



## Frozen Pipework and Water Supply Advice

We are currently experiencing unprecedented cold weather which is affecting high numbers of our properties. The forecast is for the cold weather to continue for the next few weeks.

The weather has resulted in water pipes freezing and gas boiler condensate pipes to freeze causing them to cease operating. We are attending all reported emergencies as soon as possible using all of our available resources but in the meantime we ask all tenants to assist us in preventing any further damage from frozen and burst pipes by carrying out a number of simple tasks.

By following these simple preventative measures listed below during this spell of extreme cold weather, it will help reduce requests for emergency repairs and prevent damage to the property and your belongings:

- Ensure that you are aware of the location of your internal stop tap and make it as freely available as you possibly can. You will then be able to make a quick response and allow you to turn off the water if you unfortunately do experience a burst pipe.
- If you do experience frozen water supply it will usually involve the area around the stop tap. This can usually be rectified by applying gentle heat using either a fan, hair dryer or hot water bottle.
- You can place temporary insulation to area around the stop tap, using towels/blankets or something similar to stop future freezing.
- Visually inspect your cold water supply especially around the stop tap area, if there are any discernable bulges in the pipework **below** the main stop tap; please report this to us as soon as possible.
- If you notice any bulges in frozen pipes above the stop tap please turn off the water and again report this to us as soon as possible. We will again respond to you as soon as possible. Note You can periodically turn on the stop tap to obtain water for essential purposes but you are strongly advised to turn it off again to minimise any possible water damage that may occur.
- During the cold weather please turn off the water supply to your outside toilets. There will be a stop tap adjacent the toilet to allow you to do so.
- You are advised to keep your heating on at all times on at least a low setting. This will help to prevent future freezing and unnecessary damage.
- Please use the freephone number 0800 073 0184 which is available 24 hours a day to make contact regarding any of the actions described above.