codi

Home User Guide

Welcome to your new home at Coed Darcy



Welcome to your new home!

Useful contact details
Codi Customer Service Team
0330 175 9726
info@codigroup.co.uk
www.codigroup.co.uk/contact

Codi Out of Hours & Emergencies:
0330 175 9726

Utility Company Emergency Contact Numbers
SSE (Electric) – 03450767649- 08000483516 Power cuts: 105
Welsh Water (Water) – 0800 052 0130
Welsh Water (Sewer) – 0800 085 3968
British Telecom (BT) – 0800 800 150



Your Home was constructed by:
T. Richard Jones Limited
Betws Industrial Park,
Foundry Road, Ammanford,
Carmarthenshire
SA18 2LS

On behalf of:
Codi Group
The Old Post Office
Exchange House
High Street, Newport
NP20 1AA

Introduction

Dear Resident,

Congratulations on your new home – we're delighted to welcome you to Codi.

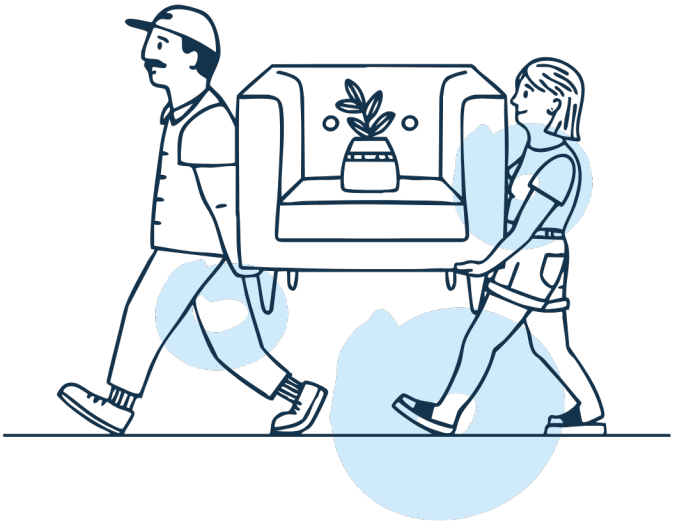
At Codi, we're proud to create high-quality homes and a great experience for every customer. Your home has been carefully built and independently inspected at key stages, so you can be confident it meets high standards of quality and safety.

Your Home User Guide includes everything you need to get started, from using your home's systems to local information such as waste collection, recycling and nearby amenities.

At Coed Darcy, Llandarcy, homes are built using a 'fabric first' approach, with high levels of insulation, excellent airtightness, double glazing and carefully designed openings to maximise natural light and comfort.

We hope you enjoy your new home. If you have any questions as you settle in, please get in touch – we're always happy to help.

Welcome home,
The Codi Team



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Welcome To Coed Darcy

Building the Future Sustainably

At TRJ, we believe that the homes we build today should not only look beautiful and feel comfortable - they should also protect our planet and nurture the people inside them. Our mission is to create homes that deliver outstanding living quality and sustainability, by putting environmental responsibility at the heart of everything we do.

Energy Efficiency & Low Carbon Living

Our homes are built to an 'A' energy rating and incorporate air source heat pumps, high-performance insulation, and smart construction techniques that reduce energy demand and heating costs. By focusing on the fabric of the house, the materials, the airtightness, we create living spaces that are not only warm and healthy, but affordable to run.

Local Commitment & Environmental Sense

We build thoughtfully, using local contractors, sourcing sustainable materials and integrating designs that reflect the landscape and community. Our developments in Wales demonstrate how new homes can be a force for positive change, reducing emissions, supporting local economies and delivering modern comfort for generations.

Your Home, Your Future

When you choose a TRJ home, you choose more than bricks and mortar, you choose a home built for the future. A home that cares for its inhabitants and its environment. A home where sustainability is built in, not fitted on as an afterthought.

Parking

Your home has two allocated car parking spaces in front or to the side of your house. Further visitor parking is available on the street. Please avoid parking on the footpaths.

Postal Address

The postal address for your new home is;

Your address has been activated with Royal Mail. Please note when ordering goods and services, some companies may not have updated their systems with the new address.

Utility Suppliers

Your home is connected to mains Electricity and Water.

On the day of completion, your meter readings and contact details will be sent to the relevant service providers. You will also receive a copy of these readings for your own records.

From that date/meter reading, you will be responsible for all electricity and water usage. An energy meter reading will also be taken during the handover process.

Useful phone numbers

Water Supply
Dwr Cymru Welsh water
0800 052 0145

Electricity Supply
SSE- (Houses 12,14,16,18,37,39,41,44,46,48,67, 69,71,73,75,77 and 79)

Gas Emergency
0800 111 999

Electricity emergency
105

Outages & Failures
08003162194

Telecommunications Openreach
0800 023 2023

Insurance

Codi do not provide insurance for the contents of your home or your personal possessions. It is strongly recommended that you arrange a comprehensive insurance policy to cover risks such as fire, burglary, storm, flood, and other potential damage as soon as you move in.

Reporting Defects

If you need to report a repair or defect, please use the Clixifix Resident Portal to contact Codi's Customer Care Team.

The portal allows you to raise defects, which will be triaged and sent to the contractor where necessary. All communication relating to your request will be managed directly through the portal.

Alongside this Home User Guide, you will receive a Clixifix Resident Portal User Guide within your pack, which explains how the portal works and provides step-by-step instructions on how to raise a defect.

Shortly after moving into your home, you will receive an email from Clixifix containing a link to set up your account.

Please use the portal for repairs and defects only. For general questions about your home, use the aftercare contact details below.

While Clixifix is the preferred and most efficient method for reporting defects, you can also contact our Customer Service and Customer Care Teams during office hours (Monday to Thursday, 9:00am to 5:00pm, and Friday, 9:00am to 4:30pm) at:

0330 175 9726
Defects@codigroup.co.uk

Out of Hours & Emergencies:
0330 175 9726

At the end of the first 12 months, the contractor will arrange an end-of-defects inspection and complete any qualifying repairs identified.

From year two onwards, please report any issues to the Codi Customer Service Team on 0330 175 9726.

For general enquiries about your home, you can contact our New Build Aftercare Team: **newbuild-aftercarewest@codigroup.co.uk**

User guides and manuals

Useful user guides and manuals can be found on the website or scan the QR code from your smart phone
https://bit.ly/coeddarcy

Quick Care & Safety Guide

DO

- Arrange annual servicing for the heat pump and hot water cylinder. This will be coordinated by Codi.
- Keep the area around the outdoor heat pump clear of clutter, plants and debris.
- Use a stud finder when fixing items to internal walls (studs at 600 mm centres).
- Keep bathroom and kitchen extract vents unobstructed.
- Use a qualified electrician for any electrical work or alterations.

DON'T

- Switch off the Air Source Heat Pump (ASHP)- it runs automatically.
- Lean objects or store items against the outdoor unit.
- Drill into walls near electrical sockets, wiring routes or pipe routes.
- Open, tamper with or reset the inverter or PV isolators.
- Do not climb on the ASHP.

PLEASE BE AWARE: You may be charged for call outs that are reported as emergencies but are later found not to be, or for issues resulting from willful damage.

Annual Servicing List

It is important to allow access for inspection and servicing of your appliances. Visits will be coordinated by Codi. As residents you can do visual checks yourself and if you are concerned about anything then kindly contact Codi.

Air Source Heat Pump (ASHP)
Make: Vaillant aroTHERM plus
Model: VWL 35/6 A 230V S2.vwl 75/6 A S2
Lifespan: 15–20 years
Warranty: 5-year extended warranty (annual servicing required)
Servicing: An annual service will be carried out by a certified engineer to maintain the warranty
Support: Contact Codi
Installer: Contact Codi

Sprinklers
Amortisation Period: 25 years
Servicing: Annual servicing and inspection is required.
Support: Contact Codi
Installer: Contact Codi

Domestic Hot Water Cylinder (DHW) & Buffer Tank
DHW Cylinder Model: Vaillant uniSTOR HP VIH RW GB 150 BES
Buffer Tank Model: Screenshot below
Warranty: 25-year manufacturer warranty on the stainless-steel inner vessel and a 2 year warranty on all other components.
Servicing: Contact Codi

PV Panels
Make: Viridian
Model: PV16-405 M10
Life Span: 25 years
Performance Warranty: 80% original output at 25 years
System Warranty: 15 years Viridian
Servicing & Maintenance: Include the system in the routine 5 year electrical inspection
Occasional visual checks for debris or shading
Roof related checks should be carried out as part of standard roof maintenance
Support: Contact Codi
Installer: Contact Codi

Inverter
Make: Duracell
Model: DURAI-PD-DHIP-3.6K-G1
Lifespan: 10-15 years, 8000 cycles
Warranty: 10 years
Servicing & Maintenance: Contact Codi
Support: Contact Codi

Battery
Make: Duracell
Model: DURA5 PD-SKWH-50V-2G
Lifespan: 10-15 years, 8000 cycles
Warranty: 10 years
Servicing & Maintenance: Contact Codi
Support: Contact Codi

Energy & Ventilation, Heating & Hot Water



Air Source Heat Pump (ASHP)

Your home is equipped with a Vaillant Air-to-Water Heat Pump, which provides both central heating and domestic hot water via an indirect hot water cylinder.

The system extracts heat energy from the outside air and transfers it into your home's heating and hot water system. Air is drawn across a refrigerant coil, which absorbs heat, and then a compressor increases the refrigerant's temperature. This heat is then circulated through your heating system. Once the refrigerant cools, it returns to liquid form and the cycle repeats - similar to a refrigerator working in reverse.

This Valiant model is designed for high efficiency and low noise, with a sound level of around 50 dB(A), comparable to a quiet conversation. It is particularly effective in the energy efficient, airtight homes at Coed Darcy, Neath, which have an EPC A rating.

The heat pump typically heats water to around 45 °C, meaning your radiators won't get as hot as with traditional gas boilers. To maintain warmth throughout the home at these lower temperatures, the property has been fitted with appropriately sized radiators – they have a larger surface area which gives the heat output you need.

The outdoor unit is located on your patio and resembles a standard air conditioning unit. It is also insulated to protect it from low winter temperatures.

To ensure optimal performance and efficiency:

- Keep the heating system running on a consistent schedule rather than switching it on and off frequently.
- Check the outdoor unit periodically, particularly in autumn and winter, and remove leaves, snow, or debris that may restrict airflow.
- Do not place or lean items such as bicycles, bins, or garden furniture on or against the unit. Restricted airflow reduces efficiency and may cause damage.
- Maintain a clear area of at least 900 mm around the unit to allow unobstructed airflow for efficient heat absorption.

Proper airflow and routine checks help the heat pump to operate efficiently, ensuring comfort and lower energy use throughout the home.

What Is a De-Icing Cycle?
On colder days, you may notice steam coming from your heat pump. This is normal and part of the system's automatic de-icing cycle.

As the heat pump extracts warmth from the outside air, a thin layer of ice can form on the rear coil. When the ice reaches a certain level, the unit temporarily reverses its operation to gently warm the coil and melt the ice. During this process, you may see steam rising and water dripping from the bottom of the unit. This cycle typically lasts only a few minutes and ensures that your heat pump continues to operate efficiently in cold weather.

To maintain peak performance and keep the warranty valid, a qualified engineer should carry out a full service once every 12 months, which will be coordinated by Codi. Annual servicing should be performed by a certified engineer under a maintenance agreement. With proper care, the Valiant heat pump can be expected to last 20 years.

Domestic Hot Water Cylinder

Your home is fitted with a Vaillant AROtherm PLUS indirect unvented hot water cylinder, which stores the hot water produced by the Valiant heat pump. This stainless-steel cylinder is designed for high efficiency, with very low heat loss and excellent durability.

It includes a built-in immersion heater, which acts as a backup heat source and can be used to boost hot water if required. The cylinder relies on mains pressure and is fully to maintain water temperature. To keep the system operating safely and efficiently, it must be serviced once a year by a qualified engineer, including checks on the expansion components and the sacrificial anode where fitted. This will be coordinated by Codi.

The Valiant carries a 25 year manufacturer warranty on the stainless-steel inner vessel and a 2 year warranty on all other components, provided that the cylinder is installed correctly and maintained in line with the manufacturer’s requirements.

Heating Controls



- The display shows the current room temperature.
- Adjust the temperature using the up/down arrows, then press the tick to confirm.
- A flame icon means that zone is calling for heat.
- Thermostats can be placed into frost protection mode (maintains 12°C when away).
- Because heat pumps respond gradually, always adjust temperatures slowly, ideally by 1°C at a time.

You can find a handy video at https://bit.ly/vaillantashp
Or scan the QR code from your smart phone
You can also download user manuals and an app guide at https://bit.ly/coeddarcy

Radiators

The first floor uses low temperature radiators, sized specifically for heat pump operation, and controlled by 1 Vaillant thermostat.

The Thermostat is set to scheduled mode due to faster radiator response time. Radiators on the first floor have been fully bled and balanced during commissioning. TRVs (Thermostatic Radiator Valves) allow fine adjustment within each room.

Because the heat pump supplies water at approx. 45°C, radiators will feel cooler than those used with gas boilers, but they are correctly sized to heat the space. Unlike a gas fired system, bleeding the radiators will generally not increase the heat output.





Heating Performance

To help your heating system work efficiently and support the natural performance of your home, please follow these guidelines:

DO

Keep ventilation slots above radiators clear.

- Any convection openings or spaces above the radiators should remain open to allow warm air to move freely around the room.

Preserve natural airflow where possible.

- Your walls regulate humidity naturally. Maintaining good air movement throughout the home helps the heating system maintain comfortable, even temperatures.

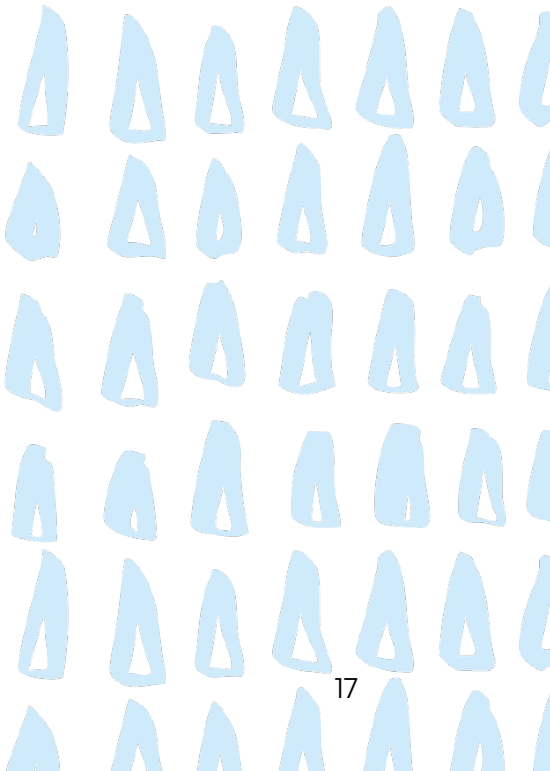
DON'T

Cover or obstruct radiators.

- Avoid placing furniture directly in front of radiators or draping curtains or fabric over them. Low-temperature radiators rely on unobstructed airflow to circulate heat effectively.
- Avoid drying clothes on radiators as this can cause condensation within your home.

Block extractor vents in bathrooms or kitchens.

- While your home naturally breathes through its walls, wet rooms still require extractor ventilation to remove moisture. Keeping these vents clear helps prevent condensation and supports healthy indoor air conditions.



Electricity

Electricity Meter

Your electricity meter is housed within the white external unit located on the front wall of your property.



Consumer Unit

Located in the service cupboard by the front door, each circuit is labelled showing the relevant supply.

Adjoining the consumer unit there is a main isolator switch for the sprinkler pump. DO NOT TURN THIS OFF!





Electrical Safety

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

Always follow the manufacturer's wiring instructions when connecting or installing appliances.

Never use electrical appliances in the bathroom, as this poses a serious risk of electric shock.

Do not attempt to repair, alter or extend any part of the electrical installation yourself. Always contact Codi to report electrical faults.

Keep a torch handy by the control box in the event of a power cut or emergencies.

Do not remove covers from electrical panels, switches etc.

Circuit Breakers

Your home is protected by Residual Current Devices (RCDs), also known as circuit breakers, which automatically switch off the electricity if a fault or leakage is detected.

If the power trips, you can reset the circuit breaker by simply flicking the switch back to the 'ON' position on the consumer panel.

Circuit breakers are more sensitive than traditional fuses and may occasionally trip when, for example, a light bulb blows or an appliance with a faulty plug is in use.



ELECTRICITY CAN KILL
DO NOT attempt to do any work on an electrical circuit or appliance.

Lights

Your home is fitted with low energy light fittings and energy saving bulbs, which offer several benefits over traditional incandescent bulbs:

- Use around 80% less energy.
- Up to five times brighter light output.
- Help to reduce your household energy bills.



Lounge, Bedrooms, Dinning & Hallway
The lounge, dining room, ground floor bedrooms and hallways all feature standard pendant bayonet B22 light fittings.

How to change the bulb:
Gently push the bulb upwards into the fitting.
Turn the bulb to the left (anticlockwise) to remove it.
To fit a new bulb, insert and push upwards, then turn to the right (clockwise) until secure.

Kitchen & Bathroom
Bathrooms and kitchen areas are fitted with KSR KSRFRD381 downlighters. These fittings are moisture resistant and fire safe, making them suitable for use in kitchen and bathroom environments.



External Lighting
Your property is equipped with external lighting to both the front and rear:



Front: Lights operate via a dusk-to-dawn sensor, automatically switching on at low light levels and off during daylight.

Rear: Fitted with a PIR (Passive Infrared) LED floodlight, which activates automatically when motion is detected for security and convenience.



PV System

Solar Panels

Your home is fitted with Clearline fusion PV panels integrated neatly into the roof. The panels generate electricity whenever there is daylight, reducing your grid use and lowering energy costs. Surplus electricity can be exported to the grid or stored if a battery is added in the future. PV panels require no annual servicing and naturally self-clean in rainfall, though they should be included as part of your 5 year electrical inspection.

The system is designed to last around 25 years, with a 25 year performance warranty and a 15 year roof system warranty. The PV DC isolator for the system is in a cupboard next to the inverter on the first floor study and should only be operated by a qualified electrician or installer.

To view the solar panels user guide go to
https://bit.ly/codi-pv
Or scan the QR code below from your smart phone

Solar Inverter



Your solar panels connect to a Duracell inverter, located externally in a locked housing unit attached to the wall. The inverter converts the solar energy produced by the panels into electricity your home can use. It operates automatically and needs no regular servicing, though the area around it should be kept clean, dry, and well ventilated.

Solar Battery Storage

Your battery is a Duracell Battery and is housed in a cover externally. Solar panel battery storage allows you to make the most of the clean energy generated by your solar panels. Instead of sending excess power back to the grid, you can store it for use later - for example, in the evening or during power cuts.

This helps you reduce your reliance on the grid, lower your energy bills, and protect yourself from rising electricity costs. Solar battery storage also supports a more sustainable lifestyle, as it maximizes the use of renewable energy in your home. Whether you're looking to increase your energy independence or reduce your carbon footprint, solar battery storage offers a smart, future-proof solution.

You can view and monitor your Duracell Batteries performance by downloading the Duracell Energy App.

To do this you will need to email newbuild-aftercarewest@codigroup.co.uk with your name, address and battery serial number so you can be granted access.

You can then find a handy video, a user manual and app guide at https://bit.ly/coeddarcy

Or scan the QR code from your smart phone

Energy Generation

As your home has solar panels and a battery fitted it means you can benefit from using the electricity that's generated and stored, helping to reduce the amount of electricity you buy from your supplier.

During the day, free electricity is produced by the solar panels and can be used in your home at the time it is generated, with any surplus stored in the battery for use later before using electricity from the grid. If all the electricity that is generated is not used and the battery is fully charged the excess electricity will be exported to the electricity grid.

The solar and battery system are owned by Codi, therefore any income received from electricity exported to the grid will be retained by us. This income is used by us to help maintain the solar and battery system. The money is also invested in delivering more renewable energy and sustainability projects supporting our commitment to providing energy-efficient homes and reducing carbon emissions.



Electric Vehicle Charging

Your home is fitted with a Pod Point Solo 3S EV Charger.

This charger is one of the most recognisable EV chargers in the UK market and is designed to balance ease of use, smart charging functionality, and broad vehicle compatibility. Available in both tethered and untethered versions, the charger supports all major EV brands and integrates with the wider Pod charging ecosystem.

One of the biggest advantages of the Solo 3S is its simplicity. The installation process is well established, the app is easy to navigate, and the charger itself feels reliable and futureproof for most UK households.

Smart Charging

Using the Pod app, drivers can:

- Schedule charging sessions
- Optimise charging around off-peak electricity periods
- Track charging activity
- Monitor charging costs

This helps reduce running costs while making day-to-day charging more convenient.

To view the PodPoint EV user guide go to https://bit.ly/podp-ev
Or scan the QR code below from your smart phone

Water

Water Meter

Your water meter is located outside on the pavement, near the boundary of your property. The main stopcock is located adjoining the meter. Closing this stopcock will cut off water supply to the dwelling, including the sprinkler system.



Isolation Tap

If you need to turn off your water supply, the main stopcock is located within your dwelling and closing this stop cock will stop all domestic water within the dwelling but not the sprinkler system.



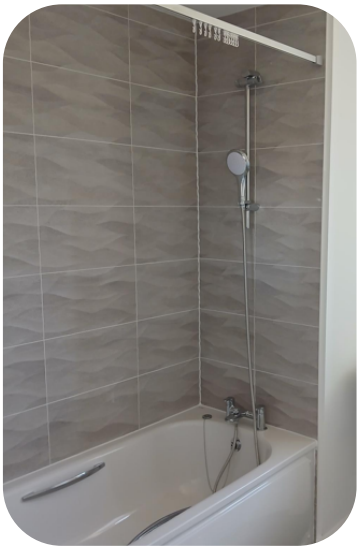
Washing Machine Connections

The water supply and waste connections for your washing machine are located within the utility.



Showers

Your home is fitted with Vado Sirkel round thermostatic showers which are supplied with hot water from the Air Source Heat Pump (ASHP) system.



Anti-Scald Valves

To improve safety and prevent accidental burns, thermostatic mixing valves (TMVs) are fitted to the hand wash basins, showers and baths.

Please note that the kitchen tap is not fitted with anti-scald valves. The thermostatic mixing valves (TMVs) are preset and should not be adjusted. Kindly contact Codi If this is an issue.

Dealing with Leaks

Minor Leaks

Small leaks, such as a dripping tap or radiator valve, can usually be fixed without turning off the full water supply. These can often be isolated using individual isolation valves near the affected fixture. Report the issue to Codi on ***0330 175 9726***.

Major Leaks

For major leaks, immediately turn off the main stopcock (located on the ground floor) and report the issue to Codi on ***0330 175 9726.***

If the issue is related to the water supply up to your property boundary, please contact Welsh Water Emergency Number: ***0800 052 0130.***

Tips to remember during the Winter Period

To prevent damage from freezing during cold weather:

- If you suspect that pipes may be frozen, do not run hot water taps, as this could drain the hot water cylinder and cause significant damage.
- Avoid allowing taps to drip, as dripping water may stain basins or baths and could freeze in waste pipes during cold periods.
- If you plan to be away for more than a couple of days in winter, leave your heating on a low setting to prevent pipes from freezing.



Alarms

Smoke & Heat Alarms





Your home is fitted with Aico Ei3016 optical smoke alarms, located on the ceilings of the hall, landing, bedrooms, lounge, dining area and loft store except the lower ground lounge which has a Aico Ei3014 multi-sensor smoke alarm. Aico Ei3014 heat alarms are located on the ceiling of the kitchen and utility. All alarms are mains powered with a battery backup for continued protection in the event of a power cut. They are installed for your safety - plan and familiarise yourself with your escape routes.

Maintenance & Testing:

Check detectors weekly to ensure they are working correctly
If the alarm bleeps intermittently, the backup battery may need to be replaced.
The alarms are sensitive to dust, clean them periodically using the nozzle of a vacuum cleaner to gently remove any build-up.



IMPORTANT

Test the operation of the detector once every month by pressing the test button hard until the alarm sound goes off.

If you replace the battery and the detector still does not work when tested, please contact Codi on 0330 175 9726.

Domestic Fire Sprinkler System





In accordance with Welsh Building Regulations, all homes are equipped with a domestic fire sprinkler system. There is a pump and tank in the service cupboard next to the front door which ensures your house maintains the necessary water pressure.
The system is heat activated, it will only trigger in response to high heat in the immediate area and not by smoke.

Your sprinkler system has been designed and installed in full compliance with BS 9251:2014 and certified accordingly.

How It Works:

- Each sprinkler head is covered by a decorative circular plate on the ceiling.
- When the surrounding temperature reaches around 60°C, this cover plate falls away, exposing the sprinkler head.
- Only the sprinkler nearest to the fire will activate, releasing water to control or extinguish the flames
- ONLY HEAT WILL AFFECT THE SPRINKLER, SMOKE WILL NOT CAUSE THE SPRINKLERS TO ACTIVATE.

Control Valve

The sprinkler control valve is located in the sprinkler services cupboard by the front door.

- The valve is open when the red handle is in line with the pipe.
- To close the valve, turn the handle to a right angle to the pipe.
- DO NOT CLOSE THE VALVE UNLESS INSTRUCTED TO DO SO.



IMPORTANT

After a fire, do not close the valve until advised by the Fire & Rescue Service, as fires can sometimes re-ignite.

Servicing & Maintenance

False activations are extremely rare, and the system requires very little maintenance.

For Homes and Communities properties, the sprinkler system must be serviced and inspected annually. This visit will be arranged by Codi.

It is important that access is provided for the inspection. Failure to service the system annually could affect the efficiency of the system.

Additional Information

- Water used during a fire or in system testing is not chargeable.
- If a decorative cover plate falls off when there is no fire, there is no cause for concern, the sprinkler will only activate in response to heat.
- In the event of a fire, leave the property immediately and call 999 for the Fire & Rescue Service.
- Water from the sprinklers will cause far less damage than an uncontrolled fire.
- Do NOT tamper with the sprinkler system as it could cause a risk to you and your family.

Windows & Doors

Windows

All windows in your home are double glazed for improved energy efficiency and sound insulation.

Some windows are fitted with security latches, allowing them to open only 100mm for ventilation and safety.

To fully open a restricted window, the restrictor must be released or adjusted.

Cleaning and Care

- Do not use abrasive, chemical, or solvent-based cleaners.
- Use only warm, soapy water and a soft sponge or cloth.
- Never use hard or sharp tools to scrape glass surfaces.
- Keep drainage slots clear to prevent water build-up.
- Keep locking mechanisms clean and lightly lubricated using a suitable product such as WD-40.

Doors



Your front door is a high security door designed to provide safety and durability.

Operating Instructions

- To lock: Lift the handle and turn the key.
- To open: Turn the key to the right.

The locking mechanism should be lightly oiled occasionally to prevent stiffness and ensure smooth operation.

Cleaning and Care

- Do not use abrasive, chemical, or solvent-based cleaners.
- Use only warm, soapy water and a soft sponge or cloth.
- Never use hard or sharp tools to scrape glass surfaces.
- Keep drainage slots clear to prevent water build-up.
- Keep locking mechanisms clean and lightly lubricated using a suitable product such as WD-40.

Running Your New Home

Your home has been built to EPC A rating standards, and modern energy efficient systems. This section explains what to expect as your home settles, dries out, and reaches its long-term equilibrium.

Drying Out

During construction, the building will have absorbed moisture. After you move in, this moisture gradually evaporates — a natural process called drying out. It is important that drying happens slowly and evenly to avoid unnecessary shrinkage or cosmetic cracking.

To help your home dry out safely:

- Keep indoor temperatures steady and moderate, ideally no higher than 21°C.
- Use heating gradually rather than overheating the home.
- Ventilate regularly by opening windows when weather permits.
- Avoid using dehumidifiers unless advised.
- Avoid drying clothes on radiators as this increases moisture into the air.
- A slow, steady drying process reduces the likelihood of settlement issues and helps it reach its natural long-term balance of moisture.

Movement & Shrinkage

These are normal and not structural defects. Common examples include:

- Fine hairline cracks in walls, ceilings or around door frames
- Slight movement of timber door linings, sometimes requiring minor adjustment
- Visible screw heads on plasterboard
- Small gaps appearing between skirting boards, the floor and walls.
- Bath or shower trays dropping slightly and needing resealing

Drying time typically takes 6 months but can extend up to 18 months depending on weather conditions during the build and how the home is heated and ventilated.

Redecoration

If you plan to paint or decorate, wait until the home has fully dried. Painting too soon can lead to flaking, cracking or bubbling as moisture continues to escape through the walls.

Minor shrinkage cracks can be filled with flexible decorator's caulk once drying is complete.

At the end of your first year, Codi and TRJ will arrange a review to identify and address any settlement or shrinkage issues.

Condensation

Condensation forms when warm, moist air meets a cold surface. This is especially common during the first winter, when the home is still drying out. Condensation is caused by everyday activities such as cooking, showering or drying clothes indoors.

To reduce condensation:

- Use kitchen and bathroom extractor fans during and after cooking, bathing or showering.
- Keep bathroom and kitchen doors closed while producing steam.
- Allow natural airflow by opening internal doors and wardrobes where reasonable (not fire doors).
- Maintain an even indoor temperature, as colder surfaces attract more condensation.
- Wipe away moisture from windows or cold surfaces if it appears. Avoid leaving the home unheated for long periods, especially in winter.

As the home dries, the building fabric will regulate internal humidity more effectively, helping to reduce condensation in normal conditions.

Finishes & Materials

Floors

The lower ground floor and ground floor is finished with vinyl sheet flooring, which has been securely bonded to the subfloor.

Cleaning and Care:

- Clean using warm water and a mild detergent or suitable floor cleaner.
- Do not use harsh or abrasive cleaning products, solvents, or chemicals.
- Avoid dragging heavy furniture or sharp objects across the floor surface.

The first floor has been finished with a fitted carpet.

Cleaning and Care:

- Attend to spills immediately by blotting rather than rubbing.
- Use suitable carpet cleaners and avoid bleach-based products unless confirmed safe for that carpet type.

Walls

The external walls of your home are traditional brick and mortar with a rigid insulation board in the cavity. External appearances will be facing brick work or roughcast render. The internal face of cavity walls will be plasterboard and plaster. Internal partitions will be a combination of blockwork and timber studs.

Ceilings

The ceilings are finished with plasterboard and a smooth plaster skim.

Fixings

External walls:
Use traditional plug and screw into the concrete block for items such as TVs, curtain rails and radiators. These are suitable for typical household loads. Anything significantly heavier or requiring structural support (for example, large shelving systems or cabinets) will need a self-supporting frame or fixing system installed by a competent tradesperson.

Internal stud walls:
Use a stud finder to locate the timber studs, which are spaced at 600 mm centres. Fix directly into the studs wherever possible for maximum strength.

These steps will help ensure safe installation of fixtures without compromising the performance of the walls or the internal partitions.

IMPORTANT
Never drill or nail directly above or below any socket, outlet, or light switch. Use a locator tool to identify pipes in the walls before drilling any holes/

Plasterboard partitions require suitable fixings (not ordinary nails). If unsure, seek advice from your local hardware or DIY specialist.

Redecorating

After the 12 month defect liability period, the builder will only make good large cracks caused by natural shrinkage. As a guide, if a pound coin fits into the crack, the builder will repair it.

Smaller hairline cracks are normal and can be repaired by the homeowner using a flexible, breathable filler or decorator's caulk.



Sanitary Ware & Kitchen Units

Your baths, basins and sinks should be cleaned only with non-abrasive, approved cleaning products to avoid damaging the surfaces.

Please note:

Do not tamper with thermostatic mixing valves, as these are factory set for safety.

Avoid abrasive pads, gritty cleaners or mixing bleach with toilet cleaners.

Never allow bleach to stand in stainless steel sinks, as it can corrode.

Do not flush unsuitable items such as wipes, nappies or sanitary products, as these can cause blockages and may result in clearance charges.

Kitchen

Your kitchen units and appliances have been supplied by Howdens Joinery. During the 12 month defect liability period, report any issues via Codi New Build Aftercare.

After this period, Howdens Joinery may assist with replacement parts, warranty queries or ongoing support.

Sustainable DIY

When decorating or carrying out DIY after the defects period, please choose natural or low impact breathable materials.

Sustainable options often:

- Perform as well as traditional materials
- Are widely available
- Cost the same or less than mainstream alternatives

Examples:

- Use FSC/PEFC-certified timber or reclaimed wood where possible.
- Choose breathable, low VOC or natural paints.
- Never pour paint down drains, contact your local authority for safe disposal.

Garden Maintenance



The maintenance and upkeep of both your front and rear gardens are your responsibility for as long as you occupy your home. This includes the regular care of lawns, as well as watering and maintaining any plants, shrubs, or garden features. An external water tap has been installed as part of your new home to assist with watering and general garden maintenance. There is also a garden shed with a water butt to collect rainwater. Using stored rainwater for watering plants can help reduce water consumption and support a more sustainable approach to garden maintenance.

In some areas, Sustainable Drainage Systems (SuDS) may be located adjacent to your garden. These features form an essential part of the site wide drainage system and will be maintained by Codi. For details of any SuDS areas relating to your property, check with Codi.

Grass

Your lawn requires regular care to remain healthy and resilient throughout the year. The following advice will help you maintain it in the best possible condition.

Temperature & Mowing

- Grass grows well in temperatures up to 26°C but growth will slow or stop when temperatures exceed 30°C.
- During hot weather, avoid cutting the grass too short — aim to leave it around 5 cm high to help protect it from the sun and retain soil moisture.
- In preparation for the winter months, do not allow the grass to grow above 100–150 mm, as this can lead to patchy or dead areas in the following season.
- Frequent, lighter cuts in the months leading up to winter will help maintain a healthy lawn.



Watering

- The best times to water your lawn are early morning or late evening, when the air and soil are cooler. Watering during the heat of the day can scorch the grass.
- Use approximately 10–15 litres of water per square metre as a guide, taking care not to overwater, as this can encourage mould or fungal growth.
- Feed the lawn every 8 weeks during the growing season and apply a winter feed between October and March to promote strong root development.

Drainage & Soil

- If water pools on the lawn after rainfall, use a garden fork to aerate the ground:
- Push the fork into the soil to its full depth.
- Gently move it back and forth to open small holes.
- Repeat across affected areas to improve drainage.
- Note that the top 150 mm of soil is topsoil, but the underlying clay layer is less permeable, so periodic aeration is beneficial.

Flower Beds & Plants

- Keep flower beds evenly moist, watering once or twice per week as needed.
- Water in the evening or early morning to minimise evaporation.
- Avoid watering leaves or flower heads, as this can lead to mould. Instead, direct water to the base of the plants.
- Water gently to prevent soil erosion or damage to delicate plants.

Weed Control & Soil Health

- Plant beds densely to reduce space for weed growth.
- Apply a layer of mulch to suppress weeds and retain soil moisture.
- To remove weeds, use a weeding trowel and ensure you remove the roots completely.

Protection of External Finishes

- Keep grass and soil away from the rendered walls of your home.
- Splashing soil or water can cause staining or discolouration of the render over time.
- Ensure that plants, shrubs, and trees do not touch the rendered surfaces, as they can also cause visible marks or damage.

No Dig Layer: Due to the past industrial use of the site an orange membrane has been laid over the soil and turfed. The layer is approximately 600mm deep. If planting trees or shrubs, please do not dig through the orange barrier

Outside Tap

An outside tap is provided on the external wall of your property within the rear garden. The stones located around the house act as natural drainage for any water discharged from the tap. During very cold weather, please turn off the outside tap at the isolation valve, located inside the kitchen sink unit, to prevent freezing and potential damage to the pipework.

External maintenance

Terrex Render

Your home has been finished with a Terrex polymer-silicate render system. This system is based on polymer-silicate technology, providing significantly greater resistance and durability compared to traditional acrylic or silicone renders. It is chemically bonded to the base coat, creating a long-lasting finish with no risk of delamination. Thanks to its high pH level, the surface is naturally resistant to algae and fungal growth, while the mineral composition prevents surface static, ensuring that the render does not attract dirt. In addition, the system's vapour permeability allows any trapped moisture to evaporate naturally, helping to prevent damp or condensation issues behind the render.

Care & Maintenance:

- Keep grass, soil, and mulch away from the render, as splashing can cause staining or discolouration over time.
- Avoid allowing plants, trees, or flowers to touch the rendered surface — contact may cause visible marks. Avoid growing climbing plants on external walls.
- If you notice any damage, cracks, staining, or loose fittings on your render, please contact the New Build Aftercare Team at: ***newbuild-aftercarewest@codigroup.co.uk***

Sustainable Drainage Systems (SuDS)

Sustainable Drainage Systems (SuDS) are designed to manage surface water naturally, providing an alternative to traditional underground drainage. SuDS aim to reduce surface water flooding, enhance local biodiversity and visual amenity and improve water quality by filtering pollutants.

There may be SUDS features adjoining your property, these will be maintained by Codi.

Permitted Development Rights / Car Park

Certain permitted development rights have been removed to help maintain adequate parking provision and the visual quality of the development.

- Garage or carport conversions are not permitted.
- Hardstandings for vehicle parking are also restricted and all allocated parking spaces must be retained for vehicle use only and kept free from obstructions.
- No new hardstanding areas (such as additional driveways or paved areas) may be constructed in front of the main building line without formal approval from the Local Planning Authority.

Refuse & Recycling

Call ***01639 686 868*** to find out when your bins are collected and what colour bin it is.

For information on collection days, which colour bin etc. and where to collect bins and bags from please visit the below site.
https://www.npt.gov.uk/bins-and-recycling/bin-day-finder/

Location of local Recycling Centre:
Briton Ferry Industrial Estate Briton Ferry
Neath SA11 2HZ

Site Safety

When you move into your new home, construction work may still be ongoing in certain parts of the development. While every effort will be made to minimise noise, dust, and disruption, some level of disturbance is inevitable until all works are complete.

For your safety, do not enter any active construction areas, and ensure that children and pets are kept away from these zones at all times.

Please remain vigilant for construction traffic and changing site conditions. Traffic management measures, routes, and signage may be updated as work progresses. Always follow all safety signs and instructions for both pedestrians and vehicles.

Additionally, please take extra care around the site attenuation pond located at the lower end of the development, especially when supervising children and pets, as this area forms part of the site's drainage and safety infrastructure.

During construction works, access to your home will be as follows: See attached sheet



Transport

Bus Service

First Cymru operates local services in the area. Check live times and timetables on First Bus South & West Wales or Traveline Cymru.

Local Taxi Services

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

Taxi Contact Details:
Neath Taxi Cabs - 01639 604040 or 01639 506262

Local Rail Services

The nearest railway station to the site is Briton Ferry, located approximately 1.2miles and a 25 minute walk from the development. Briton Ferry Railway Station is served by Transport for Wales. The typical service pattern is one train every two hours in each direction. From this station you can access destinations such as Carmarthen, Milford Haven, Swansea and Cardiff Central.

Briton Ferry Station Neath
SA11 2NE

Facilities
There is a ticket office, waiting room, and bicycle parking. Please note there are no toilet facilities at the station itself.

Car Parking
Briton Ferry train station does not have a dedicated car park, but it is located near local council-operated car parks.

Assistance
There are no platform staff available at this station. Assistance will be provided by the Conductor on the train. Assistance is available for customers with disabilities or

those who may have difficulty in joining or leaving the train. National Rail request that customers requiring assistance call ***03333 211 202.***

Transport for Wales Customer Relations
St. Mary's House, 47 Penarth Road, Cardiff CF10 5DJ Tel: ***0845 60 61 660***
Email: customer.relations@tfwrail.wales www.tfwrail.wales

Railway Contact Details
For more information about rail services, visit the National Rail Enquiry Service (***www.nationalrail.co.uk***) website or telephone ***08457 48 49 50.***

Local Amenities

The development is well located in terms of local amenities. There is a Lidl supermarket 0.7miles or 15 minute walk from the development. There is a post office 1.5 miles or a 30 minute walk away. Neath town centre is also within 1.5 miles of the site, providing a number of amenities such as grocery stores, Gwyn Hall, cafes, restaurants, a leisure centre, a library and various schools.

In case of an emergency please dial 999

A&E and local minor injuries clinic:
Neath Port Talbot Hospital
Baglan Way Port Talbot SA12 7BX
United Kingdom
01639862000

Police station:
Neath Police Station
5 Gnoll Park Rd
Neath
SA11
01639635321
Non-Emergency Number: 101

Fire station:
Mid and West Wales Fire Brigade
174 Cimla Rd
Neath SA11 3UH
03706060699

Doctors:
The Surgery
Victoria Gardens Neath
SA11 1HW
01639643786

Optician:
Specsavers Opticians 2
4 Green St
NeathSA11 1DG
01639641133

Dentist:
Woodlands Dental Surgery
18 Victoria Gardens
Neath
SA11 3BE
01639644647

Pharmacy:
Neath Pharmacy
32 Orchard St
Neath
SA11 1HA
01639502866

Neath Community Centre:
10-12 Orchard St Neath
SA11 1DU
01639642126

Emergency Telephone Numbers

Codi Out of Hours Number - 0330 175 9726
Water Emergency Number - 0800 052 0130
Electricity Emergency Number - 0800 052 0400 (24 hours)

Links, References & Further Information

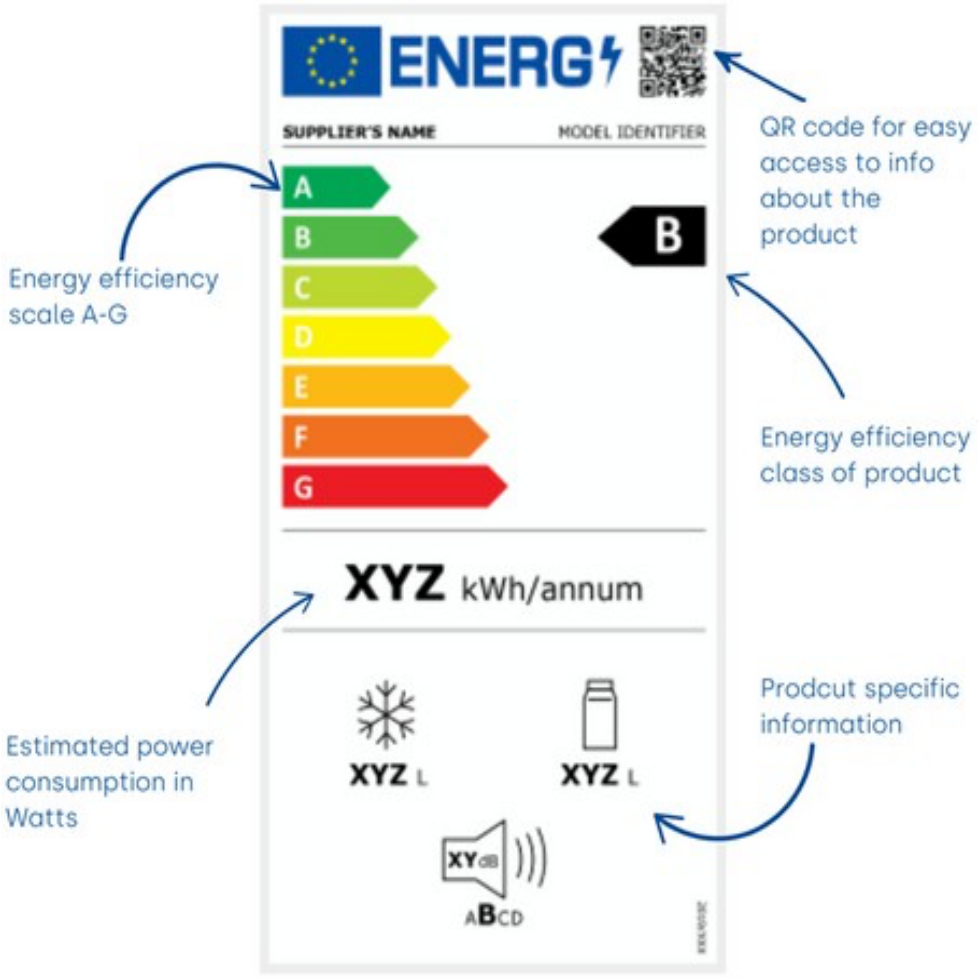
Please see below link on how to run the home efficiently and in the best environmentally sound way: The Energy Saving Trust good practice guidance.
www.energysavingtrust.org.uk

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

This Home User Guide can also be obtained in alternative formats, including foreign languages, Braille, large print, or audio CD. These can be obtained by contacting your housing officer.

Energy labels explained

EU energy labels have become a common sight in home appliance showrooms - they are 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.



www.codigroup.co.uk

0330 175 9726 | info@codigroup.co.uk

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