

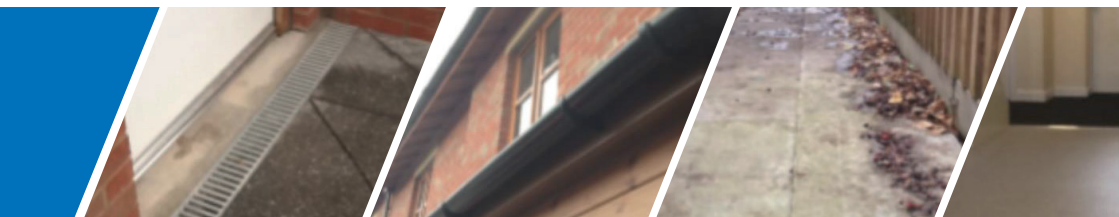


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Hints & tips
for your home
this **winter**

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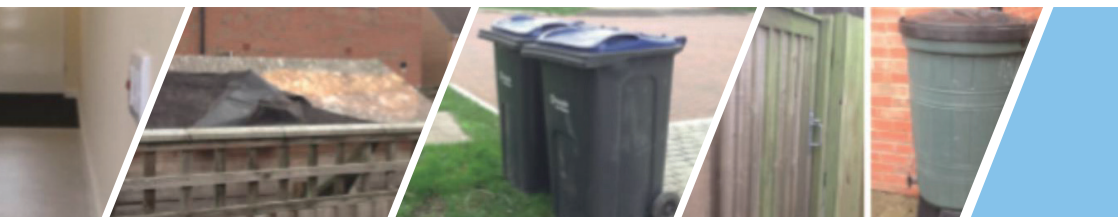
- Take the time to isolate your outside tap to prevent it freezing. Most often, the valve can be found under the sink in the kitchen or behind the basin in the downstairs toilet. If you don't isolate your tap and it freezes you will be recharged for the repair and the damage caused
- Ensure you keep the gullies and drainage channels adjacent to your home clear of debris, especially leaves and weeds. This will help prevent them from becoming blocked which could cause rainwater to enter your home
- Maintain the heating in your home at a constant temperature as this is more cost effective. If you are going away, leave the heating on a lower temperature rather than turning it off completely
- It may be a good idea to turn your boilers on a bit earlier than normal to ensure that they are in working order for the winter
- Remove leaves and debris from your paths and lawns. This will prevent possible trip hazards and reduce the likelihood of the grass dying back. Avoid walking on soft garden areas when they are wet or frosty in order to prevent them getting muddy or boggy
- Take care when walking outside as paths and driveways can become slippery. To avoid any accidents, keep footpaths and driveways outside your home clear. Using Salt or grit (if available) is the most effective method. If it snows, ensure drifts are removed from against your home
- It's important you secure your bins neatly to prevent them blowing over in the high winds. Only place bins out for collection on the morning the collection is due to take place. Be sure to check your local authority for collection days over the holiday period as these may differ from normal collection dates
- Please keep your bin stores nice and tidy by putting all rubbish in the bins. If the rubbish builds up outside of the bins, Wiltshire Council may not collect this, meaning we would have to arrange collection resulting in increased service charges



- Autumn and winter are a great time to trim back hedges and shrubs in your garden. Take care when doing so and be sure to recycle the garden waste. If you require any more information regarding recycling green and garden waste, please contact your local authority
- If you have a water butt in your garden, it's advisable to partly drain it so, if it freezes, it's less likely to split when the water expands.
- It's important you secure your garden gate. This will prevent it slamming in the wind, becoming damaged and causing a nuisance. If the gate does become damaged, you will be responsible for the cost of repairing it
- Take care of the garden shed as you are responsible for maintaining it. If the roof felt is damaged it will allow water to enter. This will damage the construction of the shed and most likely the items inside
- Please ensure you park your vehicle in your designated parking bay. Visitor spaces are reserved for visitors. Please always park courteously
- It's important that you secure your meter cupboard doors. This will prevent them slamming in the wind, becoming damaged and causing a nuisance. If the meter cupboard boxes do become damaged, you will be responsible for the cost of repair, so please make them secure
- Please do abide by COVID-19 guidelines and stay safe this winter
- Please report any Health Safety issues to our Helpdesk on 0333 400 8266, this could include trip hazards, faulty window restrictors or damage to communal areas.

There is plenty more information on our website to help maintain your home this winter, but if you have any queries please contact the PFI helpline below.

Please note that Caretaking Services will not be available between 2pm on 24 December 2021 and 4 January 2022. The Christmas and New Year period is a notoriously busy time but if you do have a genuine emergency please contact us on the number below. Please wait until the New Year to contact us regarding all non-emergency matters.



For any **queries**
or to **report a repair**
please use the following:

Help Desk phone number
0333 400 8266

General Enquires
PFI.Enquiries@aster.co.uk

Routine repairs
PFI.Repairs@aster.co.uk



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