

WINTER 2020-21 NEWSLETTER



Our Winter Newsletter brings an update on some of the measures we have in place surrounding home visits currently, along with property maintenance tips and details of our emergency contacts.

Please be advised that our offices continue to remain closed to visitors for the time being. However, you can contact us in the normal way via email or telephone. Maintenance matters should continue to be reported on our website and for any emergency issues please refer to our emergency contacts overleaf.

HELPING US ALL STAY SAFE

Our staff and contractors are taking additional hygiene precautions as they conduct home visits. We are maintaining a social distance and carrying cleaning equipment for use on entrance and exit and would ask you to help us all stay safe too.

Please ensure internal doors to access boilers, fuse boards and meters are left open so that we can

minimise contact. If you can, please also leave windows open in areas we need to enter to maximise ventilation.

If you or members of your household are unwell or self-isolating due to Covid-19 please inform us immediately if we have recently visited or are due to.

OUR COMMUNITY NEWS

In 25 years we've all seen many changes. But for one of our tenants, her home in St. Leonards is a reassuring constant.

Tina has been a tenant of The Park Lane Group since 1995, so it was lovely to surprise her with champagne and flowers to mark this milestone.



Every year The Park Lane Group's Community Commitment programme sees us donate to and support as many individuals, charities and community groups as we can. Towards the end of 2020, we marked the British Legion Poppy Appeal in our own unique way

with a huge display of poppies and donated £2,500 to the Appeal. We also remembered our ancestors who served in WW1 and WW2.

Joe Wicks also motivated us to donate £10,000 to Children in Need as we followed his gruelling 24hr workout for Children in Need and exercised with him (virtually). We look forward to reaching out to many more people and organisations during 2021.



PROTECTING YOUR PARK LANE GROUP HOME



THE
PARK LANE GROUP

BOILER BEHAVIOUR

Boiler breakdown and burst pipes can be a serious concern for us and you.

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 min 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 to allow warm air to circulate around pipework

If you have a frozen pipe –

- Use a hot water bottle or warm towels to thaw pipes slowly

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
- 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.

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

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 and take simple precautions to mitigate the risk to you and your belongings. 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.

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

IMPORTANT – If a listed approved contractor is not available, please source your own contractor. If the callout is NOT an emergency, you may be responsible for the costs incurred.