

# Newsletter

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Bridgewater Housing Association Newsletter for Tenants

Winter 2021 [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

## Dear Customer, Welcome to the latest edition of Bridgewater News

By the time you receive the newsletter, as a staff group, we will have been back working in the office part time for several weeks. Fingers crossed it seems to be working well and we are all really pleased that we are back to providing as near normal a service as possible. Of course, the office is still not open for people to walk in but we hope that we will be able to open the office to the public when we come back from the new year break.

This year has been nothing short of horrendous for many of us and although I think that next year will be better, there are still many more challenges for us to overcome, both linked to recovering from the pandemic but also related to the social and political environment in which Bridgewater carries out its business. In order to help us deal with these challenges, the Board has approved a new business plan. I published a draft version on our web site several weeks ago for consultation and the Board agreed the new plan at a meeting on 30 November. This should help us deliver the outcomes which our customers want over the next couple of

years and ensure that we recover from the pandemic and build resilience into the business.

This is the last of our newsletters before the Christmas Break and so I hope it finds you and your family and friends well and that you have a great time at Christmas and the new year whatever you are doing. All of us here at Bridgewater, Board and Staff wish you a happy, healthy and prosperous Christmas and new year.

*Alastair Morris*  
Chair

## FLAIR ANNUAL REPORT 2020/21



FLAIR is The Federation of Local Housing Associations in Renfrewshire and East Renfrewshire. This partnership of six housing associations includes Barrhead, Bridgewater, Ferguslie, Linstone, Paisley and Williamsburgh.

Since the FLAIR constitution was first drawn up in 1999 the objectives remain to provide a context for joint working. FLAIR encourages collaboration, campaigning and lobbying, employment, training and learning opportunities, and, through the iFLAIR framework agreement, increased buying power across the Housing Associations for the benefit of tenants and residents.

This short report summarises some of the actions during the financial year between April 2020 and March 2021, which was dominated by the COVID-19 pandemic. Summarised here are examples of action taken during the pandemic to support tenants and the local community during lockdown, demonstrating FLAIR's role as more than provision of safe and well-maintained homes. Since COVID hit our communities in March 2020 FLAIR has done a great deal to pivot the support to tenants and the local communities to address these needs and to continue to ensure the people in the communities we seek to serve are involved and influence how we deliver our services. The full report is available on our website [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)



**Our office will close at  
12noon on Friday 24th  
December and will re-open  
at 9.00am on Thursday  
6th January 2022**

Repairs should be reported to the Association staff during office hours by telephoning **0141 812 2237** or by email at [repairs@bridgewaterha.org.uk](mailto:repairs@bridgewaterha.org.uk) repairs can also be reported via our website [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

If you have an emergency repair out with office hours, you should contact one of the emergency phone numbers:

**Turner - 0333 320 2322** (For all emergency repairs except heating or hot water systems)

**GasSure: 01294 468 113** (For all gas heating or hot water repairs.)

If you smell gas or think you may have a gas leak:

- Phone Transco immediately on: 0800 111 999
- Don't smoke
- Don't use naked flames
- Don't turn electric switches on or off
- Open windows and doors to get rid of the gas

If you have a loss of power:

- Phone **Scottish Power** on: 0800 092 9290 or 105

If you have a loss of water:

- Phone **Scottish Water** on: 0800 0778 778 or by email to: [help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

*The Board and Staff of Bridgewater Housing Association would like to wish all our customers, members, and partners a Merry Christmas and a Happy New Year!*

# Sheltered Tenants Keeping in Touch

As the Christmas season is upon us and many will be away from home spending time with family and friends. It's really important that you keep in touch with your Housing Support Officer and alert them to any periods when you will be away from home.

Bridgewater Housing Association will close at 12 noon on Friday 24th December until 9.00am on Thursday 6th January 2022 when emergency calls will be responded to by Bield Response 24 our Alarm Receiving Centre. We are required to notify them of any periods over 24 hours when you will be away from home, which include time spent in hospital.

**Why do we have to do this?** If there is no activity detected in your home for 24 hours, an inactivity alert is triggered to the Alarm Receiving Centre. This is for safe guarding purposes in the event of anything happening to your wellbeing whilst in your home.

If we have been notified that you will be away from home, then there is no need for us to be concerned. If, however, you have failed to notify us and an inactivity is detected, this triggers an alarm and Bield Response 24 need to ensure your safety and wellbeing and follow this up by:

- calling your next of kin using the contact details you have provided
- visiting your home, or
- calling the Police to visit your home to check on your wellbeing

You will appreciate this uses up valuable resources which could be used to respond to a real emergency. In order to prevent unnecessary waste of emergency services, you must advise your Housing Support Officer if and when you will be away from home for over 24 hours or more.

It is also extremely important that you provide us with any changes affecting your named next of kin including updated contact landline/mobile numbers including email as this will enable us to keep in communication and ensure you are safe and well.



Your assistance is greatly appreciated.

# Afternoon Tea Giftbox



In September 21 a surprise delivery was received by all sheltered and extra care tenants on behalf of the Board and staff of Bridgewater Housing Association, an afternoon tea giftbox!!

This was to acknowledge the very difficult year which has just past and undoubtedly been the most challenging year and a half for the Association in its 23 year history.

However, we hope that we have continued to provide you with the best service possible during this time and that our sheltered and extra care tenants enjoyed this small gift of some food and a little bubbly as we look forward to better times to come.



# The Co-op Local Community Fund



Bridgewater Housing Association were selected to take part in the Co-op Local Community Fund which supports projects across the UK that their members care about.

We are delighted to announce a total grant sum of £3,009.77 which was presented to Lorraine Kay, Housing Support Co-ordinator by by Stewart Freeman, Manager and Alison Devine, Community Champion from Bishopton Coop.

This will help boost our funds to re-establish and maintain social connections and reduce feelings of loneliness and isolation for our sheltered and extra care tenants. See our dedicated page on the Co-op membership website, <https://membership.coop.co.uk/causes/53134>

We want to say a BIG THANK YOU to all the Co-op members who selected us.



# Renfrewshire Council – New Posts – Activities Coordinator



Renfrewshire Council have created a number of new posts to help meet Scottish Government targets by promoting health and wellbeing within the context of a meaningful and person centred activity programme; liaising with care home and extra care service managers to plan and prepare a range of activities which are suitable for

older people with a variety of needs such as physical, cognitive and in particular dementia; purchasing equipment/access services which will aid development of activities; investigating the provision of transport to relevant activities.

To date we have relied on tenant's families / relatives and volunteers and more recently our Housing Support Team have successfully applied to the Co-op's

Communities Fund to develop a programme of activities for our tenants living in sheltered housing and extra care developments. The posts will greatly benefit our tenants in the extra care developments, please see link below for details advertised on myjobscotland.

<https://www.myjobscotland.gov.uk/councils/renfrewshire-council/jobs/activities-coordinator-4-posts-temporary-243174>

# SUPPORTING OUR COMMUNITY

## - Community Recovery Fund Round 2 (CRF2)

Thanks to Ferguslie Park Housing Association for co-ordinating an application for funding on behalf of the FLAIR Associations (Bridgewater, Barrhead, Linstone, Paisley and Williamsburgh Associations) and in collaboration with numerous community partner organisations from across Renfrewshire covering a breadth of activities. We are delighted that an award of £250,000 was made to be distributed to the organisations involved. Delivery partners are made up of local third sector organisations, a majority of whom were involved in working alongside lead partners to deliver emergency response activities and recovery activities as part of Community Recovery Fund Round 1 (CRF1), this includes the Tannahill Centre and Linwood Development Trust who both directly received funding as part of CRF1.

Delivery partners are :

- Active Communities
- Church of Scotland
- Who Cares? Scotland
- YMCA Paisley
- Renfrewshire Council Youth Services
- Darkwood Crew
- Ferguslie Seniors

- Community Transport Glasgow
- Renfrewshire Community Transport Steering Group
- EBI Unites
- RAMH
- Create Paisley
- Home-Start Renfrewshire
- Star Project

The Association received an award of £25,000 to provide community engagement activities and information to families with children, elderly/vulnerable and extra care tenants and the wider community as a result experiencing increased isolation and loneliness. We also hope to increase our welfare rights advice service in partnership with RAMH, focusing on those most impacted by changes to furlough and Universal Credit. We will also employ a customer services assistant on a temporary basis to provide administrative support to the new initiatives and activities.



**Ferguslie Park  
Housing Association**



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# EBI Unites

EBI Unites were also successful in obtaining over £20,000 funding to cover short term contracted staff, redesigning the food project and to support community engagement activities. EBI Unites have reshaped their services in order to focus on individuals and families in need and provide the following services from two bases;

- **Church of the Nazarene**  
Monday - Thursday from 9.30am – 2.00pm Community Supermarket – select up to 15 items including frozen foods and unlimited bakery products for £2.50
- **Barnhill Farm**  
Wednesday & Thursday - Free Food Support packages delivered by volunteers from the farm (based on assessment of needs)

**Hot Meal Delivery**  
2 frozen meals of Soup and main meal delivered once per week (based on need)

**Healthy Eating Project**  
Cooking lessons/ demonstrations for adults and children (check EBI Unites website for details of when classes will be available and how to book)

Should you wish a referral for any EBI Unites service please contact your Housing Officer or contact Jacqui Reid, EBI Unites on 07799 123002 for a friendly chat.

Find them on Facebook EBI Unites  
Twitter @EBIUnites  
Email: [ebiunites@hotmail.com](mailto:ebiunites@hotmail.com)



# Supporting Our Community – We are here to Help!

- Are you experiencing financial hardship as a result of Covid-19?
- Are you struggling to pay for your rent, food, fuel etc?
- Do you have debts?
- Would you and your household/ children benefit from having 12 months free wifi access with a digital device such as an ipad or a chromebook provided?

## Welfare Rights Service

If the answer to any of the above is **YES** then we may be able to help you.

Our Welfare Rights Service is provided by Kay Walker, Welfare Rights Officer 3 days per week (Tuesday, Wednesday and Thursday). We were successful in obtaining Scottish Government funding support and we hope to be able to increase the service to 4 days per week on a temporary basis with RAMH staff providing financial and budgeting advice and support. They can also offer a full benefit check to make sure that you are not missing out any benefits you could be entitled to and they can also help with:

- Completion of complicated claim forms and letters;
- Pursue benefit backdates;
- Represent you at appeals hearings

Please note the service is confidential and is provided to assist tenants maximise their income. If you would like to make an appointment please contact Tel 0141 812 2237 or email [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) and leave your name, address, telephone number and/or email address and we will get in touch with you.

Due to Covid-19 restrictions we are unable to offer a home visit, however, a meeting can be arranged via Near Me, Whatsapp or Zoom.

## Universal Credit information



### What is universal credit (uc)?

You may be able to get UC if you are on a low income or out of work. You may be financially worse off if you claim this benefit instead of old style benefits always check this before submitting a claim as you cannot go back to old claim later.

If you are unsure and wish a benefit check

please ask for an appointment with our welfare rights officer tel 01418122237 ,Kay works each week Tuesday to Thursday by appointment.

Universal Credit is a social security benefit for people of working age who are in or out of work. It combines means tested

support for adults and children and includes help towards housing costs as appropriate.

Universal Credit replaces the following benefits

- Child Tax Credits

- Working Tax Credits
- Housing Benefit
- Income Support
- Income based JSA
- Income related ESA

Once you claim u.c your other claim stops with immediate affect.

### Frequently asked questions:

#### 1. Will I be put on u.c automatically?

No however you may be contacted in future by DWP inviting you to claim u.c. If you receive an invite to claim do not ignore letter as current benefits may stop if you do so.

#### 2. Do I need a bank account to claim u.c

To claim u.c you normally require a bank account or credit union account to receive payments.

#### 3. How do I apply

The easiest way to make a claim is online if you struggle with this please seek assistance from welfare rights service as above.

In exceptional circumstances a claim can be made over the phone 08003285644 however this is not common practice.

#### 4. What happens if I have no internet?

To view your claim and update your claim you will require internet access. Your local JCP offers access to wifi.

#### 5. What i.d do I need to make a claim?

The easiest way to prove i.d is through uk Verify if you have a passport, driving licence etc. If you don't have any of this alternative ways will be discussed by u.c staff.

#### 6. When will I receive payments?

You will receive first payments 5 weeks after you make a claim. Thereafter you can choose fortnightly payments under Scottish options.

#### 7. What can I do until receive payment?

Once your claim is live you can request an advance payment which is recovered from future payments.

#### 8. What about my rent payment?

If you qualify for housing costs this will be paid with universal credit payment. After the first payment you can request this to go direct to Bridgewater Housing. If you have arrears Bridgewater may also apply to have a deduction from your payment to cover arrears.



# #YouDecide

## #YouDecide is here – but what is it?

Our newest campaign will put the power over decision making into your hands as we allocate £1.2million for you to spend in Renfrewshire.

Taken from the Environment and Infrastructure budget, we want your ideas on how to spend it on infrastructure projects in Renfrewshire.

Now, that's not pot holes or resurfacing roads as we'll take care of that from the wider budget.

It's for things like new pedestrian crossings to make your street safer, creating or improving a walking or cycle route near you, or upgrading the drainage at your local playing fields.

You submit your ideas.

We'll create a shortlist with the ones that are possible.

There's then a public vote where you pick your favourites.

We do the work to turn the ideas into reality.

It's a chance for the Council and the community to work together to make a real difference in our neighbourhoods.

So, if you live locally and have an idea of what could be upgraded in your area then don't miss your chance to take part and have your say.

To submit your ideas, visit our website at [www.renfrewshire.gov.uk/YouDecide](http://www.renfrewshire.gov.uk/YouDecide) or pick up a postcard from your local library, leisure centre or Morrisons supermarket, fill it out and return it there or post it back to the Council.



## PAYING YOUR RENT

At the start of lock down our Chair and Chief Executive sent out a message to all tenants explaining that no one will lose their home because of the pandemic. This has not changed, however, this doesn't mean that there is no need to pay your rent. We expect tenants to continue to pay their rent, however, if you are experiencing financial difficulties due to Covid19 it is essential that you contact your Housing Officer who will provide advice and assistance to support you during this challenging time.

Details of the various ways you can pay are detailed in this newsletter and on our web site. We have our own Welfare Benefits Advice service which you can access by telephoning our normal office number. The Association relies on rental income to deliver our services to you and to continue to invest in our properties. The level of rent arrears has increased significantly during Covid19 and it must be stressed that where tenants do not engage with us by failing to respond to repeated attempts to discuss matters then we will have no alternative than to pursue further action.



## HOW TO PAY YOUR RENT OR COMMON CHARGES

Download our Bridgewater Housing Association app, or you can pay using Allpay's app\*, both available for iOS and Android.

If you have access to online banking you can pay using our bank account number 00139327 and sort code 83-26-22. Remember to use your customer account number as the payment reference.

Phone the allpay 24-hour automated telephone line on 0330 041 6497.

Pay Online using our Website: [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk) or scan the QR code.

A QR code is shown on the left, and a laptop in the center displays the website's interface, which includes a 'CORONAVIRUS UPDATE: PLANS FOR CORONAVIRUS' section.

Pay with Cash or Debit/Credit card by presenting your allpay Card at any Post Office or PayPoint Outlet.

TENANTS can set up a regular Direct Debit with us or set up a Standing Order with their bank.

# Tackling Digital Exclusion



Bridgewater is committed to tackling digital exclusion and signed up to the Digital Participation Charter and the 5 charter pledges in September 2020. The Charter aims to help organisations support digital participation. The Charter has been developed and funded by the Scottish Government and hosted by the Scottish Council of Voluntary Organisations (SCVO). By signing up to the charter, the Association supports the promotion of digital participation for staff, volunteer Board members and within our Communities by assisting tenants and residents who are digitally excluded. The table below demonstrated the Associations achievements to date and our plans into 2022/23.

## DIGITAL PARTICIPATION CHARTER REVIEW

Bridgewater HA has been a signatory to the Charter pledges since September 2020 and is committed to tackling Digital Inclusion. Outlined below are the charter pledges and our achievements via initiatives we have undertaken and our planned activities for 2022/23.

Charter Pledges	Actual 2020/21 & 2021/22	Planned 2022/23
<b>1: Skill Up</b> We will ensure or staff and volunteers have opportunities to develop essential digital skills.	1) Board members and staff were provided with new laptops and tablets and given additional support re MS Teams / Zoom to enable remote working to be implemented quickly and effectively.	1) Continue to develop staff and volunteer digital skills by issuing a Training Needs Analysis (TNA) to confirm skills level and identify – SFHA digital toolkit.
<b>2: Support Staff</b> We will support staff and volunteers to help others learn essential digital skills and embrace digital tools.	2) We are developing our system specification for the replacement of our Warden Call system	2) Implement the Warden Call system replacement.
<b>3: Support Scotland</b> We will support our nation by contributing resources and practical support for Scotland in whatever ways we can.	3) Housing Support Team signed up to Digital Champions Training in order to be able to support our elderly/ vulnerable tenants with new technology.	3) Continue to support the Connecting Scotland Initiative and distribute devices to our tenants.
<b>4: The Essentials</b> We will support a common language based on digital participation and essential digital skills to make our thinking and actions as clear as possible.	4) We applied to Connecting Scotland and were successful in obtaining over 100 devices which have been distributed to tenant who met the eligibility criteria with support from the team.	4) Follow up with tenants who obtained devices to encourage engagement with us using digital tools.
<b>5: Come Together</b> We will channel our efforts through the Digital Participation programme so that our activities are co-ordinated and build on each other	5) We have explored a tenant portal (My Home) to make engagement with our tenants more effective and efficient. 6) We invested in CX Feedback software to use feedback from tenants to improve our services and engage with them during Covid 7) We volunteered to participate in the Near Me video platform pilot promoted via SFHA.	5) Set up a project team and implement My Home and developing a plan for tenant engagement. 6) Continue to utilise tenant feedback to improve services 7) Promote Near Me to tenants and roll out to other teams. 8) Continue to promote Vodafone Charities Connect

## CONNECTING SCOTLAND



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Connecting Scotland is a Scottish Government funded programme set up in response to coronavirus by helping people access online services and support they need whilst keeping family and friends in contact.



The Association has applied for several rounds of funding and we have been successful receiving over 100 devices which have been distributed to tenants who met the eligibility criteria.

Date	Phase & Criteria	Number		
		Chromebooks	Ipads	WiFi
June 2020	Phase 1 – Elderly/vulnerable	5	15	20
Dec 2020	Phase 2 -Families/Carers	5	10	15
Feb 2021	Phase 2 Round 2 – Older/ Disabled	0	15	15
July 2021	Fast Track – Older/disabled/single parents	0	10	0
<b>TOTAL</b>		<b>10</b>	<b>50</b>	<b>50</b>

Our sheltered/Extra Care tenants have received 28 devices/Wifi which have been put to good use.



Gwen Ross is really enjoying her Ipad and thinks “it’s great having a bigger screen”.

She has been using the ipad to:

“do online banking and food deliveries”

“play candy crush and cribbish games”

“Watching movies in bed”

These are just an example of how digital and online technologies can influence our daily lives.

Whilst we await notification of further rounds of funding from Connecting Scotland, if you would like a device or access to the internet, please contact your Housing Officer or Housing Support Officer.

Lorraine Kay, Housing Support Co-ordinator and the Housing Support Team have completed Digital Champions online training to help support tenants with digital skills.

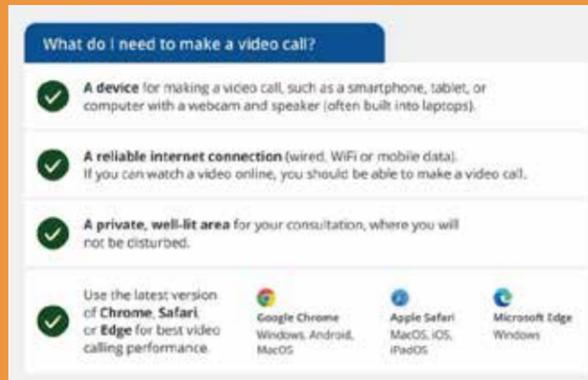
# Near Me Video Platform

## About Near Me

Near Me is a secure, web-based video appointments service that's available to all social landlords, large and small. The system was originally set up for use by NHS Scotland and is currently being trialled by housing organisations.

The public sector licence made available through the Scottish Government enables local authorities, housing associations and co-operatives to use Near Me for free until at least 2023. This means that landlords can now offer their tenants an additional, video call option for accessing services, such as housing management, assessing reported repairs, welfare benefit advice etc.

Bridgewater Housing Association is committed to providing opportunities for tenants to maximise the



opportunities that digital technologies can bring. The Association decided to trial Near Me in its housing support service (sheltered housing) to engage with sheltered tenants through face-to-face calls, initially to reduce isolation and loneliness.

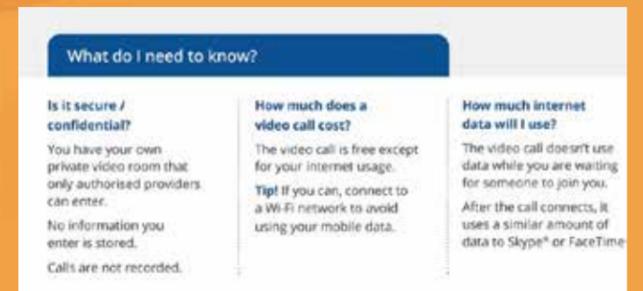
## Taking A Person-Centred Approach

During the COVID-19 pandemic, the Association's staff have been working from home and carrying out enhanced welfare calls to tenants via the telephone. The advantages of Near Me video calls include:

- staff being able to visually check how tenants are
- using video calls to support plan reviews (currently carried out over the phone)
- potential to include family members in reviews

Bridgewater Housing Association were successful in securing a number of digital tablet devices for its sheltered housing tenants through Connecting Scotland funding. Having the opportunity to use Near Me will help further develop tenants' skills and confidence. It will also offer an additional means of communication with those who are already digitally active. The video calling platform has the potential to become a valuable part of the service for those who want to communicate this way.

## Feedback



Initial feedback from the tenants involved in the video calls has been very positive. Tenants commented that it was easy to join the video call and they would be interested in taking part in similar calls again. Staff too feel that Near Me is easy to access and use. They have enjoyed engaging with tenants through this format, especially as there have been few face-to-face visits during the pandemic. The Association is keen to expand the use of Near Me video calls to welfare rights, housing management and technical services.

Should you wish to trial near me please contact your Housing Officer or telephone 0141 812 2237.



# Vodafone Charities Connected

**1.5 million households in the UK are living without internet access.**

The pandemic has highlighted the scale of digital exclusion and in particular its impact on the most vulnerable in society. Digital connectivity is increasingly essential to access work, education, healthcare and to keep in touch with family and friends. That is why Vodafone have put tackling digital exclusion at the heart of their business and are keen to work closely with other organisations and local communities to help close the digital divide.

As part of Vodafone's commitment to tackle digital exclusion and connect one million people by the end of 2022, they recently launched charities.connected. This initiative gives any charity in the UK the opportunity to apply for free connectivity to help the individuals and families it supports get online or to improve its own digital capability.

The connectivity, in the form of SIM cards offering 20GB of data plus free calls and texts every month for six months, will work in any SIM-enabled device (a phone, tablet, laptop, MiFi or dongle).

The Association has submitted an application to Vodafone, should you wish to apply for a free SIM card please contact your Housing Officer who will note your interest.

## Vodafone Christmas advertising Campaign

Look out for Vodafone's Christmas advertising campaign which celebrates the joy of giving and asked viewers to give 'The Gift of Connection' aims to inspire the nation to help those living in digital poverty by donating old devices. Vodafone will add 6 months free connectivity to donated devices. Barnardos will distribute these to disadvantaged children and families.

Check out social media (@vodafoneuknews)

# KEEP WARM AND WELL THIS WINTER

Hints and tips for keeping warm and also help available with costs:

- Cut your bills without sacrificing comfort
- Set the central heating to switch off 30 mins before you leave home if out during day
- Temperature should be set at 21 degrees for living areas
- Heavy curtains can keep heat in
- Use low energy light bulbs
- Don't leave appliances like t.v on standby
- Only fill kettle to level you need e.g 2 cups full
- Use a draught excluder to cut out heatloss at doors.(These are easy to make get creative)

## FINANCIAL HELP WITH HEATING COSTS:

### • Winter Fuel Payment

If born before 5/10/54 you should receive a yearly Winter payment from UK government. It is paid automatically and is worth between £100 and £300 per household depending on circumstances.

Any queries relating to this can be answered by calling Freephone 08007310160

### • Cold Weather Payments

Payments are made to those on certain benefits when the temperature falls below zero for seven consecutive days. Qualifying dates are 1/11/21 and 31/3/22.

Payments are made automatically along with your normal benefit payments and are currently £25.

Any queries call 080005556688

### • Warm Home Discount - A payment of £140

This is paid automatically by your energy provider to those on Guaranteed Pension credit and some other means tested benefits. As the rules are different for each supplier please check if you qualify.

Helpline 08007310214

### • Child Winter Heating Assistance

This is a payment issued automatically to each child in Scotland receiving High Rate Care Component of D.L.A

Contact 08001822222

### • Priority Register

If anyone in your household would be adversely affected in a powercut situation due to health issues, age or vulnerability you can register with priority register.

Contact your energy supplier direct for this service.

If you experience a powercut you can call 105 to report it.

# Winter Precautions

Cold weather affects all of us, including our relatives, friends and neighbours, and particularly older and vulnerable people in our community.

Try to keep your home reasonably warm day and night. Wearing several layers of thin clothing made with wool, cotton, or fleecy synthetic materials is better than wearing one thick layer of clothes.

If you're an older or vulnerable person and it does turn really cold, try and eat at least one hot meal a day and sip hot drinks throughout the day. It's important for you to be as active as possible if you can be. Spreading household chores throughout the day is a good way to stay mobile. Remember to stock up on food and other essentials in case it's too cold to go to the shops for a few days.

Get a flu jab if your doctor recommends it.

Let us know if you think your heating is not warming up your house enough or if you're feeling any cold draughts. It's better to sort these things out now rather than when it gets really cold. Someone in our Technical department will be happy to assist you.

## Looking after your home

Burst and frozen pipes can be avoided if some essential precautions are taken. Help to protect your home and your belongings with these simple steps.

## If You Are Going On Holiday

If you're planning to go away for more than a day or two, turn off the stop valve and drain off both hot and cold water systems. Contact our Technical Staff at the office if you are unsure of where this is or what to do. If you leave the house empty for a period, to go on holiday for example, it is a good idea to leave the keys with a relative or neighbour and to inform the Police. You should also tell your Housing Officer at the office when you will be away.

If you live in a block of flats, check with your neighbours before turning off the water in case it affects the water supply to the block.



## Heating the Roof Space

In the event of very low temperatures it is a good idea to open the hatch to the roof space, (if you have one). Although this will add slightly to your heating bill it will give additional protection to your water tank and pipes in the roof space.

## Before Your House Freezes Up

1. Find out where your stop valve is located. This is the stop cock fitted to the pipe that brings water into your home. It's often located under the kitchen sink, but not always.
2. If you have any pipework that you feel should be insulated, let the Association's technical department know and we will check this for you.
3. If you have an external tap, turn off the water supply to it (it should be fitted with its own stop cock) and open the tap so that any water can drain away.

## If You Get A Burst Pipe

1. Turn off the water at the stop valve
2. Switch off the electricity at the mains
3. Switch off any water heaters
4. Switch off central heating systems
5. Open all taps to sinks and bath to let the water drain away
6. If possible, collect water in the bath for flushing the toilet and for washing
7. Call out office during working hours on 0141 812 2237 or the emergency call out number 0333 320 2322 when the office is closed.
8. Warn neighbours who might be affected by leaks.

## If You Get Frozen Up

1. Turn off the water at the stop valve
2. Open all taps to sinks and bath
3. If possible, collect water in the bath for flushing the toilet and for washing
4. Raise the temperature in the house gradually using your central heating system

## Central Heating

It is a good idea to leave your heating system on, even when you are out or away on holiday. Leave the boiler on at a very low setting, and turn the radiator valves to the 'frost' setting. Again, if you are unsure about this contact our Technical Department.

## Are You Insured?

The next fire, flood or accident could happen to you. Have you insured your furniture and household contents? Check with your own insurer that you are covered for this type of eventuality. Tenants with no household insurance could be facing real financial disaster so please make sure that you have adequate insurance.

## Remember

Whether you are in the house or away in holiday, you are responsible for it and may have to pay for damage done by frost if it could have been avoided.