

## **WINTER PROCEDURES AND FESTIVE PERIOD**

- **LOSS/THEFT OF KEYS**

If you lose the keys to your home you will be required to have the locks changed at your own cost and arrange for a key to be sent to Highland Housing Alliance. If your keys have been stolen this must be reported to the Police as soon as possible.

- **EMPTY PROPERTIES**

As per your tenancy agreement with the Highland Housing Alliance you must inform us in writing if you have plans to be away from the property for a period of 14 days or more.

- **ROADS**

It is usually determined by the Highland Council as to the order/priority that roads will be gritted.

- **GRIT BINS**

Grit bins will be filled up regularly by either the builder, factor or Highland Council. You will be responsible for the supply and grit to the pathways and driveways leading to your home.

- **FROZEN PIPES**

Please make sure that during the cold period the heating is on even if the property is vacant and any loft hatches are left slightly open to prevent frozen pipes. Leave your heating on at a low temperature to make sure the temperature is high enough to prevent the possibility of water pipes freezing.

- **OUTSIDE TAPS**

Please make sure all outside taps have been turned off and the water drained from the pipe.

- **COMMUNAL AREAS**

In order for the recent work carried out to the grassed communal areas to take for the summer of 2016 please avoid over use during the snow/frozen period which may lead to further damage.

- **POWER CUTS**

Keep candles, matches, blankets, a torch and battery powered radio somewhere handy in case of power cuts.

As per your tenancy agreement any repairs required to any property caused by a person/s are chargeable to the tenant.