



Reporting Repairs Over the Holidays

As the holidays approach, we're not just reminded to go home for festive celebrations. Here at Alexander & Co, we want to make sure everyone in our rental properties stays warm and safe every day, especially during the festive season. With the start of the holiday period just weeks away, it's 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's 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.



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Alexander & Co is the trading name of Alexander & Co Property Services Limited. Registered Office: Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF Company Registration No. 07205934 VAT number 123 3997 07



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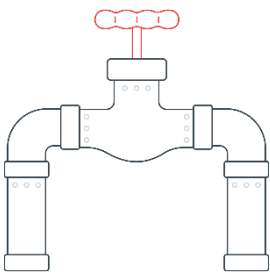
7 Simple Tips to Winter-Proof Your Property

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 you believe the certificate has expired
- Fireplaces and chimneys should have been cleaned before you moved in, but if you are resident for an extended period, please check if they are clean and clear
- Check your 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 at your cost

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



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How to Report Repairs Over the Holidays

If your property suffers any damage at any time, 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.alexanderandco.co.uk/report-maintenance-issue>

Our business hours during the festive period:

Dec 24, 2019: 8:30 – 13:00

Dec 30, 2019: 10:00 – 16:00

Dec 25, 2019: Closed

Dec 31, 2019: 9:00 – 12:00

Dec 26, 2019: Closed

Jan 1, 2020: Closed

Dec 27, 2019: 10:00 – 16:00

Jan 2, 2020: 8:30 – 18:00

Dec 28, 2019: 10:00 – 16:00

Prioritising Emergency 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.

Alexander & Co wishes you, and your families, a very Merry Christmas, and a Happy New Year!



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