

A GUIDE TO YOUR NEW HOME

at

**Brynffynnon,
Croespenmaen,
Crumlin
NP11 3EQ**



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1 WELCOME TO YOUR NEW HOME

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

On behalf of Cosgrove Construction and Pobl Living, we welcome you to your new home.

2 INTRODUCTION TO YOUR NEW HOME

Your home has been constructed by:

Cosgrove Construction

On behalf of:

**Pobl Living
Exchange House
High Street
Newport
NP20 1AA**

Postal Address

The postal address for your new home is,

**Brynffynnon,
Croespenmaen,
Crumlin,
NP11 3EQ**

Service Suppliers

Your property has the benefit of mains gas, electricity and water.

Suppliers

Gas; British gas

Electric; British gas

Telephone numbers for all service companies can be found at the back of this manual.

You will be provided with meter numbers and readings to enable you to change to an alternative service provider if you wish to. Due to the systems adopted by the utility companies it may take 3 to 4 weeks to enable them to register your supply. It may also take this long if you wish to apply for token meters.

Insurance

Pobl Living does 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.

Reporting Defects

Any problems should be reported immediately to **Pobl newbuild aftercare** who will assess the issue and decide what, if any action needs to be taken.

REPORT ALL PROBLEMS DURING OFFICE HOURS

01633 212375

9.00am - 4.30 pm Monday - Friday

REPORT EMERGENCY PROBLEMS OUT OF OFFICE HOURS

01633 212375

This number will divert to our out of hours emergency service team

The following items are considered as an emergency.

- **Heating and Hot Water - Complete failure at any time of the year.**
- **Water Supply - Complete loss of supply**
- **Water Leaks - Where a leak cannot be contained, is causing damage or penetrating an electrical fitting**
- **Gas - Loss or smell of gas.**
- **Electrical - Complete failure of electrical circuit e.g. lighting or sockets.**
- **Drains - Any blockage to internal/external drains**
- **Security - Any loss affecting the home, including garage door**

3 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.

3.1 Water

Water stop tap is located in the cupboard to the hallway.

3.2 Gas

To isolate gas supply, turn off gas valve located in the external Gas meter box which is located at the front of your property.

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

3.3 Electric

Turn electrical supply off at consumer unit. Located in the cupboard to the hallway.

Safety

In case of fire, ensure you familiarise yourself with all escape routes and note the operation of windows. If your property is fitted with fire doors, do not remove or prop open as this could reduce your escape time in case of fire.

Do not alter or interfere with any electrical cables or installations. If a miniature circuit breaker or residual current device trips repeatedly, do not keep resetting as this may indicate a problem with the installation. Report the problem immediately.

Do not alter or interfere with any gas appliances or pipework. If you suspect a gas leak

1. Extinguish all naked flames
2. Turn off gas at meter
3. Open all doors and windows
4. Call the emergency number on the gas meter (or in phone book)
5. Do not operate any electrical devices including switches.

Location of services

Electricity

Location of meter:	External meter box.
Location of Fuse Box / Consumer unit:	Consumer Unit will be located in the cupboard to the hallway.

Water

Location of meter and shut off valve:	External meter in footpath.
Location of stopcock:	Water stop tap is located in the cupboard to the hallway.

Gas

Location of meter:	Gas meter box is located externally at the front of the property.
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IMPORTANT

You may be charged for call outs, which are NOT emergencies or to attend to problems caused by wilful damage.

4 RUNNING IN

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

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

To Minimise Cracking

Gentle heating

- Try to keep your house at even temperatures by using heating sparingly to allow your house to heat up gradually.

Ventilation

- *Leave internal doors open as much as possible.*
- Keep kitchen and bathroom doors closed when cooking or bathing.
- Leave a space between large pieces of furniture and the external walls.
- Do not overfill your cupboards, as this will prevent the air circulating.

5 PREVENTING CONDENSATION

Condensation is caused by steam or water vapour turning into water on cold surfaces. It can damage clothes, bedding, floor coverings, decorations and the home itself, if mould growth takes hold on walls and ceilings.

Homes that are heated and ventilated intermittently are more likely to suffer condensation problems than those, which are continually occupied.

Ordinary daily activities produce a lot of moisture.

To help deal with condensation you should take the following steps.

How to produce less moisture

- Cover pans when cooking and do not leave kettles boiling.
- Do not dry clothes on radiators.
- Keep a window ajar.
- Avoid putting large items of furniture against external walls.
- Open the kitchen window when cooking to supplement the extraction system.
- Close the bathroom door when using the bath or shower.

Do ventilate your home properly.

Do close the door when cooking or bathing to restrict moisture.

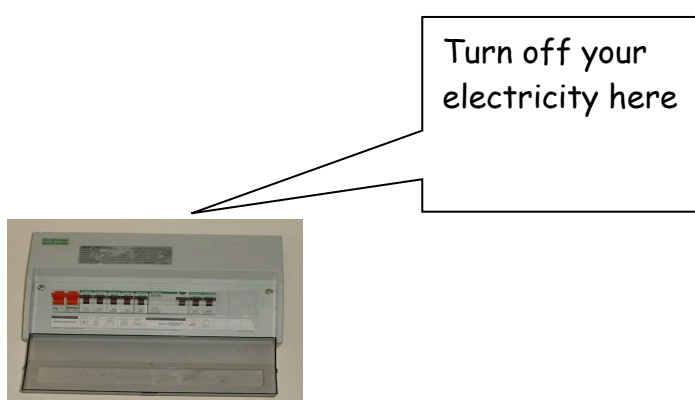
Do wipe down kitchen and bathroom surfaces after use to remove surplus water Etc.

6 ELECTRICITY

Your electricity Meter is located in the external meter box. You will have been provided with a key for the cupboard.

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

Your electricity supply can be turned off at the consumers unit, which is located in the cupboard to the hallway.



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 manufacture.

Always follow the manufactures instructions for wiring appliances.

Do not use a portable electric fire in the bathroom.

Never use an electric hair dryer or any other portable electric 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

You are protected by a residual circuit breaker or RCD. These breakers are easy to re-set by flicking the switch back to the on position.



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 circuit breaker 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.

Lighting

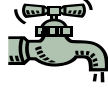


If an area of lights is not working e.g. Living room, check the Circuit breakers and reset if necessary.

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

Please note - Check for the correct size if you are fitting lampshades

7 WATER



Stop Tap

The location of the water stop cock is in the cupboard to the hallway. Your water supply can be turned off at the stopcock.

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 the Maintenance Desk be informed immediately.

Major Leaks

In the event of a major leak on any of the water services, the stopcock should be turned off and the Maintenance Desk or Emergency Out of Hours call out informed immediately.

**Water Emergency Number
0800 052 0130**

**Maintenance Desk
01633 212375**

Tips to remember During the Winter Period

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

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.

8 GAS

Meter

Your gas **Meter** is located in a box located externally at the front of the property.

A gas point has been provided within the cooker space.

Please note that a Registered CORGI Engineer must install any gas appliances.

In an emergency turn off the supply by turning the handle in the external gas meter box and contact the Maintenance Desk or the Emergency Call Out number immediately.

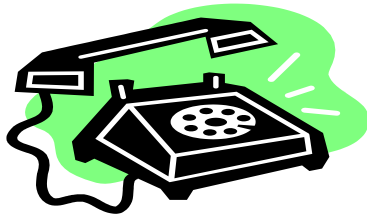
**Maintenance Desk
01633 212375**

**Gas Leaks - Emergency Number
Outside of Office Hours**

0800 111999

9 OTHER SERVICES

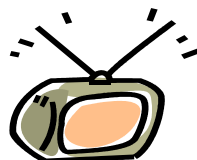
Telephone



Your home is provided with a BT point that is located in the Living Room and the master bedroom.

You should contact your selected service supplier in order to become a subscriber. You are responsible for any connection charges.

TV Aerial



Pobl Living has provided Aerial sockets with the cables running into the attic and you will have to have an aerial fitted.

10 HEATING AND HOT WATER

Boiler

Your home has been fitted with a Vaillant EcoFit combi boiler. The boiler is situated in the kitchen and housed inside a wall unit.

Please read the user guide found in your instructions pack carefully.



Your boiler will run the central heating and hot water system and is controlled by a programmer.

The Programmer will allow on / off times for the boiler to set to your individual requirements.

Room thermostat

Your room thermostat is located in the lounge and can be adjusted to meet your own personal requirements.



Radiators

There is a radiator in each room. Each radiator has been fitted with a Thermostatic Radiator Valve (TRV). This TRV is used to control the temperature of each radiator. A small radiator is also provided in the airing cupboard.

Before Calling Out the Engineer

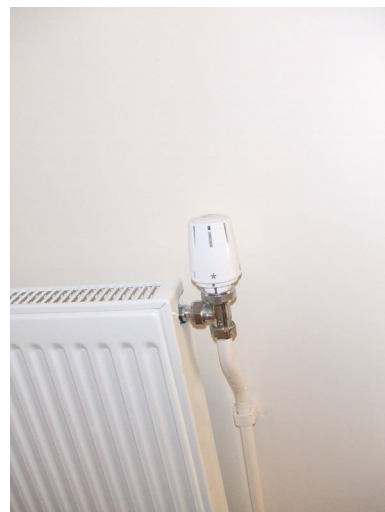
Please check the following-

Problem - Room too cold.

Check

Room and radiator thermostats set correctly?

Is the radiator turned on?



11 EQUIPMENT

Smoke Detectors/ Carbon Monoxide detector

Your home has been fitted with dual smoke/carbon monoxide detectors, which are located in the ceilings of rooms. These are mains wired with a battery backup. The battery is specific to the alarm and is not suitable for use elsewhere.

Think about escape routes now!!



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

If the detector starts beeping intermittently the battery backup inside the detector needs to be changed.

If the detector fails to test properly contact The Maintenance Desk immediately.

Sprinkler System

In October 2013, the National Assembly for Wales passed new Building Regulations that require an automatic fire suppression system (commonly referred to as a fire sprinkler system) to be installed in new and converted homes in Wales. Such a system has been fitted in your property, with the sprinkler heads located in the ceiling of habitable rooms.



Bath Room and Shower



Your home has been fitted with a shower over the bath.

The purpose of the shower is there to save you water.

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)

Windows

To comply with fire safety requirements, window locks have been fitted to the ground floor windows only.

Ventilation System

Your home has been fitted with continuously running fans in the wet areas and kitchen, these fans are low energy and are cost effective **DO NOT SWITCH OFF.**

If any of the units fail to operate contact the Maintenance Desk.



12 FINISHES AND MATERIALS

Materials

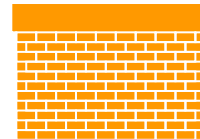
Within the construction of this building, all the materials used have been selected for their environmental credentials which means they have been made, extracted or developed under Regulated conditions and to standards accepted worldwide.

FSC Timber - The Forest Stewardship Council is an international organization promoting responsible forest management and has developed principles for forest management of forest holdings, and a system of tracing, verifying and labeling timber and wood products.



PEFC Timber - The Programme for the Endorsement of Forest Certification Schemes and is an international, non-profit organization that is primarily made up of representatives of the forest products industry.

Efflorescence on 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. On external walls the efflorescence will eventually disappear. On internal walls it can be cleaned by wiping or brushing with a dry brush.

Floors

Bathroom/Kitchen/WC

The floor is 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.

Ceilings

The ceilings have been constructed of plasterboard fixed to joists with a plaster finish.

Fixings

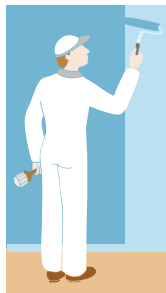
Be careful when nailing or drilling into floors, walls or ceilings to avoid contact with any electric cables or pipes, which may lie beneath the surface.

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.

Decoration

All plaster and plasterboard has been painted with emulsion paint. All woodwork, that is skirting, architraves etc, has been painted with white gloss paint.



Redecorating

We recommend that 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 form 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 down the toilet.

THIS MAY LEAD TO A DRAINS BLOCKAGE

DO'S

- Do wipe and scrape plates, pans and utensils before washing (and put into the waste bin)
- Do collect waste oil in a suitable secure container
- Do use strainers in sink plug holes) and empty contents into the bin

DON'T

- Do not put cooking oil, fat or grease down the sink
- Do not pour waste oil, fat or grease down the drain
- Do not put food scrapings into the sink (place in the rubbish bin)
- Do not sweep waste into floor drains (place rubbish in bin)
- Do not put boiling hot water down the sink to try to dissolve hot fat and grease - it does not work

Any work required to unblock sinks or drains due to the above will incur a recharge cost to you.

13. USEFUL TELEPHONE NUMBERS

Pobl Living 01633 679 977
(Property Management Dept.)

Local Authority 01443 815588
Caerphilly County Borough Council



Welsh Water (Dwr Cymru) 0800 0520130

British GAS
Gas / Electric supplier 0800 048 0202
National Grid 0800 678 3105

BT 0800 800150

Gas - Emergency - Leaks 0800 111999

Police - Emergency only999
- Non-Emergency.....101

14. Local Amenities

Oakdale Pharmacy

9, Central buildings, Oakdale, Ystrad Mynach, Blackwood, NP12 0JU

Post Office and Stores -

Lon Maes Yr Haf, Newport NP11 3BJ

Oakdale Library-

Cwrt Cumberwen, Oakdale, Blackwood, NP12 0HN

Asda Blackwood Superstore-

High Street, Blackwood, NP12 0NT

Ysbyty Ystrad Fawr general hospital

Ystrad Fawr Way, Ystrad Mynach, Hengoed, CF82 7GP

Newbridge Leisure Centre-

Bridge Street, Newbridge, Newport NP11 5FE

Our Lady of Peace Catholic Church

Ashfield road, Newbridge, Newport, NP11 4RB

Croespenmaen Baptist Church-

Melin place, Croespenmaen, Newport, NP11 3BL

Reporting Defects

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01633 212375

This number will divert to our out of hours emergency service team

15 Useful Websites

Energy Saving Trust

www.est.org.uk/myhome

Telephone 0800 512 012

UK Water Companies

www.water.org.uk

WRAP - The Waste and Resource Action Plan

www.wrap.org.uk

Trainline Website

www.thetrainline.com

SUSTRANS - Sustainable Transport

www.sustrans.org.uk

Green Choices - The UK guide to greener living

www.greenchoices.org

16. Waste Management

How often are your bins collected?

Recyclable and Food waste (food waste, dry recycling, nappy recycling and green waste)

- weekly every Monday

Black Bags/Bins refuse Fortnightly collections on Wednesdays

Putting your recycling or rubbish out for collection;

Time

Put your recycling or rubbish out for collection anytime between 7:00pm the night before and 7:00am on the morning of your normal collection day.

Place

Place your recycling or rubbish at your bin/bag/sacks collection points, do not obstruct walkways or drop kerb access points.

APPENDIX 1

Water Saving Tips for your home



Turn off your tap while brushing your teeth, shaving or washing your face. You can waste up to 9 litres a minute by letting the water pour down the sink.



Take a shower rather than a bath and save up to 400 litres a week. If you have a bath just half fill it.



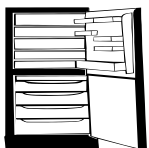
Ensure your taps are not dripping, and turned off tightly when not in use.



Don't overfill a kettle when making a cup of tea, only boil what you need and this will save you money on your energy costs too.



Only use the washing machine when you can put on a full load. It wastes both water and energy to run only a half full machine.



Keep cool water in the fridge so that you do not need to run water down the sink to have a cold drink.



Use a sponge and bucket of water to clean your car or if you use the hose make sure you use the shut of nozzle so the water is not constantly running.

Below is a list of how much water is used for carrying out such things like brushing your teeth and having a bath: -

Activity	Water consumed litres	Water consumed bucketful's*
Bath	80 litres	16 buckets
5-minute shower (not power shower)	35 litres	7 buckets
Brushing teeth with tap running	6 litres/min	1.2 buckets
Brushing teeth with tap off	1 litre	0.2 buckets
Dripping tap	140 litres/week	28 buckets
Washing machine	65-120 litres	13 buckets
Dishwasher	20 litres	4 buckets
Washing car with bucket	10 litres	2 buckets
Hosepipe/sprinkler	540 litres/hour	108 buckets

*Figures based on bucket with 5 litres capacity

The energy label has been a mainstay of appliances and products for more than 25 years. It's supported consumers and professional buyers in the searching and choosing of energy efficient products, and helped manufacturers and retailers develop more innovative and efficient products.

Due to increased demand for more environmentally friendly options, the energy that products use has reduced. This meant that the old labelling scheme - ranging from A+++ to G - had become less effective. This made it more difficult for consumers to identify the most efficient products.

The label has therefore been revised and optimised. The new label, which started to appear in high street and online shops from March 2021, features a new, simpler range: A to G. Explore our website to find out more about the changes.

Essential features of the new label

A range of improvements have been made to the new energy label:

All products feature the new, consistent scale.

The highest class is 'A'.

A QR code on the energy label allows consumers, professional buyers and retailers to access useful, up to date and product information.

Which products are affected?

The new energy label will be introduced gradually across a range of different products.

In 2021, new labels will appear in stores and online shops for:

- domestic refrigerators and freezers*
- wine storage refrigerators
- washing machines
- washer-dryers
- dishwashers
- televisions and electronic displays
- light sources

HOW TO RECOGNISE AN EFFICIENT APPLIANCE

ENERGY LABELS CAN HELP

MARCH 2022

Energy classes marked in grey are those that are not yet available or not yet commonly available in Great Britain.

✔ These energy classes are recommended as efficient.
 A

Combined fridge freezers	Separate fridges and freezers	Wine coolers	Washing machines	Washer-dryers	Dishwashers	TVs	Monitors	Tumble dryers	Range hoods	Ovens
A ✓	A	A	A ✓	A	A ✓	A	A	A+++ ✓	A+++	A+++
B ✓	B	B	B ✓	B	B ✓	B	B	A++ ✓	A++ ✓	A++ ✓
C ✓	C	C	C ✓	C	C ✓	C	C	A+ ✓	A+ ✓	A+ ✓
D ✓	D	D	D ✓	D	D ✓	D	D	A ✓	A ✓	A ✓
E ✓	E	E	E ✓	E	E ✓	E	E	B	B	B
F ✓	F	F	F ✓	F	F ✓	F	F	C	C	C
G	G	G	G	G	G	G	G	D	D	D

Appliances that have the rescaled energy label

Appliances that don't yet have the rescaled energy label

Smaller appliances (e.g. a smaller sized TV) will use **less energy overall** than a larger model but may have a lower energy rating. Therefore, make sure you use the energy labels to compare energy consumption.

Low consumption could also be achieved **by operating the appliance correctly**.

Don't forget to recycle the product properly at the end of its life.

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energylabel.org.uk