Keep this leaflet in a safe place so you can refer to it in an emergency

Get Ready For Winter

Handy hints and tips during periods of freezing weather to help protect your possessions from flooding caused by burst pipes

Building Insurance

Apex insures the building and structural elements of its properties and will carry out repairs due to damage caused by burst pipes.

Contents Insurance

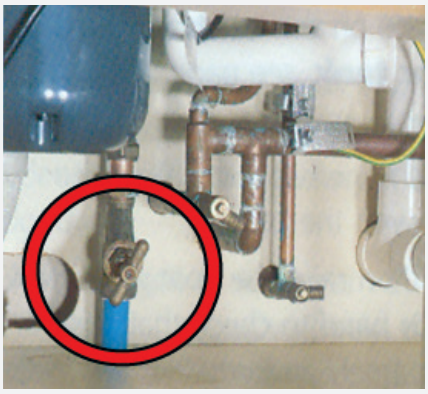
It is your responsibility to insure your own personal possessions and home contents, i.e. carpets, furniture, etc.

There are insurance companies with policies available with different payment options. We would advise that you shop around for the best quote. For further information contact your local Citizens Advice Bureau or Advice Centre.

What is a water stopcock and where can I find it?

A stopcock is the main valve for turning off and on the mains water supply to your home. In most homes your stopcock is located under your kitchen sink, although it can also be located in your front or back hall. It is a good idea to find your stopcock and ensure that it is working, turning it clockwise to close it and anti-clockwise to open it.

Find your water stopcock now so that you know where it is in an emergency.



List any other emergency numbers you may need here:

APEX EMERGENCY NUMBERS

Office Hours 9am-5pm **028 7130 4800**

Out of Hours **0330 123 3342**

Power NI (NIE) 03457 643 643

Waterline 03457 440 088

Gas 24 Hour 0800 002 001

See additional information overleaf

www.apex.org.uk email: info@apex.org.uk

How do I help prevent my pipes from freezing?

- Ensure your heating comes on for short periods throughout the day. This will help ensure that the temperature in your home remains high enough to prevent freezing.
- Open your trap door, this will allow warm air to circulate around your attic and the pipe work.
- Open your kitchen sink unit to allow warm air to circulate around your cold water mains piping.
- Check that all the pipe work in your attic is insulated.
- Detach all garden hoses and shut off the water to outside taps. Consider fitting outside tap covers and ensure that external pipes are insulated.

What do I do if I have a burst pipe in my home?

- Firstly, turn off the mains water supply (stopcock), this will ensure that no more water will get into the system.
- Turn off your electrical mains if any water has come into contact with electrical fittings.
- Contact Apex Property Services on **028 7130 4800**.
- Try and stem the flow of water and use buckets where possible to contain the water in order to minimise damage.
- If you can, you should get rid of all the water in your system by draining down your system.

What can I do if I have a frozen pipe?

- Turn off your mains water supply (stopcock).
- Gently warm the affected pipe by wrapping it with a warm cloth or hot water bottles, you can also use a hair dryer but it must be at its lowest setting.
- Whatever method you use, please ensure that you do not heat the pipe too quickly or it could burst.
- When thawing the pipe, we suggest that you start at the end closest to the tap.
- Under no circumstances should you use any naked flame or a blow lamp as this could cause a fire in your home or damage the pipe work causing flooding.

Why should I drain my cold water system?

- Draining your system will remove any remaining water in the system and help limit any further damage that may be caused to the property and your possessions.
- Firstly, ensure that your main stopcock is closed and also turn off your oil or gas central heating.
- Secondly, run all the cold water taps in your home and flush your toilets until water stops flowing.
- Do not use any water heater, i.e. immersion heater as the lack of water will cause serious damage to your hot water cylinder.

If you are in any doubt, please do not turn on your central heating. Contact our office for more advice.