

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.

Agnes McMillan, Chairperson



Rent Free Weeks

All tenants should note that the Rent Free Weeks over the Christmas Period are **24th December and 31st December 2007**. Please remember that if you have fallen into arrears with your rent account you must continue to make payments in line with any agreement you have made to clear your arrears.

Office Closing Hours



During the festive season our office will close at **4:00 pm on Monday 24th December 2007** and reopen at **9:00 am on Friday 4th January 2008**. If any of our tenants have an emergency during this period please use the telephone numbers on the Frost Precautions leaflet - see overleaf.



Repair Prize Draw

The winner of the £20 Voucher for Aug/Sept is Ms B McLeod, 56 York Road and for Oct/Nov is Mr J McCann, 212 Cumberland Road.

Congratulations to our two winners.

Please remember to return your repair receipts to ensure your entry to the next prize draw.

Merry Christmas & Happy 2008

[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 and Friday, 9:00am to 12:30pm and 1.30pm to 4:00pm
Wednesday 9:00am to 12:30pm Closed Wednesday Afternoon

DON'T BE CAUGHT OUT THIS WINTER



Frost Precautions

Winter is almost 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 tenants 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 tenants 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 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 keyholder is. If you do not wish to tell us who the keyholder 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

Tenants 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.**
- Tenants should inform the Association immediately. If it is outwith 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

