



HOME USER GUIDE

Clos Gelli Wen

Alltwen

Swansea





	Page
Introduction	3
Moving in	4
Control Positions	5
Service Suppliers	6
Heating and Hot Water	7
Ventilation	8
Troubleshooting	9-12
Running your home	13-14
Taking Care of Your Home	15-16
Customer Care	17-18
Local Amenities	19-20
Local Places of Interest	21
Appendices	22-23
User Guides	22
Certificates	23

Contents

Introduction

Welcome to your new home at Clos Gelli Wen, Alltwen.

We realise that sometimes moving to a new home and area can be a little stressful.

We have taken great care whilst building your home and have created this user guide to help you settle in and familiarise yourself with your beautiful new home and the surrounding area.

We hope you enjoy your new home and wish you every happiness in the future.



Moving In

You will obviously be very busy when you first move in so we have included a list of things to do.

- ◇ Contact the local council to let them know you have moved in.
- ◇ Contact your energy and water suppliers to set up an account in your name and confirm the meter readings taken on handover day. (Don't forget to cancel your previous accounts and give final meter readings).
- ◇ Contact TV Licensing to inform them of your new address
www.tvlicensing.co.uk
- ◇ Organise telephone, satellite and broadband services.
- ◇ Let your friends and family know your new address.
- ◇ Familiarise yourself with the position of stop taps and electrical consumer unit.
- ◇ Refer to your instruction manuals before operating any kitchen appliance for the first time.
- ◇ Similarly, ensure you read your heating and hot water instructions to maximise the efficiency of the systems.
- ◇ Ensure you have contents insurance in place.
- ◇ Note any items that you think may be our responsibility to put right.



Control Positions

◇ **Water**

Stop tap is located in the utility cupboard in the kitchen



◇ **Electric Consumer Unit**

Located in the utility cupboard in the kitchen



◇ **Thermostat**

Each radiator has a TRV control
There are 2 digistats in the property
1 located in the living room
1 located in a bedroom



Service Suppliers

Your property has the benefit of mains gas, electricity and water.

With your agreement your meter readings will be forwarded to the service provider along with your contact details on the day of completion and a copy given to you for your records. You will be responsible for the gas, electricity and water from that date/meter reading onwards. Your current suppliers are Dwr Cymru Welsh Water and British Gas for gas and electricity.

Make sure you familiarise yourself with the location of various valves and switches, this will allow you to turn off the water or electricity in an emergency and help prevent further damage.

In an Emergency, know what to do and who to call.

Please be aware: you may be charged for call outs which are reported as emergencies but are not, or those that are caused by wilful damage, or faulty appliances.

During office hours 01633 679911 or email address for reporting repairs :-

Newbuild-aftercare@poblgroup.co.uk

Out of Hours Customer Care Number: 01633 212375.

**Electricity & Gas
Provider
British Gas
Tel: 0800 0861087**

**Water Provider
Dwr Cymru
Welsh Water
Tel: 0800 9172652**



Heating and Hot Water

The heating system is gas and each radiator has its own TRV control.

Hot water is provided by your Combi Boiler.

Please refer to your user manual to ensure you understand your appliance and are using it to optimum efficiency.

Room Temperature:

There are 2 thermostats in the property 1 located downstairs in the living room and the other located upstairs in the master bedroom.

Reducing the setting of the room thermostat by 1°C can reduce fuel consumption by up to 10%. The ideal temperature is 18°C.

Tips:

- ◇ Do not dry bedding, towels and larger clothing items on the radiators as this will affect their performance and cause unwanted condensation.

If you are still experiencing problems after consulting your user manual please contact Pobl on:

During office hours:- 01633 679911

Out of Hours:- 01633 212375

Email address:- newbuild-aftercare@poblgroup.co.uk



Ventilation

Condensation is caused by steam or water vapour turning into water on cold surfaces. It can damage clothes, bedding, floor coverings, decorations and the home itself, if mould growth is allowed to take hold on walls and ceilings.

Homes that are heated intermittently are more likely to suffer condensation problems than those which are continually heated on a medium setting.

TIPS:

- ◇ Maintain constant ambient temperature heating.
- ◇ Leave the internal doors open as much as possible.
- ◇ Keep kitchen and bathroom doors closed when cooking or bathing.
- ◇ Leave a space between large pieces of furniture and the external walls.
- ◇ Wipe down kitchen and bathroom surfaces after use to remove surplus moisture.
- ◇ Do not overfill your cupboards, as this will prevent air circulation.
- ◇ Keep window trickle vents open.
- ◇ Promote as much natural ventilation as possible throughout your property.



Troubleshooting

Electric

◇ Lighting

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

If a particular light is not working check the bulb and replace if necessary.

◇ Power Sockets

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

If it trips again unplug the appliance, reset the consumer unit 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 none of the above options rectify the problem it is possible there is a fault with the wiring. If you are still within the 12 month warranty please contact Pobl.

If out of warranty you should proceed to contact a qualified electrician.

DO NOT attempt to rectify the fault yourself!

Safety Information

◇ **Always** unplug any appliance before working on it.

◇ **Always** ensure that your appliances are fitted with the correct fuse.

◇ **Always** follow the manufacturer's instructions for any appliance.



Troubleshooting

Water

◇ Stop Tap Locations

Your water supply can be turned off by using your stop tap which can be located in the utility cupboard in the kitchen and the external mains stop tap can be located in the pavement outside your house.

◇ Dealing With Leaks

Minor leaks such as a dripping tap can usually be dealt with without isolating the whole of the water system, but it is important that Pobl are notified immediately.

In the event of a major leak on any of the water services, the stop tap should be turned off and Pobl informed immediately.

During the Winter period please remember that:

If you leave your house for more than a day or two you should leave your heating set constantly on low level to avoid freezing.

DO NOT allow taps to drip as a dripping tap may stain the bath or basin and could result in frozen waste pipes.



What to do should you experience any of these problems...

◇ **A miniature circuit breaker (MCB) has tripped**

An MCB on your consumer unit usually trips due to a blown light bulb or a faulty appliance that may have caused a short circuit in the system or an overloaded circuit. Rather than simply switching the MCB back on, try to:

- Replace or disconnect the lightbulb or appliance that may have caused the trip before switching the MCB back on.
- If it continues to trip, continue to unplug appliances until the faulty one is located.
- If the trip continues, you should contact us if you are still within our warranty. If not, you should proceed to contact a qualified electrician.

◇ **Drying Out**

Small cracks in the walls and gaps in joinery are both common signs of shrinkage. This happens when timbers and other material contract as they dry out. It's extremely unlikely that these cracks are anything structurally significant and they can normally be put right very easily with ordinary filler and a simple lick of paint during routine decoration.

◇ **Condensation**

During the drying out period, where moisture is evaporating from materials in your home, condensation is to be expected. In order to minimise it, try and keep your home well ventilated, the heating set to a constant temperature.

◇ **Water draining slowly from sink**

If you have reason to believe that one of your sinks, showers or bath is blocked, you may address this yourself by trying to clear it with draining products (follow safety advice) or with a flexible rod or suction cup. If this fails, you may need to contact a qualified plumber. Please remember that blockage can be avoided if you regularly remove any hairs that get trapped in plug holes.



◇ **Trouble with one of your appliances**

Once you have moved into your new home, please ensure that you take the time to read the appliance manuals so that you have an understanding of how to use them and you register your appliances. If you find that one of your appliances no longer works, check the manual for a solution.

Also check:

- The appliance is definitely switched on and the isolation switch for the appliance is on.
- An MCB on the consumer unit has not tripped.
- If the fuse needs replacing.
- Proceed to contact the manufacturer if the problem continues.



Smoke detectors

Your home has been fitted with smoke detectors, which are located on the ceilings in the hall and the landing area. They are mains wired with a battery backup.

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

If the detector starts bleeping intermittently the battery back up inside the detector needs to be changed.



TEST your smoke detector once every month by pressing the test button hard until the sounder goes off. If the detector fails to test properly contact Pobl immediately.

Telephone

Your home is provided with a British Telecom terminal which is usually located in the hall or living room. You should contact your selected service supplier in order to become a subscriber. YOU are responsible for connection charges.

TV Aerial

Your TV aerial socket can be located in the lounge and bedroom.



Running Your Home

Lights

Your home has been fitted with low energy fittings. Please note the correct size if you are fitting lampshades.

The LED lightbulb is part of the fitting in the kitchen, bathrooms and external light if applicable. When replacing these note the fire rating of the product.

Kitchen Appliances

Please refer to your user manuals.

Note that the cooker hood is a filter system and not extraction. There will be a washable filter inside the unit.

Sprinkler System

The property is fitted with a sprinkler system with heads in the ceiling of every room and do not need any maintenance.

Do not paint over the sprinkler heads as this will affect the operation.

Shower

For settings and operation please refer to the user manual.



Taking Care Of Your Home

Now that you have moved in to your new home, you will want to make sure it stays as nice as possible. Here is some guidance on how best to keep it like new.

Sanitary Ware

◇ Baths, showers & basins

- Clean with warm soapy water.
- You should regularly descale your showerhead in case of lime scale.
- Use cleaning products that will not leave a residue as it may leave a mark and leave surfaces slippery to step on.

◇ Toilets

- Avoid putting anything like baby wipes or sanitary products down your toilet as this may cause a blockage.

Kitchen Worktops

Despite the durability of your workspace, please try to use chopping boards whenever possible in order for them to stay as good as new.

Try and minimise the amount of liquid on the laminate worktop, if left near the joints, the joints may swell. Therefore, try and clean any spillage as quickly as you can.

Flooring

Your flooring will need to be cleaned with a mild detergent solution.

Avoid too much detergent as it may streak and make the surface slippery.



Doors and Windows

All doors and windows should be checked for proper seals and broken glass. Once a year clean and lubricate all moving parts. Check weather stripping for damage and tightness each autumn.

Finishes and Materials

Brickwork Efflorescence

This is a 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. This does not require any further action.

Walls and Ceilings

All walls are metal stud partition with plasterboard and plaster finish.

The ceilings have been constructed of plasterboard fixed joints with a plaster skim.

Fixings

Be careful when nailing or drilling into floors, walls or ceilings to avoid contact with any electrical cables or pipes, which may lie beneath the surface. We recommend that you invest in a cable/pipe/stud detection device in order to carry out your own check prior to drilling.

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



Customer Care

We want you to be as happy as possible with your new home and so we aim to provide you with outstanding customer care throughout the entire process.

Your home has a defects liability for 12 months and any defects can be reported to the repairs team at Pobl.

Contact us:

Repairs can be reported by telephone or email:-

During office hours: 01633 679911

Email: newbuild-aftercare@poblgroup.co.uk

Emergency Repairs

You may need an emergency repair outside office hours (evenings and weekend) which you can contact by calling: **01633 212375**

- Give your name, address and explain that you are the purchaser
- Explain the problem clearly and in as much detail as possible
- The telephonist will forward your details onto the appropriate contractor

You may be charged for call outs which are NOT emergencies or to attend to problems caused by wilful damage.



Customer Care

Your warranty

For reassurance and guaranteed peace of mind, your home is covered for the first two years by a warranty from us. This warranty is for structural defects such as:

- ◇ Excessive cracking to bricks or mortar
- ◇ Shrinkage cracks wider than 4mm

Emergencies

We take our responsibility to you very seriously. If you were to be faced with an emergency situation, it will be our priority to see help arrive as quickly as possible.

Do not hesitate to contact us by phone or email.

NHBC

Your home has a 10 year structural warranty. Upon registration and on the day of completion you will receive your warranty documents within two weeks. If you do not, you should contact us.

If you ever have any questions or concerns, you can also contact NHBC:

Telephone: 08444 120 888

Email: cssupport@nhbc.co.uk

Website: www.nhbc.co.uk



Local Amenities

General Hospital

Morrison Hospital
Heol Maes Eglwys
Morrison
Swansea SA6 6NL
Tel: 01792 702222

Doctors

Pontardawe Health Centre
Alloy Ind. Estate
Pontardawe
Swansea SA8 4JU
Tel: 01792 863103

Dentist

Pontardawe Dental Care
100 Herbert Street
Pontardawe
Swansea SA8 4ED
Tel: 01792 863354

Local Nursery & Schools

Little Steps Childcare
The Cross
Herbert St
Pontardawe
Swansea SA8 4EB
Tel: 01792 869494

Alltwen Primary
15 Alltwen Hill
Pontardawe
Swansea SA8 3AB
Tel: 01792 863275

Cwmtawe Community School
Parc Ynysderw
Pontardawe
Swansea SA8 4EG
Tel: 01792 863200



Local Amenities

Chemist

Well Pontardawe
S9 Herbert Street
Pontardawe
Swansea SA8 4ED
Tel: 01792 863217

Post Office

Kumar Stores
18 High Street
Pontardawe
Swansea SA8 4HU
Tel: 01792 865840

Library

Pontardawe Library
21 Holly Street
Pontardawe
Swansea SA8 4ET
Tel: 01792 862261

Local Church

St. Peters Church
1 Clos Yr Hen Ysgol
Pontardawe
Swansea SA8 4AZ

Local Mosque

Swansea Mosque & Islamic Centre
159a St. Helen's Road
Swansea SA1 4DQ



Local Places of Interest

- ◇ Pontardawe Arts Centre
- ◇ Swansea Marina
- ◇ Dylan Thomas Centre
- ◇ Swansea Market
- ◇ Aberdulais Tin Works & Waterfalls
- ◇ Swansea Grand Theatre
- ◇ Baked Beans Museum of Excellence, Port Talbot
- ◇ Swansea Bus Museum
- ◇ Neath & Tennant Canal
- ◇ Gwyn Hall, Neath



User Guides

Appendix One

Certificates

Appendix Two



Contact us:

Pobl Group

Exchange House

The Old Post Office

High Street

Newport

NP20 1AA

TEL: 01633 679911