

Sant Silian, Old St Mellons

Supplementary Home Users' Guide

Prepared for Cardiff Community Housing Association by Dandara



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WELCOME TO YOUR BRAND-NEW HOME

This is your Home User Guide, written specifically for your home. (Should an alternative translation, Braille or large print be required, please ask)

We hope this handbook will help you familiarise yourself with your new surroundings and help you get used to your new home and how the equipment in your home works, so that you can relax and feel comfortable after your move.

We wish you every happiness for the future in your new Cardiff Community Housing Association home.

Your home is owned and managed by:

Cardiff Community Housing Association Limited (CCHA)

CCHA, Tolven Court, Dowlais Road, Cardiff CF24 5LQ Tel: 029 2046 8491 (Change case to Arial 12)

Reporting Defects / Repairs

All defects/repairs' issues within the **first 12 months** should be reported via the following methods

- You can report repairs on the email below for the **first 12 months**.
 - Development@ccha.org.uk
- <u>Tel: Development</u> 029 2046 8491 At the end of the first 12 months in your new home, the development team at CCHA will arrange with you to carry out an inspection to ensure there are no defects that the main contractor is required to rectify under the building guarantee. Once this 12month inspection has been carried out, all defects or enquires should be made direct to our team at CCHA on the Main CCHA Number Tel: 029 2046 8490.
- Emergencies only CCHA 0300 123 1091

This service is available between 5pm and 9am on weekdays, and 24 hours on weekends or bank holidays.

INTRODUCTION

Your home has been constructed by:

Dandara Wales & West Limited.

Unit 2,

Fairway Court,

Tonteg Road,

Treforest Industrial Estate,

Pontypridd,

CF37 5UA

On behalf of:

Cardiff Community Housing Association Limited (CCHA)

Postal Address: Tolven Court Dowlais Road Cardiff CF24 5LQ

The postal address for your new home:

Service Suppliers:

Your property has the benefit of electricity and water.

Suppliers

Electric – British Gas Gas – British Gas

Telephone numbers for all service companies can be found at the back of this manual.

You will be provided with meter numbers and readings to enable you to change to an alternative service provider if you wish to do so. Due to the systems adopted by the utility companies it may take between 3 to 4 weeks to enable them to register your supply. It may also take this long if you wish to apply for token meters.

Insurance

CCHA does not insure you for either contents or your personal possessions.

We strongly advise you to arrange a comprehensive policy covering you for fire, burglary, storm, flood and other risks as soon as you move in.

Reporting Defects

Any problems should be reported immediately to the Development Team who will assess the issue and decide on how to proceed.

REPORT ALL PROBLEMS DURING OFFICE HOURS 029 2046 8491

9.00am – 5.00 pm Monday – Friday

REPORT EMERGENCY PROBLEMS OUT OF OFFICE HOURS 0300 123 1091

This number will divert to out of hours emergency service team

The following items are considered as an emergency

- Heating and Hot Water Complete failure at any time of the year.
- Water Supply Complete loss of supply
- Water Leaks Where a leak cannot be contained, is causing damage or penetrating an electrical fitting
- Electrical Complete failure of electrical circuit e.g. lighting or sockets.
- Drains Any blockage to internal/external drains
- Security Any loss affecting the home

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 in the event of an emergency.

3.1 Water

Water stopcock is located under stair storage room, turn clockwise to isolate. (on page 12 you note that the stopcock is under the sink), change to the relevant location.

3.2 Electric

Turn electrical supply off at consumer unit, located within the under-stair storage room.

Safety

In the event of a fire, ensure you familiarise yourself with all escape routes and note the oper ation of the windows. Your property is fitted with fire doors, do not remove or prop them open, as this could reduce your escape time in the event of a fire.

Do not alter or interfere with any electrical cables or installations. If a miniature circuit breaker or residual current device trips repeatedly, do not keep resetting, as this may indicate a prob lem with the installation. Report the problem to the maintenance desk immediately.

LOCATION OF SERVICES

Electricity

Location of meter:	On the external elevation.
Location of Fuse Box / Consumer unit:	Located within the under-stair storage room.

Water

Location of meter and shut off valve:	Externally
Location of stop tap:	Under the stair storage room.

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IMPORTANT

You may be charged for call outs, which are **NOT** emergencies or to attend to problems caused by willful damage.

DO NOT BE AFRAID TO CONTACT YOUR HOUSING OFFICER IF YOU HAVE ANY PROBLEMS.

SETTLING IN

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.

To minimise cracking:

- 1. Gentle heating
 - Try to keep your home at even temperatures by using heating sparingly to allow your house to heat up gradually.
- 2. 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 the external walls.
 - Do not overfill your cupboards, as this will prevent air circulation.

PREVENTING CONDENSATION

Condensation is caused by steam or water vapour turning into water on cold surfaces. If mould is present on the walls and ceilings it can damage clothes, bedding, floor coverings, decorations and the home itself, if mould growth takes hold on walls and ceilings.

Homes that are heated and ventilated intermittently are more likely to suffer condensation problems than those, which are continually occupied.

Ordinary daily activities produce a lot of moisture.

To help deal with condensation you should take the following steps.

How to produce less moisture

- Cover pans when cooking and do not leave kettles boiling.
- Do not dry clothes on electric heaters.
- Keep a window ajar and leave trickle vents open to maintain continuous ventilation.
- Avoid putting large items of furniture against external walls.
- Open the kitchen window when cooking to supplement the extraction system.
- Close the bathroom door when using the shower.
- Pull extractor fan cord to boost the extractor fans in the bathroom and kitchen when cooking and using the shower, these operate under a trickle setting which is on continuously and cannot be isolated (this doesn't cost much to run).
- Wipe down kitchen/bathroom surfaces and window surfaces regularly to remove surplus water and prevent mould growth.

ELECTRICITY

Your electricity meter is located in the riser cupboard in the communal area of your floor and is acces sible to you with the key provided.

The meter and the cable leading to it, belongs to the electricity provider and **MUST NOT** be tampered with in any way.

Your electricity supply can be turned off at the consumers unit, which is located within the front door entrance area.



Safety

<u>Always</u> unplug appliances before any maintenance work is undertaken.

<u>Always</u> ensure that appliances are fitted with the correct fuses as recommended by the manufacturer.

<u>Always</u> follow the manufactures instructions for wiring appliances.

<u>Do not</u> use a portable electric fire in the bathroom.

Never use an electric hair dryer or any other portable electric appliance in the bathroom.

<u>Do not</u> 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 (RCD). These breakers are easy to re-set by flicking the switch back to the on position.

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.

ELECTRICITY KILLS!

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

Simple Fault Finding

Power Sockets

If a power point is not working check the circuit breaker and reset if necessary. If it trips again, unplug the appliance, reset again and try a different socket. If the new socket also trips it will be the appliance that is faulty, and you should contact a qualified electrician.

Lighting

To comply with current requirements, your property is fitted with low energy/LED light bulbs. Check the lighting appliance before purchasing a replacement bulb to ensure it is the correct bulb. Please note: It is the responsibly of the tenant to replace lightbulbs within the property.



Bulb type - 16W GR10q 4 pin DD CFL

- Switch off the electricity at the mains
- Turn the diffuser anti-clockwise and lift off
- Pull the lamp straight out of the fitting and press a new one back into position ensuring that it is retained securely
- Replace the diffuser and turn clockwise so that it is retained securely
- Restore the power and switch on

Bulb type – 18W 2G11 Single turn L4 Pin CFL

- Switch off the electricity at the mains
- Remove the diffuser by inserting a coin in the slot and levering off
- Remove the lamp by lifting free the retaining clip and gently pull away from the lamp holder



Bulb type – 60W

- Switch off the electricity
- Push and twist anti-clockwise to remove the bulb
- To replace, repeat in reverse



Bulb type - T4 20W Warm White (2700K) Fluorescent Tube

- Switch of electricity supply
- Remove the clip below the on/off switch
- Push the bulb horizontally towards the opposite side of the on/off switch to release the pin and pull light bulb out. Repeat to replace.

Stopcock

The water stopcock is located under the kitchen sink within your property.(make sure it matches page 7)

Your water supply can be turned off at the shut off valve in riser cupboard within the communal area of your floor.

Your meter number is:

Washing machine

To connect a washing machine to the water supply, connect the machine's supply pipe to the outlet marked as 'A' in figure 1. To do this, screw the washing machine pipe inlet clockwise until tight and turn the blue valve 'B' clockwise.

The washing machine waste pipe is to be connected to the hose connection inlet marked as 'A' in figure 2 which is attached to the kitchen sink trap.

Please note: It is the responsibly of the tenant to fit washing machines and any resulting faults are the tenant's liability.

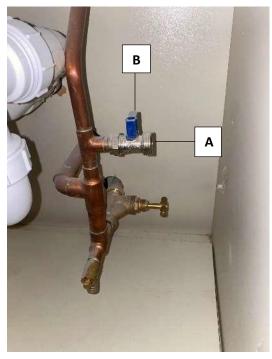




Figure 2

Figure 1

Dealing with Leaks

Minor Leaks

Minor Leaks such as a dripping tap or radiator valve can usually be dealt with without isolating the water system, however it is important that Customer Services are informed immediate

Major Leaks

In the event of a major leak, the stopcock should be turned off and that Customer Services or Emergency Out of Hours call out are informed immediately.

Emergency Repairs – CCHA out of hours service - 0300 123 1091

Welsh Water (Dwr Cymru) Emergency Number - 0800 052 0130

Cardiff Community Housing Association Customer Services - 029 2046 8490

In an emergency vacate your property and contact Customer Services or the Emergency Call Out number immediately.

OTHER SERVICES

Telephone

Your home is provided with a British Telecom point that is located in the Living Room and all bedrooms.

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

TV Aerial

CCHA has provided aerial sockets with cables running on to the roof to a shared aerial. The following services are available:

- SKY
- Freeview

Installation of additional satellites are not permitted.

Tenants are to source their own subscriptions to the services stated above.



Lift

In the event of an emergency please follow the instructions provided inside the lift

DO NOT USE THE LIFT IN THE EVENT OF A FIRE!

HEATING AND HOT WATER

Gas Boiler

Ideal Logic Combi Boiler.

Please read the operations and maintenance manual found within your tenant folder.

Radiators/heaters

Myson Premier HE 4 tap radiators with Myson Standard radiator valves and plastic distribution pipework.





Heating Control

Honeywell boiler time and temperature control programmable thermostat



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EQUIPMENT

Smoke, Heat & CO Alarms and Detectors

Your home has been fitted with smoke detectors, which are located on the ceilings of the hallway and kitchen. These are mains wired with a battery backup. The battery is specific to the smoke alarm and is not suitable for use elsewhere.

The smoke detectors are sensitive to dust and you should periodically remove any dust with the nozzle of your vacuum cleaner. The smoke alarm's functions can be controlled using the Fire / CO Alarm Controller located in the hallway of the property.



If the detector starts bleeping intermittently the battery backup inside the detector needs to be changed. For more information, please reference the operations manual available in your tenant folder.

Bathroom and shower

Your home has been fitted with a shower.

The purpose of the shower is 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). Prior to showering, please ensure that the shower curtain provided is kept <u>INSIDE</u> the bath while the shower is running, this is to prevent water leaking onto the bathroom floor.





Sprinkler system

In October 2013, the National Assembly for Wales passed new Building Regulations that require an automatic fire suppression system (commonly referred to as a fire sprinkler system) to be installed in new and converted homes in Wales. Such a system has been fitted in your property, with sprinkler heads located in the ceiling of habitable rooms.

- Do not paint over sprinkler heads
- The system uses no electricity.
- Water used during a test or in the event of a fire is non-rechargeable.
- If the sprinkler cap falls away from the ceiling, this will not affect the performance of the sprinkler as it is activated by heat only. Replacement covers will be available via CCHA.
- Access to the property for annual servicing is required, not only will this satisfy your insurance, but will also ensure the sprinkler operates as it should in the event of a fire.
- In the event of a fire, only the sprinkler closest to the fire source will be discharged
- In the event of a fire, the sprinklers will control and extinguish the fire.
- Only heat will activate a sprinkler, not smoke



THE SPRINKLER SYSTEM IS ACTIVATED AT A TEMPERATURE OF ANYTHING OVER 60 DEGREES CELSIUS.

Windows and French doors

Operation of windows i.e. Window restrictor release / operation.

To release the restrictor, open the window revealing the restrictor on the bottom section of the frame, slowly pull the window as if to close it until the metal pin is level with the gap on the restrictor, push the catch to the right releasing the window.



To unlock the handle (key locking)

Insert and rotate the key through 90°, within the lock cylinder. The handle will now be unlocked.

To open the window

Depress and hold the button, rotate the handle through 90° and push the window outwards.

To close the window

Pull the window to its fully closed position and turn the handle back through 90°.

To lock the handle (key locking)

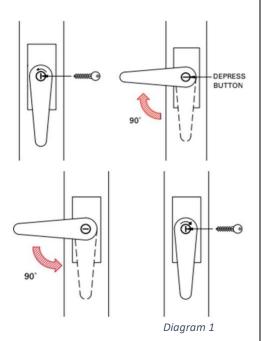
Turn the key through 90°, within the cylinder and remove the key.

To lock French doors

Insert key into cylinder, push handle upwards (see diagram), rotate key in cylinder and the door will now be locked.

To unlock French doors

Insert key into cylinder and rotate, press handle down, and the door will now be open. If an alternative lock has been fitted, please contact your installer for instructions.



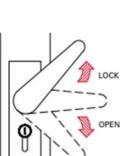


Diagram 2

To lock the property entrance door, close the door and push the handle upwards. This will then allow you to lock the entrance door with the key provided.

The building's main entrance door is operated using a magnetic locking system, to open the door from the outside hold the fob over the access panel sensor to release the door. To exit the building press the green button.

Window Cleaning

To clean the surface, normal soapy water can be used. Soiling due to dust and rain can be removed easily by this means. Do not use abrasives or chemicals as nitro diluents, benzene or similar agents for cleaning. In case of soiling that cannot be removed as described above, please consult your window specialist.

Keys

Once a tenancy is awarded you will receive a key fob which is used to access the building through the building's entrance door.

The key which is used to access the property will also open the riser cupboard (for meter access), side gate, bin store and cycle store.

Window keys will also be provided which open all windows within the property.

The bin store must be kept locked at all times and is accessed using the property's entrance key.

Bicycles are left at owner's own risk and the tenant must provide their own additional security (chain/lock) if necessary.

FINISHES AND MATERIALS

Materials

Within the construction of this building, all the materials used have been selected for their environmental credentials which means they have been made, extracted or developed under Regulated conditions and to standards accepted worldwide.

FSC Timber - The Forest Stewardship Council is an international organization promoting responsible forest management and has developed principles for forest management of forest holdings, and a system of tracing, verifying and labelling timber and wood products.

PEFC Timber - The Programme for the Endorsement of Forest Certification Schemes and is an international, non-profit organization that is primarily made up of representatives of the forest products industry.

Floors

The floor in the property is covered with vinyl and non-slip vinyl in the bathroom. Floors may be cleaned with water and a mild detergent or a proprietary floor cleaner.

Carpet or laminate flooring must not be fitted on top of or instead of the vinyl flooring.

Ceilings

The ceilings have been constructed of plasterboard fixed to a timber joist / truss chord.

Fixings

Be careful when nailing or drilling into floors, walls or ceilings to avoid contact with 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 DIY store for advice if in any doubt.

Decoration

The plasterboard has been painted with emulsion paint. All woodwork, that is skirting, architraves etc, has been painted with white gloss paint.





Redecorating

We recommend that redecorating can be carried out any time after the twelve months defects inspection and rectification has been carried out. The builder will make good only very large cracks that may form during that period. Smaller cracks in plaster or paintwork can be made good with filler prior to redecorating.

When redecorating, **DO NOT** pour paint down drains or toilets.

Sanitary Ware

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 unsuitable items, such as disposable nappies and wet wipes down the toilet.

THIS MAY LEAD TO A DRAINS BLOCKAGE

DO'S

- Wipe and scrape plates, pans and utensils before washing (and put into the waste bin)
- Collect waste oil in a suitable secure container
- Use strainers in sink plug holes and empty contents into the bin
- Get CCHA permission before altering the property in any way

DON'T

- Do not put cooking oil, fat or grease down the sink
- Do not pour waste oil, fat or grease down the drain
- Do not put food scrapings into the sink (place in the rubbish bin)
- Do not sweep waste into floor drains (place rubbish in bin)
- Do not put boiling hot water down the sink to try to dissolve hot fat and grease it does not work
- Do not alter the structure of the property in any way

Any work required to unblock sinks or drains due to the above will incur a recharge cost to you.

USEFUL TELEPHONE NUMBERS

Cardiff Community Housing Association Customer Services: 029 2046 8490

Local Authority – Cardiff Council: 029 2087 2087

Welsh Water (Dwr Cymru): 0800 052 0145

Western Power Distribution (WPD): 0800 678 3105

British Telecom (BT): 0800 800 150

Cardiff Central Police: 029 2022 2111

Non-emergency number for police: 101

Emergency Numbers:

(WPD) Electricity Power Cut: 0800 6783 105

(Welsh Water) Water emergencies: 0800 052 0130

(Welsh Water) Sewer flooding & sewerage emergencies: 0800 085 3968

Gas Leak: 0800 111 999

Police, Ambulance & Fire (emergency only): 999

NEAREST AMENITIES

Shops

- Budgens Convenience Store (0.5 miles)
- Asda (1.2 miles)

Education

Primary

- Ysgol Gynradd Gymraeg Pen-Y-Groes (Welsh-medium) (2.5 miles)
- Pontprennau Primary (0.5 miles)

Secondary

- Ysgol Gyfun Gymraeg Bro Edern (Welsh-medium) (3.6 miles)
- St Teilo's C.I.W. High School (3.8 miles)

Transport

• Llanishen Train Station (2.8 miles)

Health care

- University Hospital of Wales (5.2 miles)
- Cyncoed Medical Practice (1.22 miles)

Leisure

- St Mellons Library and Hub (3.7 miles)
- Pentwyn Leisure Centre (2.8 miles)

Religious centres

- Winners' Chapel International (1.8 miles)
- (Anglican Church) St Edeyrn's Church (0.9 miles)
- St Philip Evans Catholic Parish Church and Community Hall (3.0 miles)
- Madina Mosque (6.7 miles)
- Cardiff United Synagogue (4.0 miles)
- Llanishen Baptist Church (3.1 miles)

USEFUL WEBSITES & NUMBERS

Cardiff Council - <u>www.cardiff.gov.uk</u>

Energy Saving Trust - <u>www.est.org.uk/myhome</u>

UK Water Companies - <u>www.water.org.uk</u>

WRAP – The Waste and Resource Action Plan - www.wrap.org.uk

Recycle Now - www.recyclenow.com

Garden Organic - www.homecomposting.org.uk

Trainline Website - www.thetrainline.com

SUSTRANS – Sustainable Transport - <u>www.sustrans.org.uk</u>

Green Choices - The UK guide to greener living - www.greenchoices.org

<u>Local</u>

Star Hub, Cardiff Hub and Better Gym - 029 2240 1222

Splo-Down Food Co-Op - www.splo-down.org

Local Link (community magazine) -

Splott Community Volunteers - splottcommunityvolunteers.co.uk

St Mellons Community Garden – Please see local Facebook page

Severn Road Community Education Centre – <u>www.cardiff.gov.uk/ENG/resident/Schools-and-learning/Adult-</u> Learning/Pages/default.aspx

Oasis Cardiff (community group) – www.oasiscardiff.org

Green Squirrel (community group) - www.greencityevents.co.uk

Llanrumney Hall Community Trust - 029 2000 01441 www.llanrumneyhall.org

St Mellons Youth Club - www.cardiffyouthservices.wales

REACH and JETS (Employment, Wellbeing, Education and Volunteering Support) - www.ccha.org.uk/your-community

LOCAL INFORMATION

Bin collection dates

Recycling – Weekly on a xxxxxx | General Waste – Fortnightly on a xxxxxx

Train times

Information can be found following the link: https://tfwrail.wales/check-train-times-buy-tickets

Bus times

Nearest bus stops

Mortimer Avenue (0.1 miles)

57 / 58 City Centre to Pontprennau Times:

57 / 58 Pontprennau to City Centre

Times:

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6:41 AM | 7:47 AM | 8:27 AM | 9:17 AM | 10:17 AM | 11:17 AM | 12:17 PM | 1:17 PM | 2:17PM | 3:22 PM | 4:23 PM | 5:29 PM | 6:23 PM | 7:16 PM
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St. Edeyrns (0.2 miles)

57 / 58 City Centre to Pontprennau

Times:

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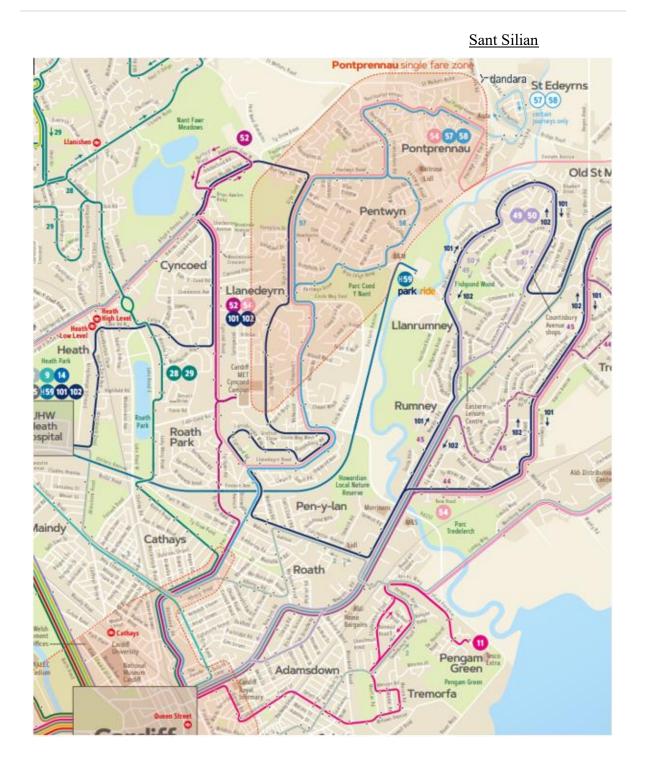
57 / 58 Pontprennau to City Centre

Times:

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2:16 PM | 3:21 PM | 4:22 PM | 5:28 PM | 6:22 PM | 7:15 PM
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Bus timetables can be found at: www.traveline.cymru/timetables



Please see the map below for reference.

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St Edeyrns Village 57 via Pentwyn, Hollybush, Llanedeyrn, Albany Road Pontprennau city centre 58 via Holiday Inn, Pentwyn, Llanedeyrn, Albany Road

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Pentwyn Premier Inn	1038	-	1058	=	- 1	8	38	3 -	58	1.7	1638	Ŧ	1658	-	1718	-	1738	-	1758		1818	-	1851
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West Grove	1108	1118	1128		38 4	18 5	8 08	8 18	28	1	1708	1718	1728	1738	1748	1758	1808	1818	1828	1838	1848	1906	1921
city centre Wyndham Arcade JE	1120	1130	1140		50 0	10 1	0 20	30	40	1	1720	1730	1740	1750	1700	1810	1820	1830	1840	1850	1900	1914	1925
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Pontprennau Asda	1900	1920	1940	2000	202	0 2	040	210	212	0 2	140	2200	2220	2235									
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Ysgol Bro Edern	2027	2057	2127	2157	2226
Albany Road Angus Street	2034	2104	2134	2204	2232
West Grove	2041	2111	2141	2211	2238
city centre Wyndham Arcade JE	2048	2118	2148	2218	2245

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city centre Churchill Way HN	2105	2135	2205	2235
Albany Road Inverness Place	2112	2142	2212	2242
Ysgol Bro Edern	2117	2147	2217	2247
Coed-y-Gores	2121	2151	2221	2251
Pentwyn Hollybush Inn	-	2154	*	2254
Pentwyn Premier Inn	2127	*	2227	*
Pontprennau Asda	2135	2205	2235	2305

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WATER SAVING TIPS FOR YOUR HOME

- **1.** Turn off your tap while brushing your teeth, shaving or washing your face. You can waste up to 9 litres a minute by letting the water pour down the sink.
- **2.** Take a shower rather than a bath and save up to 400 litres a week. If you have a bath just half fill it.
- **3.** Ensure your taps are not dripping and turned off tightly when not in use.
- **4.** Don't overfill a kettle when making a cup of tea, only boil what you need and this will save you money on your energy costs too.
- **5.** Only use the washing machine when you can put on a full load. It wastes both water and energy to run only a half full machine.
- **6.** Keep cool water in the fridge so that you do not need to run water down the sink to have a cold drink.
- 7. Use a sponge and bucket of water to clean your car or if you use the hose make sure you use the shut off nozzle, so the water is not constantly running.

Below is a list of how much water is used for carrying out such things like brushing your teeth and having a bath:-

Activity	Water consumed litres	Water consumed bucket- ful's*
Bath	80 litres	16 buckets
5-minute shower (not power shower)	35 litres	7 buckets
Brushing teeth with tap running	6 litres/min	1.2 buckets
Brushing teeth with tap off	1 litre	0.2 buckets
Dripping tap	140 litres/week	28 buckets
Washing machine	65-120 litres	13 buckets
Dishwasher	20 litres	4 buckets
Washing car with bucket	10 litres	2 buckets
Hosepipe/sprinkler	540 litres/hour	108 buckets

*Figures based on bucket with 5L capacity

FURTHER INFORMATION

ENERGY SAVING

Stop overpaying for your energy

If you haven't switched energy supplier in a while, the chances are you have been moved to an expensive tariff. Compare gas and electricity prices to make sure you're on the cheapest tariff for you. It only takes a few minutes, it's free and you could save hundreds of pounds a year.



Use low-energy light bulbs

Replacing your lightbulbs with low-energy equivalents can make a huge difference to your energy bill. For instance, LEDs can use 90% less energy than standard lightbulbs. Don't be put off by the higher prices, they last up to 12 times longer and the technology today means they are as bright as traditional bulbs and don't need to 'warm up.'



Programme your heating

Ensure you have a programmable thermostat, and are using it! By setting your heating to come on 15 to 30 minutes before you need it and switch off half an hour before you leave or go to bed, you will heat your home much more affordably.

Turn down your thermostat

Turning down your heating by just one degree could cut your heating bill by up to 10% and save you around £85 per year.





Keep the heat in and the cold out

You lose a third of your heating through the walls of your home, so insulating them is one of the best ways of saving energy without having to think about it! Installing cavity wall and loft insulation could reduce your bill by £225 a year. Our advice line can help you find out whether you would be eligible for a grant, or even free insulation.



Draught-proof your home

Block out as many draughts as you can. Start by checking door frames, letterboxes, windows, loft hatches and floorboards. Fully draught-proofing your home could save an average of £55 a year, not to mention how much cosier it'll be!

Shrink your bills, not your clothes

Ninety percent of a washing machine's energy is spent heating the water, so if you wash your clothes at 30-40°C instead, you're saving significant amounts of money.



8

Insulate your hot water tank

If your home has a hot water cylinder, an insulation jacket costs around £15 and can save £45 a year on your heating bill – so it pays for itself in less than six months!

Save in the kitchen

Boiling only as much water as you need and using a bowl to wash up instead of running dishes under the tap can saves both energy and water. Regularly defrosting your fridge and freezer helps it run more efficiently too.



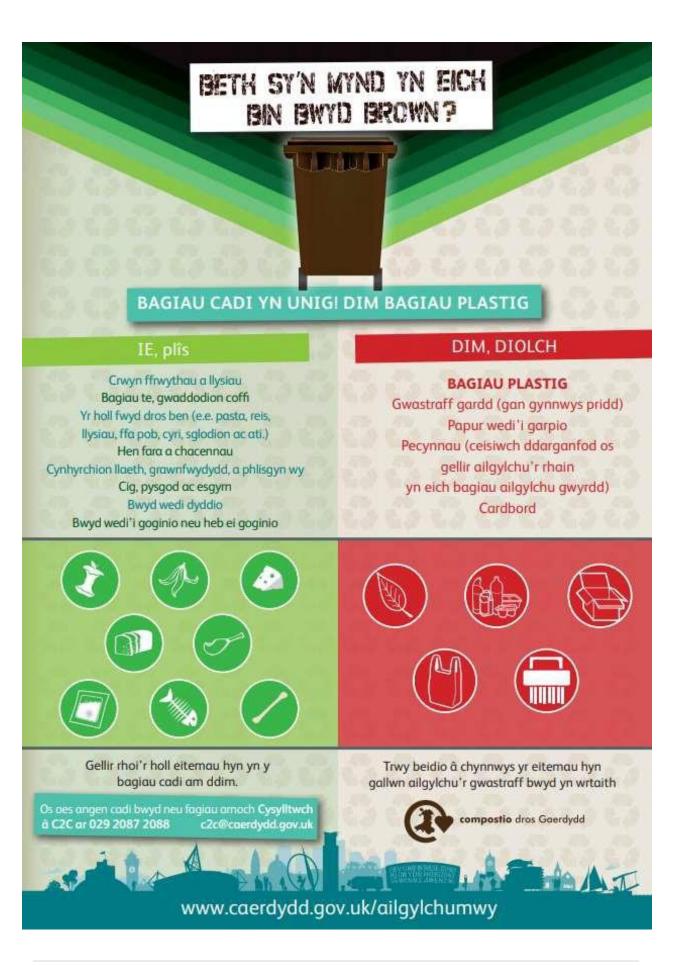
Speak to Keep Herefordshire Warm

There is often grant funding available to help you make your home more energy efficient, including installing boilers, insulation and central heating. Speak to an Energy Advisor on 0800 677 1432, or arrange a home visit to see how we can help:

https://lintonpc-herefordshire.gov.uk/10-energy-saving-tips/



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RECYCLING AND WASTE IN YOUR BUILDING

GREEN RECYCLING BIN

Green bags, green bin

If you do not have a green bin, place bags in agreed location

No food waste/black bags



WHAT CAN GO IN THE GREEN RECYCLING BAGS?



WINE BOTTLES / BEER BOTTLES / CANS SOFT DRINKS BOTTLES / WATER BOTTLES WASTE PAPER SHAMPOO / SHOWER GEL BOTTLES ENVELOPES CARDBOARD



FOOD WASTE

Caddy liners, brown bins Fill it, tie it, bin it

WHAT CAN GO IN THE FOOD WASTE CADDY?



PIZZA CHEWING GUM TEABAGS / COFFEE GROUNDS EGGSHELLS FRUIT AND VEG PEELINGS / AVOCADO SKIN AND SEED LEFTOVERS





Any type of bag, or loose waste (no green bags)

Please place all waste into the bins provided

Please do not dump bags or bulky items in bin stores



BULKY ITEMS

Arrange a bulky collection on the Cardiff Gov app or by visiting www.cardiff.gov.uk/bulkywaste

Do not place bulky items in bin stores that have not been booked in.



ONLY RECYCLING AND WASTE PRESENTED CORRECTLY WILL BE COLLECTED. YOUR RESPONSIBLE PARTY E.G. MANAGEMENT COMPANY MAY NEED TO PAY FOR AN ADDITIONAL COLLECTION

All bags of waste must fit within bins, where bins are provided. Bins must contain the correct materials.

For queries about waste services, visit www.cardiff.gov.uk/recycling or ask questions at www.cardiff.gov.uk/askbobi

You can see how we calculate the number of bins required at flats at www.cardiff.gov.uk/wasteplanning. If you think you do not have the correct allocation, speak to your responsible party e.g. management company. Bins are provided at a cost



Scan this QR code for a full A-Z guide of how to recycle different items.



AILGYLCHU A GWASTRAFF YN EICH ADEILAD

GWASTRAFF BWYD

Bagiau gwyrdd, bin gwyrdd Bagiau cadi, biniau brown Unrhyw fath o fag, neu wastraff rhydd (dim bagiau gwyrdd) Llenwch, clymwch, biniwch Os nad oes gennych fin gwyrdd, rhowch fagiau yn y lleoliad y Rhowch y gwastraff i gyd yn y biniau BETH ALL FYND YN Y CADI GWASTRAFF BWYD? cytunwyd arno a ddarparwyd Dim gwastraff bwyd/bagiau du Peidiwch å gollwng bagiau nac eitemau swmpus mewn storfeydd biniau BETH ALL FYND YN Y BAGIAU Ailgylchu gwyrdd? **EITEMAU SWMPUS** PITSA GWM CNOL Trefnwch gasgliad swmpus ar app Caerdydd Gov neu drwy BAGIALITE / COFFI MÁL fyndi www.caerdydd.gov.uk/ PLISGWY gwastraffswmpus CROEN FFRWYTHAU A LLYSIAU / CROEN A HADAU AFOCADO Peidiwch à rhoi eitemau swmpus POTELI GWIN / POTELI / CANIAU mewn storfeydd biniau nad oes BWYD DROS BEN CWRW trefniant wedi ei wneud ar eu cyfer. BARA POTELI DIODYDD MEDDAL/ POTELI DWR PAPUR GWASTRAFF POTELI SIAMPŴ/ GEL CAWOD AMLENNI CARDFWRDD DIM OND AILGYLCHU A GWASTRAFF A GYFLWYNIR YN GYWIR FYDD YN CAEL EU CASGLU, EFALLAI Y BYDD ANGEN I'CH PARTI CYFRIFOL E.E. CWMNI RHEOLI DALU AM GASGLIAD YCHWANEGOL Rhaid i bob bag o wastraff ffitio mewn biniau, lle darperir biniau. Rhaid i ð finiau gynnwys y deunyddiau cywir.

Os oes gennych ymholiadau am wasanaethau gwastraff, ewch i www.caerdydd.gov.uk/ailgylchu

BIN AILGYLCHU GWYRDD

neu Gofynnwch i Bobi www.caerdydd.gov.uk/holibobi

Gafwch weld sut rydym yn cyfrifo nifer y biniau sydd eu hangen mewn fflatiau yn www.caerdydd.gov.uk/cynlluniogwastraff. Os credwch nad oes gennych y dyraniad cywr, siaradwch â'ch parti cyfrifol e.e. cwmni rheoli. Darperir biniau am gost



Sganiwch y cod QR hwn am ganllaw A-Y llawn ynghylch sut i allgylchu gwahanol eitemau.

GWASTRAFF CYFFREDINOL





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