

Hello and welcome...

... to the winter edition of the JPro Services Newsletter for 2016. We would like to thank all of our customers new and existing for their valued business over the last six months as we have been experiencing a sharp increase in growth over the last two quarters and have plans to continue expansion.

This has only been possible with your continued support and loyalty, we value each and every one of our customers and have no plans to stop providing the high standard of service you are used to. We are always working hard at JPro to be better for you. We hope you have a great holiday season and a wonderful Christmas, knowing that you are 'safe in our hands'.

Christmas Opening Hours at JPro

The office will close at midday on **Friday 16th December 2016** and will re-open on **Wednesday 4th January 2017**. Phones will be diverted to our out-of-hours service. Engineers will be contactable throughout this period on **0844 3350531**. Call-outs will be charged at double time as in previous years.

Festive security

What to do over the break, to make sure there isn't a 'break' in? Here are some top tips on how to stay safe at Christmas time and keep your home secure:

- 1** Firstly, burglars will look for an easy entry with good escape routes. So make sure you do not display your gifts in the front window so they are easily visible from the street. It's too tempting for them to smash the window and grab the wrapped packages.
- 2** Secondly, they may look for occupancy cues like outdoor lights burning all day, piled up newspapers, or advertising flyers. Use a light timer if you are away for the holidays and ask a neighbour to keep the front of your home clean of papers and debris.
- 3** Furthermore, intruders know to look for the hidden door key near the front entrance. So do not hide spare keys under rocks, in flowerpots etc. Instead give the spare key to a trusted neighbour.
- 4** Additionally, burglars prefer to enter through unlocked doors or windows. Sliding windows that are not secure can be seen from distance. One holiday problem can occur when exterior Christmas light extension cords are run inside through a window, preventing it from being secured. Hire someone to install an inexpensive exterior outlet for your holiday lights, so that access cannot be gained through this gap.
- 5** You should not post your family name on your mailbox or on your house. Burglars can call a directory to get your telephone number and call your home while in front of your house to confirm that you are away.
- 6** Do not leave descriptive telephone answering machine messages as burglars love to hear that they have plenty of time to break in.
- 7** Do not be explicit about your plans over Christmas on Social Media websites as these can also be a great source of information to the online savvy burglar!
- 8** After Christmas day, don't pile up empty gift boxes on the street for the bin man. Burglars appreciate knowing that you have expensive gifts inside for them to steal. Break them down or cut them up to conceal the items better. After a lucrative burglary, the chances of being burgled again are increased in order to steal the new replacement products.
- 9** Ensure your home is secure by installing an intruder alarm and/or a CCTV system. Prices for a basic alarm kit can start from as little **£600.00 + VAT**, with annual fees for most domestic properties costing just **£99.00 inc VAT**.

Fire safety over the festive period

Tips and advice

You should always:

- ✓ Check your Christmas tree lights carry the British Safety Standard sign.
- ✓ Make sure your family and visitors know how to escape in an emergency
- ✓ Make sure cigarettes are put out properly.
- ✓ Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.
- ✓ Take care around open fireplaces as clothes may catch fire.
- ✓ Take time to check on older relatives and neighbours this Christmas as they are at greater risk from fire.

You should never:

- ✗ Never place candles near your Christmas tree or materials that can catch light easily.
- ✗ Most fires start in the kitchen. Avoid leaving a cooker unattended. Avoid cooking when under the influence of alcohol.
- ✗ Decorations can burn easily - so don't attach them to lights or heaters.
- ✗ Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.
- ✗ Store fireworks safely. Never go back to a lit firework and keep a bucket of water nearby.

Need to get hold of Jason or Tom...?

We understand that sometimes you need an answer and you need it fast. To ensure your enquiry is answered as efficiently as possible please contact the office during working hours on **01732 356242** or the out-of-hours number **0844 3350531** and we will take your enquiry and pass it to Jason as quickly as possible.

There are times when it is not possible or safe for Jason to answer his mobile and calling the office also means your enquiry will not get forgotten or missed as it will be logged. Please appreciate that with the introduction of new legislation coming into force next year with regards to mobile phone use in vehicles, company policy will mean that calls cannot be taken by all engineers whilst driving.

ANNOUNCEMENTS

WOMEN IN BUILD AWARDS 2016
Colette Wallace
JPro Services Ltd
Best Fire Safety Business Leader - UK

BUILD

> JPro Services is proud to announce that one of our very own directors **Colette Wallace** has been awarded 'Woman in Build 2016 - Best Fire Safety Business Leader-UK'. A fantastic achievement, rewarding 10 years of hard work in the industry.

LET'S GET SOCIAL!



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LinkedIn: JProServicesltd Email: info@jproservices.co.uk

Go check out our website for more information: www.jproservices.co.uk or find our 'Wired' podcast series on our JPro Services YouTube Channel or at www.wired.madewithopinion.com/

JPRO SERVICES LTD

SAFE IN OUR HANDS

EXPERTS IN FIRE SAFETY AND SECURITY

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