

prepare your home for winter...



Before cold weather sets in...

- Locate the main stop tap in in your home and know how to turn it off and make sure you know how to turn off your electricity and gas supply in an emergency. Ask our staff or contractors if you are unsure
- Plug any gaps where there are drafts around doors etc.
- Check exterior outlet pipes for leaks and report to us as soon as possible
- If you're leaving the property for an extended period of time turn off your stop tap and open the hot and cold taps so that any water can drain away
- If you have an external tap, turn off the water supply to it (it should have its own stop tap) and open the tap so that any water can drain away
- If your radiators are cold at the top and warm at the bottom, bleed the radiator using a radiator key in the vent point at the top side of the radiator. Turn the key anti clockwise until you can hear a hissing sound (usually half a turn). When the air has come out tighten the vent (do not take the vent out completely or it will leak) *Please ensure the pressure on your boiler is kept at 1 bar if you are bleeding your radiators - contact us if you are unsure.*
- In cold weather turn heating down to 15 degrees overnight to minimise chances of the pipes freezing
- Check your boiler pressure regularly and maintain the pressure at 1 bar when cold

What to do if your pipes freeze...

- Turn the water off at the main stop tap so that any water can drain away and then open all cold taps
- Attempt to contain water from radiators/pipes in a bucket or bowl
- Pull back carpets and lay newspapers or towels to absorb water
- You may use a hairdryer/ hot water bottle to thaw a pipe. Take care to thaw from one end of the frozen section and not from the middle
- If your condensate pipe is affected (on your outside wall, often near your kitchen or back door) try using luke warm water from the kettle to defrost it (never use boiling water)
- If electrics are affected, do not touch. Turn off electricity at the mains.

In an emergency call our repairs service on 0161 226 4211 (please don't manage leaks yourself)

**We have [Quick Fix videos](#) on our website with easy to follow guidelines
Visit: msvhousing.co.uk/you-and-your-home/quick-fix-videos/**



**Report emergency repairs on 0161 226 4211 and
non-emergency repairs via your MyMSV customer account
at msvhousing.co.uk or email enquiry@msvhousing.co.uk**