

Welcome to our Winter update. In this issue we cover some important home maintenance reminders. Please also familiarise yourself with your property manual which contains further information. A copy can be viewed on our website. And do contact us if you have any property-specific queries.

Routine non-emergency matters can be reported online in our property maintenance section and our emergency contacts are detailed overleaf.

## OUR COMMUNITY NEWS

Supporting the communities around us is important to everyone at The Park Lane Group. This year we are proud to have met and helped all sorts of inspiring individuals, community groups and charities.

As well as our own crazy Soap Box Karting Challenge which raised £8,700 for local hospice and children's charities, we've sponsored people to do the Moonwalk, enter Race for Life events, provided kit for a rugby club, and more. This month, we've supported Save the Children's Christmas Jumper Day and we are focusing on homelessness.

Absolute Angels is a small group of volunteers that provides year-round support and donations to homeless people in Eastbourne. We were humbled to speak with them and proud to help with the provision of 30 sleeping bags and a £1000 donation. We are doing the same in the Hastings area with a small, locally-focused team.



## PROTECTING YOUR PARK LANE GROUP HOME

### BOILER BEHAVIOUR

Boiler breakdown and burst pipes can be a serious concern for us and you. In the winter, the risk and impact of any problem is more acute than ever, so let's work together to ensure you are prepared ahead of the cold winter months. As a landlord we service appliances every year. As a tenant, there are also a few steps you can take.

Do a visual inspection of your boiler and look for -

- A sudden drop in pressure
- Unexplained 'banging' noises
- A leak coming from the boiler

**Note** – if your heating thermostat is not working please check if the batteries need replacing. This is the

most common reason for blank screens on digital thermostats.

### Prevent burst pipes –

- Maintain a minimum heat level of 15°C
- Turn the water off at the mains or get someone to check on your home if you're away
- Leave cupboard doors open under the kitchen sink & bathroom cabinets to prevent frost damage & allow warm air to circulate around the pipes

### If you have a frozen pipe –

- Use a hot water bottle or warm towels to thaw pipes slowly rather than direct, extreme heat which could cause permanent damage or risk a fire

### If you have a burst pipe –

- Turn off the mains water supply immediately
- If the flow doesn't stop, drain the cold water storage tank by running the cold water taps in the bathroom
- Do not run taps or use any hot water & turn off your heating system
- Contact our maintenance team

**Tip:** Refer to your Property Manual to familiarise yourself on the location of your stopcock and how to shut off your water supply should you need to in an emergency. Please contact our maintenance team if your stopcock is not working properly.

continued overleaf...



## COMBATTING CONDENSATION

Condensation occurs when warm, moist air produced by every day tasks reaches a cold surface. Washing or drying clothes, cooking and showering can all contribute. Here's how you can prevent it.

- Never dry wet clothes on radiators or heaters
- Cover saucepans when cooking to limit the steam
- Ensure extractor fans are working efficiently & always used
- Leave your heating on a constant low heat
- Keep window trickle vents open permanently
- Clean away any mould spots caused by condensation to prevent further spread

## DOWNPIPES & DAMP

Autumn 2019 is recorded as England's fifth wettest, with 348mm

of rainfall. Whilst we didn't experience the extent of rainfall that the Midlands endured, it nevertheless seemed relentless. Ongoing, persistent rain can cause real problems in buildings. If you spot damp (rather than condensation) please notify us.

### Help prevent damp –

- Ensure gutters remain clear
- Keep drains free from leaves and debris

## FIRE FIRE!

Be aware of fire hazards in your home. Taking simple precautions can mitigate the risk to you and your belongings so please take a minute to read through our fire safety tips and act on them. If you have any concerns, please speak with a member of our team.

- Test smoke alarms weekly – refer to your Property Manual

- Keep decorations away from heaters, fireplaces & candles
- We do not advocate the use of candles in your home – if you do, ensure they are sited safely & not left unattended at any time
- Switch off & unplug appliances that are not in use
- Do not overload extension leads & plug sockets

## ARE YOU INSURED?

Please check you have adequate contents insurance. Building structures and landlords contents are insured by The Park Lane Group, however your own home contents and personal possessions are not covered. We strongly recommend you obtain your own contents cover. You will be responsible for all costs if adequate insurance is not in place, along with direct and indirect costs for any fixtures and fittings of The Park Lane Group.

**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

**Electrician – Mike of D F Thorne Electrical:**  
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:** 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