

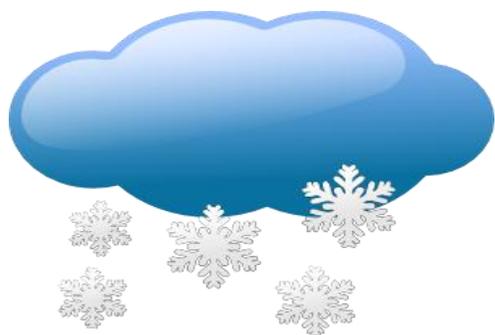
# BE PREPARED FOR WINTER

Extremely cold weather can cause problems so it is important to take measures to minimize the effect it can have. Even before the cold weather sets in, there are some steps you can plan for to keep warm and comfortable in your property throughout the winter months.

This leaflet has been designed to help you prepare for the cold weather by offering tips and advice to protect you and your home against the effects of cold weather.

Keep this leaflet handy as it also includes other useful contact numbers to help you in case of an emergency.

Remember in an emergency we are always here to help 24/7. In case of an out of hours emergency call us on **0141-551-8131**.



## Emergency Out of Hours Repairs Service

The Association provides an out of hours call out service to cover real emergencies such as:

- Significant water leaks/bursts
- No heating/hot water (up to 9pm only)
- Complete loss of power (contact energy provider first)
- Blocked drain or toilet (where this is only toilet in house)
- Broken windows
- Faulty smoke alarms/carbon monoxide detectors (check/change battery first)
- Locked out of house (you may be recharged for this)
- Bare electrical wiring
- No common close lighting

### PLEASE NOTE:

Do not call the emergency repairs line for repairs that can be carried out during normal working hours as you will be charged for the full cost of the call out.

## Non Urgent Repairs over the Festive Period

With most contractors and their suppliers on holiday for 2 weeks over the festive period this is the most challenging time of the year for repairs and maintenance so to assist the Association we would ask residents to restrict repair requests during this period to those which are urgent to enable us to concentrate efforts where they are most needed.

## The Elderly & Vulnerable

Elderly and vulnerable people are particularly at risk during prolonged periods of bad weather. Be a good neighbour and look out for elderly relatives and friends by making sure that they are safe, warm and have food supplies to last for the next week or so.

In certain circumstances the Association may be able to assist elderly and vulnerable tenants through our Handyman Service or organise home visits by Housing Services staff/Community Engagement Staff. If you would like to know if the Association can assist please call the Office during working hours on **0141-551-8131**. Any request will be assessed on an individual basis.

## Contents Insurance

It is your responsibility to make sure you have contents insurance in place. Remember if there is a leak or a burst pipe in your home the Association's building insurance will only cover the cost of repairs to the structure and fabric of the building.

All tenants are responsible for ensuring that their house contents are adequately covered. It is important that your cover is sufficient to cover the cost of replacing items such as carpets, soft furnishing, personal belongings, electrical goods etc.

## Grit Bins

The Association is not responsible for gritting and clearing snow from pathways, driveways and common footpaths around your property. To help residents clear pathways etc the council have placed grit bins in certain areas for your use in emergencies. These areas are: Great Eastern, Culloden Street Area, Armadale Area, Cardross Street Area, Ballindalloch Drive Area, Corsock Street Area, Walter Street Area. Glasgow City Council also have in place a Winter Maintenance Plan - information on this plan is available at: <https://www.glasgow.gov.uk/index.aspx?articleid> Albeit the Association is not responsible for gritting we will always endeavour to help clear common pathways/footpaths where necessary. If you have an elderly neighbour or know someone who could use some help why not offer to clear their paths too.

## Ensure that Your Home is Adequately Heated

Did you know that rather than turning off your heating completely it is more economical to leave it on at a low setting giving a consistent heat throughout the property or to set the timer to come on at specific times of the day/night. Where heaters are turned off remember to keep the door of that room shut.

You can get free advice from G-Heat that could help reduce your gas and electricity bills. Call: **0800-092-9002** direct to make an appointment.

If your central heating breaks down leaving you with no heating/hot water call: **0141-551-8131** and staff will arrange for a gas engineer to attend as soon as possible.

## Frozen and Burst Pipes

If you are planning to go away at all over the winter period it is also important that you leave your heating on at a very low setting to prevent pipes from freezing. If the outside temperature is below freezing and water does not come out of the taps it is likely that the pipes are frozen. Frozen pipes can eventually turn into burst pipes.

If you suspect you have a frozen/burst pipe call: **0141-551-8131** and a member of staff will arrange for a plumber to attend as soon as possible.

## Tips to Keep Warm & Healthy this Winter from Scottish Government "Ready Scotland"

- To keep your home warm and cosy your main living room should be between around 18-21C (65-70F) and the rest of the house at a minimum of 16C (61F).
- Make sure you have had your annual gas service as this will ensure your central heating is working effectively.
- Try to make sure you have regular hot drinks and at least one hot meal a day. Food is a vital source of energy which helps keep your body warm.

- Wrap up warm when inside and outside; wear several light layers of clothing to keep the heat in.
- At night draw your curtains and keep doors closed to block out draughts.
- Get your free flu jab. If you are aged 65 or over, pregnant, have certain medical conditions, live in a residential or nursing home, or are the main carer for an older or disabled person.
- Remember: If you are going away over the winter period please leave a key with a friend/neighbour and let the Association know in case emergency access is required.

## Emergency Contact Numbers

Milnbank HA	0141-551-8131
Scottish Power	105 (National Freephone)
Scottish Gas	0800-111-999
Scottish Water	0800-077-8778
Police	101
Close Lighting	0800-595-595
Street Lighting	0800-373-635

## More advice on preparing for Winter

The Scottish Government has published information about dealing with winter weather. This site offers practical advice and simple steps to protect yourself, your family and neighbours. The link can be found at <http://www.readyscotland.org/are-you-ready/severe-weather/>