Dear Tenant,

**WINTER NOTES FOR YOUR PROPERTY**

The Christmas break is fast approaching and most of you will be going home for some or all of the holiday. This is to remind you that you still have responsibilities in your rental properties whilst you are away please read through the information below carefully:

1. **CONTINUE TO PAY YOUR RENT**
   Despite the fact that you have gone back home your rent liability continues. Please ensure that January's rent is received on the 1st of the month - those of you without standing orders need to consider this and either set up a standing order or pay in advance.

2. **HEATING**
   Please do not turn off your heating whilst you are away. We recommend that the heating is left on for several hours in the morning and several hours in the evening and if the weather is likely to be very cold left on all the time on 15 degrees. We want to avoid the chances of any frozen pipes over your holidays as this is a tenant's responsibility to pay for any damages. You will also need to ensure all windows are shut and the loft hatch left open to aid warm air circulation around pipes in your loft spaces.

3. **SECURITY**
   Please ensure that your properties are fully secured for your holidays. Doors should be double locked where appropriate and windows need shutting and locking if you have window locks. Please make sure any valuable items left in the property cannot be seen when looking through ground floor windows.

4. **OPENING HOURS**
   Please see our opening hours for the festive period:
   
   December 24th – Open 9.00am to 1.00pm  
   December 25th - CLOSED  
   December 26th - CLOSED  
   December 27th - CLOSED  
   December 28th – Open 9.00am to 1.00pm  
   December 29th – Open 9.00am to 12.30pm  
   **December 30th – CLOSED**  
   December 31st – Open 9.00am to 1.00pm  
   **January 1st – CLOSED**  
   January 2nd – Normal Hours

Please note that during the festive period we will be running a reduced team of contractors as they have holidays too! **PLEASE NOTE DURING TIMES THE OFFICE IS CLOSED WE WILL ONLY BE TAKING EMERGENCY CALLS ONLY**
5. EMERGENCY CALLS
In the case of a genuine emergency please call 07795 187452 this will direct you to the member of staff on call. If you call is not answered immediately please leave a message, property address, name and contact number and we will get back to you as soon as possible.

We identify an emergency as any of the following:
- NO HEAT
- NO HOT WATER
- NO POWER
- MAJOR PLUMBING ISSUES
- FLOODING
- MAJOR LEAKS

Common examples of problems that are NOT emergencies are:
- ANY FAILURE OF A KITCHEN APPLIANCE
- MINOR LEAKS THAT ARE NOT AROUND ELECTRICS
- A PROBLEM IN A BATHROOM OR TOILET WHERE THERE IS MORE THAN ONE IN THE PROPERTY.
- LOCKOUTS - WE WILL RESPOND BUT YOU WILL HAVE TO PAY ANY CONTRACTORS EXPENSES.
- INDIVIDUAL LIGHT BULBS NOT WORKING

PLEASE ENSURE THAT YOU KNOW WHERE YOUR ELECTRICAL FUSE BOARDS, GAS METERS AND WATER STOPCOCKS ARE IN THE EVENT OF AN EMERGENCY.

Please also find attached a leaflet about ways to avoid damp and mould which is important especially at this time of year.

We hope that you all have a Lovely Christmas and New Year, please phone up if you have any questions or are worried about anything.

Very Kindest regards

NOPS Team

www.nops.co.uk
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