

11 St George Street  
Mayfair  
London W1S 2FD  
**Tel: 020 7629 6457**

7/9 Oxford Court  
Bishopsgate  
Manchester M2 3WQ  
**Tel: 0161 839 2444**

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



## Seasonal Opening Times 2024

Tuesday 24<sup>th</sup> December – 9:00am – 13:00pm

Wednesday 25<sup>th</sup> December – **CLOSED**

Thursday 26<sup>th</sup> December – **CLOSED**

Friday 27<sup>th</sup> December – 9:00am – 17:30pm

Monday 30<sup>th</sup> December – 9:00am – 17:30pm

Tuesday 31<sup>st</sup> December – 9:00am – 13:00pm

Wednesday 1<sup>st</sup> January – **CLOSED**

**Our offices will re-open as normal on  
Thursday 2<sup>nd</sup> January 2025**



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



**ALL EMERGENCIES MUST CONTINUE TO BE  
REPORTED BY PHONE ON 0345 600 7875**



## 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 we will deploy the relevant contractor, who will endeavor 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 533443 during normal working hours and 0345 600 7875 for out of hours emergencies.



## 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)

Founded 1975

Fifield Glyn Ltd. Registered Office: No. 1 Royal Mews, Gadbrook Park, Cheshire CW9 7UD. Registered in England No. 2205316  
A list of Directors, Consultants and Staff can be found on our website. VAT No. GB 480 2723 56.



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



Agency | Asset Management | Building Services | Dispute Resolution | Leasehold Enfranchisement | Property Management | Valuations

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## My-FG (Our Customer Portal)

MyFG Customer Portal 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 in and haven't set up access, you can [HERE](#)



## 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.



**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**



## 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, we have donated to charity; The Neuro Muscular Centre, Cheshire and The Westminster Homeless Partnership (WHP), London

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