

Spring Advisory 2024



With spring upon us, it's time to start mowing the grass again if you haven't already started, and we get some sun! Any tenants with private areas of lawn are reminded to please mow the grass regularly, clear any winter debris such as moss and leaf litter and have a general garden tidy.



As we get towards the better weather, the pollen count will inevitably increase. As we live in a rural area and some communal areas are surrounded by trees and fields please ensure you have enough stock of any hay fever medication you may need. Our garden team are now mowing the communal areas too!



We will endeavour to visit all properties again in the next few weeks to assess any maintenance requirements. If you see anything that needs reporting, please contact the office so that it can be added to the job list ready for these visits.



WINDOWS

As we go into spring and summer, please ensure that you are ventilating your homes by leaving the windows ajar (when safe to do so) to prevent condensation building up. If you have security locks/trickle vents, please use them regularly to let the fresh air circulate.

Being neighbourly

In properties with communal gardens, you will no doubt see more of your neighbours enjoying the sunshine over the next few months. Why not take time to get to know your neighbours if you don't already! Please ensure that you are neighbourly at all times - don't be a litter lout if you are eating in the garden, or play loud music, or smoke others out with a barbecue. Also, please ensure you take care with your refuse and recycling and don't leave it to other residents to sort.



EMERGENCY?



May we please remind you that we have an out of hours emergency service, should the need arise, which can be accessed by calling the office on **01539 721626 between 5pm and 9am or on Bank Holidays and weekends**. You will be diverted through to the LRM personnel on call, who will assess and prioritise the call.

If you are intending to leave your property vacant for any length of time to go on holiday we recommend that you turn off the water at the main stopcock and leave your heating on a very low temperature (10-12 degrees) to maintain an ambient temperature in your property. Older properties especially get cold very quickly.



SECURITY

If you're going away for an extended period, a visible build-up of post on your doormat tells burglars your home is a soft target. Give a key to a friend, relative or neighbour who can collect it all and store it for you until you return.

If you're spending a sunny afternoon in the garden (soon we hope!) please listen out for anyone approaching the front of the property that perhaps you may not be able to see.

Never leave a door or window open that you can't keep an eye on. It's an open invitation to intruders, and even if you have a good home insurance policy, the insurer might refuse to pay out if there was no physical break-in.



Smoke detector safety

Please continue to check all of your smoke/heat and CO2 detectors. It is a Tenant obligation to change batteries when necessary. If you have communal sensors linked to a panel then these are maintained by FTS so please do not tamper with these.

There are about **37,000** house fires a year in the UK, the majority of which are caused by electrical equipment misuse, mainly cooking appliances.



RECYCLING / REFUSE

Can we please remind all Tenants to recycle their refuse sensibly and responsibly in the correct receptacles? If unsure please check the following sites for advice.

www.westmorlandandfurness.gov.uk/bins-and-recycling

www.copeland.gov.uk/section/waste-and-recycling

www.eden.gov.uk/bins-and-recycling/household-refuse

Please report all faults with your heating or hot water system to us in a timely manner so that we can action a repair as soon as possible and ensure that an appropriate engineer can be made available. We will contact you automatically when your annual service is due (if gas or oil are present).



Finally, office news...

Some of you may have already spoken with Clare Browne on Reception at Maudlands. She is our new Office Manager and Receptionist replacing Julie Stones who retired last year. Clare assists with Health and Safety too and is the first point of call for maintenance queries at the office.

We have recently recruited a new Health and Safety Manager and she is due to start with us in the next couple of weeks. She will no doubt be out and about at sites with Stuart Hunter through the summer.

Should you need to call into the office, Andrew Butterfield (Property Estates Manager) and Sara Williams (Property Lettings Manager), have relocated to a new property and lettings office at 130 Stricklandgate. We would be very happy to see you if you are passing by. The kettle is usually on!

We have recently updated our website and our property lettings page now has a link for a CONTACT US form so you can use that rather than calling us if you have any non-urgent queries, and you would rather fill out a form online. There are also some FAQ and handy links that you may find useful on the page as well as available properties in the portfolio. We welcome any feedback.

<https://www.lakedistrictstates.com/lettings/>