



## *FESTIVE PERIOD 2018....*

Now that the festive season is fast approaching, we thought it might be useful to inform you of our opening/closing times along with some more general information which might prove helpful.

The office opening times will be as follows: -

Monday	24 <sup>th</sup> December	9:00am - 12:00pm
Tuesday	25 <sup>th</sup> December	CLOSED
Wednesday	26 <sup>th</sup> December	CLOSED
Thursday	27 <sup>th</sup> December	10:00am - 2:00pm
Friday	28 <sup>th</sup> December	10:00am - 2:00pm
Monday	31 <sup>st</sup> December	10:00am - 2:00pm
Tuesday	1 <sup>st</sup> January 2019	CLOSED
Wednesday	2 <sup>nd</sup> January 2019	CLOSED

We will be back to normal office opening hours on Thursday 3<sup>rd</sup> January 2019. In the event of an **emergency** over the festive period, please initially call our office on **0131 550 3808** as there will be a specific mobile emergency number supplied on our office answer machine to assist you. You can also email us at [info@clouds.co.uk](mailto:info@clouds.co.uk) as all emails will immediately route through to our whole team on their handhelds.

You may also want to contact **Contract Heating** (boiler breakdown and/or loss of hot water) on **0131 458 3377** as they will endeavor to visit your flat the next working day of your call or any message left on their answering machine. Please ensure you leave a full message quoting the property address, explaining the problem and mentioning that you are one of our tenants. If your property is covered by any separate breakdown cover (eg Scottish Gas HomeCare), you should report any breakdown emergencies directly to the company concerned. Scottish Gas HomeCare can be called on 0333 200 8899. If you are unsure whether your property is covered or not, please contact this office as soon as possible. Other **emergency contacts** are available on our website [www.clouds.co.uk](http://www.clouds.co.uk) under the "Services for Tenants" link on the homepage.

If your rent is due over the period and you **DO NOT** have a Standing Order set up (you pay by cheque or cash for example), please arrange to credit our bank account directly by taking your rent to any Royal Bank of Scotland and quoting our details: account name Clouds, sort code 83-19-15 & account number 16216958. Please remember to ask the bank teller to put your name/property address next to your payment on your pay-in slip.

Lastly, if you are going to be away from your property over the period, please remember to leave your heating set to come on twice a day to prevent any problems and consider letting your neighbours know our details should any emergencies arise.

***MERRY CHRISTMAS & HAPPY NEW YEAR***  
***FROM US ALL***