

# Winter Weather Advice

If you would like to discuss any information on this leaflet or have a query, please call Maintenance on 0141 342 1820 or email [hello@key.org.uk](mailto:hello@key.org.uk)

As winter approaches and the weather gets worse, it's a good time to think about safety and maintenance in and around your home. In this leaflet we cover the main things you should be thinking about to keep yourself safe this winter.



## General Guidance

- Have a torch handy in your home in case of a power failure or stairwell light failure. Check the batteries of these regularly.
- Make sure your pre-paid gas/ electricity meters are topped up to keep them in reasonable credit in case of a sudden cold spell of weather.
- If you are going away for more than a few days, please let your Housing Officer know how long you will be away, and what the emergency access arrangements are.

## Heating & Plumbing

### Stopcock

Know where your water shut off valve (stopcock) is, and please make sure it is accessible in case you get a burst. This would typically be under your kitchen sink or a hall cupboard.

If you are unsure of its location, please contact Maintenance on 0141 342 1820.

### Heating System

- If you have had your central heating off during the summer months please make sure it is working correctly before the cold weather starts. Report any faults with the boiler or radiators straight away.
- If your boiler is the type with a pressure gauge, please make sure it is reading between 1 and 1.5. If the pressure drops slowly over one or two months please top up as necessary (contact maintenance staff for advice if needed). If the pressure drops regularly, please report this straight away, as it may be a leak in the heating pipes.
- Remember that you need to keep the power on at your boiler at all times so it won't freeze and burst during really cold weather.



### Frosty Weather

- Ensure the heat can spread to all parts of the house/flat.
- If you are leaving the house for an extended period, contact Maintenance for advice.
- If your pipes freeze, contact Maintenance for advice or your local plumber if outwith working hours (9am – 5pm).



## What to Do If Your Pipe Bursts

- Turn the shut off valve off immediately.
- Switch off the electricity supply at the mains. Only do this if the water is likely to come into contact with electrical wirings or fittings.
- After turning off the shut off valve, turn on all hot and cold taps to drain the system.
- Turn off the boiler or immersion heater associated with your hot water system.
- Call Maintenance during working hours or a plumber from the approved list of contractors if outwith working hours.
- If you think water has come into contact with electrical wiring or fitting, call an electrician from the approved list of contractors.



## Outdoor Areas

- Leaves, snow and ice can make paths slippery. Please take extra care and report any areas where water is not draining away quickly.
  - Running overflow pipes or leaking gutters can cause dampness, icy patches and even floods inside the home. Please report any water running from the building to Maintenance straight away.
  - Inform Maintenance of any loose/ leaky gutters or blocked downpipes straight away.
  - Ensure any loose garden items such as large toys, lightweight furniture etc are securely stored.
  - To keep hallways well lit please report any faulty communal lights in the stairwell or outside to maintenance.
  - If there is a salt bin nearby, and you have access, then please make use of the salt to treat any slippery paths.
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## Condensation

Condensation can be a problem within many properties and can sometimes lead to mould. The best way for tenants to stop this is to dry the house out through heating and ventilation. How effective this is will depend on the amount of moisture being generated. Although most of the moisture is difficult to avoid, here are some simple precautions which could help.

- When running a bath, add the cold water before or at the same time as the hot water – this will create a lot less steam.
- Keep the lids on pans of boiling water, where possible.
- When drying clothes on an airer, much less condensation will be generated if a window is kept slightly open.
- Use an extractor fan fitted to remove steam when cooking or bathing.
- At night, much less condensation will be generated if bedrooms are ventilated.
- In cupboards against outside walls, ensure that the contents are not packed in tightly.
- Similarly, try not to place items of furniture tightly against outside walls.



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