

Ffordd Yr
Haearn, Clive
Lane, Cardiff
CF11 7JW

Home User Guide



Report a repair

0800 052 2526

wwha.co.uk/report-a-repair




Smoke heat alarms



Smoke detector



Heat/ carbon monoxide detector

- A smoke alarm is located in the hallway and lounge in your property and a 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 a few 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.

Space for appliances



A space has been provided next to the kitchen sink for a washing machine. There is a hot/cold tap and waste water feed provided. An access hole is located under the counter top to allow for installation of the machine.

The other space provided can be used for a dishwasher or tumble dryer. You will need to source your own extension hose if required.

Counter top lights

There are lights located under your top kitchen units. Lights can be controlled from the on/off switch on the light or mains switch located on the kitchen wall.

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 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.
- Please do not remove the front cover at any time.

Fire sprinklers

Your house is fitted with a fire sprinkler system designed to save lives and prevent injury. It will also prevent extensive damage to your house in the event of a fire. The sprinklers are located in all rooms in your house except the bathroom. Sprinklers 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.

Sprinkler unit

The sprinkler unit is located under the stairs. If the fault light should illuminate please call the Repairs Team at Wales & West Housing on 0800 052 2526.



Shower

Your shower/s are 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 and these are available from most retail outlets.

TV aerials

You have been provided with provisions for your television. Cables feed to aerial points running into the attic. You will need to source a TV aerial fitter to install these in your home.

If you wish to have a satellite dish fitted, please Wales & West Housing to discuss this with your Housing Officer.

Windows

For safety, windows should only be cleaned by yourself from ground level.

Repairs

To report a repair call 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.

Telephone Connection

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

Moving In information

Attic

The attic area is boarded for maintenance purposes. Please do not store heavy items in this space.

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 call Wales & West Housing on 0800 052 2526 to report any defects, even if contractors are still working on site.

Utility providers

- **Electricity and gas** – Eon is your provider. They have been provided with your name, address and meter readings at handover. You should 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 website : <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.

