



WINTER UPDATE

Follow our tips to maintain your Park Lane Group home as the temperatures drop this winter.

Keep warm efficiently – set your heating on low for short periods throughout the day, rather than occasional bursts at a higher temperature

Don't cool down completely – turning your heating off over a period of time and allowing the property to cool completely means your heating has to work harder to get back up to temperature and you may increase the risk of frost damage or burst pipes

Avoid condensation – keep window trickle vents open and ensure extractor fans are working efficiently and in use, please leave the main switch on and report any faults to our maintenance team promptly

PLEASE REMEMBER -

- Keep room doors slightly open to allow warm air to circulate. Keep trickle vents (the small ventilators above windows) open at all times and open windows when warmer to maintain a healthy airflow.
- If you're away for a period of time turn the thermostat to around 15°C, so the heating comes on when required to maintain an efficient low warmth. This will also help prevent water trapped in pipes from freezing.
- Know where your stopcock is and how to shut off your water supply should you need to; run the cold water tap in your kitchen and turn the stopcock clockwise. If you cannot locate your stopcock refer to your Property Manual. If the stopcock isn't working properly or it's difficult to turn please contact our maintenance team.
- In the event of a frozen pipe thaw it out slowly with a hot water bottle or towels soaked in warm water. Don't use direct heat such as a blowtorch – this can cause permanent damage to pipework and lead to a fire.

IF YOU HAVE A BURST PIPE

- Turn off the mains water supply immediately.
- If the water flow does not stop the problem may lie with the cold water storage system. This will require you to drain the cold water storage tank, usually located in the roofspace. To do this, put plugs in sinks and baths and ensuring they don't overflow, turn on all the cold water taps and flush the toilet several times. Note: Combi boilers don't have a cold water storage system.
- Do not run or use any hot water and turn off oil or gas heating systems and don't use again until they have been checked.
- If the water has come into contact with electrical fittings the electricity should be turned off at the mains.
- Do not use appliances that use water – eg. washing machine, dishwasher, chilled water dispenser as found in American-style fridges.
- We strongly recommend against using an immersion heater if you have one since these can burn out if not adequately covered by water.
- Do not turn on the water supply at the stopcock until the burst pipe has been repaired.
- Refer to your Property Manual and call our emergency plumber for repairs and further advice.

Our Property Manual can be downloaded from our website any time. www.parklanegroup.net/properties-to-rent/in-house-maintenance



GARDENING THIS SEASON

Your garden space may also need some attention. Here's a checklist of jobs –

- Keep on top of any weeding to make life easier when you get back out after the winter.
- Clear leaves to avoid a build-up leading to blocked drains and slippery surfaces.
- Check gutters and downspouts for debris and leaves and clear regularly to prevent blockages in heavy rain. This simple home maintenance can prevent internal damp caused by external walls that have been soaked by leaking gutters.
- Ensure fences are secure and gates are closed properly to avoid damage in windy weather.
- If you have an open fire we recommend getting your chimney swept at least annually – don't forget to obtain a certificate of sweeping.
- Clean and store garden tools well. Keeping them in a safe and dry place will prevent damage by the winter weather. If you have a petrol mower you should empty its tank before storing it.
- Rain, wind and snow can damage garden furniture so it's worth trying to store it in a safe, weatherproof location if possible. Furniture that is left outside is at risk of becoming a 'missile' in windy weather, so storage can also help mitigate this risk.

Here's a handy reminder of our emergency contacts. Remember, these contacts are for emergency use only – you will be liable for any costs for call-outs that are not emergencies.

The Park Lane Group Emergency Mobile:
tel 07718 522040 (not manned 24hrs)

Plumbing & Heating - Gary of Hydro Heating:
tel 07923 455481, or

Ashley / Zak of Southern Gas Solutions:
tel 01424 200005 / 07983 876347 / 07791 666357, or

Taylor of T Pearce Plumbing & Heating:
tel 07738 738861

Electrician - Mike of D F Thorne Electrical:
tel 01424 754123 / 07831 699691

Electrician / Fire Alarm engineer - Myles of Jennery Associates: tel 01424 219489 / 07746 360147

Fire Alarm engineer - Kingsway Fire: tel 07954 640414

Locksmith - Hastings Locksmiths: tel 01424 432882

APPLIANCES (cookers, electrical hobs & washing appliances) –

Anthony of Anthony's Appliance Repairs:
tel 01424 400159 / 07970 053417

Roofing / External - Gary of Hastings Roofing:
tel 07971 601664



PLEASE REMEMBER -

The Park Lane Group offices close at 4pm on Thursday 22nd December and will re-open on Tuesday 3rd January 2017.

On behalf of all the team at The Park Lane Group we wish you a very merry Christmas and a happy New Year.