



## BULWICK ESTATES

HARRINGWORTH LODGE, DEENE ROAD, CORBY, NORTHANTS, NN17 3AB

### FROZEN PIPES

All tenants must take precautionary steps to prevent the pipes in their property from freezing and bursting which can cause serious damage both to the property and its contents.

These steps include the following:

- Ensure that your heating system is kept on even if you are going to be away for short periods during the winter months.
- If you are going away for longer ideally you should turn the water off at the stopcock and drain the system down at the cold & hot taps until the water stops running. (Please contact the Estate Office if you need assistance with this.)
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Open the loft hatch (if applicable).

Most importantly, if you have an oil boiler, please ensure that you have sufficient oil in your tank to run your heating system at all times over the winter. If your oil runs out, Russell will need to reset your boiler and you will be charged £20.00.

However, despite taking these precautions, if you do have a burst pipe, please take the following actions:

- Turn off the water supply at the main stopcock.
- Arrange with the Estate Office for Russell to come to the property as soon as possible. If you cannot reach anyone in the office, please contact Russell direct. If it is outside office hours *please try to avoid unsocial hours* when ringing Russell unless you have been unable to turn off the water at the stopcock.
- Do not attempt to use anything electrical in the house – Russell will contact the electrician.

If you suspect that you have a **frozen pipe**, please do not try to defrost it yourself as it will need to be thawed in a controlled way.

If you are unsure where your stopcock is, please call the Estate Office.

#### Important Telephone Numbers:

Estate Office	01780 450251
Rupert	01780 450416
Russell	07821 392434
Rutland Oil	01780 782848

If you have any queries please get in touch.