

Hill Top Farm House and Barn information



Welcome to Hill Top Farm and the Lake District. We hope you have an enjoyable and relaxing holiday in this beautiful part of the country.

Our family has lived in the Coniston Water area for three generations, and Hill Top Farm is now our family base. We've created a comfortable farmhouse (originating in the 1700s) for you to stay in, with paintings, furnishings and books reflecting our family history, as well as providing up to date facilities and services. Unlike most holiday homes we have kept these personal artefacts and memories for you to enjoy (and care for please!).

This guide sets out all the things you need to know to ensure you enjoy your stay, but in the unlikely case of needing help, please contact Martin.

We hope you will thoroughly enjoy your stay at Hill Top Farm, please do give us feedback if you think there are any other things we could do for our future guests. Many of our guests come back each year- we hope you will too.

Best Wishes

Martin and Caroline

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HOW TO GET TO HILL TOP FARM

Our address is:

Hill Top Farm
Penny Bridge
Ulverston
Cumbria
LA12 8HA

Please note that satnav may not be accurate in rural areas; consequently it may just take you to the bridge of Penny Bridge. You can click this link to find the exact location of Hill Top using a new location satnav tool, *what3words*:

<https://w3w.co/craters.swims.panicking>



Directions from the M6

- Leave the M6 at junction 36, taking the dual carriageway A591 towards Kendal for about 3 miles
- Turn off at the first roundabout, taking the A590 to Barrow
- Follow signs to Barrow for approximately 16 miles until you see a sign for Greenodd at a large roundabout
- Turn right at Greenodd onto the A5092 signposted to Workington
- After just half a mile there is a minor staggered crossroad; turn right here, signposted Oxen Park, crossing the bridge over the River Crake and then immediately bearing right up the hill road
- Hill Top Farm is at the top of the hill, half a mile up this single-track road. The car park is to the right just past Hill Top buildings. The front door is facing the road.
- If it is likely to be dark when you arrive, we have automatic floodlights in the car park and around the house, but a torch would be helpful.



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Our apologies for the length of these instructions – hopefully they will ensure your stay is fun and trouble free.

1. ARRIVAL

To enter Hill Top Farm there is a combination lock. The code will be sent separately. Enter the code and then turn the handle.

If you have booked the house then you have access from the car park to the front and rear doors, rear gardens, fire pit and swing, chickens, veranda, gazebo and hot tub, outside loo and boiler house (locked by just the bolt – we don't use the combination lock) and the Games Loft. Keys for the rear kitchen door and the lounge doors are above the doors on hooks, please return them when you leave.

The boiler house has an additional fridge and freezer, and a washing machine and dryer. There is Sheila Maid clothes drying rack which will dry wet coats etc overnight.

If you have booked the Barn as well, the jib door/bookcase through from the lounge will be unlocked so you can access the barn through the main house. The code for the front door of the Barn will be sent separately.

Although we have no close neighbours, people often walk / cycle past the house during the day and we are surrounded by farm animals so please ensure your dogs are kept under control. And please don't use fireworks (apart from maybe 5th Nov), or paper lanterns.

Bed linen: Bed linen and towels are provided for the number of people booked. However, to provide flexibility and choice, beds will not be made up. Linen and towels will be left on top of all beds. There may be an additional charge for use of linen over and above the number of guests booked.

If a bed has been used without being made up with sheets etc, we will need to launder the duvet and the mattress and pillow protectors. This will incur an additional charge of £50 per bed.

When you leave, please strip the beds, putting used sheets and towels into the laundry bags provided.

We provide tea, coffee, salt & pepper, olive oil, washing up liquid, tea towels, toilet rolls etc. There are supermarkets (Aldi, M&S Food, Tesco, Coop and Booths) in Ulverston - a 10-minute drive away.

NB - If you are making a fried breakfast, you may want to open the top part of the front door as the smoke alarms are sensitive and very loud.

2. HEATING, WATER AND LIGHTING

The heating and hot water is controlled via 'Nest' thermostats and controllers locate in the hallway, landing and one in the Barn. They automatically heat to 21 degrees. The outer ring of the Nest thermostat will turn the heating temperature up or down.

There are TWO large tanks to ensure ample hot water in the house and the Barn

Outdoor lighting for the car park, front-of-house, gazebo, hot tub and BBQ is automatic. Switches for lights on the veranda are outside, near the lounge doors.

We are not on mains water, having our own spring and bore hole, so please conserve water, especially if there is a drought.

3. MEDIA

Our system is 'BTWHOLEHOME'. It is not password protected.

Please do not unplug anything or change any configurations – it's all there for a reason!

There are Wi-Fi dishes and extenders to ensure that everything works as it should.

We have high-quality Frame TVs in the lounge and snug and in the Barn. Sonos speakers are in the kitchen, lounge TV cinema, Barn, veranda, gazebo, and games loft.

There are Amazon Prime and Netflix etc Apps on the TVs using our own account. Please do not purchase films etc on Amazon Prime. If you are using Netflix please select the Hill Top profile.

To use Sonos you can download the Sonos App and use your own music. Alternatively you can link to any combination of speakers through AirPlay on your phone(s).

You will notice that the speakers are very powerful. Sound travels a long way, so please show consideration for our neighbours in the valley (and for the local wildlife).

NB: Our security cameras are located at the front of the house and in the car park. We also have cameras for the chickens, the greenhouse and the pond.

PLEASE DO NOT let anyone plug or unplug, adjust or change any settings or reset or move the technology as we won't be able to fix them during your stay and it may inadvertently affect the heating operating systems. If you have a serious problem, please call me and I will do my best to fix things over the phone.

4. HOT TUB

Please read and comply with the Hot Tub Safety Notice rules that you will find in the gazebo.

Use of the hot tub must be agreed and paid for in advance. Power is enabled remotely, via an air source heat pump. The control panel on the hot tub will switch on the additional pumps when you require them.

Please ensure children are always supervised. Please do not climb on the sides or try to sit on the sides or stand on the hot tub.

Please bring your beach towels for the hot tub - the house towels are not designed for outdoor use and if found to be dirty we will have to charge for additional washing and drying.

Please do not try to turn the gazebo water tap on - it should be disabled and will only work on change day. Likewise, please do not turn the power on or off to the hot tub.

The hot tub is serviced at each change of guests on a Friday and a Monday between 9am - 2pm. The maintenance team empty, clean, refill and test the water, adding chemicals to ensure it is safe for use and turning it on; the water temperature will then heat up to 38 degrees. This will take some time.

NB: adjusting the temperature on the tub will not speed the process, the quickest way to reach the required temperature is to ensure the tub cover remains closed.

To remove the cover, first fold the right half of the cover up and over to the left, so the lid is folded in half, then to the left of the hot tub there is a metal frame with a handle at the top, gently lift and move the bar to the left which will lift the cover and stack it upright.

Please keep the cover closed if you are not using it. It will speed up the heating and prevents leaves and insects falling in. The floating dispenser in the tub contains necessary chemicals which dissolve over time, please leave it in the water!!! if you take it out the chemicals might bleach your clothes etc.

A panel controls the hot tub: an LCD display panel is located on the Hot Tub near the steps. It shows the status of the hot tub and its temperature, with an LED indicator associated with each button to show its status.

The 5 buttons control the following functions (the buttons need to be pushed firmly):

- o HEAT- the hot tub is now heated using an ecologically efficient airsource pump under the gazebo which automatically controls the temperature.
- o PUMP 1 & PUMP 2 - circulate water and air through the stainless adjustable jets, the top black knobs divert the flows and air. Each pump has 2 speeds, slow and fast - to turn to speed just push the pump button again.
- o All 4 triangular black knobs on the top should be turned anticlockwise and the round black knob on the left should be clockwise. Also all the silver jets on the hot tub sides and the floor should be clockwise. That way the hot tub is balanced. The only control needed is pump 1 and pump 2
- o LIGHT- controls the hot tub lights and changes their colour
- o STEREO- controls a speaker built into the hot tub which is controlled through Bluetooth on your phone. First push this button until you hear a beep, then open your mobile Bluetooth and then select SC012345, to play music Apps and to control volume. There is also a Sonos speaker in the gazebo.

Please turn down the temperature and switch off the lights in the hot tub when it is not being used.

If you have used the beer/wine fridge don't forget to empty it but do leave it switched on for the next guests.

Before you leave Hill Top, please ensure the cover is left on. The hot tub will be emptied, cleaned and prepared for the next guests on the day you leave.

5. BARBEQUE & FIRE PIT

Fairly self-explanatory; charcoal and wood can be bought locally. Our friend Simon owns a nearby woodland and, if he's around, he will deliver seasoned wood for a reasonable price. His number is 07551 080694.

Please tidy up after yourselves, cleaning the BBQ and equipment and emptying any rubbish, bottles etc into the large wheelie bin in the car park, returning furniture, pots & pans etc to their original location.

6. GARDENS

Please close gates, including the small one between the car park and the back garden which will prevent sheep wandering into the garden.

We are lucky to have many birds in the garden, including woodpeckers, nuthatches, and blue tits. The bird feeders help! You can refill the feeders with peanuts from the box in the rear porch.

You are welcome to pick any fruit, flowers or vegetables that have survived the rain and slugs and to collect eggs, but please do not allow young children to go into the allotment on their own as they tend to play with the automatic chicken feeding equipment, or the gates, and foxes are always looking for an opportunity. Always close the gates and doors in the fields and greenhouse and don't allow dogs into the chicken field.

We have asked our friends Simon and Pete to call in a couple of times a week to check the chickens, greenhouse and raised beds. Pete also does some gardening for us. You may also meet Warren who comes to cut grass as required.

In the field below the gazebo we have planted native trees and built a wildlife pond. The pond is shallow but please supervise children and dogs - if they get into the water it will disturb the wildlife and may tear the pond liner.

Safety: Please check equipment before it is used by your children, and ensure that they are always supervised using:

- The games loft
- Swings and hammock
- Gazebo, hot tub and BBQ area
- Firepit
- Field and wildlife pond
- The chicken field and coop.

N.B. Hill Top does not include 3rd party liability insurance for use of the swings and hammock. If you or anyone in your party use the equipment it is at your risk and liability.

7. UTILITIES

Note: *As in anyone's home, there will from time to time, be problems with power, heating or internet provision. This is especially so in rural areas like Hill Top. We constantly monitor water, oil, internet, power, heating, hot water and smoke alarms and endeavour to rapidly and remotely fix any problems that might occur.*

Electricity: There are traditional lights and switches in the veranda and the games loft – please make sure you switch them off when you leave.

We have arranged for the lights on the gazebo to turn on/off using infra-red movement settings, so you shouldn't need to alter this.

As this is a rural area, it is prone to power cuts. They usually don't last too long, but if the power is out, water cannot be pumped into the house from our well – so please conserve water by not taking showers or flushing unnecessarily.

Torches are kept on the coat hooks in the kitchen.

Please note that if the power goes out then you may lose a mobile phone signal. **There should still be internet access/signal in the snug.**

If the outage continues, please contact me for backup contingencies to generate local power to restore the water.

Additional heating: There are infra-red heaters in the games room, veranda and gazebo, just push the on/off button. The heater will turn itself off.

Refuse: The large 4-wheeled bin is collected early every Tuesday morning from behind the screen in the car park. We pay a commercial rate to ensure that refuse is taken away and recycled off-site. There is therefore no need to separate your rubbish (although you may want to take large quantities of e.g.

bottles to recycling bins at the supermarket). If you have had a party with lots of cans, bottles etc please either take them home or recycle them if possible.

(<https://www.cumbria.gov.uk/planning-environment/waste-management/servicesincumbria/hwracs/morecamberoad.asp>)

Normally there is plenty of space in the bin as long as people compress their rubbish. Do not leave bags outside the bins as any overflow will result in an additional £30 fee which I will have to pass on to you.

Please make sure there is access for the refuse collectors to pull the bin out from behind the screen i.e. cars are not blocking the route for the bin to be pulled out and into the road. If the bin is blocked by a car and they are unable to collect it, I will have to request an additional collection, and the cost will be deducted from your deposit.

If the bin has not been returned, we would be grateful if you could return it to the car park.

8. MISCELLANEOUS

If there are **packages/deliveries** left in the porch - usually addressed to the Housekeeper, please store them in the boiler house.

You are welcome to make use of our **house guitar** – spare strings are kept in the desk.

The use of **additional sleeping** accommodation in a caravan or mobile home etc is only allowed if agreed beforehand and additional costs paid.

9. DEPARTURE

Please vacate Hill Top by 11am on the day you leave, following holiday cottage etiquette by:

- returning pots, pans or cutlery etc to their original places
- ensuring the lid is back on the hot tub
- leaving the grounds, veranda, gazebo and BBQ areas clean and free of rubbish
- stripping the beds and placing your used bedding and towels in the bags provided (leaving the pillow and mattress protectors)
- checking that all rooms and the games room are as they were on your arrival, putting any furniture and kitchen equipment back to the appropriate part of the property
- returning all door keys to their appropriate pegs
- emptying the dishwasher
- NB: the cleaners do not clean the BBQ so it's important that you empty ashes from the fires and BBQ and return the tools for the next guests
- check the gardens for any dog mess.

Return of your deposit/bond:

- send me your bank account details so that I can return your deposit
- if booked through a third party (e.g. Airbnb) then that company will manage the deposit
- Assuming no significant breakages, additional cleaning, furniture moving, rubbish left out, or delays in leaving (which may require additional staff to complete the clean in the turnaround time) or other losses / costs have been incurred then the bond will be returned in full within 7 days
- If additional costs are charged, we will itemise the work and return the remainder. If the bill is more than £200 the balance will be billed.

10. POWER CUT

If you think you have a power cut, please check whether this is a regional problem with the power supplier. You can do this by checking this link:

<https://www.enwl.co.uk/power-cuts/fault-journey/?postcodeOrReferenceNumber=La128ha>

Or searching for Electricity North West Power Cuts on your phone (enwl.co.uk)

This should let you know the status and extent of the power outage and a predicted time that the power will be restored. Normally during the daytime this is about four hours. It can be longer at night.

If you have checked the website and there is a power cut in the locality, don't panic!!! We have a standby generator which should keep you functioning until power is restored. Please follow the instructions below:

The generator is in the shed nearest the road in the car park.
Get a torch or mobile phone light then...

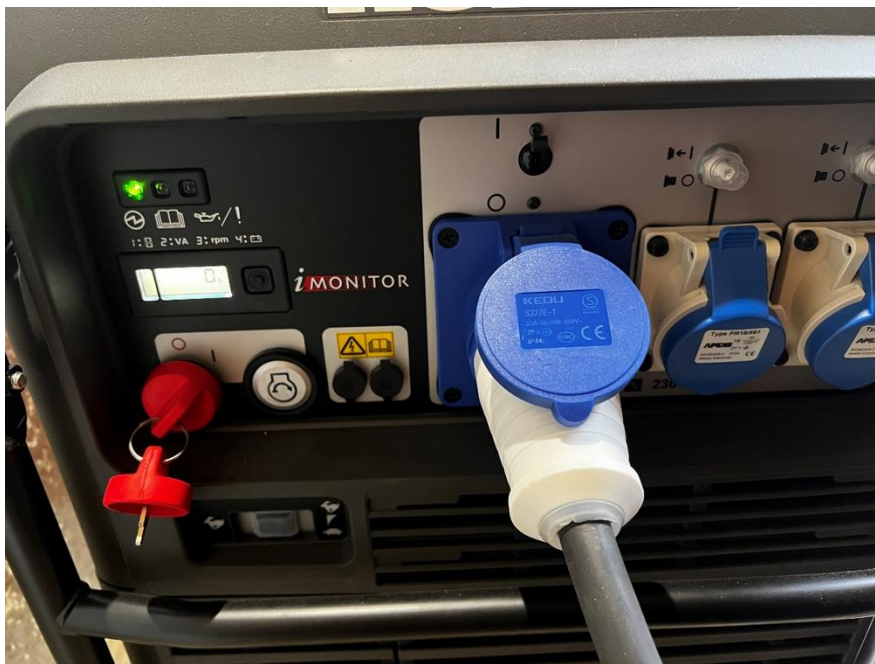
1. Open the padlock on the shed doors - **code 0123** - hold the black body of the padlock and push and pull the u shape against the door and it will open.
2. Inside the shed on the left there is a red rotary switch – turn this clockwise and the arrows should meet. – see photograph below:



3. On the top of the large red generator machine it will show the level of petrol in the tank (*see photo below*). Take a photo and send it to me when you're up and running.



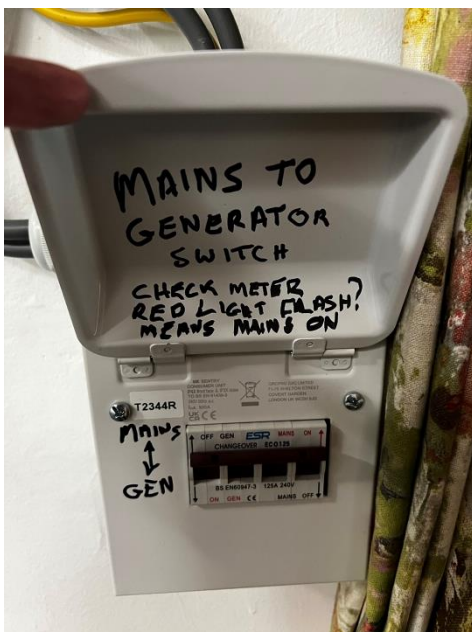
4. Start the generator. On the left of generator there is a panel control- and on the far left there is a red ignition key (*see photo below*). Turn the key to the right. Next to the red key there is grey button. Push this button for a second or two, wait and the engine should start- if not try again, checking that there is petrol in the machine. You will hear the engine running. Now leave the door open and return to the house to set up the power there.



5. In the main house kitchen, to the left of the front/kitchen door there are two small power boxes - open the top one. This is the power box for the gazebo and hot tub. The generator is unable to power this AND the house so push both the switches in this box DOWN. (*see photo below*)



6. The lower box has the switch to swap power from the mains supply to our generator. The switches are normally in the UP position which means mains power is selected. So, once the generator is running, move them DOWN to select generator power. Push the switches down- they might be stiff. Once you do this, lights and power will be restored in the house.



7. All should be good now. The generator will power things as normal, but please don't use the ovens, toaster, electric kettle or outdoor heaters - this will trip the generator. The petrol should power the generator for about 12hrs. If you notice the level is low, then please call me. I suggest you regularly check whether Mains power has returned - above the two boxes there is a fuse box in a high kitchen cupboard and a meter - if the numbers are visible on the LCD or a red light is on- the main power is back on.



8. Once the mains power is back on, then

a) switch the mains/ generator switch from the down to the up position (see step 6) – you are now operating on Mains power. You may see a flicker as you switch. Turn the Gazebo power back on from down to up. (See step 5).

b) Go back outside to the generator- turn the ignition key to the left- the motor will stop; then turn the red rotary handle to the left. To lock the shed - change the padlock number, push back the bolt and padlock and close the padlock.