

Your winter heating checklist

With the Met Office forecasting a long hard winter, now is a good time to get prepared. The winter weather can bring many challenges so keep warm this year with our checklist.

Checklist

- Locate your stopcock and check that it's working.
- If your gas service is due, ring **01952 217217** now to make an appointment.
- Check your heating is working properly by turning it on now.
- Try running your heating at a medium temperature throughout the day, instead of high in evenings and night time, as it will keep your home warm and prevent frozen pipes.
- If you are out all day, going away or when in bed turn the heating temperature down instead of turning it off.
- Close blinds and curtains at night as it keeps the heat in.
- Layer your clothing. Lots of thin layers will keep you warmer than one thick jumper.
- Set the water temperature to around 60°C, this is warm enough for bathing and washing.
- Make sure all radiator valves are fully open so that you get an even heat throughout the house, preventing damp and cold spots.
- If you have a gas boiler set it to its maximum setting so that it can work efficiently.
- Ensure your wall vents are not blocked. **Blocking them could cause death by carbon monoxide poisoning.**
- Check your carbon monoxide and smoke alarms are working.
- Check with your electricity supplier the best time to fully charge your storage heaters.
- If your heating fails and we cannot get to you within 24hrs of you contacting us, or we are unable to repair it straight away, we will leave you with two temporary fan heaters and return as soon as we have the parts we need.

Contacting us:

Last winter we received a large number of calls. To make contacting us as easy as possible, follow these guidelines.

We provide a **24-hour service for emergency repairs**; all other repairs should be reported between **8am to 6pm Monday to Friday and 9am to 12.30pm on Saturdays.**

Call 01952 217217.

If you are reporting a repair that isn't an emergency:

- Email us at: enquiries@wrekinhousingtrust.org.uk
- Visit your local Trust shop to report a repair and seek advice.
- Visit our website and use our 'Report a Repair Form'.

If you consider yourself vulnerable please contact your local housing officer, make sure we have your contact details and those of anyone nominated to speak to us on your behalf.

If your contact details have changed call 01952 217100 to let us know.