



Home User Guide



Ffordd Morgan Development

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WELCOME TO YOUR NEW HOME

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



On behalf of Pobl and
Hale Construction Ltd.

Welcome to your new home.

INTRODUCTION TO YOUR NEW HOME

Your home has been
constructed by:

Hale Construction Ltd

Unit 3, JCG Building
Miland Road Industrial estate
Neath Port Talbot
SA11 1NJ

On behalf of:

Pobl

Pobl House, Phoenix Way, Llansamlet,
Swansea SA7 9EQ

Tel: 0330 175 9726

Email: Info@poblgroup.co.uk

Postal address

Ffordd Morgan
Gorseinon
SA4 4JB

Useful user guides and manuals can be found on the website

<https://pobl.co/fforddmorgan>

Service supplies

Your property has the benefit of electricity, and water supplies.

The electricity meter is located in on the outside wall of your home in a white box, a key to open the cupboard will be provided at handover. The water meter is located in the pavement outside your home.

Your energy suppliers are:

Dwr Cymru Welsh Water supply the water to your property

E.ON supply your electricity

You **do not** have to stay with these electricity suppliers and are free to search the market to find a supplier or tariff that meets your needs.

A new supplier can provide you with a smart energy meter or access to an app so that you can better control and monitor your energy consumption

You can find the suppliers numbers in the useful numbers section at the back of this manual.

Insurance

Pobl do not insure you for the contents in your home or your personal possessions.

We strongly advise that you arrange to take out a comprehensive insurance policy that will cover you for fire, burglary, storm, and other risks as soon as you move in.



Parking

Your allocated parking will be confirmed by your housing manager when you move into your property.

Reporting defects

You can report defects in your home by contacting Pobl during office hours (Monday – Thursday 9am to 5pm, Friday 9am to 4:30pm)

0330 175 9726

Info@poblgroup.co.uk

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 or electricity.



Water

Stop taps are located under the stairs, labelled 'stop tap'



ASHP

Located externally at the back of your property, underneath your kitchen window.

Electrical Consumer Unit

Located in a ground floor cupboard.

Water and Electric meters

Your electric meter is located outside of the property concealed within a white flat panel fixture.
Your water meter is located directly outside of your property.

PLEASE BE AWARE, you may be charged for call outs should you phone the out of hour emergency telephone number to report something that is not an emergency.

WHAT IS AN EMERGENCY? This would include your house suffering a total loss of heating or lighting or the drains becoming blocked.

WHEN DO I CALL TO REPORT A NON-EMERGENCY ISSUE? Non-emergency issues should be reported during normal working hours. (0800 – 1700hrs)
Monday to Friday Tel: **0330 175 97260**
Info@poblgroup.co.uk

EXAMPLES OF NON-EMERGENCY ISSUES: One of the lights has stopped working; the water is not hot enough; one of the doors is difficult to close or lock.

HEATING AND HOT WATER

Your home is fitted with a 7kW 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 (ASHP) 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 ASHP 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 ASHP will work effectively at Pencefnarda because they are being installed in homes that are very energy efficient and airtight. The homes at Ffordd Morgan are EPC A rated.

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 the Vaillant documents within the handover pack for further information on how best to utilise their app).

To keep your air source heat pump running efficiently and correctly, please keep the following in mind:

- Check your heat pump: particularly in the autumn and winter; a build-up of leaves or snow will affect its operation.
- Do not stack things against or on top of the heat pump such as a bike or fold-up garden furniture - this could restrict the airflow or damage the unit.

- Keep the area around your heat pump free of clutter and mess: a 900mm space needs to be maintained around the pump to maintain air flow. The heat pump will pull heat energy from the air, and the cleaner the air flow, the more heat it will be able to absorb and use to heat your home.
- Your air source heat pump is insulated to protect it against cold weather in winter months.

We have created a short video to provide more information on operating your air source heat pump and heating controls.

You can view it at <https://pobl.co/vaillantASHP>

Or use your smartphone to view via the QR code



Operating your heating and hot water



The heating controllers on the landing in your home have been set up for you ready to use. The controls allow you to modify the upstairs heating upon the first floor of your property.

On the ground floor of your property, the heat will come from underfloor heating, this means you don't have any radiators. This heat feature is controlled by a small control panel on a wall (pictured).

The guide on how to use this panel, along with your upstairs control panel is within the handover pack.



Annual Servicing will be arranged by Pobl's Assets Team. The team will contact you to arrange this. Please note failure to provide access will be a breach of your contract.

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 temp 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 in the cupboard on the landing.



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Solar panels

Your home has been fitted with solar panels on the roof. This will generate free electric that your home will use before grid energy (which you pay for). There is a meter in the electrical cupboard downstairs which shows how much energy has been generated from the panels.

It is important to note that more energy will be generated in the sunnier summer months and your home will use the energy as it is generated so utilising your washer or drier during these times could be cheaper.

A **PV isolator switch** is used to safely disconnect a solar power system from the electrical circuit. It is essential for:

1. **Maintenance or Repairs:** Disconnecting the system before any work to avoid electrical hazards.
2. **Faults:** Isolating the system if a malfunction occurs to prevent further risks.
3. **Upgrades:** Ensuring no current flows when replacing components or adding panels.
4. **Emergency Shutdowns:** Quickly disconnecting in case of emergencies.
5. **Regulatory Compliance:** Meeting safety standards required by law

Showers

Your home has been fitted with two showers, upstairs being connected to the bath and downstairs, electric.

The showers fitted are designed 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).



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 Pobl will arrange an inspection of your home with you and the building contractor.

To minimise cracking

Please maintain your heating at a constant low to medium temperature as much as possible.

Natural 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 an external wall.
- Leave the trickle vents on your windows in the open position whenever possible
- Do not overfill your cupboards, as this will prevent the air from circulating.

Condensation

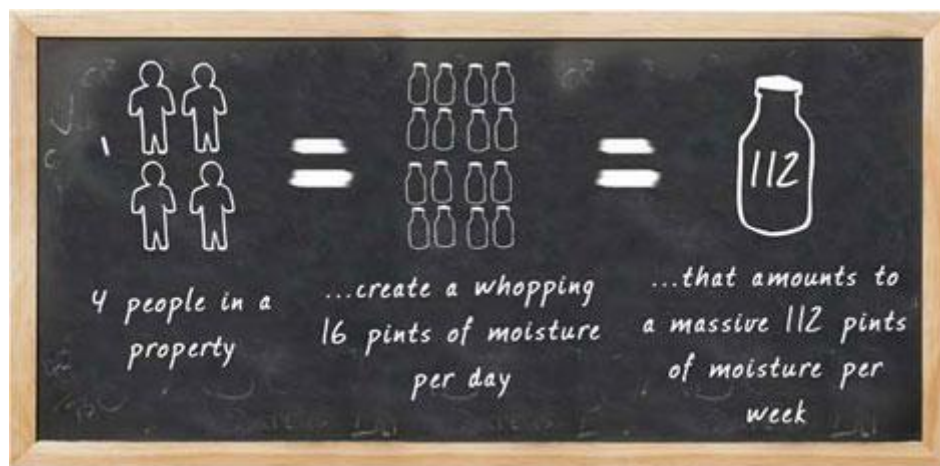
Condensation can cause a major problem in homes although if you follow some good practice your new home will not suffer from its effects.

What is condensation?

When the humidity within a room rises and then touches a cold surface it forms droplets of water – this is known as condensation.

Through our daily routine of taking showers, baths, boiling kettles, cooking, drying clothes and breathing, a family of 4 will contribute approximately 4 pints of water per person per day, equal to over 100 pints of water vapor a week

This additional moisture must end up somewhere so there is a good reason to put control measures in place.



Common signs of condensation

- Streaming windows
- Damp patches on walls, especially behind furniture and in corners
- Mold growth, usually black mold, starts to appear.
- Soft furnishings and fabrics become prone to mold and mildew.
- A musty damp smell in the property

Prevention of condensation

- Keep your home warm and well ventilated. Opening a window after bathing or cooking will remove steam quicker
- Always use the extract fans when you are cooking and bathing
- Always keep kitchen and bathroom doors closed when cooking or bathing
- Keep the windows on the night latch whenever possible and use the trickle ventilators on your windows at night
- Keep wardrobe doors ajar to allow ventilation to flow
- Keep large items of furniture away from the walls to allow a clear flow of air
- Do not dry clothes on radiators

Condensation can damage clothes, bedding, floor coverings, decoration and the home itself due to mould growth that takes hold on walls and ceilings.

Near an external door, you'll find a switch that controls the outdoor lighting at the front and rear of your property, if applicable. It allows you to turn the lights on and off as needed. The half lantern incorporates a PIR (passive Infrared) sensing device which continuously scans a preset operating zone and immediately switches the light on when it detects movement in that area. This means that whenever movement is detected within the range of the sensor the light will switch on automatically to illuminate the area you have selected to light. While there is movement within range of the unit the light will remain on.

To avoid the harmful effects of condensation here are two simple and effective ways in which it can be avoided:

Do avoid drying clothes indoors.



Do close the door when cooking or bathing to restrict moisture from travelling around the home.

Electricity

REMEMBER THAT ELECTRICITY CAN KILL

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

Consumer Unit

The consumer unit is in a cupboard under the stairs. If a breaker has tripped it can be reset here, all breakers are labelled and can easily be identified.

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 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

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 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.

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 the consumer unit and try the appliance in a different socket.

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

If it only trips in one socket, do not use that socket and contact Pobl during office hours.



Lighting

If an area of lighting is not working, for example the living room, check the consumer unit and reset if necessary.

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

Electric meter

The electric meters at the 'Ffordd Morgan' are located on the external wall of your property in a flat white cupboard. A generic key will be provided for you if you or your electric supplier need to gain access.

Switches/Light switches

There are many different switches within your property that you may not be familiar with or know the usage for. Below we have provided a small breakdown of which switch is for which feature.

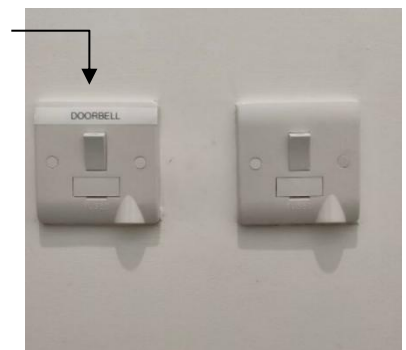
If applicable, there is a switch on the wall next to your attic hatch, covered with a small red plastic cap. This switch controls the light in your attic. When the light is on, the red cover will illuminate, alerting you to any unnecessary electricity usage and helping you avoid wasteful consumption.



There are several switches throughout the property, primarily controlling various lights. Near an external door, you'll find a switch that controls the outdoor lighting at the front and rear of your property, if applicable. It allows you to turn the lights on and off as needed.



To add, there is also a 'doorbell' on the property, this can be isolated (switched off) by the flick of a switch located on the inside of the doorway to the property it will be the left switch marked doorbell, if you wish to do so. If your 'doorbell' fails to sound, please check the switch that is inside the property at the foot of the stairs, has not been switched off without your knowledge before reporting it to Pobl.



Water Stop tap

Your water supply can be turned off at the stop tap, which is located within your 'under the stairs' cupboard.



The stop tap is labeled as shown on the picture.

Outdoor water stop tap.

During the winter season, you will need to drain outside taps especially 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. the stop tap for this is under the sink.

Washing machine connections



you will also find the connections for a washing machine located within the kitchen sink unit. We recommend a qualified engineer, installs your washing machine.



Waste connection for washing machine

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

Washing machine water connections

Dealing with leaks

Minor leaks

Minor leaks, such as a dripping can usually be dealt with easily and without isolating the whole of the water system but again it is important that you report this to direct to Pobl as a non-emergency repair (telephone during office hours).

Major leaks

In the event of a major leak on any of the water services, the stop tap should be turned off and Pobl informed immediately.

Emergency Number
Including Outside of Office hours
Tel: 0330 175 9726

Telephone and connections

Telephone

Your home is provided with an Openreach terminal which is in the hall or living room.

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



There are fitted media connection points for subscriptions to television channel providers. You are responsible for setting this up.

Media Connection



As with the television connection points there are multiple telephone points and power outlets for you to connect a wi-fi router/hub.

You are responsible for setting this up and connection with your chosen internet/broadband provider.

Fire Safety Equipment

Smoke/Heat detectors

Your home has been fitted smoke detectors located on the ceiling in the hall approaching the kitchen, lounge and upstairs landing. These detectors are mains wired with a battery backup. In properties with two detectors should the alarm trigger both detectors sound at the same time.



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

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

There is a heat detector in the kitchen.

It is Important to test the operation of the smoke detector once every month by pressing and holding the test button until the sounder goes off.

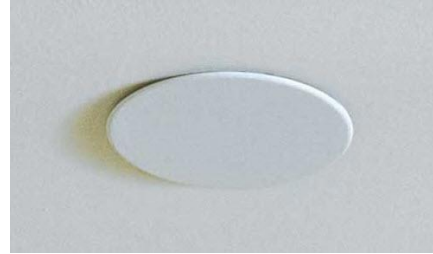
If the detector fails to test properly contact Pobl.

As an extra precaution for fire safety it is advisable to plan an escape route from your home. Examples are available at:
<http://www.fire.gov.uk/Home+safety/>

Domestic sprinkler system

Following changes with the Building Regs in Wales, all homes are fitted with a sprinkler system.

Your home has been fitted with a domestic sprinkler system. The sprinkler heads are enclosed behind white discs in the ceiling as the pictured here -



Please do not tamper with the covers or sprinkler heads - do not attempt to maintain or paint over them

The sprinkler heads are positioned around your home in key locations such as kitchens, living rooms and bedrooms, hallways etc.

The water supply for the system is located on the ground floor within a cupboard and the control valves are locked 'on'. This is for maintenance access only and to prevent turning-off of the water supply to the 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.

In the event of a fire the sprinkler system will activate automatically

Please note this system has its own water supply and does not affect your domestic water supply and does not cost you any money to run.

Pobl will maintain the sprinkler system and undertake an annual check on your behalf.

Please do not tamper with the sprinkler system, it is set up accordingly. You as an occupier do not need to touch the sprinkler system.

The sprinkler is activated by heat so will only release water in the event of a house fire

Annual Servicing will be arranged by Pobl's Assets Team. The team will contact you to arrange this. Please note failure to provide access will be a breach of your contract.

Windows

Restrictors have been fitted to all windows to safeguard against opening the windows fully.

The restrictors can be unhooked on a temporary measure to allow the windows to be fully opened on the hinges and for cleaning purposes. This known as an 'easy- clean' feature which allow you to clean the glass from inside the property.

Do not leave your windows open for long periods of time without engaging the safety restrictor.

DO NOT leave your windows open when you leave your property, the restrictor is not a security function.



Cleaning and care of windows

- 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.

To Lock:
Push the handle up and turn the key to the left.

To dead lock:
Lift the door handle and turn the key.

To open:
Turn the key to the right and pull the handle down.
The Locking System will require occasional oiling, stopping the system from becoming stiff.

Ventilation fans

For your comfort and to reduce the effect of condensation your home has been fitted with ventilation fans in the ceilings of the kitchen and bathroom.

Moisture in the form of condensation from activities such as cooking and showering will be extracted by these fans without the need to open windows.

The fans are controlled by sensors and will often continue working after the activity that has produced moisture has stopped. Please do not be alarmed by this and it is a normal function of this form of extraction

Please **do not** attempt to cover or remove the fan.



PLEASE DO NOT ATTEMPT TO OVERRIDE OR TURN OFF VENTILATION FANS. THEY ARE NECESSARY TO ENSURE THAT STEAM AND MOIST AIR FROM COOKING AND BATHROOMS IS VENTED OUT OF THE BUILDING.

Finishes and materials

Floors

Bathroom, kitchen, WC

All downstairs rooms have been covered with a vinyl flooring. Bathrooms, wet rooms and kitchens have been covered with a non-slip vinyl sheet.

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.

Walls and ceilings

Walls

The internal walls in your dwellings are built with timber which have been plaster boarded and have a plaster skim finish.

Ceilings

The ceilings have been constructed of plasterboard fixed to joists and have a plaster skim 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.

Always use a cable locating device before drilling or nailing.



NEVER ATTEMPT TO DRILL OR NAIL DIRECTLY ABOVE OR BELOW ANY SOCKET OUTLET OR SWITCH, THIS IS WHERE THE CABLES ARE RUN.

Plasterboard fixings are available from your local do-it-yourself store; these types of fixings should only be used for hanging or fixing lightweight items only. For heavier items always fix directly to a timber stud.

Decoration

The walls have been painted with a matt emulsion paint. The woodwork has been painted with white gloss wood paint.

Redecorating

We recommend that you refrain from redecorating your property until after the twelve months' defect inspection by Pobl and the rectification of any defects by Hale construction takes place.

Hale Construction will make good any large cracks. Smaller cracks in plaster or paintwork can be made good with filler when you carry out your own decorating.

If you need to touch up walls or ceilings or walls during the first year the colours and paint used was Crown White Matt Spotlight:

Prior to any decorating work. please speak to your housing manager for authorisation



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 cotton buds, wet wipes, or disposable nappies down the toilet.

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

Turf

- Protect your lawn from hot weather – temperatures of up to 26°C will promote the growth but anything above 30°C will stunt growth.
- If the temperature rises, avoid cutting the grass too short and instead leave it standing at about five centimetres, which will protect from the sun and prevent the soil from drying out.
- The best time to water the grass is early morning or late evening before the warmth of the day. Watering in heat of day can burn the grass.
- When watering the lawn, use 10-15 litres of water per sq. metre as a guide and be warned that over-watering can lead to mould formation.
- Feed lawn every 8 weeks during growing season and use a winter feed from October to March to encourage stronger root growth to get through the winter
- If water pooling on lawn which will be expected in high rainfall times, then using a garden fork push (depth of fork) into lawn move back and forth to open hole slightly and repeat to all affected areas or whole of lawn. This should help in its drainage.
- Keep flowering beds evenly moist. Water just 1-2 times per week.
- It's better to water plants in the evening or early in the morning, when the soil is cooler, as less will evaporate than during the heat of the day.
- Avoid watering leaves or plant heads to avoid mould formation, and water gently to avoid damage.
- To prevent the growth of weeds, plant beds densely to minimise the space available for weeds to develop
- The use of mulch prevents weed seeds from sprouting. To remove weeds, get to the roots by using a weeding trowel
- Prior to the winter non growing months do not leave the turf grass over 100- 150mm as you will likely get dead areas of patch grass the following summer season. Always best to cut grass often in the lead up to winter months.



Sustainable drainage systems (SuDS)

Sustainable drainage systems (SuDS) are drainage solutions that provide an alternative to the direct channelling of surface water through networks of pipes and sewers to nearby watercourses.

SuDS aim to reduce surface water flooding, improve water quality and enhance the amenity and biodiversity value of the environment. Some properties have SuDS features within their properties, for example a rainwater garden in front of the home or permeable paving on the driveway. Pobl will maintain the rainwater gardens, swales and a large infiltration pond at the bottom on site.

The infiltration basin acts as an overflow for excess water. If you have children, please be mindful of this open water feature.

It is important that these drainage systems remain in place and do not get removed, covered or built on.

Bird and bat boxes

Some homes have bird and bat boxes attached to them. Residents should not remove these.

Basin

The **basin** is a designed structure used to manage stormwater runoff. Its primary function is to temporarily store excess water during heavy rainfall or storms, allowing it to be released slowly into the surrounding environment. This helps to prevent flooding, reduce erosion, and improve water quality. Attenuation basins are commonly found in urban and suburban areas, often located in parks, residential areas, or near industrial zones.

Key Features of a Basin:

- **Storage Capacity:** Designed to hold a certain volume of water, preventing sudden surges in local waterways.
- **Inflow and Outflow Structures:** These regulate the amount and speed of water entering and exiting the basin.
- **Vegetation:** Many Attenuation basins include grassy areas or plants to help filter pollutants and prevent erosion.
- **Dry or Wet Basins:** A dry Attenuation basin typically remains empty except during rain, while a wet detention basin might contain standing water even when it's not raining.

Why Children Should Not Play in the 'Basin'

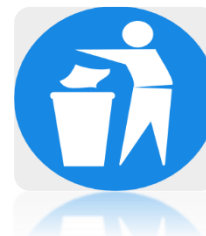
While the basin serves an important environmental function, they pose several hazards, especially for children. It is essential to keep children away from detention basins for the following reasons:

1. **Drowning Risk:** The basin often have areas that can collect standing water. Even in relatively shallow sections, water levels can rise quickly during or after a rainstorm, creating a significant drowning risk. The presence of stagnant water, fast-moving runoff, or hidden underwater hazards makes these areas dangerous for unsupervised play.
2. **Unstable Terrain:** The land surrounding and inside an the basin is often uneven and can be slippery, particularly after rainfall. The embankments may be steep and prone to erosion, increasing the risk of a child losing their balance and falling into the water.
3. **Water Quality Concerns:** The water in the basin may contain pollutants such as chemicals, oil, debris, or sediment. Exposure to contaminated water can cause skin infections, rashes, or other health issues. It is also possible for the water to contain bacteria or pathogens, making it unsafe for direct contact.
4. **Flash Floods:** The basin is designed to control water during storms, but they can be dangerous places during heavy rain. Water levels can rise quickly, and children playing near the basin may get caught in a flash flood. The unpredictable nature of storms can always make these areas unsafe, even if the basin seems calm.
5. **Obstacles and Hazards:** The basin may contain debris, pipes, or other structural elements that can be hidden under the water's surface, creating further risks to anyone who enters. The surrounding area might also have sharp objects, broken glass, or other debris that could cause injury.

Useful Information

Refuse Collection/Bin Day

Please refer to the Swansea website: www.swansea.gov.uk for waste collection days at Ffordd Morgan



Local Authority waste collection scheme:

GREEN WEEK / WYTHNOS WERDD				PINK WEEK / WYTHNOS BING			
Paper & Cardboard Papwr a Chardbord	Glass & Ceramics Gwastraff Ceramig	Food Waste Gwastraff Bwyd	Non-recyclables Gwastraff arall	Plastic Plastig	Food Waste Gwastraff Bwyd	Garden Waste Gwastraff Gardd	Garden Waste Gwastraff Gardd
January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
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6 7 8 9 10 11 12	3 4 5 6 7 8 9	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	7 8 9 10 11 12 13	4 5 6 7 8 9 10	8 9 10 11 12 13 14
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Please refer to the Swansea website <http://www.swansea.gov.uk> for updated collection dates and times.

Bulky household waste collection

Swansea Council operates a Bulky Collection Service for larger items of household waste such as furniture. This can be booked via the council website: <http://www.swansea.gov.uk/>

Local recycling facilities

Swansea Council household waste recycling center's allows residents to take household rubbish for recycling or composting, or as a last resort for landfill.

You will be required to show proof of address and will have to book your visit in advance to use Council facilities <http://www.swansea.gov.uk/>

Swansea Household Waste Recycling Centre (HWRC) is in Llansamlet.

Ferryboat Close, Swansea Enterprise Park, Llansamlet, Swansea, SA6 8QN

Public Transport

Local Buses

Local Bus Services are provided by First Cymru

Bus Stop:

Pen-cefn-arda road- Directly outside the Welsh water works

Bus Numbers:

6, 7, 9C, SJ2

Details of service times are available on the 'First' website

<https://www.firstbus.co.uk/>

Please also check **www.bustimes.org** for all bus times schedules and destinations

Railway station

The nearest train station is Gowerton which is 2.7 miles from your home.

Details of services from Gowerton station to various locations throughout the UK can be found at <https://tfwrail.wales/travel-updates> for further information.

Local amenities

Some of the local services include:

Post Office:

Penyrheol post office- 125 Frampton Road, Penyrheol, Gorseinon, SA4 4YE

Leisure Centre:

Penyrheol leisure centre Pontardulais Road Gorseinon, Swansea, SA4 4FG

NHS doctors:

Ty'r Felin surgery, Cecil Road, Gorseinon, Swansea, SA4 4BY

Local opticians:

Specsavers opticians and audiologist, 1 Alexandra Road, Gorseinon, Swansea, SA4 4NW

Local Pharmacy:

Ty'r Felin pharmacy, Cecil Road, Gorseinon, Swansea, SA4 4BY

Local gym:

Penyrheol Leisure Centre, Pontardulais Rd, Gorseinon, Swansea SA4 4FG

NHS Accident and Emergency department

Morriston hospital
Accident & Emergency
Heol Maes Eglwys
Cwmrhydyceirw
Morriston
SA6 6NL

Hours: Open 24 hours

Local Education

Local Welsh speaking primary school-

Ysgol Gynradd Gymraeg Pontybrenin
Loughor Road
Gorseinon
SA4 6AU
United Kingdom

Local English-speaking primary school-

Penyrheol Primary School
Frampton Road
Penyrheol
SA4 4LY
United Kingdom

Local Welsh speaking comprehensive school-

Ysgol Gyfun Gwyr
Talbot Street
Gowerton
SA4 3DB
United Kingdom

Local English-speaking comprehensive school-

Penyrheol comprehensive school
Pontarddulais Road
Gorseinon
SA4 4FG
United Kingdom

Local Welsh speaking Meithrin group-

Meithrinfa Joio Day Nursery
Market Lane
Gorseinon
Swansea
SA4 4BS
United Kingdom

Local English speaking meithrin group-

Penyrheol Primary School
Frampton Road
Penyrheol
SA4 4LY
United Kingdom

Library-

15 West Street
Gorseinon
Swansea
SA4 4AA

Emergency Telephone Numbers

Emergency with your home

Water 0800 052 0130

Electricity 0800 678 3105

In the event of a Fire

- **In the event of a fire at your property, the fire alarm will sound.**
- **Do not stay in the property to collect personal possessions or belongings.**

Useful contact numbers/links

British Telecom

0800 800 150

Social services - Child protection

If you have any concerns about a child please report them to the Social Services duty officer on or the Emergency Contact Team on 01792 635180.

Citizens Advice Cymru

01633 222622

Dwr Cymru/Welsh Water (water supplier)

0800 052 0140

E.ON

(electricity supplier)

0808 501 5088

Employment centres

Career Wales: 0800 028 4844

National job centre: 0345 604 3719

Swansea Council

01792 636000

Pobl

(non-urgent enquiries)

0330 1759726

Police

Non-emergency : 101

Victim support: 0808 168 9111

Protection of Vulnerable Adults (PoVA)

01792 636854

Learn the Welsh language

<https://learnwelsh.cymru/>