

Helensburgh & Lomond telephone 01436 658700
31 James Street, Helensburgh G84 8AS

Cowal telephone 01369 708688
Dolphin Hall, Manse Avenue, Dunoon PA23 8DQ

Bute telephone 01700 501314
Union Street, Rothesay PA20 0HD

Mid Argyll telephone 01546 604800
Dalriada House, Lochgilphead PA31 8ST

Kintyre telephone 01586 559055
Old Quay Head, Campbeltown PA28 6ED

Islay telephone 01496 301312
Jamieson Street, Bowmore PA43 7HP

Oban, Lorn and Isles telephone 01631 567962
Albany Street, Oban PA34 4AW

Mull telephone 01688 302051
Breadalbane Street, Tobermory, Mull PA75 6PX

Remember

**FROST
CAN
COST!**

If you let it get a grip

This leaflet is available in other formats such as audio cassette, large print, Braille and in other languages. If you require any of these, please contact your local ACHA office.



Frost Precaution

Information on how to avoid frost damage

Advice



Assistance



Action

If you would like to know what effect very cold weather will have on your home, advice and assistance is always available from ACHA. Should you wish to talk to a member of staff regarding the workings of the water system in your house or to report any defect due to cold weather, please contact:

ACHA Repair Hotline

Freephone 0800 028 2755

(Mon – Fri 9am – 5pm)

In an Emergency (outwith office hours and at weekends)

☎ 0845 799 4433



(Your call will be charged at Local Rate)



Try to Prevent Water Freezing

Pipe Work – Look for pipe work that is not insulated (lagged) and may be in an area exposed to the cold. If you find pipes like this please call the ACHA Repair Hotline and advise us of this. As a temporary measure in severe cold weather you could use covers such as blankets, carpets etc.

Water Tanks/Cylinders – Check the insulation around your cold and hot water tanks, particularly in loft spaces, and identify if they need insulation. If you find that this is the case contact the ACHA Repair Hotline who will arrange to have this done. Let us know if you need someone to check this for you and let us know if your loft needs insulation.

Never Leave Your Home Without Heating in Very Cold Weather – If your home is not heated, the water in the pipes inside your home could freeze causing them to expand and then burst the pipes. When the ice thaws out your home could be flooded. If you have to go away for any length of time during winter months (such as on holiday or into hospital) then the water system in your house should be drained down to empty the tanks and pipes. Contact your local ACHA office who will help you do this and make arrangements for refilling the system when you return.

Be aware of how your system works

If your pipes burst you will need to know where to find the main stop-cock that turns off your water - it is usually on the main water pipe where it enters your house (it can be under the kitchen sink or in a cupboard).

There is also normally a control valve outside your house, usually in the pavement that will shut off all water to the building and possibly to your neighbours' homes too.

ACHA employs staff who are experienced in plumbing systems so if you are in any doubt please contact your local ACHA office.

What to do if your pipes or tank bursts

Report the situation immediately to your local ACHA office or Freephone Repair Hotline [0800 028 2755](tel:08000282755) or Out of Hours (emergency) number [0845 799 4433](tel:08457994433).

Turn off the water at the mains stop cock in your home and open all taps in the house to help drain down the system quickly.

Turn off the electricity at the mains fuse box.

Turn off central heating, water heaters, boilers etc.

Warn neighbours – especially downstairs, if you live in a flat

If any ceilings show signs of bulging put buckets below and try to puncture the surface to let the water out (this may stop the whole ceiling from falling in causing extensive damage).

If you think water may be freezing in pipes, tanks or valves, do NOT attempt to thaw them out using direct heat or a naked flame – phone one of the above telephone numbers and wait for a tradesperson to arrive.

Advise the tradesperson that you have turned off heating and electricity - do not turn these back on until the tradesperson tells you that it is safe to do so.

Please stay warm – your local ACHA office can provide you with temporary heating.

Try to watch the [weather forecast](#) on T.V. or listen to it on the radio at regular intervals. This will give you warnings of any cold spells to come and if you take the necessary precautions, may avoid a lot of damage to your home.

Make sure you have [insurance cover](#) for the contents of your home. ACHA can arrange Tenants Contents Insurance for you now – phone Marie Everett on 01546 604575.

