

Cold Weather Letter

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This is just a gentle reminder to make you aware of the risks of burst water and heating pipes in cold weather.

Winters can be very cold and temperatures can drop well below freezing.

A burst pipe can wreak havoc in your home and to its contents. The result is water cascading through a building bringing down ceilings and causing thousands of pounds' worth of damage to the contents.

Every winter hundreds tenants learn this lesson the hard way, but all this can be avoided by taking a few simple precautions:

- Always maintain at least a low level of heat in the property throughout the day and night. This is especially important if the property is to be left empty for several days, perhaps over a Christmas holiday period.
- Make sure that you are aware of the location of stop taps and that they are easy to shut-off in case of an emergency.
- Make sure your boiler frost thermostat is working which means the heating will come on automatically in the night when the temperature approaches freezing.
- Check waste pipes and heating boiler overflow pipes for icing up – this will stop your boiler working just when you need it most.
- Report any minor leaks or dripping taps.

Dealing with an Emergency

If the worst happens and you have a burst pipe:

- turn off the stop tap and open all sink taps to drain off as much water as possible.
- If the heating system is affected, find the system drain and /or bleed valves and drain down, releasing the system pressure as quickly as possible.
- Locate any leaks and catch leaking water in containers whilst temporarily lagging the leaking pipe.

Please be aware that our insurance policy and your tenancy agreement states that the insurers should be informed if the property is to be left empty for more than [14] days.

In an emergency or if you have any questions please give us a call on this number:

Yours sincerely

[Landlord / Agent]