

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



Seasonal Opening Times 2021

The office will close at 1.00pm on
Friday 24th December 2021 and re-open
9.00am on Wednesday 29th December 2021.

The office will close for New Year on
Friday 31st December 2021 at 1.00pm and
re-open Tuesday 4th January 2022 at 9.00am.

Report a fault or repair request online



We have a commitment to resolve issues quickly and reliably. This online system helps us to receive the information in order to understand and resolve the fault. It allows you to upload photographs which may assist contractors with repairs.

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

Portal Login

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. If you wish to report by telephone then please use the dedicated fault reporting number of 01606 533 443 during normal working hours and 0345 600 7875 for out of hours emergencies.

**ALL EMERGENCIES MUST CONTINUE TO BE
REPORTED TO US BY TELEPHONE ON 0345 600 7875**
AN EMERGENCY IS SOMETHING THAT CANNOT WAIT UNTIL THE NEXT WORKING DAY



New Portal - My-FG

In early 2022 Fifield Glyn will be launching a brand new customer portal, My-FG. This will provide you with all the information you need about your property and the building in general. It will also let you see your service charge and ground rent statement, allow you to make payments as well as report repairs. We will be in touch again in 2022.

Gas Safety

Do you have gas fired central heating in your home?

If so when was the last time you had your boiler checked and serviced?

Boiler manufacturers recommend that you have an annual service and safety check carried out on your boiler. Regular inspections and servicing will not only make sure you and your family are safe but also ensure your boiler works efficiently. Any servicing should be carried out by a Gas Safe Registered engineer. Further details can be found at www.gassaferegister.co.uk



In lieu of sending Christmas cards this year, we have donated to charity; The Neuro Muscular Centre, Cheshire and The Westminster Homeless Partnership (WHP), London.



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...](#)

Are You Up to Date?



Do we have your correct contact details on our records. If you are not living at your property do we have an alternative address for you? Have you changed your telephone number or email address recently? Please let us know if any of your details have changed by emailing customerservice@fifieldglyn.com



**Agency, Asset Management, Building Services,
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Email: customerservice@fifieldglyn.com

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