

The logo for 'emh' features the lowercase letters 'emh' in a bold, white, sans-serif font. The letters are positioned to the right of a red, downward-pointing triangle that partially overlaps them.

emh



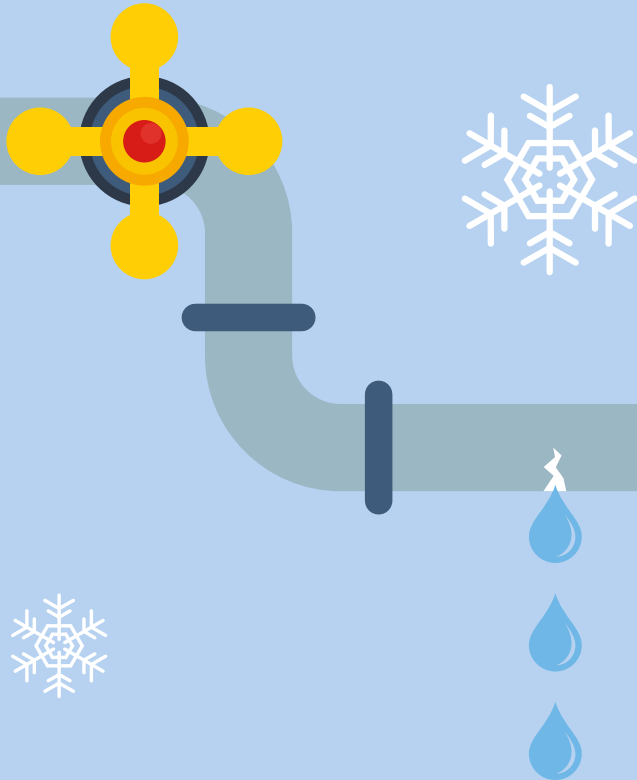
Get ready
for winter



As winter approaches, we all need to get ready for the chilly and snowy season.

Here are some tips on how to prepare yourself and your home for winter. We're sharing this guidance in advance of the cold weather season so you can be better prepared.

If you need to contact us, you can find all our details on the back page of this leaflet.



Boiler breakdowns

From October to March, loss of heating and hot water is classed as an emergency for everyone. From April to September, this is only considered an emergency for vulnerable households, such as elderly or disabled residents.

For emergency appointments, we will attend within 24 hours. You should make sure someone is at home during this time to ensure our contractors can gain access.



Preventing frozen or burst pipes

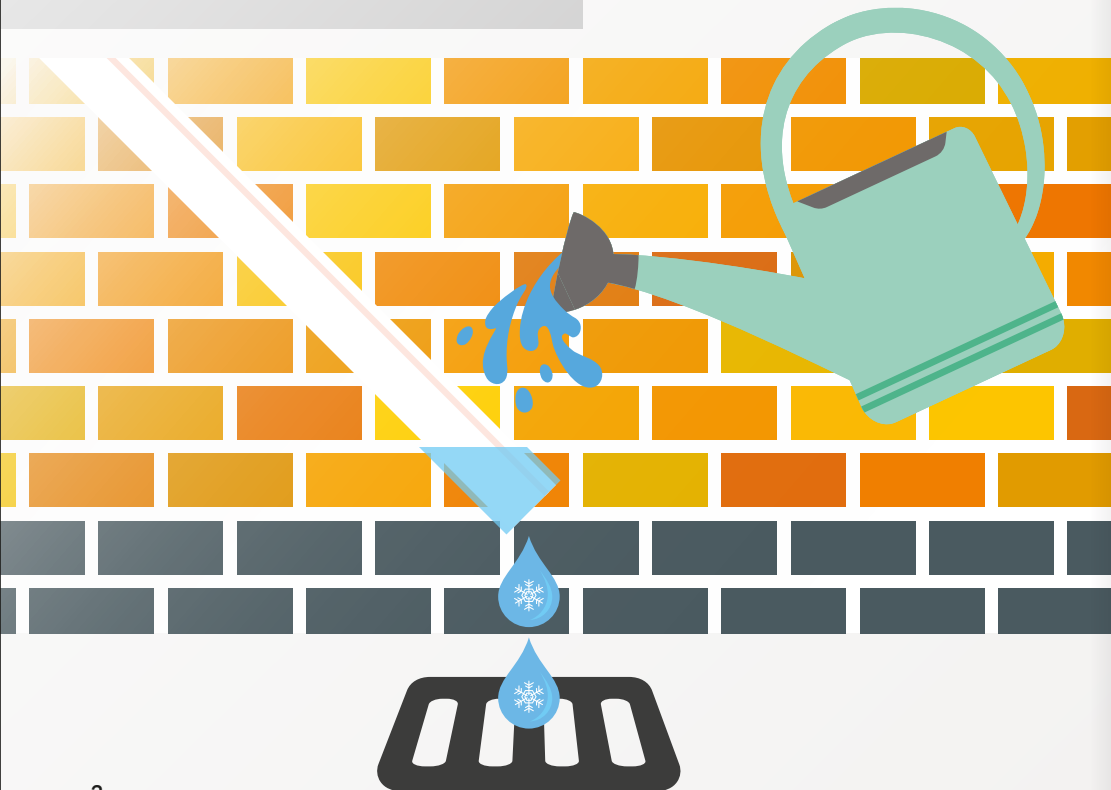
To help prevent pipes freezing or bursting in cold weather, we recommend the following:

- ▶ Open the doors on kitchen cupboards that are on exterior walls to allow warm air to circulate around any pipes inside the cupboards.
 - ▶ Know where your stopcock is so you can turn off the water quickly, turning clockwise to turn it off and anti-clockwise to turn it back on.
 - ▶ Keep your heating on low, if possible, to stop pipes freezing.
- If a pipe does burst:**
- ▶ Turn the water off at the stopcock.
 - ▶ Open your taps to reduce flooding.
 - ▶ Use a bowl or bucket to catch the escaping water.
 - ▶ Use towels to mop up any excess water.



Combination boilers

If you have a combination boiler (also known as a combi boiler), the condensate pipe – which drains the small amount of water produced by the boiler and runs outside your home into a drain – can freeze in cold weather, preventing the waste water from draining away. When this happens, the boiler will shut down and the frozen water will need to be cleared.



Combination boilers

If you have one of the following boilers then it is likely that a condensate pipe is fitted externally: *Glow-worm Energysaver 40, Glow-worm Energysaver 80, Glow-worm 30CXI, Ultracom 30CXI.*

If your boiler has stopped working because the water in the condensate pipe has frozen, the boiler will display an error code, normally one of the following although it is dependent on the manufacturer: F1, F4, or F9.

You will then need to check the condensate pipe.

If it is not frozen, report the issue to our Customer Service Centre.

If it is frozen and you feel able to defrost it and reset the boiler yourself, please follow these simple instructions:

Pour hot – not boiling – water on the outside of the pipe or place a heat wrap around the pipe at the place where the water has frozen. Never disconnect the condensate pipe or try to thaw one that cannot easily be reached. Please remember to be careful. Do not access the pipe from ladders in extreme weather conditions.

Once the pipe has defrosted, you can reset your boiler by turning it off at the mains, waiting five seconds, and then switching it back on. Some boilers go through an electronic checking cycle after being reset which can take up to 15 minutes.

Combination boilers work by heating water taken from the mains supply. In severe weather conditions, the mains water supply to your home can freeze. Unfortunately, there is nothing we can do to repair your boiler if your water supply has frozen.

Controlling damp and black mould in your home

During the winter months, condensation can become a problem in many homes, and this can lead to damp and mould.

It is caused when warm, moist air hits cold surfaces such as windows or external walls and condenses, running down the cold surface as water droplets. If left, this can develop into black mould which looks and smells bad, and can cause health problems, damage clothes and furniture, and your decor.

To prevent condensation, the home needs to be ventilated to allow air to circulate so that moisture-filled air can escape outside. Condensation is the most common cause of damp and mould in homes. Rising or penetrating damp can also cause problems in your home, but these are less common than condensation.



We aim to manage reports of damp and mould proactively, through the completion of reactive repairs, planned works or in some cases, by providing advice and information on measures that can be taken to help manage and prevent damp, mould, and condensation.

For more information about damp and mould visit our website: www.emh.co.uk/housing/for-customers/maintenance/damp-and-mould/

If you don't have access to the internet, you can call our Customer Service Centre on: **0300 123 6000** and they will send you a copy.

Steps you can take to reduce condensation

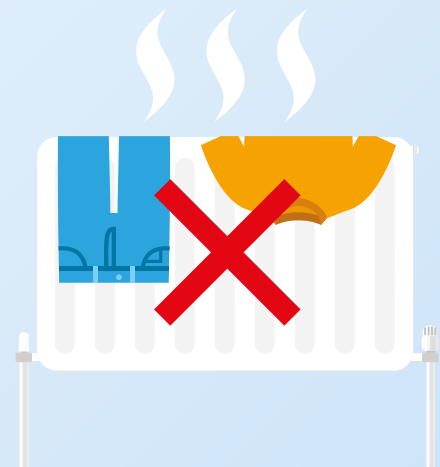
Here are some easy steps you can take to reduce or prevent condensation from occurring in your home. We understand some of these may not be practical for you or you may need repairs to item windows, fans or heating, let us know as soon as possible and we can arrange to put it right.

Do:

- ▶ Open your windows as much as possible.
- ▶ Keep trickle-vents open at all times if they are fitted in your property.
- ▶ When preparing a bath, running the cold water first before the hot water will reduce steam by 90%.
- ▶ Keep lids on pans when cooking.
- ▶ Keep ventilation fans switched on if they are fitted in your property.
- ▶ Keep kitchen and bathroom doors closed to stop moisture escaping.
- ▶ Ventilate bedrooms at night while people are sleeping in them.
- ▶ Keep furniture away from walls to allow air flow around the room.
- ▶ Wipe condensation from windows and windowsills as soon as possible after it forms.
- ▶ Treat the first signs of mould with a mould and mildew cleaner.

Don't:

- ▶ Dry clothes on radiators.
- ▶ Use an unvented tumble dryer.
- ▶ Use bottled gas heaters (they produce eight pints of water per cylinder).
- ▶ Use your gas cooker to heat your kitchen.
- ▶ Block permanent fans.
- ▶ Obstruct or block air bricks inside or outside your home.
- ▶ Block windows or trickle vents in any room.

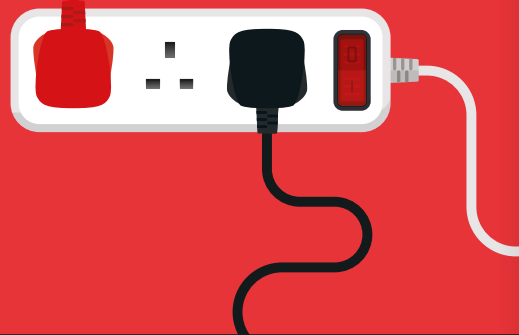


Fire safety

The safety of our residents is our highest priority, and we have several stringent measures in place to keep you safe in your home. Our fire safety partnership with Derbyshire Fire & Rescue makes sure that our fire safety procedures across all our homes meet the highest standards.

In addition, our preventative measures include:

- ▶ Gas safety checks on all properties undertaken annually.
- ▶ Fire risk assessments carried out on blocks.
- ▶ Emergency light servicing in schemes every six months.
- ▶ An ongoing programme of electrical safety tests on communal areas.
- ▶ Regular checks in communal areas within schemes.
- ▶ Sprinkler systems installed in designated properties/sheltered schemes and for vulnerable residents where appropriate.
- ▶ Staff trained and qualified in fire safety.



Fire safety – Tips to keep you and your family safe

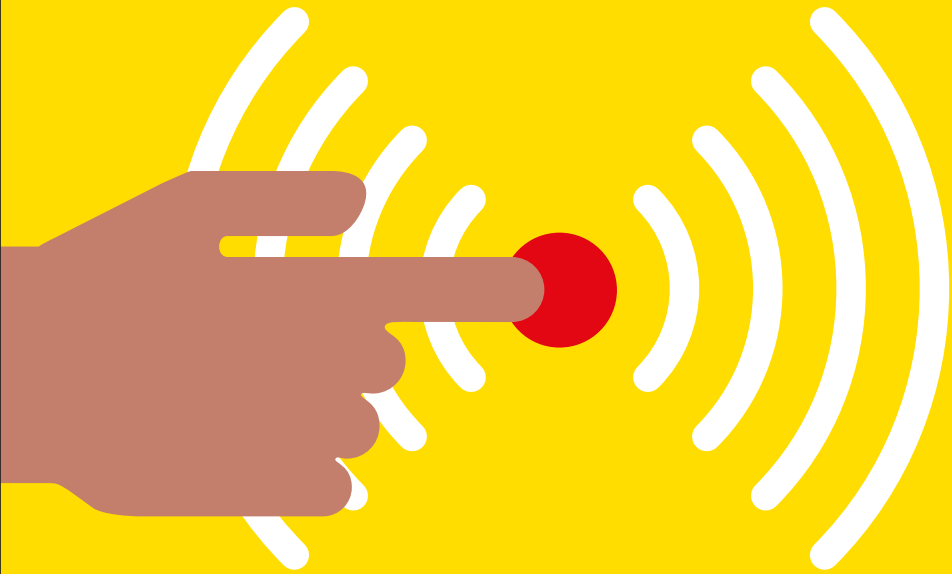
Whatever type of property you live in, it's helpful to have a plan or know what procedures to follow in the event of a fire or an emergency. Make sure everyone in your home, including children or elderly people, knows what to do.



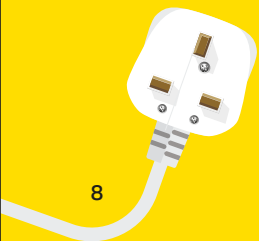
- ▶ If you live in a flat, block or shared accommodation, familiarise yourself with the fire safety arrangements for your building. If you are unsure of the evacuation procedures, please ask us.
- ▶ If you live in a scheme or a block with communal areas, including stairs, it is essential that they are kept clear at all times.



Fire safety – Tips to keep you and your family safe



- ▶ You're four times more likely to die in a fire if you don't have a smoke alarm that works. Why not set a weekly reminder to test your smoke alarms and carbon monoxide alarms are working properly, and report any issues to us?
- ▶ Never leave cooking unattended on a hob, take pans off the heat or turn them down to avoid risk.
- ▶ Unplug appliances when you're not using them or when you go to bed. Don't leave devices charging overnight.
- ▶ Avoid placing candles on or near materials that could burn or catch fire – like blankets and curtains.



Fire safety – Bedtime checklist



Run through the following checklist before going to bed to reduce the risk of a fire breaking out overnight:

- ▶ Close internal doors to stop a fire from spreading.
- ▶ Turn off and unplug electrical appliances unless they are designed to be left on – like your freezer. Check your cooker is turned off.
- ▶ Don't leave the washing machine on.
- ▶ Always put out cigarettes and candles properly.
- ▶ Make sure exits are kept clear.
- ▶ Keep door and window keys where everyone can find them.
- ▶ Turn heaters off and use fireguards.

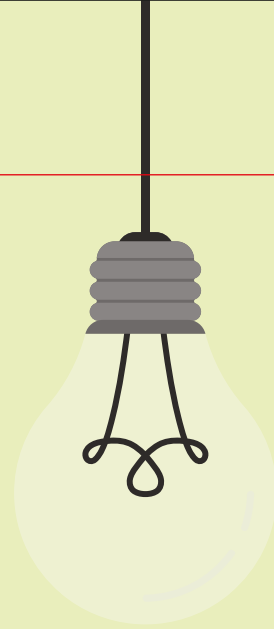


What to do if you have a power cut

Having a power cut can be frustrating and worrying, and not everyone knows what to do. Power cuts are caused by issues from the distributor, not your energy supplier. Here's what to do if you're faced with a power cut:

- ▶ Check your meter is on and working.
- ▶ Check your fuse board, and check that all switches are facing the same way.
- ▶ If you've checked the above and your electric hasn't come back on after 10 minutes, call 105 which will connect you to your distributor. They will be able to take some details and provide you with an estimated time that your power will be back on.

If it appears that your meter isn't working, you will need to call your energy supplier – you will find their number on your top up card/back of your bill.



Have you heard of the Priority Service Register?

The Priority Services Register (PSR) is free to join. It helps utility companies, including energy suppliers, and water networks to look after customers who have extra communication, access, or safety needs. It helps them tailor their services to support households who need extra help with everyday energy matters like bills, and also in the unlikely event of a power cut, gas, or water supply interruption.

To join the Priority Services Register you will need to contact your energy and water supplier.

Money matters

As the price of food is rising, and day to day costs increasing, emh recognise that many of our residents will be worrying about money. There are many ways that we can help.

Worried about paying your rent?

- ▶ Contact our Income Team on **0300 123 6000**.
- ▶ Your Income Officer can talk through any concerns with you.
- ▶ If you are in arrears, they can work out affordable re-payment plans with you.
- ▶ They can make referrals for extra support, such as to our Money Matters Team.



MONEY MATTERS

Our Money Matters Team:

- ▶ Will work with you to increase your income and reduce expenditure.
- ▶ They can help you to apply for benefits.
- ▶ Talk through a budget plan.
- ▶ Give you advice to help manage your debts.

The Money Matters team have a Resident Support Fund.

If you are genuinely struggling, this fund can provide vouchers towards:

- ▶ Food
- ▶ Essential household items
- ▶ Clothing and toiletries

You do not have to worry in silence. Please speak to us today. We can help.

To arrange an appointment with a Money Matters Advisor please email moneymatters@emh.co.uk or call on **0300 123 6000**.

Support services

Warm Spaces



Find warmth this winter - spaces for warmth, community, and help.

www.warmspaces.org



National Domestic Violence Hotline

24-hour freephone support service.

T. 0808 200 0247

www.nationaldahelpline.org.uk

Money Advice Service



Worried about debt? Get free and confidential help now.

T. 0116 299 2233

www.moneyadviceservice.org.uk

Trussell Trust



A nationwide network of food banks providing emergency food and support to people locked in poverty, and campaigners for change to end the need for food banks.

www.trusselltrust.org

Samaritans



Call us any time, day or night. Whatever you're going through, you can call us any time, from any phone for FREE.

T. 116 123

www.samaritans.org



If you still have any concerns about your home heading into winter, please contact our Customer Service Centre. We are here to help you.



T. 0300 123 6000

E. customerservices@emh.co.uk

W. www.emh.co.uk

Manage your account, report a repair
and change your contact details
online via myhomeonline:

