

Beat the **FREEZE**

Look after **your**
home this winter

Weather Emergencies Advice
for Council Tenants



Renfrewshire
Council

Look after your home this winter

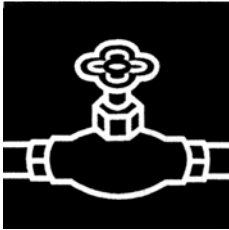
There are many ways that cold weather can be prevented from causing damage to your home and belongings:

Get to know your home



Stopcock

Make sure you know where the main stopcock for your water supply is located and check that it turns easily. It is usually near where the water pipe enters the house or under the kitchen sink.

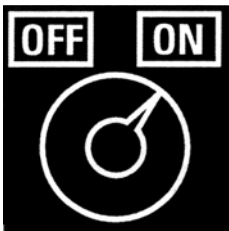


Isolating valve

Make sure you know where the isolating valves for the hot and cold supply are and check that you can turn them easily.

If you require further guidance on how to protect your home and belongings from the effects of cold weather, please telephone **0300 300 0300**.

Keep your house warm



To avoid burst pipes and damage to your home this winter keep your home reasonably warm day and night. During cold weather keep the heating on. If you have thermostatic radiator valves with an anti-frost setting, make sure it is used.



Open the hatch to the loft space (if you have one). This will provide additional protection if your water tank and pipes are located in the loft.

Opening the doors of your kitchen sink unit, and allowing the warmer air to circulate around the pipes, will also help prevent them freezing.

If your water supply becomes frozen, what action should you take?



Turn off the water supply at the main stopcock.



Turn on all cold taps to drain the system.



Flush the toilet.



Do not turn hot water taps on as the hot water cylinder may collapse if the pipes feeding it are frozen.



Switch off the central heating and immersion heater and let any solid fuel fires die down.



Collect water in the bath for washing and flushing the toilet.



Report the problem by telephoning **0300 300 0300**.

Frozen pipes must be defrosted slowly. Never use a fierce heat or a naked flame to defrost pipes, as this may cause the pipes to burst.

Once the pipes have thawed, turn the water back on slowly and check for any cracks or leaks. If these are detected, turn the water off again and report it as a burst pipe.

If your pipes burst, what action should you take?

If you have not already done so, take all of the steps mentioned above in relation to frozen pipes (turning off the stopcock, draining the system etc).

If water leaks near your electrics or electrical appliances, switch off the mains immediately. If your mains switch is wet, don't touch it!

Report the burst by telephoning **0300 300 0300**.

If you are getting water in from the flat above, and they are not at home, our plumbers will arrange access to turn the water off. If water is gathering in your ceiling, and it is in danger of collapse, place a bucket or basin under the affected area and carefully puncture the ceiling to let the water drain away.

Home Contents Insurance

We strongly recommend you insure your home for damage to furniture and fittings, personal possessions and redecoration. The Council does not insure your belongings, and has no responsibility to assist in drying out or replacing items damaged by burst pipes.

However, Renfrewshire Council does operate a Tenants' Contents Insurance Scheme which offers a simple, low cost way for tenants to protect their household effects. Tenants pay premiums with their rent. Details are available from our **Customer Contact Centre** (telephone **300 300 0222**) or the **Customer Service Centre**.

Other useful telephone numbers

National Grid (for gas leaks)**0800 111 999**

Scottish Water (for burst water mains).....**0345 601 8855**

If you would like information in another language or format please ask us.

 **0300 300 0222**

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.