

lawsonthompson

PROPERTY SALES & LETTINGS

preparing your home **for winter**



important information **for winter**

When you vacate your property over the winter months, it is important that you do the following to ensure you do not return to a flooded or uninhabitable home:

1. **Keep the central heating turned on** – set the thermostat to **12 degrees Celsius** (or radiator thermostats to level 3 if you do not have a wall thermostat) and ensure the system is programmed to come on for short periods – at a minimum between 5–7am and 9–11pm. Alternatively, you can set your thermostat to 5 degrees and leave the heating on 24/7.
2. **Leave any attic hatches open** – if you feel you are able to, open the trap door to the roof space slightly to allow warmer air to circulate around pipes and water tanks.
3. **Open the cupboard doors below any sinks** - to allow warmer air to circulate round the pipes.
4. **Allow warm air to circulate round the house** by opening doors to all rooms and ensuring windows are closed.

how to identify a frozen pipe and **turn off the water to property**

You may have frozen pipes if you notice any of the following:

- a reduction in cold water pressure (or no water coming from the tap when turned on);
- if the central heating has failed or is making knocking noises.

what to do in the event of a **frozen / burst pipe / water leak**

1. **Turn off the water at the stopcock** (turning clockwise). If the burst pipe is from a storage tank, the stop valve on the tank should also be switched off and open any cold taps to drain the system.
2. **Turn off the central heating system.**
3. If the water has come into contact with electrical appliances, **the electricity should be turned off at the mains**, if it is safe to do so. If water has come into contact with the Mains Consumer unit, do not attempt to touch and do not use any electrical equipment in the house.
4. **Remove any items that might be affected by the leak** (such as furniture and your personal belongings).
5. **Collect any water in a bucket.**
6. **Pierce ceiling** – should the ceiling begin to bulge, pierce it to allow the water to escape.

If you discover a leak, suspect frozen pipes or have any further questions, please contact us on

01334 845 145

Or refer to your emergency noticeboard sheet