

Protect you and your home this winter!



Winter's here and we don't want you to get caught out so read on for some useful tips to protect you and your home.

How to stop your pipes freezing....

Freezing pipes are the main cause of bursts in bad weather. Follow these tips to save you unnecessary expense and distress.



Pipes and tanks in your loft should be insulated - please advise us if they are not.

Report dripping taps, cracked or dislodged roof tiles, blocked or leaking gutters NOW! We can fix them before it's too late!.

Do you know where your stop tap is? Finding out now means that you can turn your water off straight away if you do have a burst. Stop taps are often under the kitchen sink or where the main water pipe enters your home. Check them NOW to make sure they work and no water comes through your taps. If you can't find it or it doesn't work, phone us.

Label other valves in your home. This will help you know where they are so you can turn them off in an emergency.

Leave heating on low and switch it on regularly. During very cold periods it's best to leave your heating on low or set it to come on 2-3 times per day. Set it to come on at 2am each night for about 2 hours.

In extreme weather leave your loft hatch open slightly. This allows heat to rise into the roof-space to help prevent pipes in your loft from freezing up.

What to do if you get a get a leak....

Turn off the water at the main stop tap. Then turn on all your hot and cold water taps. This gets rid of all water in your pipes.

Is the leak on your central heating system? If it is then turn off at the main switch and if you have an immersion heater you will also need to switch this off as well, then follow the steps above. If you've got a solid fuel boiler then allow the fire to die out. When the fire is out and the system cold, turn the cold water mains off at the stop tap and then turn on hot water taps to help drain the system.

Beware of bulging ceilings - If water has been leaking through the ceiling and it is bulging DO NOT enter the room as it may not be safe.

Is water leaking near electrics or appliances? If so switch your electric off at the mains fuse board, then turn off your water as we've already explained. If fuse board is wet **DO NOT** touch it and call our Repairs Hotline immediately on 01226 787878.

Then phone us on 01226 787878

What to do when you have reported your emergency repair...

Wait in for us! But if you need to go out then leave a key with a friend or family and leave a note to tell us this.

Be patient – we'll get to you but if we have lots of emergencies and the roads are bad we may not be with you as quickly as we usually are!

Do you have home contents insurance?

Last year many tenants who had leaks and bursts weren't insured. They ended up with huge bills to pay for their new decorations, carpets, furniture and belongings.

We've a great value scheme for our tenants and leaseholders and you can pay as little as **85 pence per week (56p for tenants aged 60 or over)**.

To sign up for our insurance scheme call us on 01226 775555 and sign up **TODAY!**

TIP - Make sure you keep a note of your insurance company claim line and policy number so it's to hand in case of an emergency!



Damage caused by the 2010 winter.

**Get covered!
Get protected!
Don't get caught!**

Going on holiday this winter?

- ✦ Turn your water off at the main stop tap.
- ✦ Keep your central heating on a low setting or set it to come on at 2am for two hours each night. This will minimise the risk of tanks and pipes bursting.
- ✦ If you are going away for more than two weeks and don't want to leave the heating on then the system should be drained down before you go and filled up again when you return. We can do this for you but you will have to pay a standard charge of £50, phone us on 787878.
- ✦ Make sure a friend or family have a key and that they check your home regularly.
- ✦ Tell us you are going away by phoning 01226 775555 and let us know who you are leaving a key with. It stops us having to break in if your home is flooded.
- ✦ If you are going away for a long time let your insurance company know. They will be able to tell you if your policy is affected.

Berneslai Homes and partner Kier have leased some 4x4 vehicles so our gas and electrical engineers can get through the snow and make sure your repairs get done!

Need help with your heating bills this winter!

A new four year Government led scheme has been launched this year called Warm Home Discount. It gives qualifying vulnerable people an extra £120 towards their electricity bill. People receiving the guaranteed credit element of Pension Credit automatically qualify for this rebate. There's also Warm Home Discount - Support Plus, for people in receipt of other specific state benefits.

Contact your energy supplier for information on how to join the scheme.

Contact us

Repairs Hotline 01226 787878
General enquiries 01226 775555

www.berneslaihomes.co.uk

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