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## Useful Telephone Numbers



### **Daily Defect Reporting**

**Office Hours 9.00am - 5:30 pm, Monday to Thursday  
9am to 4:30pm Friday**

**Pobl 0800 012 1080 or 01792 488288**

**Please note, this is the number for reporting regular defects and out of hours emergency repairs. You will be redirected to the out of hours provider if you call outside of office opening hours.**

[info@poblgroup.co.uk](mailto:info@poblgroup.co.uk) – Report a Repair

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

**Western Power (Electric)      0800 6783 105**

**Welsh Water                      0800 052 0130**

**BT                                      0800 800 150**

An electronic version of this user manual can be found on the following link  
<http://pobliving.co.uk/mypoblhome/>

## 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.

On behalf of Pobl Housing and Jehu Project Services Limited, we welcome you to your new home, and wish you every happiness in it.

## **Introduction to your New Home**

**Your home has been constructed  
by:**

Jehu Project Services Limited

Number One  
Waterton Park  
Bridgend  
CF31 3PH

**On behalf of:**

Pobl Group

Pobl House  
Pheonix Way  
Llansamlet  
SA7 9EQ

### **Parking**

There are no car parking spaces per Flat but there is an NCP car park which is a two-minute walk. NCP offer yearly passes for parking.

### **Postal Address**

Orchard House, 9 Orchard Street, Swansea, SA1 5AS

### **Services**

Your property has the benefit of mains electricity and water already connected. Currently your water is with Dwr Cymru Welsh Water, as are all properties in South Wales. The electric supply is provided by British Gas. These can be altered by yourselves by contacting the relevant authority and making them aware of your preferred suppliers.

Welsh Water – Account Enquiries 0800 052 0145

### **Alterations to Your Home**

No alterations should be carried out without first obtaining permission from your Housing Officer.

### **Insurance**

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

## Emergency

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 storage cupboard in the hallway.

### Electric

Consumer Units are in the storage cupboard in the hallway.

### Boiler

Located in the store cupboard which is behind the front door as you enter.



**PLEASE BE AWARE**, you may be charged for call outs, which are reported as emergencies but are not or to attend to problems by wilful damage

## **UTILITY COMPANIES Emergency Contact Numbers**

Electricity – 0800 052 0400

Water - 0800 052 0130

## Heating & Hot Water

### Hot water Cylinder

Your apartments hot water is fed from a Kingspan Albion Ultrasteel and Aecroycl cylinder which is ideal for small to medium properties with a higher demand for hot water. The water Cylinder is located in your utility store within the apartment.

It is strongly advised that you do not adjust the cylinder controls and that any adjustments/maintenance are carried out by Gas-safe contractors.

Please see your User Manual for the following:

- Using your appliance
- Safety Precautions
- Energy Saving Tips





## Basic Guide to Operating Your Boiler

### Hot water Controller

Your water water is controlled by a Horstmann electronic 7 programmer.

You can program what time of day you wish the cylinder to heat and also operate the booster control.



### Radiators

You have a radiator in each room and the hall, which have an integral temperature control. Each radiator is separately controlled.

### 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.





## Heating Your Home Economically

Your electrical radiators should only be necessary during the morning or evenings and not throughout the day. This will change dependant on the outside temperature and building factors.

To aid the apartments heating up and cooling down. Apartments have MVHR units which are provided by Nuaire. These units are wall mounted within in your store and designed to provide mechanical supply and extract ventilation with heat recovery. These units operate air changes within the apartment and distribute warm air throughout the apartment to limit the requirements of the electrical panel heaters.

Apartments on the front of the building have a purge vent system installed. These can be operated in the summer months to remove the requirements of opening windows on the busy front road.

**Do not block** or seal any air vents that are installed to ensure that air flow is maintained.

## **Settling in**

Your new home has been thoughtfully designed and built using quality materials reflecting all the attention to detail you would expect from your housing provider. 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

## **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 panel 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 when possible each day and ensuring that trickle vents are left open.

## **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. Such cracks are inevitable and at the end of the first year we will arrange an inspection of your home with you and the building contractor will be notified to rectify any issues identified during this visit.

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 ask for permission from Pobl.

## 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 is 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 don't allow your home to remain unheated for long periods of time.

## Electricity

### Consumer Unit

Your electricity supply can be turned off at the consumer unit, which is in the store cupboard of your property. The store cupboard is located to the side of the boiler.

TURN YOUR  
ELECTRICITY  
OFF BY PUSHING  
DOWN THE TWO  
RED SWITCHES



Your electricity meter is in a service cupboard; your housing officer will show you the location when you move in.

The meter and the cable leading to it, belongs to the Electricity provider, and **must not** be tampered with in any way.

### **For Your 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.

## **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.

## **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 the Housing Association.



### **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 bulbs data sheets are at the back of this booklet.

If it is not a bulb, then seek the advice of a qualified Electrician who should be sought via your Housing Association.

## Water

### Stop Cock

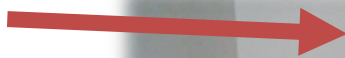
Your water supply can be turned on at the stopcock, which is in the store cupboard.



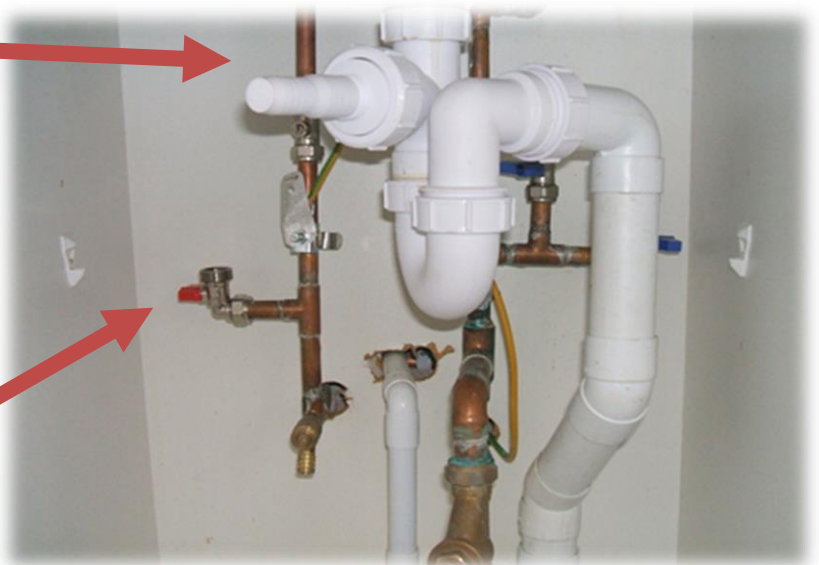
### Washing Machine Connections

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.

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



Washing Machine Water Connections





## 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 reported immediately on the numbers previously provided depending on when the leak is detected.

### 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.



### Water Saving Measures and Tips

- Turn off the tap when you brush your teeth – this can save 6 litres of water per minute.
- Place a cistern displacement device in your toilet cistern to reduce the volume of water used in each flush. You can get one of these from your water provider.
- Take a shorter shower. Shower can use anything between 6 and 45 litres per minute.
- Always use full loads in your washing machine and dishwasher – this cut out unnecessary washes in between.
- Fix a dripping tap. A dripping tap can waste 15 litres of water a day, or 5,500 litres of water a year.
- Fill a jug with tap water and place this in your fridge. This will mean you do not have to leave the cold tap running for the water to run cold before you fill your glass.
- You have a water meter installed in the meter room of the communal area which is labelled with your apartment number. When you're paying your utility provider for exactly how much water you use, laid out in an itemised bill, there's an incentive to waste less.

## Services with Your Home

### Telephone

Your home is provided with a British Telecom Terminal Connection. You should contact your selected service supplier to become a subscriber.

BT connection points are located in the main store cupboards.

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



### TV Aerial& Satellite TV



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

For Freeview plug in your TV to the aerial socket and **tune in**.

Please ensure you obtain your own TV licence prior to using your TV as this is not covered by Pobl Group.

For Satellite TV then you will need to arrange for your own box and subscription. The engineer will only need to plug the box into the socket in the wall to receive the signal.

There will be no need to install a dish as this has already been undertaken for you.

## Equipment

### Smoke Detectors

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



**They are there for your safety!**

**Think about escape routes now!**

**Check your detectors weekly!**

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

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

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

If the detector fails to test properly contact your Housing Officer or Report a Repair

### **Carbon monoxide detector in your kitchen**

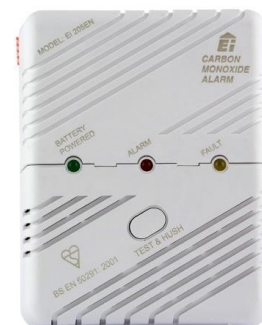
What is carbon monoxide?

#### **The physical properties of carbon monoxide are:**

- It is a colourless, odourless, neutral, gaseous oxide, which is highly poisonous.
- It is sparingly soluble in water but is soluble in ethanol and in benzene.
- It has a relative density that is like air

#### **The chemical properties of carbon monoxide are that it is:**

- A flammable and highly toxic gas.
- A neutral oxide which burns in air to give carbon dioxide.
- A good reducing agent.
- An important industrial gas widely used as a fuel
- A reducing agent in the chemical industry



## 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



**Sprinkler control valves** - The main one for the whole building in riser cupboard level one and in each riser cupboard for each floor. 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.

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

### **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**

## Shower

Your home has been fitted with a shower.

The purpose of the shower is 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).



## Lights



### **Internal**

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

- They are 5 times brighter than traditional.
- They use 80% less power to provide the same light.
- They will ultimately help reduce your energy bills.
- Saving energy helps the environment.

These low efficiency light bulbs can be purchased from most DIY stores Including B&Q, The Range, Wilko etc

Please note – check for the correct size if you are fitting lamp shades.

## **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.



## Doors

The front doors to your apartment are security doors

### To dead lock

lift the door handle and turn the thumb turn towards the doorframe.

### To Lock

Push the handle up and turn the thumb turn.

### To Un Lock

Turn the thumb turn anti clockwise push the handle down.

Anticlockwise to Lock



Clockwise to Lock



Clockwise to Unlock

Anti Clockwise to Unlock

## Access Control

Access to the Flats through a Communal Door which is opened by using the fob supplied

In the hall of your flat there is an access control unit This allows visitors to ring direct to your door from the Communal Door and you can give them access from your apartment.





## **Floors**

### **Living Room, Hallway, Bathroom, Kitchen, WC**



The flooring you have been provided is a high specification vinyl sheet which also has good acoustic properties. This has all been stuck down.

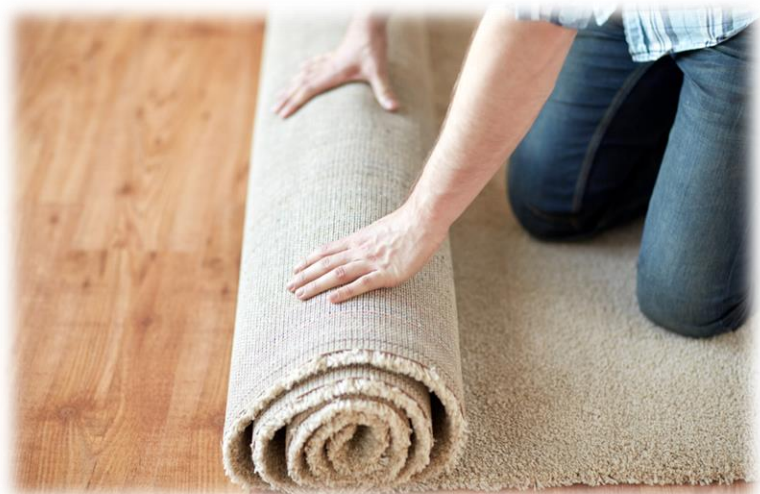
These floors may be cleaned with small amounts of water and a mild detergent or a proprietary floor cleaner.

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

## **Other Floors**

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

The ideal tog carpet rating would be from 1.03 downwards.



## Walls and Ceilings

Most external walls to the dwelling are structural frame solution with plasterboard dabbed onto the internal walls with a final plaster skim coat applied. The internal walls are built with metal studs with plasterboard finish.

### Ceilings

The ceilings have been constructed of plasterboard fixed to metal track.



### 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. Only lightweight objects (wall mirrors and small pictures) may be fixed to partition walls unless advice is sought through your Housing Officer.

## **Decoration**

All plaster and plasterboard have been painted with emulsion paint. All woodwork, that is skirting, architraves etc, have been painted with white satin finish paint.

**No redecoration is permitted by your Housing Association for the first 12 months.**



### **Redecorating**

Redecorating can be carried out any time after the twelve months' defect inspection and rectification has been carried out. The builder will make good only very large cracks that may arise from shrinkage during that period. Smaller cracks in plaster or paintwork can be made good with filler prior to decorating

### **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 allowed to stand in stainless steel sinks.

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

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

## Sustainable DIY

Once the twelve months is over and you can decorate the property, we would ask that you choose the materials and finishes wisely as these can have an impact on the environment.

Materials that are less environmentally damaging do not generally cost more, they perform well and are often widely available. For example, using reclaimed wood saves energy and resources, look out for timber that has been certified by the FSC and PEFC

When choosing paints and finishes look out for hazard warnings on the label and try to avoid these, try choosing 'natural' paints as they can contain less harmful substances. Also, paints contain VOC's which can be very harmful to the environment so try choosing paints with the lowest VOC content, these are displayed on all products as standard.

**DO NOT** pour paint down the drain, please speak to your local authority on guidance for the disposal of this.



## **Refuse & Recycling**

### **Food Waste**

Each flat is provided with a handy caddy and a free liner to keep in the kitchen. This can then be emptied into the communal food bin in the bin store whenever you want. The Local Authority will empty this bin every week.

### **Remember**

Once your caddy is full, put the waste into the food waste collection bin, ready for collection.

Do not use plastic carrier bags to line your caddy.

Caddy liners are freely available either from the Civic Centre or various outlets around the city including Post Offices, local shops etc.

**Your Refuse Collection Day is on a – WEDNESDAY.**

**The communal bin store is located in the rear courtyard.**

You will need to separate your waste. In the communal bin store in the courtyard, there are the following bins:

- Kitchen Waste (Food Waste) bins
- General Waste Bins
- Plastic Recycling (Pink)
- Paper/thin card, Cans and Glass Recycling (Green)



## Using the recycling sites

Recycling sites are available to help you dispose of your household waste.

To make sure you make the most of these facilities please read the information contained in this link: <https://www.swansea.gov.uk/recyclingcentres>.

Details of what is acceptable to be recycled is below:

### Household waste recycling centres

Domestic material	<a href="#">Llansamlet</a>	<a href="#">Clyne</a>	<a href="#">Garngoch</a>	<a href="#">Penlan</a>	<a href="#">Tir John</a>
Aluminium foil	Yes	Yes	Yes	Yes	Yes
Batteries - car	Yes	Yes	No	No	No
Batteries - household	Yes	Yes	Yes	Yes	Yes
Books	Yes	Yes	No	No	No
Cans (food and drink)	Yes	Yes	Yes	Yes	Yes
Cardboard	Yes	Yes	Yes	Yes	Yes
Carpets	Yes	Yes	No	No	Yes
Cartons (Tetra Paks) + paper cups	Yes	Yes	Yes	Yes	Yes
Ceramics	Yes	Yes	Yes	Yes	Yes
Clothes/ textiles (no duvets, pillows or cushions)	Yes	Yes	Yes	Yes	Yes
Cooking oil	Yes	Yes	Yes	Yes	Yes
Electrical goods	Yes	Yes	Yes	Yes	Yes
Engine oil	Yes	Yes	Yes	Yes	Yes
Fluorescent tubes	Yes	Yes	Yes	Yes	Yes
Food - out of date cupboard food/freezer breakdowns in original packaging (no tins or glass accepted)	Yes	No	No	No	No
Food waste	Yes	Yes	Yes	Yes	Yes



Domestic material	<a href="#">Llansamlet</a>	<a href="#">Clyne</a>	<a href="#">Garngoch</a>	<a href="#">Penlan</a>	<a href="#">Tir John</a>
Fridges/freezers	Yes	No	No	No	Yes
Furniture	Yes	No	No	No	No
Gas cylinders	Yes	Yes	Yes	Yes	Yes
Garden waste	Yes	Yes	Yes	Yes	Yes
Glass (bottles and jars)	Yes	Yes	Yes	Yes	Yes
Glass (window/plate)	Yes	No	No	No	Yes
Household chemicals	Yes	Yes	Yes	Yes	Yes
Large domestic appliances	Yes	Yes	No	No	Yes
Mattresses	Yes	Yes	No	No	Yes
Metal (scrap)	Yes	Yes	Yes	Yes	Yes
Nappies	Yes	Yes	Yes	Yes	Yes
Paint	Yes	Yes	Yes	Yes	Yes
Paper	Yes	Yes	Yes	Yes	Yes
Plastic (pink bags)	Yes	Yes	Yes	Yes	Yes
Plastic - large (e.g. furniture)	Yes	Yes	Yes	Yes	Yes
Polystyrene	Yes	Yes	Yes	Yes	Yes
Reusable items including, furniture, electricals + bric-a-brac	Yes	Yes	Yes	Yes	Yes
Rubble	Yes	Yes	Yes	Yes	Yes
Shoes	Yes	Yes	Yes	Yes	Yes
Soil	Yes	Yes	Yes	Yes	Yes
Televisions and monitors	Yes	Yes	Yes	Yes	Yes
Wood (other e.g. MDF, laminate flooring, hollow doors)	Yes	No	No	No	No
Wood	Yes	No	No	No	No
Non-recyclable household waste	Yes	Yes	No	No	No
Free compost available for public	No	No	No	No	Yes
Height restriction 2m	No	No	Yes	Yes	Yes



[Llansamlet Household Waste Recycling Centre](#)

Ferryboat Close, Swansea Enterprise Park, Llansamlet, Swansea, SA6 8QN.  
They can be contacted on 01792 796886.

[Clyne Household Waste Recycling Centre](#)

Derwen Fawr Road, Sketty, Swansea, SA2 8DU.

[Garngoch Recycling Centre](#)

Phoenix Way, Garngoch Industrial Estate, Gorseinon, Swansea, SA4 9WF.

[Penlan Household Waste Recycling Centre](#)

Heol Gwrysydd, Penlan, Swansea, SA5 7BS.

[Tir John Recycling Centre](#)

Danygraig Road, St Thomas, Swansea, SA1 8NS.

Contacts:

Email: [evh@swansea.gov.uk](mailto:evh@swansea.gov.uk)  
Tel: 01792 635600

For further information on recycling please contact the recycling office on 01792 635600  
or email us at: [recycling@swansea.gov.uk](mailto:recycling@swansea.gov.uk)



## **Bus Services - Contact Details**

### **First South & West Wales**

Part of FirstGroup plc

#### **Telephone**

01792 57 22 55

#### **Website**

[www.firstgroup.com/south-west-wales](http://www.firstgroup.com/south-west-wales)



## **Nearest Bus Stops**

The nearest bus stop is The Dragon Hotel which is a two-minute walk.

**Address:** 39 The Kingsway, Swansea SA1 5LS

The following transport lines have routes that pass near Dragon Hotel

 **Bus:** [118](#), [16](#), [37](#), [45](#), [T6](#), [X75](#)

**You can download an app for your I Phone /Android:**

<https://www.firstgroup.com/south-west-wales> to plan journeys.

The following link will give you all the bus routes available in the Swansea Area:

<https://www.firstgroup.com/south-west-wales/routes-andmaps/swansea-services>

### **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 that Be on your guard for unlicensed cars and minibuses, especially late at night.

There are several taxi ranks situated around the city centre where you can pick up 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:**

#### **Datacabs Swansea**

01792 474747

#### **SA1 CABS**

01792 650650



## **Local Rail Services**

Swansea Railway Station  
High Street  
Swansea  
SA1 1NU

Tel: 0333 321 1201  
Distance – 1 Mile away



**Managed by: Transport for Wales ([www.tfwrail.wales](http://www.tfwrail.wales))**

Ticket Machine: Ticket Office opening hours:

<b>Day</b>	<b>Opening Hours</b>
Weekdays	05:15 - 20:00
Saturday	06:15 - 20:00
Sunday	08:00 - 20:00

Car Park – Top Level of NCP, Ivy Street multi storey carpark  
opening hours:

<b>Day</b>	<b>Opening Hours</b>
Weekdays	Open 24 hours
Saturday	Open 24 hours
Sunday	Open 24 hours

## **Assistance**

Assistance is available for customers with disabilities or those who may have difficulty in joining or leaving the train.

Helpline Contact 03333 211202 – Monday to Sunday 08:00 – 20:00

## **Transport for Wales Customer Relations**

St. Mary's House, 47 Penarth Road, Cardiff CF10 5DJ  
Tel: 0333 3211 202

## **Railway Contact Details**

For more information about rail services, visit the National Rail Enquiry Service ([www.nationalrail.co.uk](http://www.nationalrail.co.uk)) website or telephone 08457 48 49 50.

## **Local Amenities**

On your doorstep there are a wide variety of shops, restaurants, and takeaways.

## **Emergency Services**

<b>South Wales Police</b>	Grove Rd Swansea SA1 5EA Non-Emergencies Call 101 In an Emergency Call 999	
<b>Fire &amp; Rescue</b>	999	
<b>Ambulance</b>	999	
<b>Swansea Coastguard</b>	Tuff Head Mumbles SA3 4EX	01792 36653/ 01792 366534 <b>In an Emergency Call 999</b>
<b>Supermarkets:</b>	Swansea Food Centre 27 High St, Swansea SA1 1NY	
<b>Superstore</b>	Tesco, Albert Row Oystermouth Road Swansea SA1 3RA	
<b><u>Hospitals</u></b>		
<b>Singleton Hospital</b>	Sketty Lane SA2 8QA	Call 01792 205666
<b>Morrison Hospital</b>	Heol Maes Eglwys Morrison SA6 6NL	01792 702222
<b>Swansea Central Library</b>	Civic Centre Oystermouth Road SA1 3SN	01792 636464
<b>Petrol Station</b>	Sainsbury's Petrol Station Quay Parade, Swansea SA1 8JA	
<b>Banks (City Centre)</b>	Lloyds HSBC	Barclays Nat West
<b>Dr Surgery</b>	Dr R Thomas - Kingsway Surgery 37 The Kingsway Swansea SA1 5LF	01792 650716

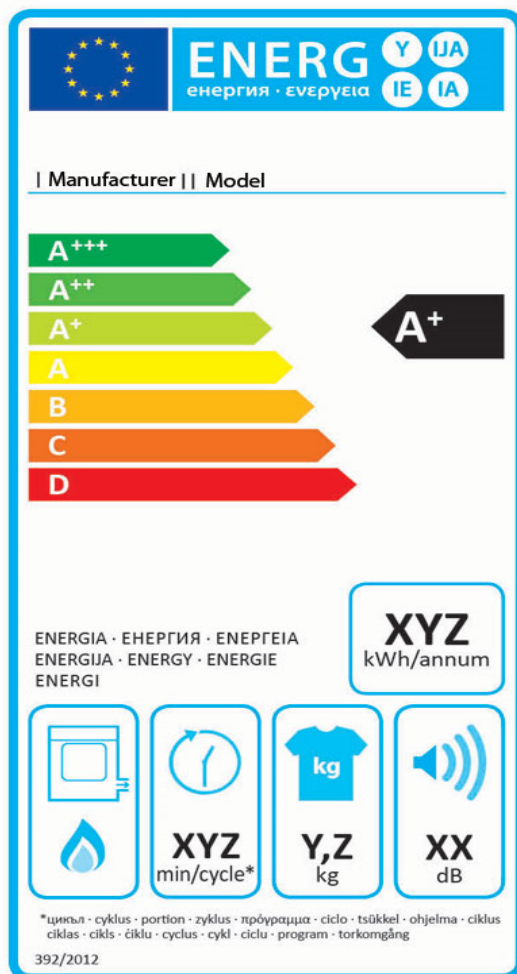
<b>Opticians</b>	Specsavers Opticians/Audiologists 394 - 395 The Kingsway Swansea SA1 5LQ	01792 474426
<b>Dentist</b>	Woods Dental New Coventry Church 65 Walter Rd, Swansea SA1 4PT	01792 476714
<b>Chemist / Pharmacy</b>	Well Swansea - The Kingsway 38 The Kingsway Swansea SA1 5LF	01792 458883
<b>Primary Schools</b>	Hafod Primary School Waun Wen Primary School St Helens Primary School Terrace Road Primary School	01792 461356 01792 651010 01792 655763 01792 654257
<b>Secondary Schools</b>	Morrison Comprehensive School Birchgrove Comprehensive School Penyrheol Comprehensive School	01792 797745 01792 535400 01792 533066
<b>Community Centre</b>	Manselton Community Centre Elgin Street, Manselton SA5 8QE Contact Nicol Thomas	07979 891461
<b>Samaritans</b>	John Street, Manselton	0330 094 5717
<b>Local Authority</b>	Swansea Council	<a href="http://www.swansea.gov.uk">www.swansea.gov.uk</a>
<b>Social Services</b>	Swansea Social Services	01792 635700
<b>Leisure Centre</b>	Penlan Leisure Centre LC Swansea	01792 588079 01792 466500
<b>Swimming Pool</b>	Penlan Leisure Centre LC Swansea	01792 588079 01792 466500
<b>Post Office</b>	City of Swansea Post Office St David's Arcade 37 The Quadrant Shopping Centre Swansea SA1 3QW	0345 722 3344

## Energy labels explained

EU energy efficiency labels.

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.

## The EU energy efficiency label



### 1. Energy Efficiency Rating

A+++ is the most efficient, and D is the least efficient, based on the product's energy consumption.

### 2. Annual Energy Consumption

The annual energy consumption (in kWh per year) for each product is calculated using specific EU-defined criteria. Here, for tumble dryers, the figure is calculated based on the standard cotton program at full and half load.

### 3. Product-specific information

You'll also find images showing extra data related to the product, such as capacity, water consumption and noise levels.