

Beacon Hill
Development
(Sales Plots)

HOME USER GUIDE



Working in Partnership with





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1.0 Welcome

Welcome to your new home constructed by Morganstone.

We at Morganstone realise that sometimes moving to a new home and area can be a stressful time. We have prepared this Home User Guide (HUG) to help you become familiar with your new home and local area quickly and easily. It contains information including:

- How to look after your new home.
- How to report certain types of problems.
- Initial gas, electricity and water supply information details.
- Advice on safety and security.
- Useful information on local amenities and services.

We have also included technical help and practical tips on energy saving and recycling. When you move into your new home you will be given various leaflets supplied by the manufacturers and installers of the equipment in your home. Please keep all this information in a safe place, together with this handbook so that you can refer to it in the future.

We have taken great care whilst building your home having undertaken a comprehensive suite of checks for safety, quality and environment throughout the construction process.

Your Home User Guide also informs you on many ways you can continue to help the environment, whilst saving money at the same time.

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





Section 1: About Your Home

1.0 Your Home

Your home has been designed to be energy efficient and environmentally responsible, helping to regulate fuel bills and provide a comfortable, controllable living environment.

This has been achieved through:

- A regulated and tested construction method which minimises heat escape.
- Timber frame construction built in line with building regulations and highly insulated.
- Responsibly sourced construction materials with proven “chain of custody” illustrating the origin of the material.

2.0 Postal Address

Your postal address will be confirmed by your Sales Negotiator

All addresses have been activated with Royal Mail.

Note that when ordering goods and services some companies may not have updated their systems with the new address.

3.0 Insurance

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

If you have bought your home through shared ownership, buildings insurance is covered by Pobl Living.

If you have bought your home outright, then you are responsible for purchasing buildings insurance.

4.0 Snags & Defects

Within 7 days: As you start to live in your new home you may find additional snags; small cosmetic items – something that is damaged in some way or something that isn't fitted properly, for example. It is really important that you let us know within 7 days if you find any additional snags, we cannot accept any snags after this 7-day period.

If we haven't heard from you within 7 days, we will assume you don't have anything to report and we will forward your handover certificate to the New Build After Care Team for their records.

Please report any snags to beaconhill@poblliving.co.uk within 7 days.



If you need to report a defect in your home within the first 2 years the Clixifix Resident Portal will allow you to raise defects.

Every 12 months: Arrange a service for your boiler and sprinkler system. This will ensure warranties remain intact.

Years 3-10/12*: Your Buildmark warranty covers you for putting right any damage or defects in major structural items like foundations, walls floors, and below ground drainage. Please note your NHBC policy document for full details, and terms and conditions.

*In some cases, the cover may be shorter, should there be a lag between the point the home was legally completed and when you moved in. Please refer to your NHBC cover note for further details.

If you have any repairs, you will be required to use the Clixifix Resident Portal in order to liaise with Pobl's Newbuild Aftercare team. The portal allows you to raise defects, which will be triaged and then sent to Morganstone (Contractor) where necessary.

All communication regarding your request will be directly through the portal. In addition to this Home User Guide, you will receive a Clixifix Resident Portal user guide, which explains how the portal works and gives a step-by-step guide that you need to follow in order to raise a defect.

To gain access to the portal, you will receive an email from Clixifix that will contain a link for you to set up your account. Once the account is set up, you are ready to go. It is important that you only log defects on the portal as the system is not designed for general enquiries.

5.0 Emergency Repairs

You may need an emergency repair outside office hours (evenings and weekend). We operate a 24-hour emergency repair service which you can contact by calling:

Out of Hours: 0330 175 9726

- Give your name address and explain that you are the homeowner.
- Explain the problem clearly and in as much detail as possible.
- On taking your call the telephonist will forward to the appropriate contractor.

6.0 General Enquiries

If you have any general enquiries regarding your home. Please contact the Pobl New Build Aftercare Team who are available 9am – 5pm Monday to Friday.

- During Office hours: 0330 175 9726
- Email: newbuild-aftercarewest@poblgroup.co.uk



7.0 Service Suppliers

Your property has the benefit of mains Electricity, Gas and Water.

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 Electricity, Gas and Water from that date/meter reading onwards. Your current suppliers are British Gas for Electricity and Gas and Welsh Water.

Make sure you familiarise yourself with the location of various valves and switches, this will allow you to turn off the Water, Gas or Electricity in an emergency and help prevent further damage (refer to section 8 of this Guide).

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 willful damage or faulty appliances.

Electricity provider – Emergency Information

British Gas

Tel: 105

In the event of an electrical emergency or power outage please call 105 from your mobile or landline and the telephone service will automatically direct you to the network distributor's emergency number for your area. 105 is a free service, available from most landlines and mobile phones in England, Scotland and Wales.

Gas Leak – 24 Hours

British Gas

Tel: 0800 111 999

If you are a mains gas consumer and you suspect CO poisoning, you should call the National Gas Emergency Service on 0800 111 999

Water Emergencies

Dŵr Cymru / Welsh Water
Telephone: 0800 052 0130

If you have an emergency, please do not wait.



Sewer Flooding & Sewerage Emergencies Welsh Water

Telephone: 0800 085 3968

If you have an emergency please do not wait.

8.0 Valve Positions

Below is a summary of the valve positions of your new home:



Water

The stop tap is located in the storage cupboard underneath the sink.



Gas & Electric

Meter boxes are situated in the following location:

Front elevation of the property (external)



Boiler

The boiler is situated in the following location:

Kitchen



Electric consumer units

Located on the wall of the ground floor hallway.

9.0 Water

Stop tap location

Your water supply can be turned off by using your stop tap which can be located in the storage cupboard underneath the sink.

Washing machine connection

You will find your washing machine connections located under the kitchen sink unit.

Dealing with leaks

Minor leaks such as a dripping tap or radiator valve can usually be dealt with without isolating the whole of the water system.

In the event of a major leak on any of the water services, the stopcock should be turned off.

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.



If there is a risk that pipes are frozen DO NOT run hot water taps as this could cause the pipes to burst.

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

Remember to turn off your outside tap at the valve located within the sink unit during very cold weather.

10.0 Heating and Hot Water



Model: Vaillant EcoFit Sustain 35kW

Other features of the boiler are:

- Compact and stylish cupboard fit design
- Fully modulating operation to low outputs
- Simple-to-use controls
- Built-in frost protection
- Choice of optional timers and room thermostats

The boiler is registered with **Vaillant Group**

The warranty is with:

**Vaillant Group,
Nottingham Road,
Belper, Derbyshire,
DE56 1JT**

To Register phone: 0330 123 9559

Please see the Boiler User Manual for the following:

- Using your appliance
- Heating/Hot Water Temperature
- Fill & Pressurise
- Frost Protection
- Condensate Drainage



Your boiler provides a high level of comfort whilst keeping energy consumption and the effects on the environment as low as possible.

You should have your boiler serviced every 12 months as failure to do so could invalidate your guarantee.



11.0 Other Services within your home

Telephone

Your home is provided with a British Telecom terminal which is located in the 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 living room and one in every bedroom. The aerial cable is situated in the attic. Please note that a physical aerial will not be found in this area. This will be the homeowner's responsibility to install.

Satellite TV

Your property has been fitted with sockets in the living room.

You will need to contact your chosen provider regarding installation and service.

Broadband

There is a "Fibre" terminal located in the living room.

You will need to contact your chosen provider regarding installation and service.

Smoke detectors

Your home has been fitted with smoke detectors, which are located on the ceilings in the lower ground and ground floor hall, and landing area and heat detectors, which are located in the kitchen. 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 beeping intermittently the battery back up inside the detector needs to be changed.

THEY ARE THERE FOR YOUR SAFETY. PLAN YOUR ESCAPE ROUTES NOW!!!!

TEST your smoke detector once every month by pressing the test button hard until the sounder goes off.

Carbon Monoxide Detectors

Your home has been fitted with a carbon monoxide detector. This is located in the kitchen area.

Fire Sprinkler

False activations of sprinkler systems are extremely rare, and the system requires very little attention.

A metal sprinkler cap as part of your sprinkler system will drop when high heat is detected, triggering the sprinklers.

Metal tape has been used for future detection.



An annual service and inspection are needed on your sprinkler system.

Please Note:

- The **control valve and pump** for the sprinkler system is located underneath the stairs
- 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 you arrange an annual service.
- 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

DO'S:

- **Do** make sure you know the location of the control valve and ensure occupants are aware of its location.
 - **Do** make certain the control valve is always open.

DONT'S:

- **Do not** paint the sprinkler cover plates.
- **Do not** hang anything such as decorations, plant holdings or anything else on the sprinkler heads.
- **Do not** manually turn off or disconnect the fire sprinkler system on your own accord.
 - **Do not** obstruct or cover the fire sprinklers.
 - **Do not** use wall paper steamers near sprinkler heads.
 - **Do not** interfere with any of the sprinkler components.

In the event of a fire, stay calm and leave the building immediately. Call the fire brigade from outside the building.



Sprinkler FAQ'S

Will sprinklers leak?

Sprinklers and their piping are pressure tested at two or three times higher than your plumbing system, even though they use the same standing pressure as your plumbing. Therefore, the chance of a leaking sprinkler is practically nil. Like your plumbing pipes, sprinkler pipes are not exposed to cold areas through use of lagging. Thus, preventing the pipe from freezing and bursting in colder periods of the year.

If a fire starts will all the sprinklers activate?

In the event of a fire, typically, only the sprinkler closest to the fire will activate, spraying water directly over the fire. The water from the sprinkler head cools the hot fire's gases, so in nearly all cases there is not enough heat to activate the next nearest sprinkler. Thus, leaving the rest of the house dry and secure.

Will sprinklers activate anytime a smoke alarm is set off?

Each individual sprinkler is designed and calibrated to activate when it senses a significant heat change. They do not operate in response to smoke, burnt toast, cooking vapors, steam, or an activating smoke alarm.

Won't the water create more damage than the fire?

Home fire sprinklers can significantly reduce property loss and damage in the event of a fire. The sprinkler will quickly control the heat and smoke from the fire, limiting damage to other areas of the house, giving occupants valuable time to vacate the building safely. Any resulting water damage from the sprinkler will be much less severe than the damage caused by water from fire-fighting hose lines. Fire departments use up to eight-and-a-half times more water.

Do I have to do anything in the event of a fire?

Just get yourself and anyone else out of the house! Fire sprinklers will do the rest. They are fully automatic and will work even if there is a power failure. Leave the system running until the Fire Brigade deems it safe to turn it off.

Sprinkler Facts

Sprinklers save lives.

Sprinklers are the most effective fire safety device ever invented. The National Fire Protection Association reports that people with smoke alarms in their homes have a 47 percent better chance of surviving a fire. Adding sprinklers along with smoke alarms increases your chances of surviving a fire by over 97 percent.

Sprinklers save property.

Residential fire sprinklers are designed to save lives, but because they control fires so quickly, they also reduce property damage. Fire reports show that property damage is nine times lower in sprinklered homes.



Lifetime safety is lifetime quality.

The features of your home reflect your values and priorities. Fire safety is a quality issue. You can ignore it and accept the minimum level of safety for your family and possessions, or you can build on quality protection for them. Fire sprinklers will protect occupants for the life of the home.

12.0 Parking Bays / Drives

Carrying out maintenance to your car:

- Please do not carry out car oil changes on tarmac or hard paved areas or pour oil down any drains.
- If you need to change your car tyre, ensure that timber is placed under the jack to prevent damage to your drives surface.
- It is advised that frequent sweeping is undertaken to prevent debris from clogging the porous driveway.
- Power washing annually/bi-annually depending on usage to prevent moss growth and general build-up of debris and dirt. Avoid harsh chemicals if Moss is encountered. Revert to scrubbing with a hard brush.

Please ensure you only park in your designated parking bays and advise visitors accordingly.

Section 2: Running Your Home

13.0 Heating and Hot Water

The gas supply to the burner is controlled according to the level of demand of heat by you. Continually switching the boiler on and off will use more energy than keeping the boiler on for long periods of time.

Room Thermostats

The temperature of each room can be set individually using radiator valves. 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** drape curtains over the radiators, this will affect their performance.
- ✗ **Do Not** dry bedding, towels and larger clothing items on the radiators as this will affect their performance and cause unwanted condensation.
- ✗ **Do Not** attempt to change the settings inside the Boiler.





- ✘ **Do Not** block or seal any air vents that are installed to ensure the central heating boiler operates safely.

14.0 Ventilation

Preventing Condensation

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 and ventilated intermittently are more likely to suffer condensation problems than those, which are continually heated, on a medium setting.

DO'S AND DON'T'S

- ✓ **DO** avoid bulk drying clothes indoors.
- ✓ **DO** close the door when cooking or bathing to contain steam and reduce moisture.
- ✓ **DO** wipe down the kitchen and bathroom surfaces after use to remove surplus moisture etc.
- ✘ **DO NOT** use your roof space for storage.

Please remember...

Promote as much natural ventilation as possible throughout your property.

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.
- ✓ Do not overfill your cupboards, as this will prevent the air circulation.
- ✓ Keep window vents open.

Most building materials will have absorbed moisture during the construction of your home. It is likely that during the drying out process shrinkage cracks will appear.

This is completely normal and at the end of the first year we will arrange an inspection of your home with you.

To Minimise Cracking...

Please maintain your heating at a constant medium temperature as much as possible and promote natural ventilation.



15.0 Electricity

Did You Know

In most homes, lighting accounts for around 20%-25% of the electricity bill. A substantial amount of the energy needed for lighting could be saved by replacing ordinary lamps with compact-fluorescent lamps - also known as "energy saving lightbulbs."

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.
- ✓ If you have a fluorescent light, check that the tube as well as the starter has not blown (if the light flickers but will not start it is probably the starter unit that needs replacing).

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 it is the wiring that is at fault; please contact New Build Aftercare West.

16.0 Meter Location

Your electrical meter can be found at the front elevation of the property (external).

The meter and meter cable are the supplier's property and should NOT be tampered with in any way.

Your electricity supply can be turned off at the Consumer Unit which is situated on the wall of the ground floor hallway.



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 instruction on wiring appliances.

NEVER use an electrical appliance in the bathroom.

DO NOT attempt to repair, alter or extend electrical installations.

IF IN DOUBT CONTACT A QUALIFIED ELECTRICIAN.

Circuit Breakers

You are protected by a residual circuit breaker or RCD. 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

ELECTRICITY CAN KILL
DO NOT carry out any works on any electrical circuits unless you are a fully qualified electrician.

17.0 Using Your Energy Wisely

Did you Know

Turn your thermostat down by 1°C and you could save 10% off your bill!!

Included within the appendix to this guide is 'The Buyers Guide to EU Energy Labelling' for when you purchase a new electrical appliance. The label will be found on most appliances and provides the information you need to compare the energy efficiency, water consumption and noise levels of the appliance you are buying, including light fittings and bulbs.

IN order to promote energy efficiency, we have included below a number of practical considerations:

When Cooking...



- Use a kettle to boil water for cooking. It is quicker and uses less energy than a pan.
- Take shelves you don't use out of the oven.
- Only fill kettles with the water that you need.
- Cut food into smaller sections before cooking; it may cook more quickly.



- Use just enough water to cover vegetables and put the lid on. Simmer instead of boiling: less steam means less need to ventilate the room, cutting your heating costs.
- Don't keep opening the oven while cooking.
- Use the right size pan for the cooker ring.
- Make toast in a toaster, not under the grill.
- Use pans that can divide into sections; you can cook several items at once.
- Use a microwave instead of the oven as much as possible – not just for re-heating and defrosting but for fresh food too.
- It is more energy efficient to use all the oven space available. Cook big batches of food at once then freeze food you do not need that day. The meals are then quick, easy and economical to reheat, especially if people in your household eat at different times.

When doing the Laundry...

- Always try to put a full load of washing into your washing machine or tumble dryer.
- If you use a tumble dryer, spin the clothes they will then tumble dry more quickly.
- Wash clothes at 30°C. You can wash four loads at 30°C for the same price as one wash on the highest temperature.
- Do not turn up the tumble dryer thermostat or dry your clothes for too long – you can avoid having to iron everything.
- Use economy programmes on your washing machine for small loads or items which are not very dirty.
- Plan your ironing so you don't have to keep changing the temperature setting on your iron. Iron the clothes that need a cooler iron first, and finish with clothes that need the hottest setting.
- Front loading washing machines are usually more efficient.
- Dry your washing outside on a fine day.





18.0 Be Water Wise-Tips to Reduce the Use of Water

In the Kitchen

- Use a washing up bowl when washing up.
- Fix leaking taps.
- Rinse vegetables in a bowl.
- Try to avoid rinsing dishes in the sink before loading them into your dishwasher.
- Store drinking water in the refrigerator rather than running the tap every time you want a cool glass of water.
- Wait until you have a full load before doing your washing, or use the half load button on your washing machine. The same goes for the dishwasher.
- Hand wash small amounts of clothes in a bowl.
- Fill the kettle with only as much water as you need - you will save electricity as well as water.
- If you need to purchase a new water using appliance, check how water efficient it is before you buy it.



In the bathroom

- Take a shower not a bath.
- Put the plug in the sink when you wash.
- Don't leave the tap running whilst cleaning your teeth.
- Always make sure you turn the taps off fully.
- Avoid flushing the toilet unnecessarily - dispose of tissues, insects and other such waste in the bin rather than the toilet.
- Fix leaking taps.
- Fit a flow regulator to your shower.
- When installing or replacing toilets, opt for dual flush and low flush cisterns.



Tips for around the home

- Ventilate your home properly and regularly.
- Avoid drying clothes indoors.
- Close the door when cooking or bathing to restrict moisture.
- Wipe down kitchen and bathroom surfaces after use to remove surplus water.





19.0 Other Considerations

Roof

High winds, driving rain and snow may cause damage to the roof and guttering. After a heavy storm it is advisable to check for leaks in the roof space. Any damage resulting from severe weather is not covered by the warranty and should be referred to your insurance company.

Do Not store materials in your loft space.

Shower

For settings and operation please refer to the user manual. You can find a copy of the manual on My Pobl Home.

Lights

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

External - You have external lights fitted at the front, and rear of your home. For settings and operations please refer to the user manual.



Doors & Window Inspections

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. Check decorators' filler at doors, windows and other openings and joints between dissimilar materials such as wood and masonry. Door closures, locksets and thresholds should be checked and adjusted as needed.

Cleaning and Care: -

- Use only warm, soapy water with 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.

Fire Doors

Fire Doors in your home can be located in the first-floor landing, and when entering the Garage area. These doors will ensure 30 minutes of protection in the case of a fire.

- Please note it is advised that your first-floor fire door is kept closed when occupants are sleeping.
- The fire doors are not to be propped open or obstructed from their main purpose.
- The maximum threshold of this specific door is 6 mm



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.

Raised Gardens

All framework for the raised garden is powder coated to the RAL colour 7016. If scratches appear, a touch up kit will have been left within your home at the point of handover. Avoid harsh chemicals such as solvents, thinners, or strong acidic/alkaline cleaners. These can damage or discolour the powder coating.

Drainage for the decking will be found to the underside of your terrace, via a box gutter system that drains into the clean stone strip at ground level. Your terrace level planter has its own in-planter drainage system which taps into the downpipe at the underside of your terrace.

The planting currently situated within your planter is an important aspect as this enhances the biodiversity of the area.

Flooring

Some floors are covered with vinyl sheets which have 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 cleaners are used.

Walls and Ceilings

All walls to the dwelling are of timber frame construction which has been plasterboard dry lined and skimmed. The ceilings have been constructed of plasterboard fixed joints with a plaster skim.

The lower ground floor/garage area has been constructed using standard masonry construction methods. Insulated plasterboard within your garage space has been fixed on dabs. The same has been applied with standard plasterboard to the hallways at this level.

Garages & Cycles

Garages are a great place for storing bikes and other options for sustainable travel. For more information on Swansea's cycle routes, please visit the swansea council website under <https://www.swansea.gov.uk/cycling> for all routes and guidance.

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 OR HORIZONTALLY TO ANY SOCKET OUTLET OR SWITCH.



Fixings

Plasterboard partitions need the correct type of fixing, not just nails. Please ensure you use the correct fixings. Only lightweight objects such as wall mirrors and pictures should be hung on partition walls.

Sanitary ware

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

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

DO NOT flush unsuitable items such as disposable nappies down the toilet.

**THIS WILL LEAD TO BLOCKED DRAINS AND CHARGES
WILL BE INCURRED FOR CLEARANCE.**

Section 3: Local Amenities

20.0 Recycling Arrangements

For your collection day please visit your local housing website:

www.swansea.gov.uk/recycling or phone 01792 635 600



Bulky Items Collection:

Household waste that are too big for your black bags such as beds, carpets, fridges, freezers and wardrobes can be collected for a fee.

Items are recycled/reused where possible. Your local authority operate a fair use policy and they will only pick up a limited number of items per collection.

All collections must be booked and paid for in advance. This can be done online or by telephoning 01792 635600. There is a £23 fee for 1-3 items and £46 for 4-6 items.

Please note that items must be placed out on the kerbside for collection on the agreed



date. The collection team is unable to enter the property.

Collections are usually made on the same day as your recycling and rubbish collections. Once you have made a booking an email will be sent to you within 3 working days to confirm the collection date.

20.1 Bin Store Information

Your bin store is located at the rear of the plot at Lower Ground Floor Level. Your bin store is a prefabricated item and will be in situ ready for use. Bin collection is just off of the pavement at the rear of your home.

Maintenance and Care: -

Regular cleaning:

- Wash with mild soap and water to remove dirt and grime.
- Use a soft brush or cloth to avoid scratching the surface.
- Rinse through thoroughly with clean water.

Lubricate moving parts:

- If the bin store has doors or hinges, lubricate them periodically.
- Use a silicone-based lubricant to prevent sticking and squeaking.

Ventilation:

- Ensure proper ventilation to prevent odor buildup and condensation.



21.0 Hospitals, Schools, and Other Services

General Hospital

Singleton Hospital
Skettly Lane,
Sketty,
Swansea.
SA2 8QA
Tel: 01792 205666

Dentist

Townhill Dental Centre
16 Graiglwyd Road,
Cockett,
Swansea.
SA2 0UX
Tel: 01792 201145

Doctors

Mountain View Health Centre
51 Mayhill Road,
Mayhill,
Swansea
SA1 6TD
Tel: 01792 957600

Chemist

Mountain View Pharmacy
53 Mayhill Road
Mayhill
Swansea.
SA1 6TD
Tel: 01792 649654

Local Schools & Nursery

Paradise Community Nursery
The Pheonix Centre
Paradise Park
Townhill
Swansea
SA1 6PH
Tel: 01792 479800

Post Office

Townhill Post Office
82 Penygraig Road,
Townhill,
Swansea.
SA1 6JZ
Tel: 01792 462286

Townhill Community Primary School
Townhill Road,
Townhill,
Swansea
SA1 6PT
Tel: 01792 516370

Local Church

Townhill Baptist Church
Powys Avenue
Townhill
Swansea
SA1 6PH
Tel: 07311 949764

Olchfa School
Gower Road,
Swansea.
SA2 7AB
Tel: 01792 534300

Local Mosque

Swansea Mosque & Islamic Community Centre
159a St Helen's Road
Swansea
SA1 4DG
Tel: 01792 654532

Library

Townhill Library
The Pheonix Centre
Powys Avenue
Swansea
SA1 6PH
Tel: 01792 512370

Bus Stops

Your nearest bus stop will be situated on Townhill Rd.





22.0 Local Places of Interest

- Penllergare Valley Woods
- Swansea.com Stadium
- Gower Heritage Centre
- Singleton Parc
- Glynn Vivian Art Gallery
- The National Waterfront Museum





Section 4: Sustainable Stewardship

24.0 Sustainability—the Whole Life Approach

- Buy fresh produce in season, organic where possible and support local growers and farmers.
- Choose products with as little packaging as possible.
- Take your own bag or re-use plastic bags.
- Try environmentally friendly or green goods, even if they cost a little more.
- Source your materials responsibly when carrying out DIY works, e.g. FSC certified timber, low VOC (volatile organic compounds) products such as paint, cleaning products, carpets etc.
- Buy products from Fair Trade Companies that do not exploit third world communities.
- Recycle where possible and recycle your kitchen waste.
- Take a shower instead of a bath.
- Give old magazines to doctors and dentists for their waiting rooms.
- Switch off lights and electrical appliances when not in use.
- Insulate your home and adjust radiator thermostats needed in each room.
- Use low light energy efficient appliances.
- Grow your own food in the garden or allotment.
- Choose alternatives to peat.
- Cut down the use of pesticides.
- Introduce an eco-pile or bird feeder to encourage wildlife.
- Think of others—keep the noise down.





Section 5: Useful Contacts

We hope you enjoy your new home and wish you and your family every happiness from all the staff at Morganstone.

Morganstone Ltd

Unit 3 Llys Aur
Llanelli Gate, Dafen
Llanelli
Carmarthenshire
SA14 8LQ
01554 779 126
mail@morganstone.co.uk

Pobl

Pobl House
Phoenix Way Enterprise Park
Swansea
SA7 9EQ
0330 175 9726
info@poblgroup.co.uk

Energy Saving Trust Wales

1 Caspian Point
Caspian Way
Cardiff Bay Cardiff
CF10 4DQ
02920 468341
www.energysavingtrust.org.uk





User Guides

Appendix One



Buyers Guide to EU Energy Labelling

Appendix Two





Your Guide

The Buyers Guide

After making sure the products you wish to compare have the correct capacity for your needs:

1. Always look for the most efficient product by making sure the label's colour band is the darkest green.
2. Buying an A++ class product will typically reduce operational costs by 50% or more compared to an 'A' rated appliance.
3. If you are buying new electrical appliances, retailers are obliged by law to either accept return of your old appliances in store free of charge or tell you where you can take them for (free) recycling.
4. Many retailers offer collection of old appliances from your home, although they are not obliged to do this.

For additional information about the EU energy label: www.direct.gov.uk/energylabel



Further Information

For information on how to reduce your energy bills at home: www.est.org.uk

If you are interested in learning more about how energy labelling of household appliances works in the EU and selected individual countries, this is the website to visit! www.come-on-labels.eu



Other Useful Labels



Energy Saving Trust Recommended
This logo can only be used on the most energy efficient products, and includes TVs, boilers, glazing and insulation.



European EcoLabel
This label indicates that the product has been independently assessed and found to meet strict environmental criteria (considering more than just energy consumption), putting it among the best in its class.



Energy Star
This label is only used on office equipment and shows that the product has achieved energy efficiency standards set by the EU.



INTELLIGENT ENERGY EUROPE
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The new EU Energy label



What it all means!





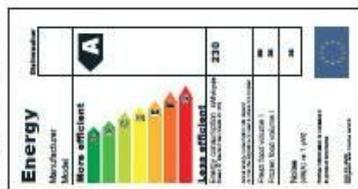
The Label...

As of December 2011 the EU Energy Label will change. The new label has been designed to give consumers a better understanding of the product's energy performance.

The label shows the total energy consumption, along with additional information relevant to that product - such as the volume of storage compartments for refrigerators or noise levels for dishwashers.

Those products in the darkest green category will be the most energy efficient.

Old Label...



New Label...



For additional information about the EU energy label: www.direct.gov.uk/energylabel

Your guide to the symbols...

150 kWh/annum
Annual energy consumption based on standard test results for 24 hours.



Noise emissions in decibels



Sum of storage volume in litres of all frozen food storage compartments



Sum of storage volume in litres of all storage compartments without a star rating



Capacity in litres in standard place settings



Drying efficiency class



Annual water consumption in litres, based on 280 standard dishwashing cycles



Noise emissions in decibels during the washing and spinning phases, for the standard 60° cotton programme at full load



Spin drying efficiency class



Rated capacity in kg for the standard 60° or 40° cotton programme at full load



Annual water consumption in litres, based on 220 standard clothes washing cycles

Also of use...

Many household appliances already carry the label and it is expected that more products will be included in future years.

From December 2011

Refrigerating appliances

Washing machines

Tumble dryers

Washer-dryers

Dishwashers

Light bulbs

Televisions

Future

Vacuum cleaners

Boilers

All washing machines with a rated capacity greater than 3kg, must have an A class washing performance. This means these machines will no longer have this performance indicated on the new label.

All dishwashers must have an A class cleaning performance and as such this is no longer indicated on the new label.

All refrigerators must now have an energy class of at least A.





Certificates

Appendix Three