

3rd December 2019

Dear Tenant,

As winter is now here, please check that your heating is operating properly if you haven't already.

Key points to check are as follows:-

- Set boiler programmer to heating ON setting
- Let system warm up for 30mins
- Check all radiators for even heat distribution
- If your radiators are cold at the top and warm at the bottom, they may need bleeding*
- After bleeding check water pressure on boiler and top up if below 1 bar in pressure
- Check radiators/valves for any leaks
- Check valves operate properly to ensure individual radiator temperatures can be adjusted
- Set programmer to required timings and monitor for a couple of days
- Report any faults via the maintenance email address maintenance@lucyproperties.com reporting system – and include photos if necessary

*NOTE: If you think your radiator may need bleeding but are not sure how to action this, have a look at this useful link before logging it as a maintenance issue - <http://www.wikihow.com/Bleed-a-Radiator>

The Lucy Properties office will close at **12:00 on Tuesday 24th December 2019** and will reopen on **Thursday 2nd January 2020**. During this time assistance can be obtained in cases of an extreme emergency ONLY by calling our office number **01865 559973**. A recorded message will be left on the main switch board number, giving details of the telephone number to call.

Please note only absolute emergencies will be dealt with during this period.



An example of an emergency is water pouring through a ceiling or any leak where the water cannot be controlled. For a slow leak please monitor and then call Lucy Properties if it gets worse.

During the Christmas period, many people display Christmas light decorations. Please check these are in good condition and do not overload extension cables. Christmas lights should not be left switched on if you are not present in the property or overnight. Do not leave candles or tea lights unattended at any point.

If you experience loss of power, please check the fuse board to see if any of the switches have tripped out/are down. It is often a faulty appliance, electrical item or light bulb that has just been used, or an overloaded extension cable which is the cause, unplug and switch the power back on by flicking the switch back up on the fuse board. If you try and switch the power back on and this does not work please call us.

We do not class lost keys or lock outs as an emergency and our on-call staff are not always local. You will need to call an emergency locksmith and have new keys cut. Please let us know if you have had a lock changed. The locksmith we recommend is 01865 777999 Executive Security. We will not be held responsible for the locksmith call out or associated costs.

If you have a broken appliance or a general repair this is not an emergency, please report this by emailing maintenance@lucyproperties.com, we will action the repair when we return to the office on Thursday 2nd January 2020.

If you intend to go away over the Christmas break leaving the property unoccupied, please ensure that the heating remains on a low setting throughout this time to avoid water pipes freezing and bursting. Please also ensure that any outside taps are drained down. Properties should be left secure, with all window locks engaged and doors securely fastened and all Christmas lights unplugged. There are specific insurance requirements that we, as landlords must adhere to if the property is to be vacant for more than 30 days. If this applies to you please contact your Property Manager.

The team at Lucy Properties wish to take this opportunity to wish all our Tenants a very happy Christmas.

A handwritten signature in blue ink, appearing to read "Ian Ashcroft".

Ian Ashcroft
Property Director