

AVOIDING FROZEN PIPES FACTSHEET

Please remember to have your heating & hot water equipment set to a suitably high level during the cold weather to avoid any damage to pipes caused by freezing. The cost of repairs due to frozen pipes is the responsibility of the Tenant/s.

General It is important to remember to heat all the rooms in the property as some pipework is routed in ceilings. Also please ensure that you don't let taps drip as this can freeze the waste pipes outside which backs up and causes a flood in the property.

Electric Storage Heaters If you have electric storage heating please ensure that all the heaters are switched on. Please also monitor carefully the input/storage setting is at least set between level 4 (60%) to the highest setting level 6 (100%) (or 6 to 9 on some models) to enable enough heat to be stored to last 24hours. We would recommend that you monitor this carefully as no room should feel cold - particularly the kitchen and bathroom. Please refer to the storage heater usage instructions which you can find in your property information file.

Electric Hot Water Heating If you have a hot water cylinder heated by electricity please ensure that the timer is switched on to timed and that it is showing the correct time. Please refer to the Horstman timer instructions in your property information file.

Gas Central Heating If you have gas central heating please ensure that the temperature controls on the boiler are set to above 60%. Please also ensure that the room thermostat is set to at least 15C and that the thermostatic valves on the radiators in all rooms are turned on to at least setting 2 (or 30% of maximum) During cold weather you may need to set your heating to remain on 24 hours to ensure that the property remains heated to a sufficient level. Please refer to your individual boiler instructions which you can find in your property information file. Additional free copies are also available online via google search, please just type in the make and model of your boiler to find the manufacturers website and instruction books.

If there is a problem Should you have any suspicion that any of your pipework may be frozen please turn off the water supply at the stop tap and contact the Landlord immediately via the "tenants area" of the website, or email, text or phone. If you cannot contact us or don't get a prompt reply, please call the emergency plumber listed on our website and in the property information file.

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