



Office: Alliance House ~ Snape ~ Suffolk ~ IP17 1SW

Tel: 01728 688786

liz@dunwichcliffsestate.com

www.dunwichcliffsestate.co.uk

Useful Information

Check List for New Owners – when leaving your caravan for any length of time

- Switch water off at stopcock
- Switch gas off at bottle
- Switch inverter off
- Empty fridge and leave door ajar
- Check all doors and windows are locked
- Leave no valuables in caravan or anything in sight
- Put all outside items away and lock shed
- Never store anything under your caravan
- Leave pitch tidy

Winter Closed Season

- Have caravan professionally drained down
- Solar panels must be laid down
- All pipe work above ground must be protected from frost – this is your responsibility
- All belongings to be put away in van or shed

Important Park Rules to Remember

- Send insurance documents to office every year
- If gas check not arranged by office then you must send gas certificate in
- Ensure the warden has a key if office is arranging gas check (to be locked in safe)
- Do not hide keys on your pitch – this will invalidate your insurance cover
- Inform warden of any family members using van in your absence
- Always check with warden before undertaking any work on your pitch ie cutting back trees, fences, decks etc
- Read Park Rules and Pitch Agreement carefully
- Have fun!

Important End of Season Advice

Water

As the end of the season approaches we would like to remind you that it is very important that the water to your caravan is turned off, drained and disconnected from the mains water supply. We recommend that at the last visit to your caravan you turn off the stop tap supplying your water and arrange for a professional to drain off of your unit and reconnect and test your system next season.

PLEASE NOTE: On caravans equipped with factory fitted central heating combi boilers the system will have been filled with an anti-freeze inhibitor, and that the central heating loop **should not be drained.** **However, the hot and cold water system must be drained even if the pipes are lagged.** **IT IS STRONGLY RECOMMENDED THAT YOUR WATER SYSTEM IS DRAINED BY A PROFESSIONAL CARAVAN CONTRACTOR TO PROTECT YOUR WARRANTY AND INSURANCE.**

Your gas inspectors will normally undertake this work for you.

Some points to consider if draining your own unit:

- 1) Turn off and disconnect the water inlet and leave disconnected for the winter; no one can then easily turn your water on.
- 2) Open all the drain off points - usually 4 or 6 (but not the ones on the heating loop).
- 3) Open all the taps and flush all toilets.
- 4) Put anti-freeze in toilet bowl / cistern and a splash in each sink trap.
- 5) The only way to ensure all the water is removed from modern plastic piping systems is to close all taps and then connect compressed air, and open one tap at a time. Ensure the pressure does not exceed 20psi. Modern plastic piping is frost resistant, but the fittings will crack if any water remains in them and freezes.
- 6) If compressed air is not used, ensure the water heater drain plug, if fitted, is removed; see your water heater instructions.
- 7) Thermostatic shower mixers are very prone to frost damage, and we recommend that compressed air is used or the unit is removed and stored in a warm frost free environment for the winter.

REMEMBER: any warranty (or insurance), will not cover frost damage to caravans, thermostatic mixers or water heaters and they are expensive to replace.

Any pipe work, meters or stop-cocks above ground on your pitch are your responsibility. If you do not protect them from the frost and they are damaged you will be charged for the repair work.

Solar Panels

IT is strongly advised that solar panels that are on brackets are lowered down and secured for the winter period. Michael Coombes (Warden) is happy to undertake this job for you and will reinstate for the beginning of the season and will do this for £20 per van.

GAS

ENSURE ALL GAS BOTTLES ARE SWITCHED OFF- Please note if your gas bottles are not on concrete slabs you will fail your gas check next year – **This is compulsory for all tenants**

**DO NOT LEAVE ANY KEYS HIDDEN ON YOUR PITCH OVER THE WINTER MONTHS
CONTACT THE WARDEN IF YOU HAVE ANY CONCERNS**

Emergency Contact Numbers

| | |
|------------------------------------|--|
| Leiston Police Station | 01474 613500 (<i>or 999</i>) |
| Hospitals: | |
| Ipswich A&E | 01473 712233 |
| Halesworth Patrick's Stead | 01986 872124 |
| Aldeburgh Cottage Hospital | 01728 452778 |
| Doctors: | |
| Halesworth Surgery | 01986 874618 |
| Leiston Surgery | 01728 830526 |
| Saxmundham Surgery | 01728 602022 |
| Dentists: | |
| Leiston Dentist | 01728 830790 |
| Saxmundham Dentist | 01728 602537 |
| Halesworth Dentist | 01986 872113 |
| Vets: | |
| Fromus Veterinary Clinic | 01728 602599 |
| Leiston Veterinary Clinic | 01728 833566 |
| Taxis: | |
| A2B Travel | 01728 832202 |
| Amber Taxis | 01728 833621 |
| Coast Link | 01728 830516 (<i>Must be booked in advance</i>) |
| Dunwich Cliffs Estate: | |
| DCE Main Office | 01728 688786 (<i>Office hours only</i>) |
| Park Office | 01728 648291 (<i>Manned occasionally</i>) |
| Liz Hatten – Manager | 07860 674488 (<i>Out of office hours</i>) |
| Vince Jones –Warden | 07835 067264 |
| Dean Hammond – Maintenance Manager | 07910 364178 |
| Quentin Garlick – Gas Engineer | 07904 586697 |
| Dennis Parkinson – Gas Engineer | 07833 941500 |
| Great Yarmouth Caravans | 01493 844143 |