Reporting Repairs Over the Holidays

After a topsy-turvey year this Christmas is going to be like none people have experienced for some time. Here at Grisdales we want to make sure everyone in our rental properties stays warm and safe every day, especially during the festive holidays. With the start of the holiday period just a week away, it is time to prepare our homes for the winter break.

## Are your boilers and radiators working as they should?

With boilers being the most commonly reported appliances in rental properties in the UK, we hire qualified engineers to conduct regular checks for you. This doesn't mean that between inspections, you can't carry out simple checks for signs of damage. If a fault is caught early, it is usually easier and quicker to resolve. More importantly, you will avoid unnecessary outages over the holidays when the weather is severe, and engineers are scarce.

7 simple tips to winter-proof your property

Heating
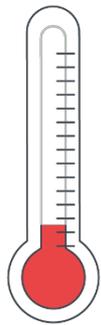
- Check the pilot light for your boiler is on

- Your gas safety certificate should be valid and updated annually. Make sure to check with your Property Manager if the certificate has expired.

- Fireplaces and chimneys should have been cleaned before you moved in. But if you are resident for an extended period of time, please check if they are clean and clear.

- Check radiators are working correctly. If you need to bleed radiators you can either do this yourself or request a professional to do it for you

Plumbing
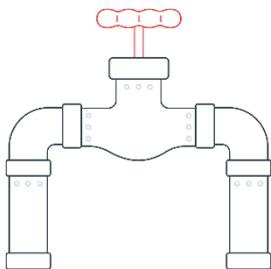
- Make sure pipes are insulated, especially pipes in the loft or outside the premises

- Check the stopcock is working

- Make sure pipes are clear

How to report repairs over the holidays

If your property suffers any damage, please make sure you report the issue via our online portal as soon as possible. You can report issues 24 hours a day at:

https://www.grisdales.co.uk/tenant-maintenance/

Prioritising repairs

Based on our experience, there are fewer contractors working over the holidays and they are especially scarce on core days such as December 24 and 25 (Christmas Eve and Christmas Day). We will resolve your issues as quickly as we can. However, due to the reduced availability of contractors, urgent issues, such as broken boilers and radiators, will be prioritised. All other repairs, if left unresolved, will be dealt with as quickly as possible following the festive period.

Emergency repairs

If your property suffers any emergency damage **outside** of our Christmas business hours, please report the issue to the relevant emergency contractor:

PLUMBER	WHITEHAVEN	Bluebell Boilers	07399 861 415
	COCKERMOUTH	North Lakes Plumbing	07919 484520
ELECTRICIAN	WHITEHAVEN	LGS	07824 627 158
	COCKERMOUTH	Paul Russell Electrical Services	077962 30055
DRAINAGE	WHITEHAVEN	Unblock Cumbria	01900 870140
	COCKERMOUTH	SK Drainage	07778 632 334
LOCKSMITH	WHITEHAVEN	Dave Longcake	07771 694920
	COCKERMOUTH		
ROOFER	WHITEHAVEN	John Hunter	07764 357 812
	COCKERMOUTH	Stephen Lister Roofing	07867 818 330
GENERAL	WHITEHAVEN	Mark Abbot	07713 646 723
	COCKERMOUTH		

Designed by:

Fixflo | *The Best Way to Manage Repairs and Maintenance*

If you are unable to contact one of our contractors outside of our business hours, you may instruct a qualified contractor of your choice. Do note, if the repair is not an emergency (i.e. could wait until normal business hours) and a contractor is called out, you may be charged the contractors fee.

Our business hours during the festive period:

Monday	21st	December 2020	09:00 - 17:30	
Tuesday	22nd	December 2020	09:00 - 13:00	Staff Training pm
Wednesda	23rd	December 2020	09:00 - 17:30	
Thursday	24th	December 2020	CLOSED	
Friday	25th	December 2020	CLOSED	
Saturday	26th	December 2020	CLOSED	
Sunday	27th	December 2020	CLOSED	
Monday	28th	December 2020	CLOSED	
Tuesday	29th	December 2020	09:00 - 17:30	
Wednesda	30th	December 2020	09:00 - 17:30	
Thursday	31st	December 2020	09:00 - 17:30	
Friday	1st	January 2021	CLOSED	
Saturday	2nd	January 2021	CLOSED	
Sunday	3rd	January 2021	CLOSED	
Monday	4th	January 2021	RESUME NORMAL HOURS	