

Frozen Pipes & What to Do

As the weather gets colder, can you please keep an eye on the pipes, to prevent them freezing.

Pipes most likely to freeze are those that are exposed to the elements. These include exterior pipes; kitchen pipes; pipes that are situated in the uninhabited part of the property such as, garages, attics and basements.

Prevention

- If you are going away for any length of time - please ask a neighbour or a family member to check daily on pipes. Ask them to set your heating overnight to 12 °C. If this is not possible – please turn your water supply off and drain any existing water that is still in the system;

What to do if your pipes do freeze

If the water is running slowly from their taps or not running at all, it's a sign that pipes have frozen.

- Ensure your tenant knows where the stopcock is located. Most stopcocks are located in the kitchen.
- Ensure tenant turns off water supply;
- If you can locate the frozen pipe, try to warm it up with thick towels or use a hairdryer on the pipe. Do not use an open flame, such as a blow torch;

If a Pipe has burst and has caused flooding

- If it is out of hours or during the Christmas Holidays call
- If it is within office hours, call.....
- Ensure water is turned off at stopcock;
- Use towels to soak up any water;
- Ensure electrical supply is OK. Sometimes water can drip or flood from ceiling lights. If this is happening, turn off electrical supply;
- Take photos of damage in case of insurance.

Your stopcock is located at
in the property. Please turn it completely to turn off water supply to your property. If you are living in a flat, please ensure that other tenants in the block are aware there is a problem and ask them to check their property for any flooding.

Thank you.