on display in The Croft entrance hall.**



# FIRE ESCAPE PLAN



# END OF STAY PROCEDURE



At the end of your stay, we ask that you leave the Building as you found it, and in particular ensure that you do the following:

- Strip all used beds of linen and place in a neat pile in the corner of the room.
- Vacuum or sweep all rooms. Mop the kitchen, hallway and bathrooms.
- Empty all bins and take rubbish to the Recycling Area next to the Amenities Block.
- Close all the windows and open the curtains and blinds.
- Put all chairs and tables away neatly in the cupboards in the Main Hall.
- Ensure the food warmer is clean, empty and turned off. Turn off the hot water urn.
- Ensure all cutlery, crockery and utensils are clean and returned to the correct places.
- Please report any breakages or damage to Reception so that we can replace these items ready for our next guests.

Before you leave, please ensure you have paid your balance, replaced the key in the key safe and taken all of your belongings with you.

