Accent

Your Winter Emergencies Guide

Burst Pipe

- Turn off the water supply.
- Open taps to drain remaining water.
- Move belongings away from affected areas.
- Turn off electricity if water is near sockets.
- Report the emergency immediately.

Frozen Pipe

- Keep heating on low where possible.
- Use a warm towel or hot water bottle to thaw pipes.
- Never use naked flames.
- Check for leaks once thawed.

Power Cut

- Use torches rather than candles.
- Keep fridge and freezer doors closed.
- Charge devices when warnings are issued.
- Call 105 for power cut information.

Gas Leak

- Open windows.
- Leave the property if necessary.
- Call Emergency Services and then call Accent on 0800 111 999.
- Don't turn any switches on or off or have any flames.

No Heating

Check:

- Boiler pressure.
- Thermostat settings.
- Whether radiators need bleeding.
- If a condensate pipe may be frozen.

Reporting an Emergency

- Report emergency repairs straight away
- Provide clear details of the problem
- Tell us if anyone in your household is vulnerable
- Call 999 if there is an immediate danger to life or property

the BIG WINTER WARM UP