



Extremes of winter weather, and the flooding which can follow, can create a real mess in a property - and structural damage. The families affected can also lose valuable possessions and personal items, as well as having to cope with the inconvenience and stress of dealing with the situation. In addition, as outlined in your licence to occupy - if your actions or inaction are found to have caused the issue, you could be liable for some of the repairs.

Whether you are home or if you're going away, you are responsible for ensuring that your Service Family Accommodation (SFA) is protected from cold weather. So follow our tips to save yourself the hassle and heartache of dealing with a flood or other cold weather damage.

### OUTSIDE

Isolate your outside tap (if you have one) during winter to ensure that it does not freeze during cold weather.

Check your guttering and roof for any signs of damage – and report them to your maintenance Helpdesk.

Report trickling overflow pipes to your maintenance Helpdesk.

### LOFT INSULATION

For safety reasons you should not access the loft to store personal possessions; and to ensure that you do not damage your loft insulation.

### INSURANCE

If the worst happens, and your actions or inactions are found to be the cause, you could be liable for the first £20,000 of repairs.

Consider Licence to Occupy insurance, which is separate to building/contents insurance – go to [www.siap.org/l2o](http://www.siap.org/l2o)

### PROTECTING THE WHOLE HOUSE

Leave your internal doors open, especially if you are going away so the heat can circulate around the house.

Keep all your radiators turned on throughout the house.

### BOILER/STOPCOCK

Test your heating before the cold weather sets in, and report any problems/issues to your Helpdesk.

Find out where your main stopcock is located - so you can switch off the water in an emergency.

### HEATING

Keep your house at a consistent temperature (at least 15°C in cold weather), in line with your fuel economy requirements.

This applies even if you are out during the day or if you go away for any period of time.

Keep all your radiator valves on.

### WHEN GOING AWAY

Keep your heating on, all your radiators turned on, and internal doors open.

Leave your keys with a trusted friend or neighbour - ask them to check the house regularly and report problems that arise - you can always return the favour another time.

## PREPARE, PREVENT AND PROTECT

In summary:

- Make sure you are prepared for winter by reporting issues with your heating or the fabric of your home to your maintenance Helpdesk - before the cold weather sets in.
- Take action to prevent problems, such as leaving your heating on all around your home and allowing heat to circulate.
- Actively protect your family, your home and possessions – especially if you are going away.