

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



### Seasonal Opening Times 2022

The office will close at 1.00pm on  
Friday 23<sup>rd</sup> December 2022 and re-open  
9.00am on Wednesday 28<sup>th</sup> December 2022.

The office will close for New Year on  
Friday 30<sup>th</sup> December 2022 at 1.00pm and  
re-open Tuesday 3<sup>rd</sup> January 2023 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.

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

**Portal Login**

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



## MyFG – our customer Portal

We are proud of our customer portal which we launched earlier this year. It provides you with your property and general building information along with allowing you to report repairs. You can access your service charge, ground rent statements, and make payments. If you have recently moved to your building and haven't set up access to your My FG portal, you can [HERE](#)

## 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](http://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](mailto:customerservice@fifieldglyn.com)



**Agency, Asset Management, Building Services,  
Dispute Resolution, Leasehold Enfranchisement,  
Property Management & Valuations**

**Email: [customerservice@fifieldglyn.com](mailto:customerservice@fifieldglyn.com)**

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