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## MSE CHRISTMAS OFFICE HOURS, WINTER PRECAUTIONS AND EMERGENCY ARRANGEMENTS

With the onset of winter there are specific additional responsibilities that apply to tenants. The purpose of writing is to politely remind you about these and to give other information concerning the Christmas holiday.

To cover the days when the office is closed over the Christmas period, and on other occasions throughout the year, an emergency service is available. Details of the emergency contacts are shown overleaf. Please may we emphasise that this facility should only be used in the event of a **genuine emergency arising outside our office hours**.

During our normal office hours for the Property Management Department of 9am to 5.30pm on Monday to Friday, any repairs, requests for services or queries relating to the property should always be routed through ourselves **MSE (01483 504200 - Select Option 3)**. Our opening hours for the Christmas period are attached and will also be shown shortly on our website: [www.mseproperty.com](http://www.mseproperty.com)

The cold weather brings with it the risk of burst pipes. Your Tenancy Agreement gives specific instructions with regard to leaving the property empty for more than 48 hours. If you require any guidance about leaving the property empty, please contact the office.

Whether you are going away or not, it is advisable to prop open the loft trap (if applicable) during very cold weather. Where lofts are lagged, pipes can still freeze, even when the living accommodation below seems warm.

Please remember that you are responsible for the upkeep of the garden, despite the deteriorating weather and that it is an important part of looking after the property to keep this tidy in the same way that you would the house or flat itself. This responsibility will obviously not apply to your property if there is no garden or where the gardens are communal and regular maintenance is arranged by us on behalf of the Landlord.

Hopefully, no emergencies will mar the Christmas period. Please accept our early best wishes for Christmas and the New Year.



**Paul Chilton**  
**Head of Property Management**

**EMERGENCY NUMBERS FOR OUTSIDE  
NORMAL OFFICE HOURS**

GAS BOILER/CENTRAL HEATING EMERGENCIES	Mark Strudwick Or Mark Foster Or Martin Lake	07968 292814  07709 790289  07860 683178
GAS ESCAPE	Call National Grid UK (formerly Transco)	0800 111 999
TOTAL ELECTRICITY FAILURE	Call your Electricity Supplier	
FOR ALL OTHER GENERAL EMERGENCIES	Nick Eagleton Or Ian Storr (IHC)	07947 359691  07702 850655

Please note that the contractors listed are not employed by MSE and will give advice/ respond on an 'as available' basis. It may be necessary to try more than one of the contractors in the event of an emergency, leaving a message if requested.

**Christmas Opening Hours 2011 – To be advised**