



# A GUIDE TO YOUR NEW HOME



Millers House  
Weavers Place  
Swansea  
SA1 8RE



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## **WELCOME TO YOUR NEW HOME**

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



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



## 2.0 Introduction to your New Home

Your home has been constructed by:

The Jehu Group  
Number One  
Waterton Park  
Bridgend  
CF31 3PH

The Pobl Group  
Pobl House  
Phoenix Way  
Swansea  
SA7 9EG

### 2.1 Postal Address

Millers House, 4 Weavers Place, Swansea. SA1 8FB

### 2.2 Utility Suppliers

Your property has the benefit of mains electricity, gas and water, but you will need to apply direct to the main service provider to register a supply. Your current suppliers are British Gas and Welsh Water

**British Gas – Account Enquiries 0800 048 0202**

**Welsh Water – Account Enquiries 0800 052 0145**

### 2.3 Insurance

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



## **2.4 Reporting Defects**

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

# **POBL**

**REPORT ALL DEFECTS DURING OFFICE HOURS**

**Monday – Thursday 8am to 5:30pm**

**Friday 8am to 4:30pm**

**Telephone: 01792 488 288**

**[www.poblgroup.co.uk](http://www.poblgroup.co.uk) – report a repair**

### 3.0 Emergency

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

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

#### **Water**

Your Stop Cock is in the cupboard underneath kitchen sink

#### **Gas**

The Isolating Valve in the kitchen cupboard Underneath the boiler



#### **Boiler**

Located in the Kitchen

#### **Electric**

The consumer unit is in the hallway cupboard

#### **Utility Companies Emergency Contact Numbers**

Gas – 0800 111 999

Electricity – 0800 052 0400

Water - 0800 052 0130



## 4.0 Heating & Hot Water

### 4.1 Boiler

#### **The Vaillant ecoFIT Sustain Boiler**

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



#### **Quiet Mark awarded**

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

Please see your User Manual for the Following

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

## 4.2 Heating Programmer

Located -

Central heating can be programmed for your personal use.

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

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

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

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



### 4.3 Radiators

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



Thermostatic Radiator Valve

### 4.4 Heating Performances



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

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

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



## 5.0 Electricity

### Electric Meter –

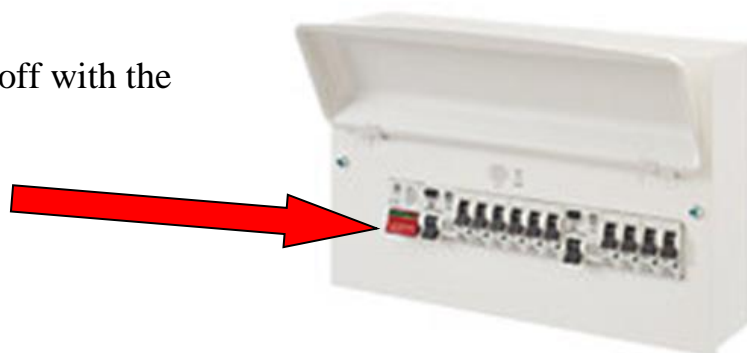
Located in the communal riser cupboard by the main entrance door



### Consumer Unit

Located – Hallway Cupboard

You can switch the electric off with the large red switch



## 5.1 Electrical Safety

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

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

**Always** follow the manufacturer's instructions for wiring appliances.

**Never use** an electrical appliance in the bathroom.

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

**Keep** a torch handy by the control box for emergencies.

## 5.2 Circuit Breakers

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

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



### **REMEMBER THAT ELECTRICITY CAN KILL**

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

### **5.3 Lights**

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

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



**Located in kitchen, lounge, bedroom, hallway & cupboards**

How to change the bulb

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



**Located in the hallway cupboard**

This lamp is an LED fitting

How to change the LED fitting

Unclip the white bezel

Unscrew x4 screws and remove the shade

Unplug the LED fitting and fit the new one

### **Shaver Light**

To change the fluorescent light

Unclip the plastic cover

Unclip the light and then fit the new one





## **5.4 Simple Fault Finding**

### **Power Sockets**

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

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

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

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



### **Lighting**

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

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

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

If it is not a bulb, then seek the advice of a qualified electrician



## 6.0 WATER

### 6.1 – Water Meter

Your Water meter is located in the communal riser cupboard by the main entrance door



### 6.2 Isolation Tap



Your water supply can be turned off at the stopcock, which is underneath the kitchen sink



### 6.3 Washing Machine Connections

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

We recommend that a qualified engineer install your washing machine



Waste connection for washing machine

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

Washing Machine Water Connections

## 6.4 Showers

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



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



## 6.5 Anti-Scald Valves

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



## 6.6 Dealing with Leaks

### Minor Leaks

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

### Major Leaks

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

**Water Emergency Number**

**0800 052 0130**

## 6.7 Tips to remember during the Winter Period

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

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

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



## 7.0 Gas

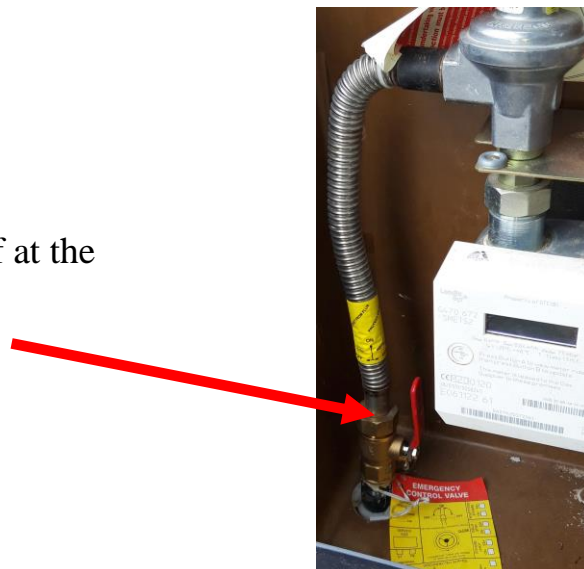
### 7.1 Gas Meter



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

### 7.2 Isolation Valve

Your gas supply can be turned off at the red handle isolation valve



## 7.3 Carbon Monoxide Detector

### What is carbon monoxide?

The physical properties of carbon monoxide are:

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

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

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

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





## 8.0 Alarms

### 8.1 Smoke and Heat Alarms

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

Smoke Alarm



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

**Check your detectors weekly**

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

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

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

## 9.0 Your Domestic Fire Sprinkler System

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

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

Typical Sprinkler Cover and Head



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

There is a control valve for the sprinklers located in the downstairs WC, the valve is open when the red handle is in line with the pipe. To close the valve simply rotate the handle to be at right angle to the pipe.

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







## **Fire Sprinkler**

Please Note: -

# The system uses no electricity

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

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

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

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

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

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

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

**# Remember – Only Heat will activate a Sprinkler, Not Smoke**

For further advice please call RSP Sprinklers Wales on 02921 432048

**RSP 24-hour help line - 02921 432048**

## 10.0 Positive Input Ventilation

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

How does it work?



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

## 11.0 Windows

Windows with security latches will only open 100mm in operation

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



### Cleaning and Care

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



## 12.0 Doors

The front doors are security doors

### To Lock

Push the handle up and turn the key to the left

### To dead lock

Lift the door handle and turn the key

### To pen

Turn the key to the right and pull the handle down

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



### 12.1 Access Control

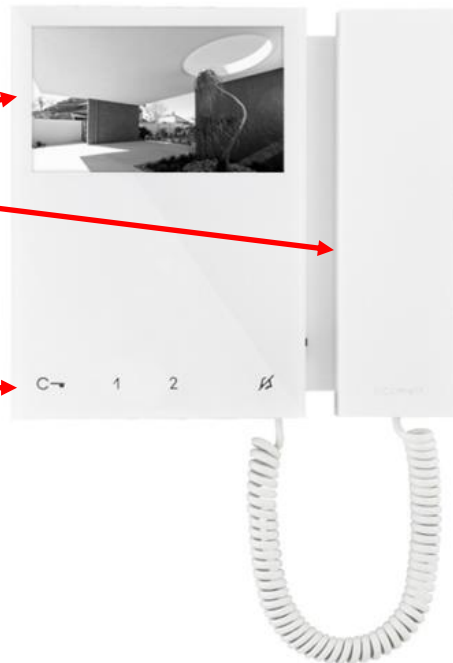


Camera to view who has pressed your call button

Flat call buttons for use by your visitors

To enter the building swipe your fob across this sensor and then push the door open

When the unit rings you will be able to see who your visitor is on the LCD and by lifting the handset you will be able to communicate with them



During communication with your visitor press the lock release key to open the electronic door

## 12.2 Access Control (Continued)

To **EXIT** the building please press the green button located on the wall close to the communal entrance / exit door



If the above green door release button fails to open the door please use the emergency door release by pressing the black dot

If the emergency door release has been activated a yellow line will be visible



## 13.0 Services with Your Home

### 13.1\_Telephone

Your home is provided with a British Telecom Terminal Connection

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

**You are responsible for any connection charges.**



### 13.2 TV Aerial & Satellite TV



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

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

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

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





## **14.0 Running in your new home**

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

### **14.1 Drying Out**

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

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

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

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





## 14.2 Movement & Shrinkage

As the drying out process takes place and your home is lived in and heated, the building materials shrink slightly, which may cause small cracks to appear. These are not structural defects and can be filled and covered in the normal process of periodic redecoration, some may reoccur to a reduced extent,

The period of drying out depends upon how closely the guidelines on this page are followed but should be about 6 months. However, depending on the weather conditions during the build period, the length of time to dry out your home could be up to 18 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product or a flexible decorator's caulk, Drying and shrinkage of the joists and other timber components used in construction of your new home may result in the appearance of the following features

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

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

## 15.0 Condensation

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



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

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



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

## 16.0 Finishes & Materials

### 16.1 Efflorescence

Brickwork

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



### 16.2 Floors

**Bathroom, Kitchen, WC**



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

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

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

### 16.3 Other Floors

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



## 16.4 Walls and Ceilings

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

## 16.5 Ceilings

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



## 16.6 Fixings



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

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

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

### 16.7 Decoration

All plaster and plasterboard have been painted with emulsion paint.

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



### 16.8 Sanitary Ware



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

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

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

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



## 17.0 Transport

### 17.1 Bus Service

First Cymru



#### Nearest Bus Stops

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

#### Services Offered

No 6 Swansea – Port Tenant

Monday – Friday Hourly Service

No 44 Swansea Grenfell Park

Monday – Saturday Hourly Service

### 17.2 Local Taxi Services





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

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

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

### **Taxi Contact Details:**

**Yellow Cabs**  
2 Picton Lane  
Swansea  
SA1 4AF

**Yellow Cabs**  
2 Picton Lane  
Swansea  
SA1 4AF

**Yellow Cabs**  
2 Picton Lane  
Swansea  
SA1 4AF

Telephone: 01792 644446

Telephone: 01792 644446

Telephone: 01792 644446

**Julians Taxis**  
6 Wind Street  
Swansea  
SA1 4DH

**Julians Taxis**  
6 Wind Street  
Swansea  
SA1 4DH

**Julians Taxis**  
6 Wind Street  
Swansea  
SA1 4DH

Telephone: 07970 182283

Telephone: 07970 182283

Telephone: 07970 182283

## **17.3 Local Rail Services**



Swansea Railway Station  
High Street  
Swansea  
SA1 1NUU



### Currently Managed by: Transport for Wales

Ticket Machine: Ticket Office opening hours:

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

Car Park opening hours:

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

Car parking spaces: 41

#### **Assistance**

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

#### **Transport for Wales Customer Relations**

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

Tel: 0845 60 61 660

Email: [customer.relations@arrivatrainswales.co.uk](mailto:customer.relations@arrivatrainswales.co.uk)

## **18.0 Local Amenities**





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

## **Health & Wellbeing**



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

## Schools



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

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

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

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

[www.swansea.gov.uk/schoolcontactdetails](http://www.swansea.gov.uk/schoolcontactdetails)

## **19.0 Useful Telephone Numbers**



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

## **20 Emergency Telephone Numbers**

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

## **21.0 Links, References and Further Information**

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

The Energy Saving Trust good practise guidance

**[www.energysavingtrust.org.uk](http://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](http://www.greenconsumerguide.com/whitegoods.php)**

