

# Get prepared for this winter



**Nottingham  
City Homes**  
Repairs

**During the freezing conditions last winter we dealt with thousands of repairs for frozen and burst pipes.**

In December 2010 we did 4,685 plumbing repairs and 5,498 gas and heating repairs for frozen and burst pipes. This is an unprecedented amount – almost 3,000 more repairs than December 2009!

In just three weeks when the 'big freeze' was at it's height we carried out £100,000 worth of repairs. Thirteen people had such serious damage to their homes following a burst pipe, they had to move out – and it cost an average of £5,000 to repair. Many of them didn't have insurance and couldn't replace their lost possessions, furniture and memories.

**Don't let this happen to you!**

## Make sure you're insured

The home you live in is insured by Nottingham City Homes – but your contents and belongings are not! We offer a home contents insurance scheme through Aviva from as little as **£1.36** per week.

To find out more contact our Rents team on **0115 915 4920**.

There are things you can do to try and prevent frozen and burst pipes. Read the advice on the next page as it could prevent the extreme problems of last year.



## Emergency numbers

### External burst pipe?

Call Repairs Contact Centre: **0115 915 2222**

### Smell gas?

Call National Grid emergency line: **0800 111 999**

### Power cut?

Call Central Networks emergency line: **0800 056 8090**

### Elderly and need support?

Call Age UK: **0800 169 6565**

# Make sure you know where your stopcock is!

**Most people don't know how to find their stopcock, but if your pipes burst, it's vital you know what to do.**

Last year, a number of tenants reported burst pipes – but were unable to find their stopcock to stop the flooding getting worse before we arrived.

## What is a stopcock?

A stopcock is a valve for turning off and on the cold water system in your home, it is usually found in your kitchen, below the sink unit – but not always. It could be in a front or back hall, garage or utility area, or toilet / bathroom.

It's important you know where it is and regularly check it's working. Why not go and check it out today, to make sure you know where it is in the event of an emergency?

### **And just remember, if a pipe bursts:**

1. First turn off the stopcock – turn it clockwise and the water supply will be shut off. Turn anti-clockwise to turn water back on.
2. Then call our repairs team on **0115 915 2222**.



## Going on holiday?

If you are going away for a holiday during the winter months, turn off your water at the stopcock before you leave! If there is a problem with a burst pipe, this will prevent your home being flooded.

## Frozen pipes and your boiler

In winter, we get lots of calls due to frozen condensate pipes. This pipe comes from the bottom of your boiler and goes outside into the drain. It is made of white, grey or black plastic and vents moisture from your boiler safely to the outside drain. If this pipe freezes your boiler will automatically shut down and leave you without central heating and hot water.

**Pipes should really be thawed by a heating engineer, but if you want to try to thaw it yourself, follow these instructions very carefully:**

- Fill up a large jug or kettle of warm water
- Stand away from the wall and gently pour warm water onto the pipe
- Repeat this until the pipe has thawed (it may take several attempts).

## Warning!

- Do not rush thawing the pipe by using water that is too hot
- Make sure that you are at ground level when pouring water onto the pipe
- Once thawed, the boiler must be reset by holding / turning the reset button for five seconds, then wait a few seconds for it to re-fire.

**If you are still having problems, please call the repairs team on 0115 915 2222.**