



woven

**Handy hints to
protect your
home in winter
and in spells of
cold weather.**

WINTER FREEZE

Winter Freeze Advice

Every year, during spells of cold weather, households face the risk of damage to their home and belongings as a result of freezing and burst water pipes. With a few simple precautions, the risk of damage can be considerably reduced.

Locate your Stop Cock

- ◆ Your stop cock controls the water supply entering your home. Stop cocks are usually found in your kitchen, below the sink unit. However in some houses they are in a front or back hall or in a larder unit. Take time to find out where yours is located, should you need to close it in the event of a burst pipe.
- ◆ We recommend that you check the stop cock every few months to ensure that it can be opened and closed easily.
- ◆ If you are planning to be away from your home for lengthy periods, during spells of cold weather, please turn off the water supply at the stop cock.* This will minimise any damage to your home, should a burst occur in any of your pipes.

Heating/Fuel

- ◆ Please ensure, throughout any period of adverse weather conditions, that there is enough oil to run the oil fired central heating or credit to run the gas fired central heating at your property. It is vital to maintain a supply of fuel and/or credit to operate the system.
- ◆ Ensure that your heating system is left running - even if at a low temperature and for short periods, throughout the day - when you are away from the property. A minimal, regular supply of heat will greatly reduce the risk of frozen pipes.
- ◆ If possible, leave the trap door to your roof space slightly open to allow warm air to circulate in the loft.

Thawing Out Frozen Pipes

- ◆ Turn off the water supply at the stop cock. Don't leave any taps running or dripping, as the exit of water down the plughole may be restricted if the down pipes or drains are frozen.
- ◆ Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.
- ◆ Never attempt to thaw out frozen pipes by switching on your immersion heater or central heating boiler.
- ◆ Check for leaking joints or bursts in the pipes.
- ◆ Gently heat any frozen pipe sections with a hairdryer (at its lowest setting) or a heated cloth/hot water bottles wrapped around the pipe. Do not warm them too quickly or they may burst. NEVER apply a direct flame.
- ◆ Thaw along the pipe from the end nearest the tap.

Burst Pipes

- ◆ Turn off the water supply at the stop cock immediately.*
- ◆ Switch off your immersion heater, central heating boiler and, if there is any chance that water could come into contact with electrical wirings or fittings, your electricity supply
- ◆ Open all COLD water taps to drain the system. DO NOT TURN ON THE HOT TAPS AS YOUR HOT WATER CYLINDER MAY COLLAPSE IF THE PIPES LEADING TO IT ARE FROZEN.
- ◆ Warn your neighbours so they can take steps to minimize damage to their property.

IT IS IMPORTANT TO REMEMBER TO MAKE SURE THAT YOUR HOT WATER SYSTEM IS REFILLED BEFORE YOU RE-LIGHT BOILER OR SWITCH ON THE IMMERSION HEATER.

** If you live in an a apartment in a communal building, your procedure is as above but you may have a shared water supply. Make sure you can get to the stop cock, this is normally located where the water supply enters the building. Let your neighbours know if you are turning off the water in case it affects their supply.*

USEFUL NUMBERS

Northern Ireland Water

Emergencies **0845 744 0088**

NI Water Leakline

For reporting a leak in the mains water supply **0800 028 2011**

Flooding Incident Line

For emergencies relating to serious flooding **0300 2000 100**

Northern Ireland Electricity

Emergencies **03457 643 643**

Gas (Phoenix & Firmus)

Emergencies **0800 002 001**

Department for Regional Development (Roads Service)

For reporting faults with street lighting.

Emergency Services

For emergencies relating to fire, crime or serious injury - **999**
(PSNI non-emergencies - 101 / Crimestoppers 0800 555 111)

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