

# Prepare your home for winter



## Before cold weather sets in..

- Locate the main stopcock in your home for your water supply, and know how to turn it off. (It's often under the kitchen sink, but not always)
- 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 overflow 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 stopcock and open the cold taps so that any water can drain away.
- If you have an external tap, if you can, turn off the water supply to it (it should have its own stopcock) and open the tap so that any water can drain away.

Prevent your  
pipes freezing  
this winter!



## What to do if your pipes do freeze...



- Turn the water off at the main stopcock 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 the pipe. Take care to thaw from one end of the frozen section and not from the middle.
- If electrics are affected, **do not touch**. Turn off electricity at the mains.
- Call our repairs service in an emergency.



## You can contact our repairs service by..

- Registering on 'My MSV Portal' on our website
- Downloading our app (search for msvhousing in the App store or Google Play store)
- Emailing [repairs@msvhousing.co.uk](mailto:repairs@msvhousing.co.uk)
- Calling us on 0161 226 4211