

Pentland Close,
Llanishen, Cardiff

Home User Guide



Report a repair

0800 052 2526

wwha.co.uk/report-a-repair



Welcome you to your new home at Pentland Close, Llanishen, Cardiff CF14 5BH

This home user guide will help you to understand your new home.

There is a useful video covering some of the things in this guide also and another copy of this manual on Wales & West Housing website. To watch the video copy the link below into your web browser.

www.wwha.co.uk/en/how-to/

We can also send you a link via email, if we have your email address. Please contact your housing officer if you would like to receive this link by email.

If you need to contact a member of staff or report a repair please contact Wales & West Housing:

Address

Head Office
Archway House
77 Parc Tŷ Glas
Llanishen
Cardiff
CF14 5DU

Telephone

0800 052 2526

Email

contactus@wwha.co.uk

Website

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Information relevant at time of moving in

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- **Reporting defects**
- **Utility providers**
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Door entry

Your property is fitted with an Entrotec Visual door entry system, which allows you access to your building by holding your fob over the reader at the bottom of the panel. This system also allows you to see and speak to any visitors that come to your home via the handset in your hallway.

Meter locations

The water and electricity meters are located in the cupboards in the communal hallway on your floor within your block. Your gas meters are located externally in the brown boxes on an outside wall of the block. Your flat number is labelled on your gas, water and electricity meters.

The water, gas and electric meters installed are smart meters. These are the next generation of meters and communicate directly with your energy supplier, so no one should need to visit your property in the future to read the meters.

Lift

The lift is located in the communal hallway/landing areas in your block of flats. If required there is an emergency button located in the lift that when pressed will allow you to speak directly to our call centre.





In the event of a fire please do not use the lift.

Bin stores and waste collection

Bin stores have been provided for all the flats. These are located on the ground floor of your block of flats and access is through the grey louvre external doors next to the main entrance to your block.

There are separate bins for recycling and general waste, these will be clearly marked.

Blocks of flats with council waste collections

Dry recycling	Food waste	General waste	Garden waste
			
Once a week	Once a week	Every 2 weeks	Garden waste collections this winter - changes to service

Your waste collection day is a Friday.

Please **do not** leave any waste or any items in the corridors of the communal area.

General waste must be put into a bag.

For more more information on waste and recycling in your area and how to order the re-cycling bags visit Cardiff Council's website <https://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling>.

[Mobility buggy and cycle stores](#)

All blocks of flats have been provided with electric buggy and charging points and cycle stores. These are on the ground floor level of your block of flats next to the bin stores. Please store buggies and cycles here rather than in flats.

[Parking](#)

There are several car parking areas around the scheme. The spaces are not allocated.

Washing line

There are communal washing lines provided around the blocks of flats if you wish to use them.

Balcony

Some of the blocks have communal 1st floor balcony areas for residents to use. The entrance doors are on the 1st floor landing area (opposite the lift). The balcony can be accessed via a key given to you at the time of handover. For security, please make sure you keep the doors locked when you leave.

Consumer unit (Fuse box)



- Your consumer unit (fuse box) is located in the cupboard in your hallway
- It protects your electric circuit from faults and faulty appliances by cutting off power if there is a problem.
- If your power goes off unexpectedly, check that all switches are in the up position. If any switches are in the down position, push it back to the on position and power will be restored.
- If your power is not restored please call Wales & West Housing on 0800 052 2526.

Gas

If you smell gas and think you may have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, immediately call the Gas Emergency line on **0800 111 999**.

If possible, you should also switch off your gas supply via your gas meter box located outside your block.

If you smell gas,:

- Open all doors and windows to ventilate the property.
- Do not turn on or off any electrical switches or operate any electrical items.
- Extinguish all naked flames.
- Do not smoke, strike matches or do anything which could cause ignition.
- Leave your flat and the block as soon as you can if you are unsure if gas is still leaking

Stop Tap

Your stop tap turns off the water supply to your home and is located in the cupboard in the bathroom.



- If you have a major water leak, turn off the water by turning the stop tap in a clockwise direction and contact Wales & West Housing immediately.
- There is also a stop tap on your water meter located in the riser cupboard in the communal area on your floor. You can access your riser cupboard with the riser cupboard key given to you at the time of handover.

Heating & hot water



Your home has been provided with a gas boiler, which provides hot water within seconds of turning on the hot water taps to your sink, basins, bath or shower.

Your bath, shower and wash hand basin are fitted with an anti-scalding safety device controlling the temperature of the water. You may find that the water is not as hot as you are used to. Your bath and shower temperature is set at 46 degrees and the wash hand basin temperature is set at 41 degrees.

The emergency gas control valve is located underneath the boiler and looks like this:



Your thermostat is located in your hallway and controls the temperature in your flat.

Your thermostat looks like this:



Your home should never feel cold as it has a comfort setting of 18 degrees. This means that in between pre-set times, your boiler will automatically fire up if the temperature drops below 18 degrees in order to bring your home back to a comfortable temperature. However, if at any time you feel cold, you can simply turn the dial on your room thermostat up to your required temperature.

On moving into your new home, your heating system has already been set up to give you a most cost effective and comfortable living environment.

The heating is set on your programmer come on at the following times:

- Monday- Friday- 6.30am-8.30am and 4.30pm-10.30pm
- Saturday- Sunday- 7.30am-9.30am and 4.30pm-10.30pm

Your Drayton heating programmer is located inside the boiler cupboard or on the wall nearby and looks like this:



If you wish to change the timings, please refer to the boiler control manual which should be located in your flat. You can also find help online by typing the name of the control panel 'Drayton heating control instructions' if you can't find the manual.

Smoke & heat alarms



Heat/smoke detector



Carbon monoxide detector

- A Smoke alarm is located in the hallway of your flat and a smoke/heat alarm is located in your kitchen.
- They are wired into the house electrics with a battery backup.
- Please do not paint your alarm as will stop it working
- Please test your alarms weekly by pressing and holding the test button on the alarm for 10 seconds. The alarm you are testing as well as all other interconnected alarms will sound loudly and the red light on the covers of the alarms should flash rapidly.
- If your alarm beeps once every 40 seconds for over 20 minutes the battery is running low and should be replaced. Contact Wales & West Housing to replace the battery.

A carbon monoxide alarm is fitted near your boiler as an extra precaution.

If the carbon monoxide alarm goes off turn off all gas appliances, open your windows and doors for extra ventilation and make sure everyone in your home leaves the property.

Then call 0800 052 2526 immediately.

Fire Hush button

There is a Hush button located in the hallway of your flat.

If you think your smoke sensor alarm has been set off accidentally when you are cooking or if you have burnt toast or something similar, press the green circle 'Hush' button on the panel in your hall as quickly as possible. You should then open doors and windows to disperse the smoke.



If you think that there is still quite a lot of smoke coming from cooking/toast in the flat after a couple of minutes, you can press the 'Hush' button a second time when you hear a bleep sound from the panel in the hall.

After the smoke has cleared the smoke detector will return to normal without the need to do anything else.



Counter top lights

There are lights located under your top kitchen units and are battery operated. To turn the lights on and off please press the on/off switch at the front of the light. When they run out you will need to replace the batteries.

Ventilation

The way you use your home can help reduce problems with condensation.

- Leave internal doors open as much as possible.
- Keep kitchen and bathroom doors closed when cooking and bathing.
- Do not overfill cupboards, as this will prevent the air circulating.
- Cover pans when cooking.
- Do not leave kettles boiling.
- Leave a space between large items of furniture and external walls.
- If you install a tumble dryer make sure it is either a condenser type or is directly ventilated to the outside air.
- Do not cover radiators or dry clothes on them.
- Open the trickle vents located in your window frames to aid ventilation.

Extractor fan

Keeping your home well ventilated is important for health and can help prevent damage



- Mechanical extraction fans are fitted have been provided in your bathroom and kitchen.
- These will boost automatically.
- Do not turn your ventilation fans off or cover them up.
- Wipe over with a dry clean cloth to remove dust.

- To prevent dust building up on the fan blades, you can pass a vacuum cleaner nozzle across the front of the fan grill every so often. Do not remove the front cover at any time.

Fire sprinklers

Your flat is fitted with a fire sprinkler system, designed to save lives and prevent injury. It will also prevent extensive damage to your flat in the event of a fire. The sprinkler heads are located in the communal hallway/stairwell and all rooms in your flat except the bathroom.

Sprinkler heads are concealed by a small, white plate in your ceiling, as shown in the picture:



- The sprinklers will operate only when there is a fire in your home
- Fire sprinklers are not activated by smoke, heat from cooking, burning toast, or steam from your bath or shower
- A fire will not set off all sprinkler heads at once, just those immediately close to the fire
- The risk of a fire sprinkler being set off accidentally is very low
- Please do not paint over the sprinkler heads or cover them in any way or they will not work
- If the white sprinkler plate detaches itself from the ceiling, call Wales & West Housing to request a repair. Do not try and fix it yourself.

Shower

The shower in your wet room is fitted with an anti-scalding safety device controlling the temperature of the water.

The hot and cold bathroom taps are fitted with energy-efficient restrictors so you may find that the water doesn't come out as fast as you may be used to.

WC (dual flush)

The WC in your home has a dual flush system which allows you to use less water when a full flush is not needed.

- Press the small button for half flush
- Press the large or both buttons for a full flush

Please do not flush items down your toilet which could cause a blockage such as wipes, nappies, sanitary products and any other inappropriate items. This may result in a blockage which can be difficult to clear and result in extra costs.

Lighting

The light fittings in your home are designed to hold standard bayonet type light bulbs, these are available from most retail outlets.

TV aerials

You have been provided with two separate provisions for your television; a communal aerial and your home has been pre-wired for Sky Q. Please contact Sky if you want to use this service.

Windows

For safety, windows should only be cleaned from ground level. Wales and West Housing will arrange for external windows to be cleaned every 2 months.

Repairs

To Report a repair to Wales & West Housing on **0800 052 2526**

Landlord's permission

If you wish to make any alterations to your property you should first obtain permission from Wales & West Housing. Please do not attempt to decorate within the first 12 months of moving into your flat.

Telephone Connection

Telephone points are fitted in your lounge and main bedroom. Your property is also fitted with a BT broadband connection.

Moving In information

Wi-Fi

We plan to install Wi-Fi into the communal areas as soon as possible after you move into your home. When the Wi-Fi has been installed, the password to log on and use the Wi-Fi will be the word: **runningfree** If you are having difficulties connecting to this, please call our customer services number 0800 052 2625.

You can use this wi-fi for no extra cost. You may also wish to install your own wi-fi as well.

Decoration

Please do not decorate your home within the first 12 months as shrinkage cracking may occur and the contractor will repair using the original paint colour only.

Reporting Defects

Please ensure that you call Wales & West Housing on 0800 052 2625 to report any defects, even if contractors are still working on site.

Utility providers

- **Electricity & Gas** – Eon is your provider. They have been provided with your name, address and meter readings at handover. You will receive a welcome pack shortly after moving into your new home.
- **Water** – Welsh Water is your provider. They can be contacted on 0800 052 0140 to set up an account. There are further useful contact numbers on the following Welsh Water web page: <https://www.dwrcymru.com/en/Contact-Us/Billing-Numbers.aspx>

If you have any issues with your utility providers or billing, please call Wales & West Housing and we will try to help.

Washing machine connection

When you connect your washing machine for the first time, you will need to trim off the end of the waste outlet and securely fix your washing machine waste pipe with a jubilee clip.

Cooker Installation

Please call Wales & West Housing on **0800 052 2526** to arrange for your cooker to be installed, free of charge.

