

**Helensburgh & Lomond** Telephone 01546 605920  
Lamont House, 9-19 Stuckleckie Road, Helensburgh  
G84 7NL

**Cowal** Telephone 01546 605950  
Dolphin Hall, Manse Avenue, Dunoon PA23 8DQ

**Bute** Telephone 01546 605870  
13-16 Longhill Crescent, Rothesay, Bute, PA20 0JT

**Mid Argyll** Telephone 01546 605800  
Dalriada House, Lochgilphead, PA31 8JL

**Kintyre** Telephone 01546 605880  
Old Quay Head, Campbeltown, PA28 6ED

**Islay** Telephone 01546 605890  
11 Flora Street, Bowmore, Isle of Islay, PA43 7JX

**Oban, Lorn and Isles** Telephone 01546 605930  
Menzies House, Glenshellach Business Park, Oban,  
PA34 4RY



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 ❄️

**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 Customer Service Centre

### 0800 028 2755



The Scottish Housing Regulator's Landlord report on ACHA can be found on the **Find and Compare Landlords** webpage at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

Argyll Community Housing Association Limited  
Registered Office at: Menzies House, Glenshellach  
Business Park, Oban, PA34 4RY  
Registered under the Co-operative and Community  
Benefit Societies Act 2014, Reg. No. 2661R(S)  
Registered with the Scottish Housing Regulator as a  
Registered Social Landlord - RSL No. 360  
Vat Registration Number: 155542607  
Registered with the Scottish Government, Property  
Factor Registration Number PF000302



## 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 Customer Service Centre 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 Customer Service Centre 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 ACHAs Customer Service centre by telephoning **0800 028 2755**

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 does not insure your personal belongings.

Please see over for contact details of ACHA's area offices →

