



# Tenant Christmas Newsletter 2011



## The Office

The Office will be closed over the Christmas period from 5pm 21<sup>st</sup> December 2011 until 9am Tuesday 3<sup>rd</sup> January 2012.

**We would like wish all of you a Merry Christmas and a Happy New Year.**

## Out of Hours Office Contact

Our office number is 01825 768657. The Answerphone is available outside these times unless it is an emergency when you can call Fiona or Nigel on their mobile numbers.

Please note that the mobile numbers you have been given should only be used **out of office hours** in case of **EMERGENCY** only. Increasingly they are being used for issues which could be reported during office hours and in some cases issues have been left for a few weeks before being notified to us resulting in a panic evening or weekend call.

Issues which would require an out of hours call include:



- Burst Pipes
- Loss of electricity (except where caused by lack of credit, area power cut, or other issue with supply in which instance contact your electricity supplier)
- Leak (that requires bucket etc. to catch drips)
- Boiler problem\* leading to lack of heating/hot water in cold weather

### \*Check List prior to calling out plumbers

If your boiler is acting up or has ceased working there are a few things to check prior to contacting us to get plumbers out:

- If on a key meter does the meter have credit/emergency credit? If no credit available contact your utility supplier.
- Has the emergency gas shut off valve/lever been inadvertently switched off?
- Have the radiators been bled recently?
- Has the electricity fuse tripped rendering the pilot inactive?
- Immersion heater (if you have one) switched on?
- Radiator valves switched on?



## Finders Fee Opportunities

You will have experienced the proactive way in which we manage your property. We are now looking for more properties in the area to manage. If you have a neighbour or friend who rents, their landlord may consider using us instead of either doing it themselves or using their current agency. There may be other instances where landlords are thinking of selling their property. We are looking to purchase more properties so we may be able to help one another. You may be eligible for a Finders Fee if your recommendation leads to us taking on a new property/Landlord!

## Let to Buy

If you are interested in moving out of rental and into house owner sector do give Nigel a call to discuss the options that could be open to you under our 'Let to Buy' scheme.

## Website



This year we have launched our new website [www.woodsproperties.co.uk](http://www.woodsproperties.co.uk). Do please have a look and if there is anything you as a tenant would like to see on the site let us know. Additionally if you have any crisp pictures of your property or garden which you think would look good on the web please send to [properties@nigelwoods.f9.co.uk](mailto:properties@nigelwoods.f9.co.uk).

## YouTube

Over the coming weeks we will be uploading videos to YouTube about what we do. We can be found under WoodsProperties: do have a look and 'like' our pages!



## Utility Bills- Reminder

You will have noticed that with winter on the way the utility companies have put up their prices yet again. We are currently looking at ways we can help to keep your prices down; we have researched solar power by the installation of panels on the roof for eligible properties. We have negotiated a deal with gas and electricity suppliers to keep bills low. If you are interested in this you should currently have a 'dry meter'. Prepayment meters are not eligible however new meters can be installed for £50 (est.) per utility once switched provider. Indications are the cost is recouped within 12 months in reduced bills. If you are interested and would like to change to reduce your bills contact Fiona on 01825 768657 and she will send you out the relevant forms to complete or complete them for you. Remember, Fiona works in the office on Mondays, Wednesdays and Fridays only.

## Winter Preparation - Reminder

With winter just around the corner please ensure that your gutters are cleaned front and back to avoid damp penetrating the walls. Whilst you can't do much about the weather here is a reminder of simple precautions that you can take to minimise the risk and, should the worst happen, limit the resultant damage.

### Preparatory Action

- Are you planning to be away over Christmas? If so, please ensure that you leave the heating on low.
- Whether at home or not, doors between heated and unheated parts of the property should be left open to allow warm air to move around the property. In really cold spells this could include leaving the loft hatch open to allow warm air to circulate reducing the risk of frozen pipes in the loft.
- Do you know where the stopcock or isolation valves are located in case you have to turn off the water to any part of the property? Remember pipes can be fed from a tank as well as directly from the mains. Please can you check now that the valve moves easily without the need for any special tools.
- Where possible If snow has built up anywhere at the premises try to clear it away as much as possible – the excess weight of snow and ice can cause damage to structures, and when it thaws the risk of flooding is increased.

### What to do if you discover damage

- With burst pipes you should use towels or blankets to try to stem leaks while you turn off the water at the stopcock or mains.
- Turn on taps to drain the water from the system faster.
- Turn off the source for hot water and central heating.