

Leaflet No. MYH10



Maintaining your Home Coping with Winter Weather



Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

Are you Ready for Winter?

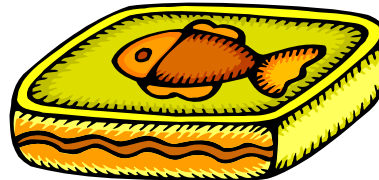
We've already had a taste of harsher winters over the last couple of years, with significant snow falls and icy conditions across the region. We thought it would be helpful to give you some tips and advice to help yourself and your neighbours during the winter period.



When there is a large amount of snow and ice around, the best advice we can give to customers is to stay indoors unless you have no alternative but to go outside. If you are willing and able to be a good neighbour and clear the snow near you home, remember...

- * If you can clear the snow, start early. It's easier to clear before it's trodden on and becomes compacted.
- * Never pour hot water on snow or ice—it will freeze quickly and then form black ice.
- * When clearing snow, be careful not to block pathways or drainage channels.
- * It's easier to walk on snow than ice, so only clear paths if you can put down grit or salt afterwards.
- * If there is no grit available, sand and cooking salt are good alternatives.

Be prepared! Keep a stock of tinned and frozen food and long-life or dried milk in case you can't get out to the shops.



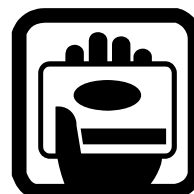
Swap telephone numbers with your neighbours and stay in touch with each other, particularly if you know someone is elderly or has difficulty getting out and about.

Keeping your heating on as much as you can—when it's really cold, it can be cheaper to keep your heating on all the time but at a slightly lower temperature than to turn it on high when you start to feel cold.

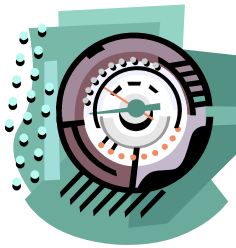


Stay warm! Make sure you wear plenty of clothing, even if you are inside – wearing lots of layers and even a hat will help you to stay warm. Eating warming foods such as soup, hot meals and drinking an extra cuppa will help you to stay cosy!

If you are on a credit meter for gas and /or electric, make sure you have a supply of tokens so that you have a constant supply for heating and hot water.



Keep your kettle filled so you can still make a hot drink if your water pipes freeze and keep some bottled water in stock.



If you go away, leave the heating on but turn down room thermostats to 10 degrees to keep pipes from freezing and turn off your stop tap.

Heating Not Working

If you have pre-paid meters, check there is credit on the gas and electric meters.

If you have a gas boiler, check that your central heating programmer is in the 'on' position and thermostats are turned up high enough.



If you have electric heating, check that the programmer and thermostats are set correctly.

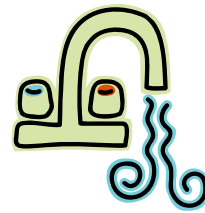
Still no heating? Contact **Sadeh Lok** on **01484 435715**, we will offer you advice and/or get a heating engineer out to your home as soon as possible.



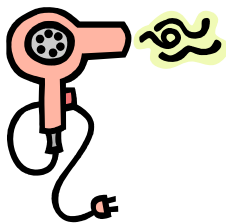
Protecting Your Home

Frozen Pipes & Condensate Pipes

Damage to pipes happens when they become frozen. This shouldn't happen if pipes are lagged (insulated) and you keep your home heated. Reduce the risk of frozen pipes by occasionally running your taps to make sure water is flowing.



If your water stops running, check if your neighbours have the same problem. If they do, the supply pipes may have frozen. Contact Yorkshire Water on 0845 124 24 24.



If water pipes freeze inside your home, you can use a hairdryer to help thaw them out or use a hot water bottle or wheat bag to help thaw out condensate pipes. If the pipes are frozen but there is a trickle of water, turn your tap on to help the water flow and unfreeze the pipes—but remember to turn the tap off again.

*** Never attempt to thaw a pipe by using excessive heat e.g. a naked flame, heat gun, gas lighter, blow lamp or disconnect the pipe in the process.**



What Is A Condensate Pipe & Where Can It Be Found?

Most modern boilers have a condensate pipe which takes water away from the boiler. The pipe takes a steady dribble of water away from the boiler and into a drain.



To check if your boiler does have a condensate pipe, look at the pipes underneath the boiler. If one of these pipes is plastic (usually white and around 20mm wide) and the rest are metal then you almost certainly have a condensate pipe. Track the pipe to the outside of your home—you'll find the pipe always runs to a drain so the water can be discharged safely. Because this pipe runs outside your home it can freeze in winter and your boiler will stop working.

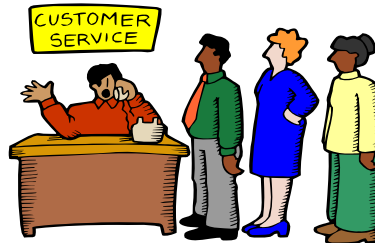


Make sure that you and your family know where your stop tap is. You can usually find this under your kitchen sink or at the side of your toilet. If you have a burst pipe, turn the stop tap off as soon as possible to limit the damage and call **Sadeh Lok** on **01484 435715**, we will get a plumber out to your home as soon as possible.

What can you expect from Sadeh Lok?

During adverse weather conditions, we will always try to deliver a full range of services to all Sadeh Lok residents.

It is possible, however, that in extreme situations we may have to prioritise certain services, for example, we may have to postpone non-essential repairs so that we can deal with emergencies.



We may also have difficulty delivering our normal level of services because:

- Along with everyone else, our employees and repair contractors are also coping with snow and ice on the roads. This means that some Sadeh Lok services are operating with fewer staff than normal and our repairs contractors may be coping with very difficult driving conditions.
- During extreme weather, we are faced with a big increase in the numbers of telephone calls that we have to handle and our 'out of hours' emergency repairs service may be experiencing problems with staff unable to travel to their offices....so please try to be patient if it takes longer than usual to answer your call.



You can make a complaint, comment or compliment about the services provided by Sadeh Lok by speaking to a member of staff either face to face or over the telephone, by sending a letter, e-mail or fax or by completing a customer feedback form.

Sadeh Lok Housing
Trafford House
11 Halifax Road
Huddersfield, HD3 3AN
Tel: 01484 435715
Fax: 01484 432645
E-Mail: customerservices@sadehlok.co.uk
www.sadehlok.co.uk
Office Opening Hours:
Monday to Friday 9.00 a.m. to 5.00 p.m.

Sadeh Lok offices at Trafford House may not be accessible to you if you have mobility difficulties.

If you do have mobility difficulties and you would like to speak to a member of our staff in person, please contact Sadeh Lok's Customer Service Team on **01484 435715** who will be happy to arrange either a home visit or an appointment to meet you at another suitable location

If you would like this information explaining in your language or in large print, Braille, or audio formats, please contact our office on 01484 435 715 where a member of staff can help. (English)

ته گه ر ئاره زووت کرد له وه ی که ته م ژانیا ریا نه روون بکریته وه به زمانی خوت یا به پیتی چاپکراوی گه وره، به نویسنی برایل (بو کویره کان) بیان به توماری ده نگ له سه رکاسیت، به یارمه تیت په یوه ندی بکه به فه زمانگه که ی ټیمه وه به هوی ته م ژماره ته له فونه وه 01484 435 715 ته و کاته په کیک له ته ندامانی کارگیری ته توانیت یارمه تیت بدات. (Kurdish)

اگر آیکوان معلومات کی وضاحت اپنی زبان میں درکار ہو یا آپ اسے بڑی کھائی یا بریل میں یا آڈیو ٹیپ پر چاہتے ہوں تو براہ مہربانی ہمارے دفتر سے ٹیلی فون نمبر: 01484 435 715 پر رابطہ کریں۔ وہاں پر موجود ہمارے عملے کا کوئی ممبر آپ کی مدد کر سکے گا۔ (Urdu)

Ako zelite ove informacije objasnjene (prevedene) na vasem jeziku ili stampano Velikim slovima, brailleovim pismom (za slijepe osobe), ili audio (kasetama) formatu, molimo vas da nazovete nas ured na br.01484 435 715 gdje nasi clanovi su na usluzi. (Bosnian)

આ માહિતી તમને તમારી ભાષામાં સમજાવવામાં આવે અથવા મોટી છપાઈમાં, બ્રેઈલમાં અથવા ઓડિઓ સ્વરૂપોમાં મળી રહે એવું જો તમે ઇચ્છતા હોય તો, મહેરબાની કરી અમારી ઓફિસનો 01484 435 715 નંબર પર સંપર્ક કરો જ્યાં અમારા સ્ટાફનો કોઈ સભ્ય તમને મદદ કરી શકે છે. (Gujarati)

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਜਾਂ ਆਡੀਓ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰ ਨਾਲ 01484 435 715 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਸਟਾਫ ਮੈਂਬਰ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। (Punjabi)