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WELCOME TO YOUR NEW HOME

This handbook has been compiled as a guide to help you run your new home and its equipment. It is also intended to give information and some useful tips.



Welcome you to your new home, and we wish you every happiness in it.



2.0 Introduction to your New Home

Your home has been constructed by:

The Jehu Group
Number One
Waterton Park
Bridgend
CF31 3PH

The Pobl Group
Pobl House
Phoenix Way
Swansea
SA7 9EG

2.1 Parking

A minimum of 1 parking space has been allocated

Please **DO NOT** carry out car oil changes on hard paved areas or pour oil down any drains

2.2 Postal Address

Weavers Place, Swansea SA1 8FB

2.3 Service Suppliers

Your property has the benefit of mains electricity, and water already connected. Currently your water is with Dwr Cymru Welsh Water, as are all properties in South Wales. The electric supplies are provided by British Gas. These can be altered by yourselves by contacting the relevant authority and making them aware of your preferred suppliers.

British Gas – Account Enquiries 0800 048 0202

Welsh Water – Account Enquiries 0800 052 0145

2.4 Alterations to Your Home

No alterations should be carried out without first obtaining permission from your Housing Officer



2.5 Insurance

Your landlords do not insure you for either contents in your home or your personal possessions. It is strongly advised you arrange a comprehensive policy covering you for fire, burglary, storm, flood, and other risks as soon as you move in,

2.6 Reporting Defects

You can telephone the following numbers to report defects in your home, please do not use the emergency telephone number for reporting routine defects, you will be charged for abortive callouts

POBL

REPORT ALL DEFECTS DURING OFFICE HOURS

Monday – Thursday 8am to 5:30pm

Friday 8am to 4:30pm

Telephone: 01792 488 288

www.poblgroup.co.uk – report a repair

3.0 Emergency

IN AN EMERGENCY, KNOW WHAT TO DO AND WHO TO CALL

Make sure you know where the various valves and switches are situated so that you can turn off the water, gas or electricity in an emergency



PLEASE BE AWARE, you may be charged for call outs, which are reported as emergencies but are not or to attend to problems by wilful damage

UTILITY COMPANIES Emergency Contact Numbers

Gas – 0800 111 999

Electricity – 0800 052 0400

Water - 0800 052 0130

Do not be afraid to contact your housing officer if you have any problems or queries

4.0 Heating & Hot Water

4.1 Heating & Hot Water

The Vaillant ecoFIT Sustain Boiler

A popular boiler that has been installed in your kitchen and comes with user friendly controls that allows you to easily adjust your heating and hot water to meet your requirements



Please see your **User Manual** for the Following

- Using your appliance
- Safety Precautions
- Energy Saving Tips
- How to maintain your appliance



Quiet Mark awarded

Quiet Mark is the International award for excellence in quiet product design and is awarded to worldwide manufacturers to the quietest products

4.2 Heating Programmer

Located – In the Living Room

Central heating can be programmed for your personal use.

For full instructions please refer to the user guide at the back of this manual

Model: Danfoss TP5000 (Electronic 5/2 day programmable room thermostat)

The TP5000 IS A 5-day /2-day programmable thermostat which includes a feature which allows two blocks of programmes to be set up, either programme can then be assigned to any day of the week allowing the programming to closer the match the lifestyle of the consumer, all without the need to go for a more complex 7-day unit

The calendar clock is also used to provide a service due timer function which can be enabled by the installer if required. If enabled, several operating options are available ranging from audible & visual service due warning to proportional reduction of heating until the boiler is serviced and the service due feature is reset by the installer.



4.4 Radiators

You have a radiator in each room and the hall, some with Thermostatic Radiator Valve controls, this valve controls the temperature of every radiator



Thermostatic Radiator Valve

4.5 Heating Performances



Do not drape curtains over the radiators, this will affect their performance

Do not remove any ventilation ducts at the top of the radiator



Do not block or seal any air vents that are installed to ensure that the central heating boiler operates safely



5.0 Electricity

Electric Meter - Located in the white unit by the front door



Consumer Unit

Located – Hallway Cupboard

You can switch the electric off with the large red switch



5.1 Electrical Safety

Always unplug any appliance before working on it.

Always ensure that appliances are fitted with the correct fuses as recommended by the manufacturer.

Always follow the manufacturer's instructions for wiring appliances.

Never use an electrical appliance in the bathroom.

Do not attempt to repair, alter or extend electrical installations.

Keep a torch handy by the control box for emergencies.

5.2 Circuit Breakers

A residual circuit breaker or RCD protects you. These breakers are easy to re-set by flicking the switch back to the on position on the consumer panel

Circuit breakers are generally more sensitive than fuses and may well trip out even when a light bulb fails, or you are using an appliance with an electrical fault or faulty plug



REMEMBER THAT ELECTRICITY CAN KILL

DO NOT attempt to do any work on an electrical circuit or appliance unless you are suitably qualified.

5.3 Lights

Your home has been fitted with low energy fittings, energy light saving bulbs have several advantages over traditional light bulbs.

They are 5 times brighter # they use *80% less power # they will ultimately help reduce your energy bills



Located in kitchen, lounge, bedroom, hallway & cupboards

How to change the bulb

These are a standard bayonet fitting therefore push the bulb upwards and then turn left, then remove the bulb remove to fit a new bulb, push the bulb upwards and turn right

Shaver Light

To change the fluorescent light
Unclip the plastic cover
Unclip the light and then fit the new one



Under Kitchen Task Light

230v 4W Led light
To change the light, unplug the mains lead, unclip from its holder and replace with a new one

5.4 Simple Fault Finding

Power Sockets

If a power point is not working check the consumer unit and reset if necessary.

If it trips again unplug the appliance, reset again and try a different socket.

If this also trips it is the appliance that is faulty, and you should contact a qualified electrician.

If it is the wiring that is at fault, contact your landlord



Lighting

If an area of lighting is not working e.g. living room, check the consumer unit and reset if necessary.

If a light is not working check the bulb is working and replace if necessary. Replacement bulb data sheets are at the back of this booklet

If your home has a fluorescent light check that the tubes as well as the starter has not blown (if the light flickers but will not start it is probably the starter that needs replacing)

If it is not a bulb, then seek the advice of a qualified electrician who should be sought via your landlord

6.0 WATER

6.1 – Water Meter

Your Water meter is located outside in the pavement



6.2 Isolation Tap



Your water supply can be turned off at the stopcock, located under the kitchen sink



6.3 Washing Machine Connections

You will also find the connections for a washing machine located within the kitchen sink unit.

We recommend that a qualified engineer install your washing machine



Waste connection for washing machine

This connection needs to be cut before fitting the washing machine waste

Washing Machine Water Connections

6.4 Showers

Your home has been fitted with a shower. The purpose of the shower is there to save you water. For that reason, the flow of water is between 3 to 6 litres per minute and has been tested to make sure it performs within that range. Please do not expect the pressure you would get from a high-pressure shower. (That would use more water than a bath and defeat its purpose).



The shower is fitted with two individual controls called mixer valves, one to select the showering temperature and one to control the water flow, the maximum temperature has been pre-set to avoid scalding



6.5 Anti-Scald Valves

Your bath, shower and wash hand basin have all been fitted with anti-scald valves but please note that the kitchen taps do not have these fitted



6.6 Dealing with Leaks

Minor Leaks

Minor Leaks such as a dripping tap or radiator valve can usually be dealt with without isolating the whole of the water system but again it is important that your Housing Association be immediately informed

Major Leaks

In the event of a major leak on any of the water services, the stopcock should be turned off and your reported immediately on the numbers previously provided depending on when the leak is detected

Water Emergency Number

0800 052 0130

6.7 Tips to remember during the Winter Period

If you intend to leave your home for more than a day or two in the winter, you should leave your heating set on a low level to avoid freezing

If there is a risk that pipes are frozen do not run the hot water taps as this will empty the hot water cylinder, which could then collapse

Do not allow taps to drip as a dripping tap may stain the bath or basin and could result in frozen waste pipes in winter



7.0 Gas

7.1 Gas Meter

Your gas meter can be found in the Brown Unit on the outside wall



7.2 Isolation Valve



Your gas supply can also be turned off at the yellow handle isolation valve which is in the kitchen cupboard underneath the sink

Your gas supply can also be turned off at the red handle isolation valve which is in the Brown Meter Unit on the outside wall





Who should check my gas appliances?

It is your landlord's responsibility to:

- Make sure any gas appliances and installation pipework they own are working safely.
- Arrange for a Gas Safe registered engineer (like British Gas) to fix any faulty appliances.
- Arrange annual safety checks on the gas appliances they own.
- Keep a record of the safety checks and give you a copy

**Gas leaks are to be reported immediately to
Transco, on 0800 111 999**

7.3 Carbon Monoxide Detector

What is carbon monoxide?

The physical properties of carbon monoxide are:

- 1, it is a colourless, odourless, neutral, gaseous oxide, which is highly poisonous.
- 2, it is sparingly soluble in water but is soluble in ethanol and in benzene.
- 3, it has a relative density that is like air.
- 4, The chemical properties of carbon monoxide are that it is:
 - i, a flammable and highly toxic gas.
 - ii, a neutral oxide which burns in air to give carbon dioxide.
 - iii, a good reducing agent.
 - iv, an important industrial gas widely used as a fuel

The Ei3028 Heat & CO Alarm is built with the same high quality, reliable and proven technology as in our other Heat and CO alarms but combined in one alarm and with advanced intelligent technology.

Contains both a Heat and Electrochemical CO sensor – Heat and CO coverage in one alarm

Mains powered with 10-year rechargeable lithium cell back-up



8.0 Alarms

8.1 Smoke and Heat Alarms

Your home has been fitted with a smoke detector, which is located on the ceiling of the hall and landing. There are also heat and carbon monoxide sensors within your kitchen. These are all mains wired with a battery backup

Smoke Alarm



They are there for your safety -- Think about escape routes Now!!

Check your detectors weekly

The detector is sensitive to dust and you should periodically remove any dust with the nozzle of your vacuum cleaner

If detectors start beeping intermittently the battery backup inside the detector needs to be changed

Important test the operation of the detector once every month by pressing the test button hard until the sounder goes off.

If a detector fails to test properly contact your housing officer

9.0 Your Domestic Fire Sprinkler System

Your sprinkler system has been designed and installed to be fully compliant to BS 9251:2014 and has been certified as such. In the event of a fire the decorative circular cover plate that can be seen on the ceiling will fall away at around **60 degrees C** revealing the sprinkler

ONLY HEAT WILL AFFECT THE SPRINKLER, SMOKE WILL NOT CAUSE THE SPRINKLERS TO ACTIVATE

Typical Sprinkler Cover and Head



False activations of sprinkler systems are extremely rare, and the system requires very little attention. The standard recommends an annual service and inspection, so access will be needed to check your system at least once a year. The service visit should take no longer than 15 mins

There is a control valve for the sprinklers located in the corner of the kitchen. (White Access Hatch) The valve is open when the red handle is in line with the pipe. To close the valve simply rotate the handle to be at right angle to the pipe.

The Fire & Rescue service strongly recommend that the valve is not closed after a Fire until they have checked the situation as fires have been known to re-ignite





Fire Sprinkler

Please Note: -

The system uses no electricity

Any water used in a Fire or during any testing is not chargeable

If the decorative cover plate falls away when there is not a fire there is no need to be concerned as only heat will set off the sprinkler. Replacements are readily available

If your system is not serviced annually your home insurance may be affected so it is important that access is made available when servicing is due

If there is a Fire only the sprinkler closest to the Fire will activate.

In the event of a Fire the sprinklers will control or extinguish the fire

In the event of a Fire leave the property and dial 999 for the Fire & Rescue Service

Water from the sprinklers will be far less damaging than uncontrolled fire damage

Remember – Only Heat will activate a Sprinkler, Not Smoke

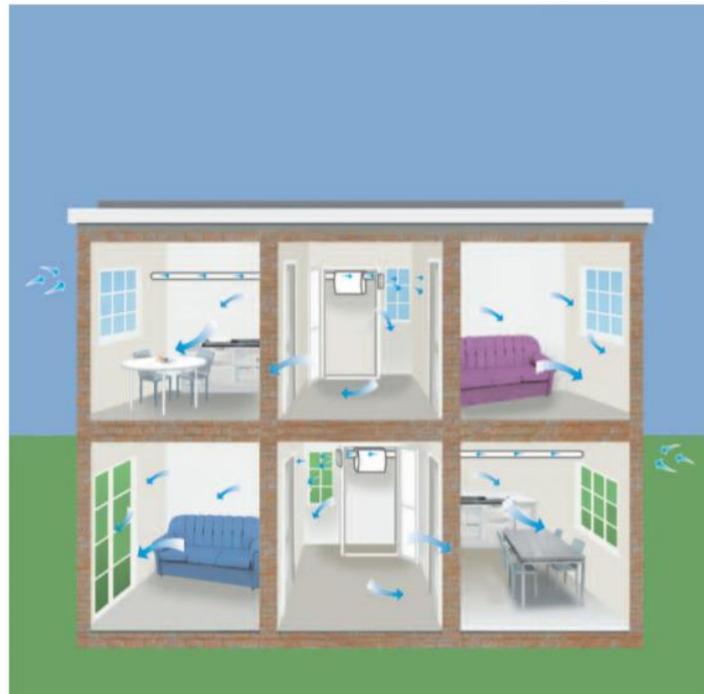
For further advice please call RSP Sprinklers Wales on 02921 432048

RSP 24-hour help line - 02921 432048

10.0 Positive Input Ventilation

The ventilation solution for the whole property uses the tried and tested Positive Input Ventilation (PIV) principle, where fresh, filtered air is introduced into the home at a continuous rate, encouraging movement of air from inside to outside. This process removes condensation, allergens such as dust mites, and the pollutants caused by cooking and cleaning from the air.

How does it work?



- The Flatmaster is fitted on a wall within your property to ventilate your home. Fresh air will be drawn from outside, filtered through the fan unit and then supplied into the central hallway through a grille.
- The fresh air drawn into your home will ensure that old, contaminated and moisture-laden air in your home is continuously diluted, displaced and replaced with good quality, fresh air. The result is an environment in which condensation dampness cannot exist, and where allergens and pollutants are kept to a minimum.

11.0 Windows

Windows with security latches will only open 100mm in operation

The restrictors need to be removed or altered for the window to be fully opened



Cleaning and Care

- Use only warm, soapy water and a soft sponge.
- Never use abrasive, chemical, or solvent cleaners.
- Keep drainage slots clear.
- Locking mechanisms should be kept clean and lightly lubricated.
- Hard tools must not be used to scrape glass.



12.0 Doors

The front doors are security doors

To Lock

Push the handle up and turn the key to the left

To dead lock

Lift the door handle and turn the key

To open

Turn the key to the right and pull the handle down

The Locking System will require occasional oiling stop the system becoming stiff



13.0 Services with Your Home

13.1 Telephone

Your home is provided with a British Telecom Terminal Connection

You should contact your selected service supplier to become a subscriber.

You are responsible for any connection charges.



13.2 TV Aerial & Satellite TV



TV and Satellite aerial points have been provided for your use. The system has been set for optimum performance.

For Freeview plug in your TV to the aerial socket and tune. Please ensure you obtain your own TV licence prior to using your TV

For Satellite TV then you will need to arrange for your own box and subscription. There will be no need to install a dish as this has already been undertaken for you

Please note no additional Dishes are permitted and you will be requested to remove it and cover costs for repairs to the building



14.0 Running in your new home

Your new home has been thoughtfully designed and built using quality materials reflecting all the attention to detail you would expect. Naturally, you will want to keep your home looking as good as new for many years to come and this can be achieved by following the advice given below

14.1 Drying Out

The building materials used while your new home was under construction will contain an amount of embodied moisture. This moisture needs to disperse, and the process of evaporation will continue even after you have moved in. It is essential that you gently acclimatise your home and allow it to dry out as naturally and slowly as possible for at least 6 months after you have moved in.

Slow evaporation helps minimise shrinkage cracking and timber movement. To aid this, you should not overheat your home and aim to keep it at a reasonably even temperature always, with conservative use of the central heating system where possible. This will allow the underlying building structure to warm up and dry out gradually

We recommend that the Central Heating Thermostat settings are maintained at a moderate setting generally no higher than 20 degrees C

At the same time, the evaporating moisture needs to be ventilated away to avoid problems with condensation. You can assist this drying process by running your extractor fans, leaving windows open for if you can each day and ensuring that trickle vents are left open when you are away from your home



14.2 Movement & Shrinkage

As the drying out process takes place and your home is lived in and heated, the building materials shrink slightly, which may cause small cracks to appear. These are not structural defects and can be filled and covered in the normal process of periodic redecoration, some may reoccur to a reduced extent, Such cracks are inevitable and at the end of the first year we will arrange an inspection of your home with you and the building contractor will be notified to rectify any issues identified during this visit, The period of drying out depends upon how closely the guidelines on this page are followed but should be about 6 months. However, depending on the weather conditions during the build period, the length of time to dry out your home could be up to 18 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product or a flexible decorator's caulk, Drying and shrinkage of the joists and other timber components used in construction of your new home may result in the appearance of the following features

- # The bath and/or shower tray may drop slightly and require resealing around the edges
- # Screw heads may start to show in plastered finishes
- # Wooden door frames may move necessitating adjustment
- # Floors may drop slightly leaving a gap between the skirting and the floor itself, this is not a structural problem, simply normal shrinkage

If you plan to redecorate, we recommend that you wait until the drying process is complete. Paint that is applied to soon may crack as the moisture in the construction evaporates

15.0 Condensation

Condensation is steam or water vapour that reverts to water upon contact with a cold surface it can sometimes cause mould to form on walls and ceilings in areas that are less well ventilated



Once the building materials used in your home have dried out, you should experience less condensation thanks to modern standards of insulation. However, there are several normal everyday activities that produce a good deal of water vapour and can lead to condensation around your home. The following advice will help minimise condensation

Air can circulate around your home if you keep internal doors and wardrobes open whenever you can (except fire doors). Closing the kitchen door, covering pans and always using your extractor fan when cooking will prevent water vapour settling elsewhere in your home. You should always close the bathroom door when showering or bathing and ensure the extractor fan in your bathroom are turned on



Keeping your windows and trickle vents open whenever possible will aid ventilation but if condensation does appear, simply wipe it away
A home that is maintained at a warm temperature is less likely to generate condensation, so don't allow your home to remain unheated for long periods of time

16.0 Finishes & Materials

16.1 Efflorescence

Brickwork

This is another sign of drying out that may appear as white powdery deposits on inside or outside walls and is caused by salts coming out of the wall materials



16.2 Floors

Bathroom, Kitchen, WC



The floors are covered with vinyl sheet, which has been stuck down

These floors may be cleaned with water and a mild detergent or a proprietary floor cleaner

Please ensure that no hard-abrasive types of cleaners are used

16.3 Other Floors

It is recommended that if you require a 'fitted' carpet that you employ a specialist carpet layer.



16.4 Walls and Ceilings

Most external walls to the dwelling are traditional masonry construction with plasterboard dabbed onto the walls with a final plaster skim coat applied. The internal walls are Timber Frame built with plasterboard finish and some metal framing which have been plasterboard dry lined

16.5 Ceilings

The ceilings have been constructed of plasterboard fixed to timber joists and roof trusses to houses and top floor flats, lower flats a metal framing system and finished with a plaster skim



16.6 Fixings



Be careful when nailing or drilling into floors, walls or ceilings to avoid contact with any electric cables or pipes, which may lie beneath the surface.

NEVER ATTEMPT TO DRILL OR NAIL A FITTING DIRECTLY ABOVE OR BELOW ANY SOCKET OUTLET OR SWITCH.

Plasterboard partitions need the correct type of fixings, not just nails. Consult your local do-it-yourself store for advice if in any doubt.

16.7 Decoration

All plaster and plasterboard have been painted with emulsion paint.

All woodwork, that is skirting, architraves etc, have been painted with white satin paint.



16.8 Redecorating

Permission to redecorate must be obtained from your Housing Association following the twelve months' defect liability period, the builder will make good only very large cracks that may form from shrinkage during that period. Smaller cracks in plaster or paintwork can be made good with filler prior to decorating

16.9 Sanitary Ware & Kitchen Units



Baths, basins, and sinks should be cleaned with recommended products to avoid damaging the surfaces.

Your home has thermostatic mixing valves installed which are fitted on the hot water pipe to ensure scalding doesn't occur, please do not tamper with these

Do not use scouring or gritty cleaners. Bleach should not be mixed with lavatory powders nor allowed to stand in stainless steel sinks.

Do not flush unsuitable items, such as disposable nappies and wet wipes etc down the toilet.

THIS WILL LEAD TO BLOCKED DRAINS AND CHARGES WILL INCUR FOR CLEARANCE.



16.10 Sustainable DIY

Once the twelve months is over and you can decorate the property, we would ask that you choose the materials and finishes wisely as these can have an impact on the environment

Materials that are less environmentally damaging don't generally cost more, they perform well and are often widely available. For example, using reclaimed wood saves energy and resources, look out for timber that has been certified by the FSC and PEFC

When choosing paints and finishes look out for hazard warnings on the label and try to avoid these, try choosing 'natural' paints as they can contain less harmful substances. Also, paints contain VOC's which can be very harmful to the environment so try choosing paints with the lowest VOC content, these are displayed on all products as standard.

DO NOT pour paint down the drain, please speak to your local authority on guidance for the disposal of this.

17.0 Refuse & Recycling

You have recycling bins in your bin store

How does it work?

You can use green bags for paper/card and glass/cans and put them into the green bin. You can use pink bags for plastics and put them in the pink bin. You can put your recycling bags into the bins at any time. We will empty the bins every fortnight

Make sure you use the bags correctly put the correct bag in the correct bins. Under no circumstances should black bags be put in either green or pink bins. If the bins are not correctly used the materials in them will not be collected.



Food Waste Collections

Each property is provided with a handy caddy and free liners to keep in the kitchen. This can then be emptied into the communal food bin whenever you want. We will empty this bin every week.

Household Waste Recycling Centre

Coronavirus updates #HereForSwansea

Please visit Swansea Councils web site for the latest information

www.swansea.gov.uk/coronavirushelp



18.0 Transport

18.1 Bus Service

First Cymru Buses Limited
Heol Gwyrosydd, Penlan
Swansea SA5 7BN
Tel: 01792 572202

Tel: 01443 832290



Nearest Bus Stops

On Langdon Road opposite Tesco
Express which is a short walk away

Services Offered

No 6 Swansea – Port Tenant

Monday – Friday Hourly Service

No 44 Swansea Grenfell Park

Monday – Saturday Hourly Service



18.2 Local Taxi Services

Travelling by taxi or private hire car around the county borough should be convenient, comfortable, and safe. That is why you should only use council licensed taxis

Hackney cabs are black and white or are London taxi style cabs. They display a taxi roof sign and have a licence plate attached to the rear of the vehicle. Only hackney cabs can be hailed from the roadside.

Private hire taxis cannot be hailed at the roadside and must be pre-booked. There is no light on the roof and a yellow licence plate is displayed at the rear of the vehicle.

Taxi Contact Details:

Yellow Cabs

2 Picton Lane
Swansea
SA1 4AF

Station Cabs

69-70 High Street
Swansea
SA1 1LN

Sketty Cabs

114 Eversley Road
Swansea
SA2 9DF

Telephone: 01792 644446

Telephone: 01792 477477

Telephone: 01792 419900

Julians Taxis

6 Wind Street
Swansea
SA1 4DH

Baileys Taxis

47 Carlton Terrace
Swansea
SA1 6AE

Data Cabs

Dyfed Avenue
Swansea
SA1 6nf

Telephone: 07970 182283

Telephone: 01792 448439

Telephone: 01792 474747



18.3 Local Rail Services

Swansea Railway Station
High Street
Swansea
SA1 1NUU



Currently Managed by: Transport for Wales

Ticket Machine: Ticket Office opening hours:

Day	Opening Hours
Weekdays	05:15 - 20:00
Saturday	06:15 - 20:00
Sunday	08:00 - 20:00

Car Park opening hours:

Day	Opening Hours
Weekdays	Open 24 hours
Saturday	Open 24 hours
Sunday	Open 24 hours

Car parking spaces: 41

Assistance

Assistance is available for customers with disabilities or those who may have difficulty in joining or leaving the train. Arriva Trains Wales request that customers requiring assistance call 0845 30 03 005 a few days in advance of their journey to arrange this

Transport for Wales Customer Relations

St. Mary's House, 47 Penarth Road, Cardiff CF10 5DJ

Tel: 0845 60 61 660

Email: customer.relations@arrivatrainswales.co.uk



19.0 Local Amenities

On Your Doorstep	Tesco Express - Every Day 6am to 11pm Langdon Road SA1 8QY
A&E Hospital	Morrison Hospital, Heol Maes Eglwys, Morrison SA6 6NL Call 01792 702222
South Wales Police	Call 101 In an Emergency Call 999
Fire & Rescue	999
Ambulance	999
Swansea Coastguard	Tuff Head Mumbles SA3 4EX Call 01792 36653 In an Emergency Call 999
Petrol Station	Sainsbury – Quay Parade, Swansea, SA1 8JA
Superstores	Sainsbury – Quay Parade, Swansea, SA1 8JA Tesco – Albert Row, Oystermouth, Rd Swansea SA1 3RA
Leisure Centre / Swimming Pool	LC Swansea, Oystermouth Rd, Swansea, SA1 3ST
Post Office	St Thomas Post Office 150 Port Tennant Road, Port Tennant, Swansea SA1 8JQ
Cashpoint	Tesco Express - Every Day 6am to 11pm Langdon Road SA1 8QY
Swansea Central Library	Civic Centre Oystermouth Rd SA1 3SN Call 01792 636464
Banks	Lloyds – City Centre Barclays – City Centre HSBC – City Centre Nat West – City Centre Santander – City Centre



Health & Wellbeing

Dr Surgery	SA1 Medical Centre - Tel 01792 481444 Beacon Centre for Health, Langdon Road Swansea SA1 8QY
Dentist	Eastside Dental – Tel 01792 642733 Beacon Centre for Health, Langdon Road Swansea SA1 8QY
Chemist / Pharmacy	Well Pharmacy – Tel 01792 654635 Beacon Centre for Health, Langdon Road Swansea SA1 8QY
Orthodontics	Neatteeth, Parkway Clinic – Tel 01792 455191 Lamberts Road (Just off Langdon Rd) Swansea SA1 8EL
Opticians	Steve Evans Optometrists – Tel 01792 643823 Kings Road, Swansea, SA1 8AS
Opticians	Boots Opticians – Tel 0345 125 3776 17 The Quadrant, Swansea, SA1 3AD
Opticians	The Optic Shop – Tel 01792 653339 63A The Kingsway, Swansea SA1 5HN
Opticians	Specsavers Opticians & Audiologists. Tel 01792 474426 394-395 The Kingsway, Swansea SA1 5LQ
Opticians	Vision Express. Tel 01792 459777 394-395 The Kingsway, Swansea, SA1 5HN



Schools

Primary Schools St. Thomas Community Primary School – Tel 01792 650052
80 Grenfell Park Road, Swansea SA1 8EY

Danygraig Primary School - Tel 01792 650946
Ysgol Street, Swansea SA1 8LE

Secondary Schools Cefn Hengoed Community School – Tel 01792 773464
Caldicot Road, Caldicot Road, Swansea, SA1 7HX

For the full list of schools in the Swansea area please visit the council web site

www.swansea.gov.uk/schoolcontactdetails



20.0 Useful Telephone Numbers

Local Authority:	Swansea Council Civic Centre SA1 3SN Call 01792 63600 www.swansea.gov.uk
Water Supplier:	Welsh Water – Tel: 0800 052 0140
Gas Supplier:	British Gas – Tel:0333 202 9802
Electric Supplier:	British Gas – Tel: 0333 202 9802
British Telecom:	BT – Tel: 0800 800 150
Swansea Community Transport	Tel: 01792 522982 / 522976

21 Emergency Telephone Numbers

Water Emergency Number	Tel: 0800 052 0130
Electricity Emergency Number	Tel: 0800 052 0400 (24 hours)
Gas Emergency Number	Tel: 0800 111 999 (24 hours)

22.0 Links, References and Further Information

Please see below link on how to run the home efficiently and in the best environmentally sound way: -

The Energy Saving Trust good practise guidance

www.energysavingtrust.org.uk

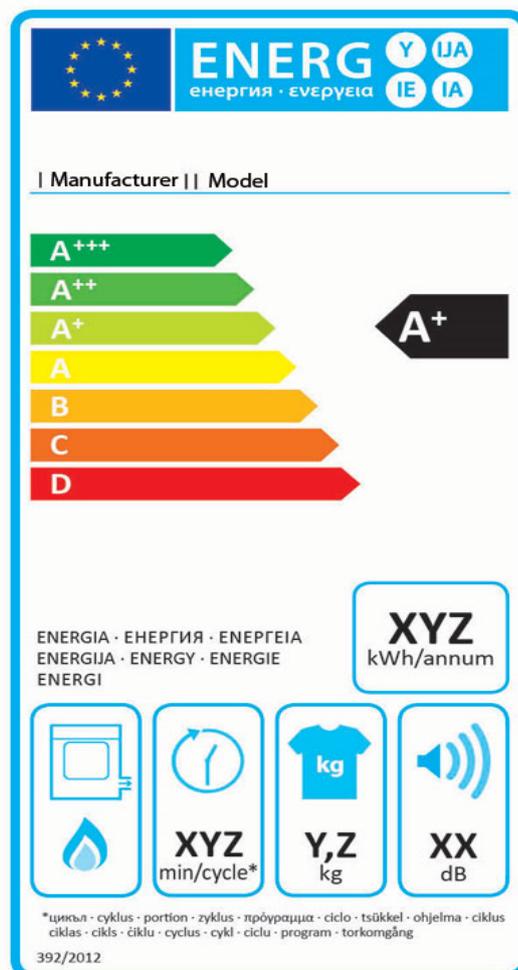
When buying white goods please see the link below to purchase the most efficient model that is low energy / low water

www.greenconsumerguide.com/whitegoods.php

Energy labels explained

EU energy labels have become a common sight in home appliance showrooms - they're found on a selection of white goods and other products and are designed to help customers see how energy efficient a model is before they buy.

The EU energy efficiency label



1. Energy Efficiency Rating
A+++ is the most efficient, and D is the least efficient, based on the product's energy consumption.

2. Annual Energy Consumption
The annual energy consumption (in kWh per year) for each product is calculated using specific EU-defined criteria. Here, for tumble dryers, the figure is calculated based on the standard cotton program at full and half load.

3. Product-specific information
You'll also find images showing extra data related to the product, such as capacity, water consumption and noise levels.