



Newsletter Xmas 2008



SEASON'S GREETINGS

Hi and welcome to our Christmas newsletter.

Please keep this in a safe place as it contains useful information, which you may need over the festive period. I have enclosed this years Annual Report in diary format, which I hope you will make use of throughout the year. On behalf of the Committee of Management and all the staff at Larkfield Housing Association I wish you and your family a happy and peaceful Christmas



RENT FREE WEEKS

All tenants should note that the rent-free weeks over the festive period are 22nd & 29th December

2008. Please remember that if you have fallen into arrears with your rent account you must continue to make payments over this period in line with any agreement you have made to clear your arrears. If you are concerned about your rent payments please contact a member of the Housing Management Team.



Office Closing Hours

During the festive season our office will close at **12:30pm on**

Wednesday 24th December 2008 and reopen at 9:00am on Tuesday 6th January 2009. If you have an emergency

during this period please use the telephone numbers on the frost precaution leaflet overleaf.



REPAIR PRIZE DRAW

The winner of the £20 Tesco Gift voucher for Aug/Sept is Patricia Proudfoot, 55 Caithness Road. and

for Oct/Nov is Edward McQuillan, 9 Cambridge Road. **Congratulations** to our 2 winners. Please remember to return your repairs receipts to ensure your entry into the next prize draw.

Puzzle

The winner of September's wordsearch is Cara Turner of 26 Lothian Road, who will receive a £10 tesco voucher for all her hard work.



MERRY CHRISTMAS & HAPPY 2009!

Have a really peaceful time and be a good neighbour

Larkfield Housing Association, 14 Lothian Road, Greenock, PA16 0PG

Tel: 01475 630930 / Fax 01475 636111 Email: info@larkfieldha.org.uk Web www.larkfieldha.org

Office opening hours: Monday, Tuesday, Thursday & Friday, 9:00am to 12:30pm & 1:30pm to 4:00pm

Wednesday: 9am to 12:30pm Closed Wednesday afternoon.



DON'T BE CAUGHT OUT THIS WINTER FROST PRECAUTIONS

Winter is upon us again and we would like to provide a general reminder to all householders on how to prevent burst or frozen pipes, what to do if you go on holiday and what you should do should a problem arise.

HELP PREVENT PROBLEMS

- Keep your home reasonably warm. Even if there is no one in your home during the day, in the very cold weather it is always better to leave your heating on at a low temperature.
- Never leave a tap dripping. If you have a dripping tap you should report it immediately.
- When it is very cold it is always better, if possible, to open the hatch to the roof space. This allows the warm air to circulate and helps to prevent frozen pipes in your roof space.
- Find out where your stop valve is located, so that you can turn off your water should a burst pipe occur.
- Check the insulation around your pipes and water tank. If there is none or a section is missing you should report this immediately.



If you are going away

- Do not turn the heating off. During the very cold weather it is always better to keep your heating on, even if it is only at a low temperature.
- Leave a key with a friend, relative or neighbour and, if you are a tenant, tell us who the key holder is. If you do not wish to tell us who the key holder is, leave the emergency telephone numbers with the person who has your key. Also ask them to visit your home regularly i.e. once a day, in order to check that everything is ok.

Frozen Pipes

You should inform the Association immediately. You will be given advice about what to do. Please remember that it is not always necessary for a tradesman to call. Frozen pipes can often thaw out naturally once the temperature rises.

Burst Pipes

- Turn off the water supply at the main stop valve.
- If the water is near any electricity supply, turn off the electricity at the main fuse box. If you are unsure turn your electricity off.
- Switch off any water heaters, immersers or boilers.
- Turn off your central heating boiler
- Turn on the cold taps. **NOT THE HOT TAPS**
- You should inform the Association immediately. If it is out with normal working hours phone the emergency call-out number
- Warn neighbours, especially if you live in a flat.



Tenant Emergency Telephone Numbers

GENERAL EMERGENCY REPAIRS – CARILLION PME – 0845 930 3031

GAS REPAIRS – QUALITY GAS – 01475 788080



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