



Please see below our Christmas opening hours and Winter information.

Whilst the office is closed, calls will be diverted. If the answerphone is reached this will be regularly checked.

Should you need to report an urgent or serious maintenance issue, please leave a message and we will endeavour to get back to you within 24 hours. 01403 210088

Please ensure you detail the nature of the problem and your contact number when leaving a message. Alternatively, you can email abie@linesandjames.com

Any minor maintenance issues can be reported via our website or on - maintenance@linesandjames.com

Please Note: When emailing the office regarding any maintenance issue either over the Christmas period or in the future, please ensure the property address is included in the subject header.

Our heating, plumbing and electrical contractors will be providing emergency cover on a make safe basis only.

THERE IS NO COVER ON CHRISTMAS DAY, BOXING DAY OR NEW YEARS DAY. THERE IS LIMITED MORNING COVER ON THE DAYS THE OFFICE IS SHUT AND BANK HOLIDAYS

Christmas Opening Hours:

24th to 28th December – Office Closed

29th and 30th December – Open 10am to 2pm

31st December - Office Closed

1st January 2026 – Office Closed

2nd January 2026 - Normal Hours Resume

Frost Protection

Under the terms of your Tenancy Agreement, it is your responsibility to protect the property from frost damage. From December to April should you be away from the property for 24 hours or more the heating should be set so a temperature of 12-15 °C is maintained.

Mould & Condensation

During the colder months, we receive a number of calls regarding damp and mould. This is normally caused by condensation and can be kept at bay with some easy steps. Please ensure you read the leaflet attached.

Wishing you a very Happy Christmas and Best Wishes for 2026.