



**TENANT INFORMATION FOR LOW COST  
PROPERTIES**

**Plots 1- 4  
4 No 1016 – 3 Bed House**



**CARNEGIE COURT SOCIAL  
TREDEGAR PARK**

## **1.0 EMERGENCY PROCEDURES**

## **1.0 Emergency Procedure**

**Familiarise yourself with this document so that you know what to do in case of emergency.**

### **1.1 Water**

Water stop tap is located in kitchen under kitchen sink.

### **1.2 Gas**

To isolate gas supply, turn gas off at meter position. Gas meter box is located externally to the front of your property.

Do not smoke, operate electrical lights or switches or any other item which could be a source of ignition.

### **1.3 Electric**

Turn electrical supply off at consumer unit. Consumer Unit is located in cupboard under stairs.

### **1.4 Reporting Defects**

For the first twelve months of occupancy within your home please can you report all repairs to the Newbuild Aftercare Team in Pobl on:

- 01633 212375 (Charter)
- 01633 261990 (Derwen)

Alternatively, defects can be emailed to [newbuild-aftercare@poblgroup.co.uk](mailto:newbuild-aftercare@poblgroup.co.uk), however please ensure that any emergency or urgent defects are telephoned through to ensure that they are given immediate attention.

If you have an emergency repair out of the usual office hours please telephone **01633 212375**, who will be able to deal with your situation.

## **2.0 RUNNING IN YOUR NEW HOME**

During construction of your new home, construction materials have absorbed water. As the property begins to dry out, shrinkage cracks may appear. These are small cracks on wall and ceiling finishes. They are not structurally significant and can be minimised by the following

**2.1 Temperature**

Try to keep an even temperature throughout your home, even in rooms which are not used as frequently.

**2.2 Ventilation**

Your home needs to stay well ventilated to allow moisture to evaporate. Leave windows open whenever convenient or at least the trickle vents (slotted vents in window frame) open for as long as you can each day.

**2.3 Efflorescence**

A consequence of drying out may be appearance of a white deposit on walls called efflorescence. This is caused by salts coming out of the stonework/brickwork and will gradually disappear over time.

**2.4 Condensation**

Condensation is common in new buildings where building is drying out. Once materials have dried out, you should no longer experience condensation although daily activities can cause condensation. Try to reduce condensation in your home by doing the following:

- Cover pans when cooking
- Avoid drying clothes over radiators. Put washing outside to dry or use tumble dryer. Ensure tumble dryer is correctly vented to outside air unless condensing type.
- Use cooker hood and extractor fans in kitchen & bathrooms
- Keep doors closed when cooking, washing, bathing and drying clothes indoors.
- Keep trickle vents on windows open when rooms are occupied.
- Heat rooms gradually. Set heating to come on before you arrive home as cooking and washing in a cold house can cause condensation.
- In very cold weather set heating to low temperature all day to avoid large temperature differences.

### **3.0 ELECTRICAL INSTALLATION**

The electrical supply to your property is supplied through a mains cable which is connected to your electricity meter. Cables leading from the electrical meter are connected to a consumer unit.

Your electrical supply can be turned off at the Consumer Unit which is located in cupboard under the stairs.

The electric meter is located at the front of the house in wall mounted box. The BT connection point is also located externally to the front of the property.

### **3.1 Consumer Unit**

The consumer unit consists of a main on/off switch and a number of miniature circuit breakers which protect individual circuits.

If a miniature circuit breaker or RCD trips repeatedly, this may indicate a fault with an appliance or with the installation. You should call a competent electrician to investigate the problem.

### **3.2 Sockets**

If a power point is not working, check the circuit breaker and reset if necessary. If circuit breakers trips again after being reset, do not keep resetting. Contact a competent electrician as described above.

Cables will normally be concealed in walls and floors. Before fixing anything to walls, floors or ceilings always check for buried pipes and cables using a detector available from DIY stores.

### **3.3 Lighting**

If an area of lights is not working, check the circuit breakers in the Consumer Unit and reset if necessary.

If a light is not working check whether the bulb has blown and replace if necessary.

## **4.0 WATER**



#### **4.1 Location of Stop Valve**

It is very important to know the location of your stop valve.

The stop valve is located under the kitchen sink.

**In the event of a water leak, turn off the stop valve immediately.**

#### **4.2 Washing Machine**

You will find the connections for a washing machine under the kitchen Units where Applicable

## **5.0 GAS INSTALLATION**

## **5.1 Gas Meter**

The gas meter is located outside of the building to the front of the house in a box at ground level.

You will have been given a key to gain access to this meter box. This should be used to read the meter or **to turn off gas in an emergency.**

## **5.2 Maintenance of Gas appliances**

The installation and repair of gas appliances should only be carried out by a Gas Safe (Formerly Corgi) registered installer.

## **5.3 Gas Pipes**

Gas pipes will normally be concealed in walls, floors and ceilings. Before fixing anything to walls, floors or ceilings always check for buried pipes and cables using a detector available from DIY stores.

## **6.0 CENTRAL HEATING INSTALLATION**

## **6.1 Central Heating System**

Your home has been fitted with a hot water central heating system consisting of a boiler, radiators, a pump and controls. Water is heated by the boiler and pumped round the building through a series of pipes to the radiators.

### **6.1.1 Boiler**

The gas boiler is located in the Kitchen.

Your home has been fitted with an Ideal Logic Combination Boiler

### **6.1.2 Hot Water**

A combi boiler provides instant hot water when you turn on the taps.

### **6.1.3 Radiators**

There is a radiator located in each room.

### **6.1.4 Central Heating Control**

Central heating control and Room thermostat is in lounge. It can be used in a manual or auto position. The temperature can be adjusted by moving up or down.

In addition to controlling the heating temperature with the thermostat, you can control the temperature of each radiator by thermostatic radiator valves (TRV's) (Note there is no TRV on the radiator in the lounge.)

To set the time clock for the heating and hot water system, please refer to the instruction manuals.

### **6.1.5 Chimney**

The property does not have a chimney.

## **7.0 ELECTRICAL INSTALLATION**

## **7.1 Smoke Detectors**

Your home is fitted with smoke detectors which are located in the hall and on the landing.

These are mains wired with a battery back up.

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

If the smoke detector bleeps intermittently the battery back up inside the detector needs to be changed. Change immediately.

You should test the smoke detector is working correctly once a week by pressing the test button hard until the sounder goes off. If the detector fails to test properly contact Melin Homes immediately.

## **7.2 Internal Lighting**

Some of your light fittings will be fitted with energy saving light bulbs. They can only be replaced with bulbs of the same type.

It is recommended that you keep some spare bulbs in your property as replacements.

## **7.2 External Lights**

Your home has been fitted with an external light to the front and rear. These lights are operated by a sensor which will automatically activate the light when movement is detected when light levels are low enough to require lighting.

## **8.0 BUILDING MATERIALS**



## **8.1 Internal Walls**

Internal walls are constructed of timber stud partition with a plasterboard and skim finish

## **8.2 Ceilings**

Ceilings have been constructed of plasterboard fixed to the joists with a plaster skim finish.

## **8.3 Decoration Materials**

All walls and ceilings have been decorated with an emulsion paint finish.

Woodwork has been painted with satinwood paint.

## **8.4 Sanitaryware**

All sanitaryware ie baths, basins, sinks etc should be cleaned with proprietary bathroom cleaners.

Always check the suitability of the product by checking the label.

Do not use scouring or gritty cleaners.

Bleach should not be mixed with lavatory powders.

Do not flush any unsuitable items down the toilet ie nappies, baby wipes etc as this could cause a drain blockage.

## **8.5 Kitchen Fittings**

Kitchen surfaces should be cleaned regularly with a proprietary kitchen cleaner.

Always check the suitability of the product by checking the label.

Do not use scouring or gritty cleaners.

Bleach should not be allowed to stand in stainless steel sinks

## **9.0 MAINTENANCE OF YOUR HOME**

## **9.1 Efflorescence**

Efflorescence (ie white powdery deposits on walls). This can be cleaned by wiping down or brushing with a dry brush.

However, if persistent, this may be a result of a water leak so contact Pobl to discuss.

## **9.2 Floors**

Floors to the ground floor areas of lounge, kitchen, shower room are covered in vinyl sheeting as well as the 1<sup>st</sup> floor bathroom. These floors can be cleaned with water and a mild detergent or a proprietary floor cleaner. Always check the product label to ensure suitability of product.

Do not use hard abrasive types of cleaner.

## **9.3 External Finishes**

Do not carry out car maintenance ie changing oil to car in parking spaces to avoid damage to paving materials.

All planting to gardens must be properly maintained by watering regularly.

No planting must be removed from the garden as it will be part of a planning condition.

## **9.4 Refuse Collection**

Plots 1, 2, 3 & 4 have side access to the rear garden where their bin store area is located.

Please ensure you know which day refuse is collected and leave in appropriate area for collection.

