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Mayfair  
London W1K 3JB  
Tel: 020 7629 6457

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Middlesex HA8 7AB  
Tel: 020 8731 5880

**Cheshire Office:**  
No 1. Royal Mews  
Gadbrook Park  
Cheshire CW9 7UD  
Tel: 01606 351 351



## Seasonal Greetings and a Happy and Prosperous New Year from all at Fifield Glyn



### Seasonal Opening Times 2015

The office will close at 1.00pm on Thursday 24th December 2015 and re-open at 9.00am on Tuesday 29th December 2015.

The office will close for New Year on Thursday 31st December 2015 at 1.00pm and re-open on Monday 4th January 2016 at 9.00am.

### Out of hours Emergency Contact Number

If you have a genuine emergency during the festive period, please telephone

**0345 600 7875**

Please note that works to individual flats will be chargeable.

## Residential Lettings – Airbnb

In the last few years there has been a boom in social travel sites including Airbnb and Wimdu which link travellers with people willing to rent out their spare room or entire home. AirBNB may breach insurance terms and by subletting even for a matter of days only, this may invalidate insurance cover. It may also be in breach of your lease, planning use and compromise security. Call your Property Manager if you are concerned.

## Insurance Risk Management

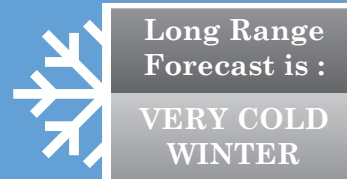
### *Prevention is better than cure when it comes to burst pipes*

If you are going away, please ensure your property is kept warm and if you have a loft hatch please keep it open to allow good ventilation.

Find out where the stop tap is located as this is the first thing needed to stop water escaping if a pipe bursts. Check insulation and lagging on any water pipes and tanks. Don't forget any pipes outside or in a loft. If you are away does anyone locally have a key in case of emergency and, if so, please let us know the details.

Water leaks from Residential flats make up the largest proportion of insurance claims. Help us to try and keep claims and disruption to a minimum and assist in keeping premiums competitive.

[Read more...](#)



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Email: [all@fifieldglyn.com](mailto:all@fifieldglyn.com)

[www.fifieldglyn.com](http://www.fifieldglyn.com)

# Online Fault Reporting



For your convenience you can now report maintenance and repair issues via the website by simply going to the **Residential Page**, clicking on the 'Report a Fault' logo and logging the particular item. It is available in 40 different languages.

For further information on our Online Fault Reporting tool please **CLICK HERE** to view our website.



Below are the 5 easy steps to report your fault:

- 1 - Select the fault from the various categories
- 2 - Add any photographic evidence of fault
- 3 - Complete the property address details
- 4 - Fill out your contact details
- 5 - Confirm and send

Once we receive the fault report we will deploy the relevant contractor, who will endeavour to resolve the issue as quickly as possible.



**All EMERGENCIES must continue to be reported to us by telephone.**



## Invoices and Statements by email

If you prefer we are now able to email these to you instead/as well as posting. Please email [jayne.morgan@fifieldglyn.com](mailto:jayne.morgan@fifieldglyn.com) in the Accounts Department. Please indicate your name and property.

## Change of Contact details

Have you changed your land line, mobile number, correspondence address or email? If so, please could you notify our office of these changes to [jayne.morgan@fifieldglyn.com](mailto:jayne.morgan@fifieldglyn.com)



**Out of hours**  
**0345 600 7875**



[www.fifieldglyn.com](http://www.fifieldglyn.com)