

Dear resident

We are dropping you a line to tell you about some important issues affecting your tenancy with us, which we think you should know about.

## Christmas Opening Hours

Our offices close on Monday 24 December at 1 pm and reopen at 8:30 am on Wednesday 2 January 2019. For emergency repairs to your home please continue to call **0161 226 4211** for our out of hours service. For information during this time [visit our website by clicking here](#).

If you have an online account with us, please note that we will not be responding to enquiries until the office reopens.

## Tenant Survey

Every few years we carry out our Tenant Survey. We do this so that we can do two things:-

- \* firstly, take into account your views on how MSV is doing
- \* but also we need your feedback so we can make improvements

We would be very grateful if you could complete the survey below. The first link (purple) is for **MSV** customers, and the second link (green) is for **Mossbank** customers



## Help stop your pipes from freezing in the cold weather

There are some things you can do to help prevent the pipes at your home freezing up in a cold snap. Before cold weather sets in, you should:-

- \* Locate the main stopcock in your home for your water supply, and know how to turn it off. (It's often under the kitchen sink, but not always)
- \* Make sure you know how to turn off your electricity and gas supply in an emergency. Ask our staff or contractors if you are unsure
- \* Plug any gaps where there are drafts around doors etc
- \* Check exterior overflow pipes for leaks and report to us as soon as possible
- \* If you're leaving the property for an extended period of time turn off your stopcock and open the cold taps so that any water can drain away
- \* If you have an external tap, if you can, turn off the water supply to it (it should have its own stopcock) and open the tap so that any water can drain away

## What to do if your pipes do freeze...

- \* Turn the water off at the main stopcock so that any water can drain away and then open all cold taps.
- \* Attempt to contain water from radiators/pipes in a bucket or bowl.
- \* Pull back carpets and lay newspapers or towels to absorb water.
- \* You may use a hairdryer / hot water bottle to thaw the pipe. Take care to thaw one end of the frozen section and not from the middle.
- \* If electrics are affected, do not touch. Turn off electricity at the mains.
- \* Call our repairs service in an emergency.

You can contact our repairs service by

- ✓ Registering on 'My MSV Portal' on our website
- ✓ Downloading our app (search for msvhousing in the App store or the Google Play store)
- ✓ Emailing [repairs@msvhousing.co.uk](mailto:repairs@msvhousing.co.uk)
- ✓ Calling us on **0161 226 4211**



اگر آپ ترجمہ کرنا چاہیں تو براہ  
مہربانی رابطے میں لائیں

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