

**Contact**  
**Lochaber Housing Association**  
**on**  
**01397 702530**  
**at the earliest opportunity**

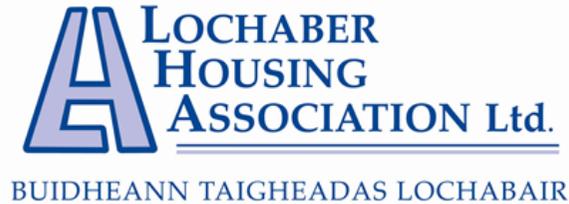
**Emergency out of hours number**  
**01349 886691**

## **My Mains Stop Valve is located:**

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*Make a note and keep this leaflet in a handy place in case you have an emergency.*  
*If you are unsure of it's location then contact Lochaber Housing.*



101 High Street  
Fort William  
PH33 6DG  
Telephone: 01397 702530

### Useful Contacts

**Lochaber Citizens Advice Bureau:**  
Dudley Road  
Fort William  
PH33 6JB  
Telephone: 01397 705311

**Shelterline:**  
Free, impartial and independent  
housing advice  
Freephone: 0808 800 4444

**Welfare Support Team:**  
Can help you apply for benefits  
Freephone: 0800 0901004

**Thistle Tenant Risks Contents Insurance:**  
Affordable tenant's contents insurance  
Freephone: 0345 450 7286



**Your Voice  
approved**

## **Frost Alert Advice**

**How to prevent frost  
causing damage to  
your home**

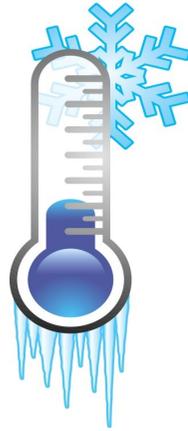


There are many ways that cold weather can be prevented from causing damage to your home and it's contents.

### Keeping your house warm

Try and avoid burst pipes and damage to your home during winter by keeping your home reasonably warm day and night.

In particularly cold weather keep the heating on during the night at a low temperature. If you are away during particularly cold periods, either drain the system or keep your heating on low. **Contact Lochaber Housing Association on 01397 702530 if you require further advice or assistance on how to do this.**



### If your water supply becomes frozen

- \* Turn off the water at the Mains Stop Valve (it is generally located at the incoming supply pipe to your home, usually in the kitchen area, however this may not be the case in your property). Ensure you are aware of the location of the stop valve
- \* Open all **cold** taps to drain system
- \* **Do not** open the hot taps because the hot water cylinder **may** collapse if the pipes feeding it are frozen
- \* Turn off the central heating if you have **radiators only** (not storage heaters) and an immersion heater, and let any solid fuel fire die down if you have a back boiler.

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### Thawing out your pipes

- \* Never attempt to thaw out frozen pipes by switching on your immersion heater or central heating boiler
- \* Instead, turn off the water at the Mains Stop Valve
- \* Switch off any water heater
- \* If you have a central heating system with **radiators only** (not storage heaters), turn it off
- \* If you have a back boiler, let any solid fuel fire die down
- \* Open all taps to drain system
- \* Warn neighbours who may suffer damage
- \* If there are any obvious burst or sprung joints, contact Lochaber Housing Association
- \* If there are no bursts, gently heat any frozen sections - a hairdryer or heated cloth wrapped around the pipe is ideal
- \* **Never** apply direct flame
- \* If you have an outside tap make sure that it is well insulated. You may be re-charged for any damage caused by a leak from this pipe.



### Good to know....

A temporary repair can be made to a burst pipe by binding it tightly with a cloth or tape. A pipe clamp is also useful in an emergency.

However, any temporary repair should be replaced as soon as possible by a permanent repair, carried out by a qualified tradesman.



### If you get a burst pipe

- \* Turn off the water at the Mains Stop Valve
- \* Switch off the electricity at the mains
- \* Switch off any water heater
- \* Turn off the central heating system if you have **radiators only** (not storage heaters)
- \* if you have a back boiler, let any solid fuel fire die down
- \* Open **all** taps to drain system
- \* Warn neighbours who may suffer damage
- \* Contact Lochaber Housing Association on 01397 702530 at the earliest opportunity.

### Remember...

**Lochaber Housing is not liable for the damage or loss of furniture or belongings as a result of burst pipes.** Please ensure you have Contents Insurance to protect you in case of any loss you may incur.

Contact your Housing Officer for more information.