

## **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.



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

Your home has been constructed by: Jones Brothers (Henllan) Ltd

Constructed for: Pobl

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

The building itself has been constructed using prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure your home functions as efficiently as possible. It also give tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It also gives details of your local waste collection services such as; the days of collection and what to do with bulky waste items. It gives addresses and contact numbers for your local GP, Post Office, supermarket and other local amenities.

### **Site safety**

If construction work is ongoing when you move into your new home, we will always ensure that you have safe access to your home both by foot and by car and make every effort to keep dust, mud and noise to a minimum, however, at times this may be unavoidable.

Temporary fencing will be used to separate the finished homes from the live construction site. Please do not enter, or allow children, visitors or pets to enter the construction area. The temporary fencing will move as more of the homes are completed, so conditions near your home may change - this includes road conditions and traffic management systems. Always take note of signage for pedestrians and vehicles – these will inform you of changes and keep you safe. Please only park your vehicles in your designated parking spaces to keep roads free of potential obstructions.

Please be aware of construction traffic and take care when walking, cycling or driving around the site and to and from your new home. Large vehicles and machines will be moving around the site during working hours, therefore if you have children or have

children visiting, you may decide to supervise outside play until construction work has completed.

Roads and footpaths may not be fully finished with the final layer of tarmac. This is normally applied when all homes on the development are finished – therefore surfaces may be uneven so please look out for trip hazards and be mindful of any raised ironwork in the roads when driving through the site.

Permanent street lighting may not be commissioned when you move in, this may mean that some areas aren't well lit and extra care may need to be taken around these parts.

If the development you are living on has public open spaces, it is often the case that these areas are completed as construction work on the development is coming to an end, allowing the safe enjoyment of these spaces for the community once the majority of the construction work is complete.

## **2.1 Parking**

Your property has allocated car park spaces.

## **2.2 Postal Address**

Parc Penycoed, Llangain, Carmarthen, SA33 5FA

## **2.3 Utility Suppliers**

**Electricity** (British Gas) - Account Enquiries 0800 048 0202

**Water** (Welsh Water) - Account Enquiries 0800 052 0145

## **2.4 Insurance**

It is strongly advised that you arrange appropriate insurance cover as soon as you move in.

## **2.5 Reporting Defects**

You can report defects in your home using the email and telephone number below, please do not use the emergency telephone number for reporting routine defects, you will be charged for abortive callouts.

Please refer to the New Build After Care booklet for more information about what is considered a defect.

# **POBL**

**REPORT ALL DEFECTS DURING OFFICE HOURS**

**Monday – Thursday 9am to 5pm**

**Friday 9am – 4:30pm**

Email: [newbuild-aftercarewest@poblgroup.co.uk](mailto:newbuild-aftercarewest@poblgroup.co.uk)

Telephone: 0330 175 9726

**Out of Hours & Emergency  
Telephone: 0330 175 9726  
then you will be transferred to  
Out of Hours**

### 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, gas, or electricity in an emergency

#### **Water**

Your Stop Cock is in the utility area or kitchen cupboard.

#### **ASHP**

The Isolating valve is next to the Air Source Heat Pump.



#### **ASHP**

Located at the rear of your home.

#### **Electric**

The Consumer Unit is in the hallway or kitchen cupboard.

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

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

Electricity - 0800 052 0400

Water - 0800 052 0130

## 4.0 Heating & Hot Water

### 4.1 Air Source Heat Pump

#### Model: Vaillant aroTHERM plus ASHP

Your Vaillant aroTHERM plus heat pump is an air to water heat pump, which means it provides both the instant hot water in your home and powers your central heating. This model is highly efficient and has been endorsed by the Energy Saving Trust, great news for your carbon footprint, as well as your energy bills. With sound power as low as 54dB(A) and have been accredited with the Quiet Mark.

The Air Source Heat Pump is located on the patio (looks a bit like an air con unit) – a 900mm space needs to be maintained around the pump to maintain air flow.

The air source heat pump is insulated to protect it against cold weather in winter months.

It sucks air from outside, then uses it to heat a special refrigerant liquid. As it warms up, the liquid turns into gas. This gas is then compressed to increase its temperature, which is then transferred around the home. Once the gas cools down, it becomes liquid again and gets re-used at the start of the cycle.

It's a type of heating that works like a fridge freezer in reverse.

The heat pump heats water in the system to 45 degrees - a lower temperature than traditional boilers - so the radiators that have been installed are bigger than traditional radiators - they have a larger surface area which gives the heat output you need.



With a low temperature heating system the most efficient way to operate the system is to set a consistent schedule. Your heating control is provided by the Vaillant App (refer to Vaillant for further information on how best to utilise their app).

You can download the "myVAILLANT" app in the Apple App Store or Google Play Store and search for "myVAILLANT"; download and install the app on your smartphone to control your Vaillant heating system through the Sensonet gateway.

We've created a handy video, which explains how the Vaillant ASHP works and how to get the most out of it. You can view it at <https://pobl.co/vaillantASHP>

**Vaillant hot water cylinder:**

Water is heated and then stored in the cylinder ready to use whenever it's needed. Storing hot water in this way is more energy efficient and the Vaillant cylinders experience minimum heat loss after 24 hours.

The hot water cylinder does have an immersion heater for back up, this can be used to boost hot water if you ever need it. The bigger the house, the bigger the hot water cylinder.

Once a week the system will purge and run a cycle to remove any risk of Legionnaires.

Hot water temperature of taps will be 40 degrees.

The Vaillant system runs a weekly Legionnaires prevention cycle. The unit ramps up the temperature of the water in the cylinder to kill off any bacteria build up. We set this up automatically to run every Sunday morning but you can alter this on the Senso Comfort thermostat.

The photo shows of a typical set up of a hot water cylinder. The hot water cylinder is mostly located in the cupboard on the landing.



**IMPORTANT**

Homeowners are responsible for getting an annual service of the ASHP & hot water cylinder in order to maintain any warranty and ensure it functions safely and correctly.

## 4.2 Heating Programmer

The Vaillant sensoCOMFORT control is a multi-zone heating system which works in unison with boilers and heat pumps, ensuring your appliance works at peak performance to maintain optimum efficiency. The sensoCOMFORT comes with an outdoor sensor, providing weather compensation that automatically adjusts the flow rate from the appliance for ultimate efficiency.

Model: SensoCOMFORT Heating Control





### 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 system operates safely.



# 5.0 Electricity

## 5.1 Electric Meter

Your Electricity Meter can be found in the white unit on the outside wall of your property.



## 5.2 Consumer Unit

Located within hallway or kitchen cupboard.

You can switch the electric off with the large red switch.



## 5.3 Electrical Safety

**Always** unplug any appliance when not in use.

**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.

## 5.4 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.

You will need to contact a qualified electrician to carry out any works.

## 5.5 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 lounge, bedroom, hallway.**

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 kitchen & bathroom.**

Deta GU10

240V IP65 5W Fire-Rated Downlight.

## Ventilation

The Greenwood air vac CV2GIP extract fan has been fitted in a few rooms and is specifically designed to meet new build requirements. This compact filter less constant flow fan provides energy efficient ventilation.



**Greenwood TimerSMART™** monitors the length of time that there is an occupancy presence within a wet room (via the 'switch-live') and provides a fixed over-run time period to best match the length of time that the 'switch live' is active (as shown below):

**Note:** The first 5 minutes will not activate an over-run.

Time 'Switch Live' is Active	Over-run Boost Period
0 – 5 minutes	No over-run
5 – 10 minutes	5 minutes
10 – 15 minutes	10 minutes
15+ minutes	15 minutes

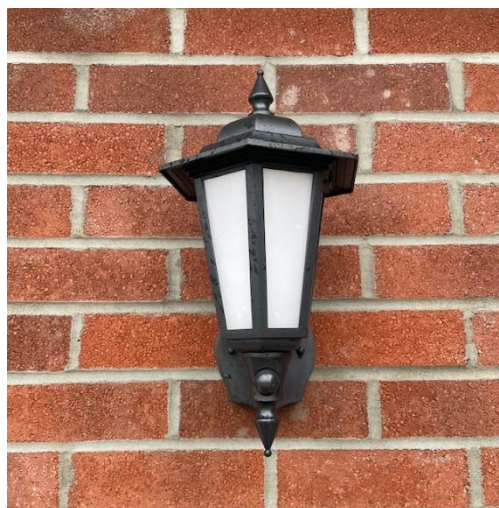
This removes nuisance running noise and unnecessary energy wastage typically associated with traditional timers.

## 5.6 External Lights

External lights have been fitted to the front and rear of your property which are operated by a dawn to dusk sensor.



**Front**



**Back**



## 5.7 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.



### 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

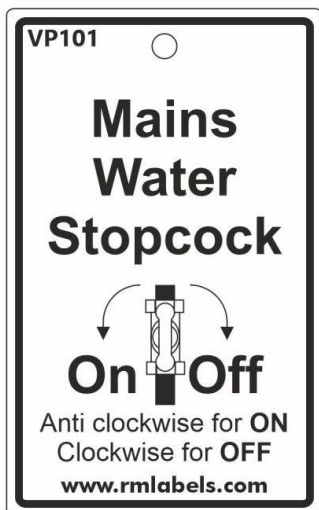
## 6.0 WATER

### 6.1 Water Meter

Your Water meter is located outside on the pavement.



### 6.2 Isolation Tap



Your water supply can be turned off at the stopcock, which is located within the utility area or kitchen cupboard.





### 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.

**Please note - 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 Bristan Bath/Shower Mixer Tap.

The shower is designed 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).



## 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.

### Major Leaks

In the event of a major leak on any of the water services, the stopcock should be turned off.

**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.



## **IMPORTANT INFORMATION**

*It is resident responsibility to isolate (valve under sink) and drain the outside tap during periods of anticipated freezing weather. This prevents pipes freezing and expanding and possibly flooding the property. Failure to do so could result in considerable damage to the ground floor of the property and any damage / remedial work would need to be claimed through your home insurance.*

## 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 sensor within your kitchen. These are 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 bleeping 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**



There is a control valve for the sprinklers located in the bathroom or kitchen cupboard. 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 minutes.

It is the homeowners responsibility to arrange an annual sprinkler service. It is vital that timely access is provided for this service.

## **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**

## 10.0 Windows & Doors

### 10.1 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.

### 10.2 Doors

The front doors are security doors.

#### To Lock

Push the handle up and turn the key.

#### To dead lock

Lift the door handle and turn the key.

#### To open

Turn the key to and pull the handle down.

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



## 11.0 Telephone & Broadband

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.**



## 12.0 TV Aerial & Satellite TV



You will need to arrange Installation of a TV aerial / Satellite Dish which can be connected to the cables left in the attic, these cables run to the sockets installed in each room.

Please ensure you purchase your own TV licence prior to using your TV.





## **13.0 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.

### **13.1 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 21 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 showering and ensuring that trickle vents are left open when you are away from your home.

## **13.2 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, such cracks are inevitable. 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.

## 14.0 Condensation

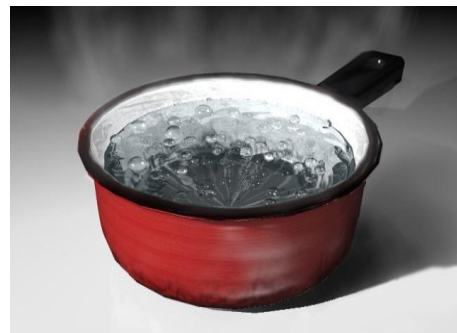
Condensation is steam or water vapour that reverts to water upon contact with a cold surface it can sometimes cause mould to form on walls and ceilings in areas that are less well ventilated.



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.



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.



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.

## 15.0 Finishes & Materials

### 15.1 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.



### 15.2 Floors

#### Bathroom, Kitchen, WC



The floors are covered with vinyl plank or 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.

### 15.3 Other Floors

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

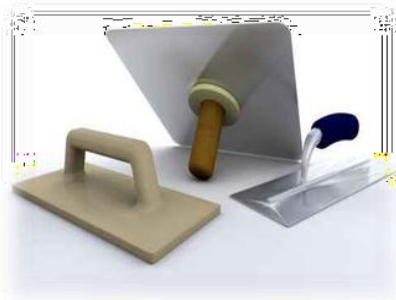


## 15.4 Walls and Ceilings

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.

## 15.5 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.



## 15.6 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.

## 15.7 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.



## 15.8 Redecorating

Cracks in plaster or paintwork can be made good with filler prior to decorating.

## 15.9 Sanitary Ware & Kitchen Units



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.

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

## 15.10 Sustainable DIY

Once the property is dried out 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.

## 15.11 Garden Maintenance

As with any new build home, your garden may take a number of seasons to establish, particularly if you live in an area which has a more clay-like soil. Although we provide the appropriate amount of topsoil to your garden before we lay turf, this alone will not see your turf stay green and healthy.

Many issues which arise with lawns can be avoided through consistent homeowner maintenance, so we strongly recommend following the below advice. Useful information is also provided by the Royal Horticultural Society via their website at: [www.rhs.org.uk/advice](http://www.rhs.org.uk/advice).

### **Dealing with leatherjackets**

Leatherjackets are a natural occurrence but unfortunately their larval stages can interrupt crops and lawns. They are soil-dwelling larvae or flies known as crane flies or daddy-longlegs and emerge from the soil during late summer.

Leatherjackets can be a problem as they feed on the roots of grass, causing plants to die and resulting in large patches of bare grass.

The easiest way to spot leatherjackets in your garden is by coming across the long grey/brown grubs when digging. Signs of leatherjackets can also include birds pecking at your grass or patches of grass coming away without any roots.

To deal with them, try applying a nematode treatment to affected areas after rain or the use of a sprinkler. Nematodes are natural and some will be in your lawn already, but applying more ensures they kill the grubs.

As a preventive measure, apply nematodes in September to early October. You may need to water the lawn before and after application to ensure the soil is sufficiently moist for nematode activity and survival.

### **Ongoing lawn maintenance**

**Water** - Water newly-created lawns thoroughly, provided there are no hosepipe restrictions in force. Water during early morning, evening or even night-time, rather than the hottest part of the day, to reduce water wastage from evaporation.

Watering once every 7-10 days is normally sufficient. It is important not to apply too much water. This encourages shallow rooting of the grass and promotes moss and turf diseases. Excessive watering makes the lawn less drought-tolerant in case of hosepipe bans or holidays when watering is discontinued.

For established lawns, water it once the soil becomes dry but before the grass colour changes. If the ground is very hard, aerate it by spiking with a garden fork before watering to aid water penetration.

**Mowing your lawn** – Raise the height of the cut in dry weather to avoid weakening the grass, and let the clippings fall back onto the lawn rather than collecting them. They will act as mulch and slow down the evaporation of water from the soil surface. Make sure the clippings are small, or they will smother the grass and cause damage.

**Weeding** – Pull out any weeds as soon as you notice them as they can attract pests, diseases and infections.

Don't disturb your soil – Be careful not to over-dig in hot weather – disturbing your soil will only get rid of moisture.

**Be aware of what your warranty will and will not cover** – Please remember that it is your responsibility to maintain your garden, and that turf would not be covered as a fault under your warranty if it was in a suitable condition when it was laid.



Our warranty does not cover wear and tear, neglect and failure to do the appropriate maintenance. We also cannot cover storms and severe weather conditions, flooding and changes in the water-table level.



## **15.12 Sustainable Urban Drainage**

### **Rain Garden**

Rain garden is a shallow area of ground or dip which receives run-off from roofs and other hard surfaces. It is planted with plants that can stand waterlogging for up to 48 hours at a time. More drought-tolerant plants are used towards the edges. Storm water fills the depression and then drains.

### **Attenuation Basin**

The pond is a water storage area that will fill and lower to reflect the amount of surface water within the system before it is discharged slowly. After periods of heavy rain, the pond will fill before slowly returning to its normal water level. It is important that care is taken when walking near these ponds with young children and pets.

### **Permeable Paving**

Permeable paving is block paving that allows water to filter through the gaps to soak away. Your parking spaces have been designed as permeable paving; please note that the paving must not be removed or altered as they form part of the wider drainage strategy.

## **16.0 Refuse & Recycling**

Black Bag & Glass Box – Monday (every 3 weeks)

Blue Recycling Bag & Green Food Bin – Every Friday

Please remember to put your rubbish out the night before. You can put out as many blue bags as you need. Don't forget your food bin is collected every week.

### **Blue Recycling Bags**

Aerosols  
Aluminium Foil  
Animal Feed Sacks  
Metal & Plastic Tins  
Bottle Tops  
Bread Bags  
Bubble Wrap  
Cardboard  
Cleaning Bottles  
Soaked or Wet Cardboard  
Cling Film  
Coat Hangers  
Coffee Pods  
Cosmetic Tubes  
Drink Cans  
Egg Boxes  
Envelopes  
Foil Trays  
Sponges  
Sweet Wrappers  
Magazines  
Milk Cartons  
Paper Bags  
All Plastic  
Shampoo/ Soap bottles  
Shredded Paper  
Tins

### **Black Bags**

Ash  
Balloons  
Ceramics  
Cigarette Ends  
Coffee Cups  
Corks  
Cotton Buds  
Crisp Packets  
Cartons  
Face Masks  
Food  
Fruit Nets  
Glitter/ Metallic Gift Bags  
Nappies  
Paper Plates, Bowls & Cups  
Pens & Pencils  
Pet Food Pouches  
Pet waste & Cat Litter  
Rope Sanitary Products  
Tissues  
Toothbrush  
Vacuum Cleaner Contents  
Video Cassettes  
Wallpaper  
Washing Up Brushes  
Wet Wipes  
Wrapping Paper

## **Garden Waste**

Garden waste collections are between March - November and are a chargeable cost, payable directly to the council. If you pay for the garden waste service, you will receive a green wheelie bin to put your garden waste in.

## **Bulky Waste**

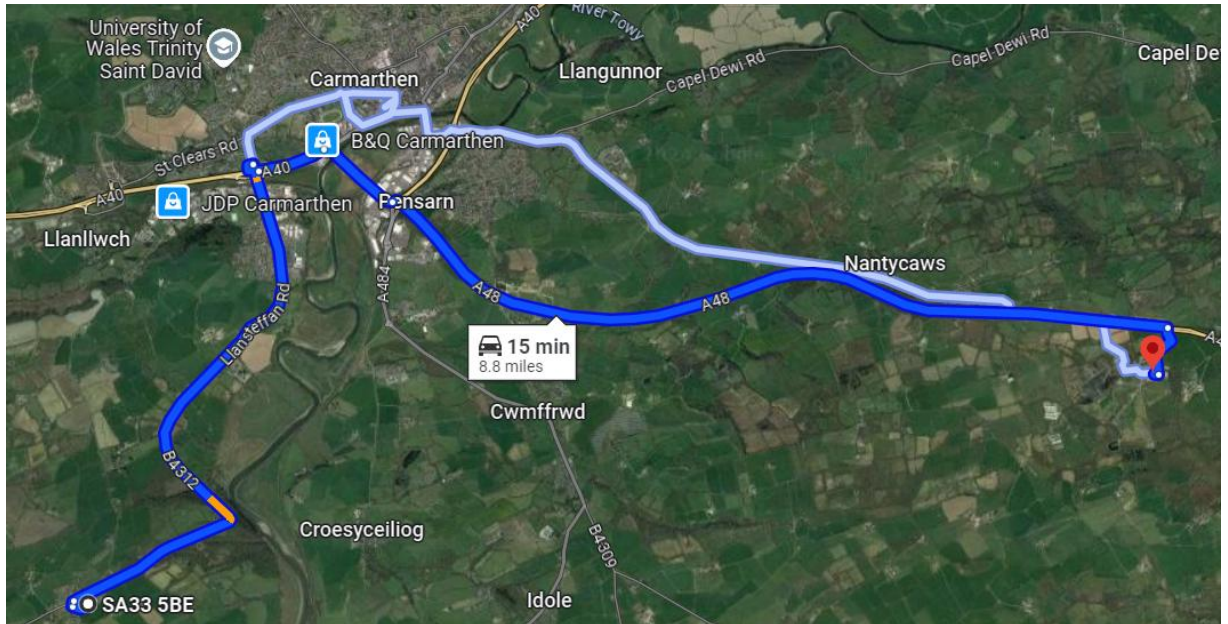
Bulky waste is waste you cannot fit into a bin or bag such as beds, carpets, fridges, freezers, and wardrobes and can be taken to your nearest recycling centre. Alternatively, for a fee your local council will arrange a collection.



# Household Waste Recycling Centre

## Location of local Recycling Centre:

Nantycaws HWRC, Llanddarog Road, Nantycaws, Carmarthenshire SA32 8BG



## 17.0 Transport

### 17.1 Bus Service

First South & West Wales pass in close proximity to your home.

Timetables: [www.firstgroup.com](http://www.firstgroup.com)

Alternatively, you can call Traveline on 0871 200 22 33 or visit [www.traveline.info](http://www.traveline.info)



## **17.2 Local Taxi Services**

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

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:**

Daily Taxi Carmarthen  
14 Heol Spurrell  
Open 24 hours  
07899 636999

Arif's Taxis Carmarthen  
7a Old Priory Rd  
07930 167562

## 17.3 Local Rail Services

Carmarthen station  
Station Road  
Carmarthen  
Carmarthenshire  
SA31 2BE



### **Currently Managed by: Transport for Wales**

A regular service is in operation.

### **Facilities**

Category B2.

Step free access is available to Platform 1.

Platform 2 can be accessed via the ramp at the end of platform 1 and across a foot crossing.

### **Car Parking**

Operator Name: A P C O A

Name: Station Car Park

Spaces: 68

Number Accessible Spaces: 4

Accessible Car Park Equipment: Yes

Cctv: No

### **Open:**

Mon-Sun

### **Assistance**

Assistance is available for customers with disabilities or those who may have difficulty in joining or leaving the train. National Rail request that customers requiring assistance call 03333 211 202.

## **Transport for Wales Customer Relations**

St. Mary's House, 47  
Penarth Road, Cardiff  
CF10 5DJ Tel: 0845 60 61  
660

Email: [customer.relations@tfwrail.wales](mailto:customer.relations@tfwrail.wales)

[www.tfwrail.wales](http://www.tfwrail.wales)

## **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.

## **18.0 Local Amenities**

Emergency Hospital            Glangwilli General Hospital  
Dolgwilli Road  
Carmarthen  
SA31 2AF  
Tel: 01267 235151

South Wales Police            Non-Emergency – 101 999

South Wales Police            Emergency – 999

Fire & Rescue                999

Ambulance                    999

### **Health**

Dr Surgery                    Morfa Lane Surgery  
Morfa Ln,  
Carmarthen  
SA31 3AX  
01267 612730

Furnace House Surgery  
St Andrews Rd  
Carmarthen  
SA31 1EX  
01267 236616

Opticians                    Vision Express Opticians  
Saint Catherine Street  
Carmarthen  
SA31 1GA  
01267 236700

Norma Davies Opticians  
34 King St  
Carmarthen  
SA31 1BS  
01267 232487



Dentist                      Water Street Dental Practice  
13 Water Street  
Carmarthen  
SA31 1PY  
01267 234941

Old Oak Dental Practice  
78 Water Street  
Carmarthen  
SA31 1PZ  
01267 236548

Chemist / Pharmacy      Walter Lloyd & Son Pharmacy  
12 Lammas Street  
Carmarthen  
SA31 3AD  
Tel: 01267 236947

Nigel Williams Chemist Ltd  
Furnace House Surgery  
St Andrews Road  
Carmarthen  
SA31 1EX  
Tel: 01267 236541

## **Schools**

Primary School            Ysgol Llangain  
(Nursery, Infants & Juniors)      Llangain  
Carmarthen  
SA33 5AE  
Tel: 01267 241478

Secondary School        Queen Elizabeth High School  
Llansteffan Road  
Johnstown  
Carmarthen  
SA31 3NL  
Tel: 01267 245300

## **Shops, Banks & Leisure**

### **Supermarket**

Tesco Extra  
Lon Y Plas, Morfa Ln  
Carmarthen  
SA31 3AX  
0345 026 9546

Morrisons  
Parc Pensarn  
Carmarthen  
SA31 2NF  
01267 221530

### **Petrol Station**

Tesco Stores  
Lon Y Plas, Morfa Ln  
Carmarthen  
SA31 3AX

### **Post Office**

Llangain Post Office  
Community Village Hall  
Llangain  
Carmarthen  
SA33 5AE  
0345 722 3344

### **Bank**

Lloyds Bank  
43 King St  
Carmarthen  
SA31 1BW  
0345 602 1997

Barclays Bank  
9-10 Guildhall Square  
Carmarthen  
SA31 1PW  
0345 734 5345

	<p>HSBC Bank  15 Lammas St  Carmarthen  SA31 3AQ  0345 740 4404</p>
Leisure Centre	<p>Carmarthen Leisure Centre  Llansteffan Road  Johnstown  Carmarthen  SA31 3NQ  01267 224700</p>
Swimming Pool	<p>Carmarthen Leisure Centre  Llansteffan Road  Johnstown  Carmarthen  SA31 3NQ  01267 224700</p>
Community Centre	<p>Llangain Memorial Hall  Llangain  Carmarthen  SA33 5AF</p>
Library	<p>Carmarthen Library  9 St Peter's Street  Carmarthen  SA31 1LN  01267 224824</p>
Citizen Advice	<p>Citizens Advice Carmarthen  113 Lammas Street  Carmarthen  SA31 3AP  01267 234488</p>

## **19.0 Useful Telephone Numbers**

**Local Authority:** Carmarthenshire County Borough Council – Tel: 01267 234567

**Water Supplier:** Welsh Water - 0800 052 0140

**Electric Supplier:** British Gas – 0333 202 9802

**British Telecom:** BT - 0800 800 150

## **20.0 Emergency Telephone Numbers**

Out of Hours Number Pobl – 0330 175 9726

Water Emergency Number 0800 052 0130

Electricity Emergency Number 0800 052 0400 (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)

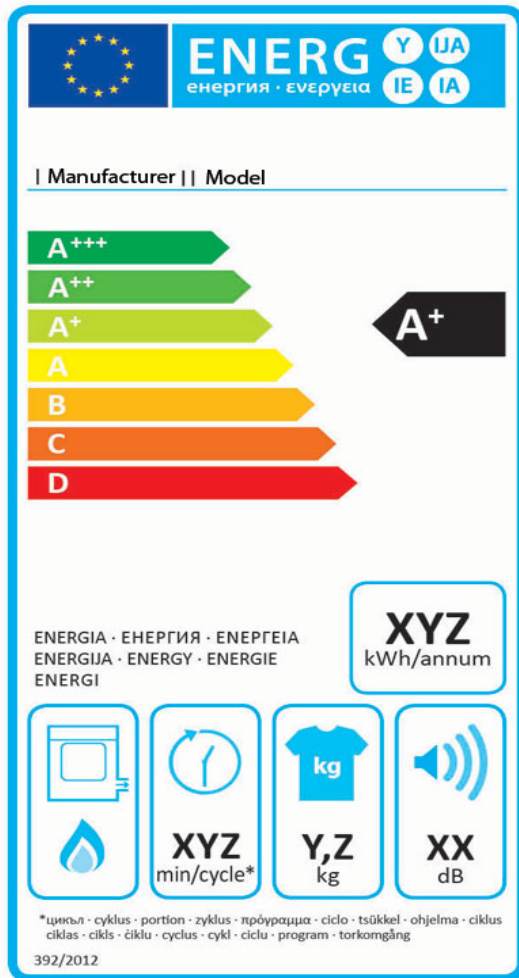
When buying white goods please see the link below to purchase the most efficient model that is low energy / low water.

[www.greenconsumerguide.com/whitegoods.php](http://www.greenconsumerguide.com/whitegoods.php)

# Energy labels explained

EU energy labels have become a common sight in home appliance showrooms - they are found on a selection of white goods and other products and are designed to help customers see how energy efficient a model is before they buy.

## 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.