

## Tip Sheet for dealing with weather queries

Below are some tips to help tenants during the adverse weather. This is generalised information and should be adapted to the circumstances of each case.

- Ensure that you have adequate heating. If there is a problem with your heating contact the landlord immediately.
- If there is a delay in repairing the problem seek an interim solution for example temporary heaters.
- Wear extra layers of clothing.
- Ensure that you have facilities to cook and store food.
- Ensure you have adequate provisions for a couple of days and have regular hot drinks and meals.
- Check in with elderly/vulnerable neighbours living in private rented accommodation to ensure that they are ok.
- Ensure that pathways etc are clear.
- Do not make any unnecessary journeys.
- Make sure you have running hot and cold water and that pipes are properly protected against frost.
- If there are problems with the water do not leave tap open as this can cause flooding when water supply returns.
- If you experience difficulties report the problems to your landlord immediately.
- For further advice contact your nearest Threshold advice centre.