

Rhiw Cefn Gwlad
Brackla, Bridgend
CF31 2JY

Home User Guide



Report a repair to
WWH on

0800 052 2526



Welcome you to your new home at Rhiw Cefn Gwlad, Brackla, Bridgend

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

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

Address

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

Telephone

0800 052 2526

Email

contactus@wwha.co.uk

Website

www.wwha.co.uk

Twitter

@wwha

You also may like to know....

A video version of this guide and a digital version are available on our website at www.wwha.co.uk/en/how-to/

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Meter Locations

The water meters are set in the ground near your home. Your electricity meters are in cupboard by your front door.

The electricity meters are smart meters. They communicate directly with your energy supplier, so no one should need to visit your property to read the meters.

Bins and Recycling

Bin stores have been provided for the flats and these are in sheds behind the homes. Recycling containers will be provided by Bridgend County Borough Council. You can order bags and containers from the council's website www.bridgend.gov.uk Please find extra information from the Council's website below.

TWO BAG LIMIT

Homes with up to five residents are restricted to throwing out a maximum of two blue bin bags per fortnight.

EXTRA DISPENSATIONS

Properties with six or seven residents can apply for one additional waste bag each fortnight, while homes containing eight or more people are able to apply for two extra waste bags per fortnight.

One additional bag can be provided for homes where ash-producing coal fires provide the primary source of heat, while eligible householders can apply for an assisted collection service.

To register for the extra dispensations, please call 01656 643643 or email recyclingandwaste@bridgend.gov.uk. Alternatively, you can register online [here](#).





BITS AND BOBS

If you recycle as much as you can, only the leftover bits and bobs should fill your blue waste bags. You can get recycling tips from Bridgend County Borough's newest double act 'Bits and Bobs' by following us on Twitter and using the hashtag #BitsNBobsBCBC, or by liking our Facebook page.

Follow @BridgendCBC

Like our Facebook page

YOUR RECYCLING CONTAINERS

These are the containers to use for your weekly recycling collections.

Please leave your recycling and waste at the edge of your property by 7am on your collection day so that it can be seen by the crews. Please don't put it out any earlier than 7pm the night before.

Residents who live in flats with communal bins should familiarise themselves with their local collection arrangements.

Top tip:

Don't forget that if you regularly recycle more than you can fit in your containers, please call **01656 643643** or email recyclingandwaste@bridgend.gov.uk to request more for free.



Cardboard

Paper

Plastics and Metals

Food Waste

Glass

NAPPIES AND ABSORBENT WASTE

Homes that produce nappies and other absorbent waste products (not feminine hygiene products) can register for a separate fortnightly collection which takes place on the same day as your non-recyclable waste collection.

In total, this service caters for nappies, wipes, paper tissues, stoma bags, adult incontinence pads and nappies, absorbent bed sheets, plastic gloves and disposable aprons.

To apply for the Absorbent Hygiene Products collection (which uses purple bags) please call 01656 643643 or email recyclingandwaste@bridgend.gov.uk. Alternatively, you can register online [here](#).

Parking

Each home has its own parking space. The flats have one parking space each and the houses have two spaces. Your allocated parking spaces are marked on the plan provided in your pack.

Washing Lines

There are communal washing lines provided around of flats, these are marked on the site plan provided in your pack. Each house has its own washing line.

Consumer Unit

- Your consumer unit is in the cupboard in your hallway if you live in a flat and in the living room cupboard in the houses.
- Its purpose is to protect your electric circuit from faults and faulty appliances by cutting off power if there is a problem.
- If your power has gone off, safely make your way to the consumer unit checking all switches are in the upward position. If they are not, push the affected switch to on position and power should be restored.
- If your power is not restored, please call us on 0800 052 2526.



Tesla Battery

Your home has been fitted with a Tesla energy storage battery which works automatically and you will never need to do anything to it. This battery automatically stores any energy generated from daylight by the Solar or photovoltaic (PV) cells on the roof which is not used during the day. Your home will automatically use this stored energy later when the sun has gone down, saving you money on energy costs during the day, in the evenings and during the night.

Your battery will be charging in the background, ready to kick in when required and save your home from having to use so much power from the grid.

Information about the energy coming from your solar cells and battery charge



A touch-screen tablet device is fitted on the kitchen wall in your home and has the Tesla App downloaded to it (pictured left). This App shows how your home is using the energy it generates. Touch the screen to activate this App, which opens on the home Screen. It tells you what is happening to the energy generated by the PV on your roof and how much power is being stored in your battery.

By selecting the '**Powerflow**' and '**Performance**' options on the App you can see how much energy is being used, how much energy is available from your PV cells and battery and how much is coming from the grid.

You can use this information to help save you more money. For example, if your battery is low or empty, you might want to wait to run appliances like your washing machine or vacuum cleaner until either good sunlight means plenty of PV power or the battery has charged up to run this for you.

If the system re-sets for any reason and you are asked for a pin number then type in the the pin: **7441** to un-lock the tablet.

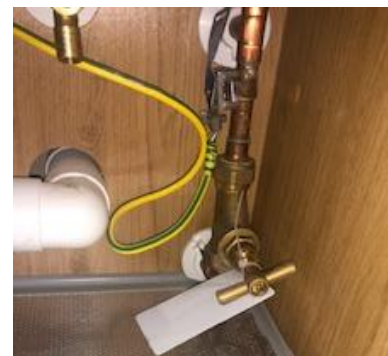
Changing electricity supplier

If you decide to change electricity supplier, you may need to change the settings for the battery to 'Customise', 'Advanced' and then select 'Balanced'. Please discuss this with your new supplier and contact Wales and West if you need any assistance with this.

Stop Tap

The stop tap turns off all water to your home. It is important to know where it is if you ever have a leak.

If you live in a house, you can find your stop tap under the sink. In ground floor flats it is in the cupboard with the boiler. In top floor flats it is in the cupboard at the bottom of the stairs.



- If you have a major leak or burst pipe, 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 outside your property.

Heating & Hot Water

In your home you have a hot water and heating system called PKOM4 made by the Austrian company Pichler. This is similar to a gas boiler but runs on electricity and uses a 'heat pump' system. This is a very efficient and low-cost way of providing heating and runs on the electricity generated from daylight from the solar PV cells on your roof which will save you money on your energy bills.

The heating for your home comes from warm air gently circulating through vents in your ceiling. The system is finely tuned to work with all the vents open in their current settings. **Please do not close or block the ceiling vents in any of the rooms as your system will not work correctly.**

Too hot?

If you find any room feels hotter than the rest of the house – for instance an upstairs bedroom, try closing your inside doors which should help. If it is still too hot, try opening a window to cool that particular room down.

Too cold?

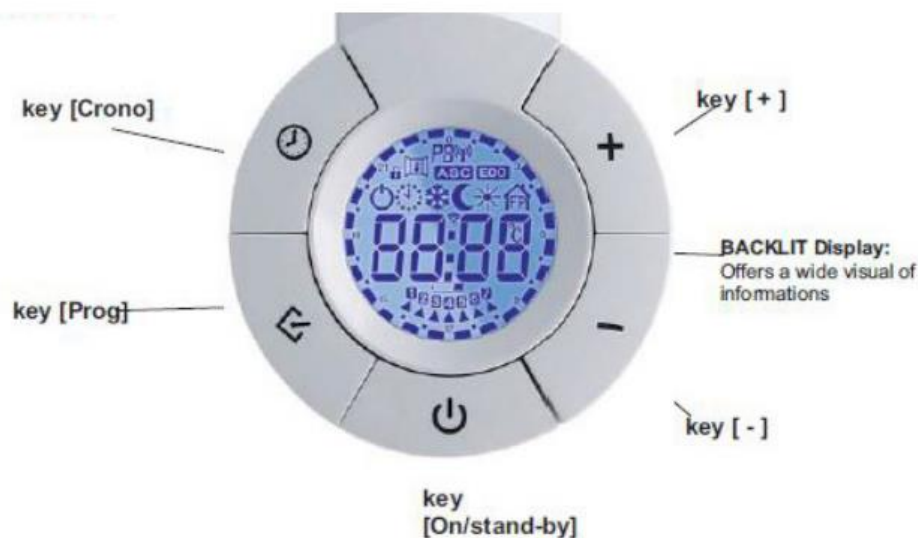
You can turn up the heating a little. Shutting all outside doors as soon as possible and closing all windows will also help keep warm air within your home.

There is a detailed guide to using the heating and hot water controls in your home which you will find at p15 of this guide. There is also a video here:

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

Towel Rail




There is a towel rail fitted in your main bathroom with a control at the bottom.



It is set to come on from around 6am until 9am each day.

We recommend you use the towel rail at any other time for short periods only – a maximum of 2 hours.

To turn it on for a 2 hour boost follow these steps:

- 1) Press the 'On' button  to turn the towel rail on.
- 2) Press the 'Prog' button  until the '2hr' appears on the screen.
- 3) After 2 hours, press the  again to turn the towel rail off.

There is further guidance on a separate towel rail guide found here:

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

Smoke & Heat Alarms



Heat/Smoke detector

- A smoke alarm is located in your hallway 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

Ventilation

The ceiling of your home is fitted with vents which allow the circulation of warm fresh air gently around your home. Please do not block or shut them because the settings on your heating system rely on all vents being open. Closing or blocking them will prevent the proper movement of air around your home and will affect the settings on the heating system which may mean your heating does not work correctly.

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 and do not leave kettles boiling
- Leave a space between large pieces of furniture and the external walls

- If you install a tumble dryer make sure that it is either a condenser type or is directly ventilated to the outside air

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 the air temperature reaches between 57 and 68 degrees centigrade
- 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, just those immediately close to the fire
- Water from the sprinkler will only cause minor damage which will require some furniture and carpets to be dried out, and possibly some redecoration
- The risk of a fire sprinkler setting off accidentally is very low
- Please do not paint over the sprinkler heads or cover them in any way
- 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 and taps

There is a shower fitted into the wet room which is fitted with an anti-scalding safety device controlling the temperature of the water.

The hot and cold outlets in the bathroom taps are fitted to save water so you may find that the water doesn't come out quite as fast as you may be used to.

Anti – Scald device

Please note your shower and wash hand basin are fitted with an anti-scalding safety device controlling the temperature of the water, limiting it to 41 degrees. The bath temperature is limited to 46 degrees.

WC (Dual Flush)

The WC in your home has a dual flush system which enables 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 rechargeable repair.

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

Each house has a wire within the attic space for fitting a TV aerial. Flats will be provided with a communal aerial.

Windows

For safety, windows should be cleaned on the outside from ground level only. This can be achieved by the use of water fed pole or by using a window cleaning contractor.

Repairs

Please report any repairs to Wales & West Housing on **0800 052 2526**

Landlords Permission

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

Telephone Connection

Telephone points have been provided in your lounge and main bedroom. Your property benefits from broadband which has been supplied to the site by BT.

Further Information

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 there are operatives working on site.

Utility providers

- **Electricity**– Octopus is your electricity 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
- Our energy consultants have recommended Octopus Tesla Tariff because they are likely to give you the lowest bills at the moment because Tesla work very closely with this company to give customers the best deals for homes with the systems you have fitted in your home. **While you can switch if you wish, we strongly recommend that you stay with Octopus as your electricity supplier and contact them to ask for the Tesla Tariff as soon as possible.**

- **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. If you are in any doubt, please seek further advice from a plumber.

Cooker Installation

Please call Wales & West Housing on **0800 052 2526** to arrange for your cooker to be installed. Please note that as there is no gas supply to the properties, you will need an electric cooker.

