



How to prepare for winter

Stay warm, safe and healthy



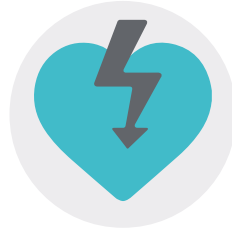
How does cold weather affect your health and wellbeing?



It can cause **physiological stress** on the body



There is an increased **risk of slips and trips**



Added stress on your heart and lungs



An increased risk of contracting **coughs, colds, and flu viruses**



It can bring on **migraines**



It can cause **seasonal depression (SAD)**



More likely to feel **isolated and lonely**



It can make it more **difficult to fall asleep**

The cold weather affects all of us, so we would like to encourage you to look after yourself and look out for your relatives, friends and neighbours, particularly the elderly and more vulnerable people in your community.

How to get your home ready for winter

- Check your boiler and heating controls are working, and that all radiators are getting hot to the top for optimum efficiency
- Keep spare batteries for remote room thermostats and replace when the battery symbol is flashing
- Make sure your lights are working inside and outside of your home and have some spare bulbs available
- Make sure you know where your mains water stop tap is in case of an emergency (it's usually under your kitchen sink)
- Find out where your electrical fuse board is. If you get any problems with power in your home, ensure all trip switches are in the up position first
- If possible use a clothes horse to dry clothes instead of your radiators to allow the heat to circulate and help prevent condensation which could lead to damp
- Make sure any prepayment meters are operating correctly
- In case of a power cut keep a functioning torch in an easy to access location
- Make sure you have saved emergency and useful contact numbers in a mobile phone or notebook
- For information about power cuts in the local area or to report a power cut, call Northern Powergrid on **105**
- If your home is in a flood risk area visit – beyondhousing.co.uk/my-home/flood-advice.



How to get the most out of your central heating

- Turn thermostatic radiator valves down in rooms which are not in use. For rooms which are used regularly or for long periods of time set between 3-5
- Use an eco setting if your boiler has one, or turn down the boiler thermostat to your required temperature to reduce energy bills
- Set your heating timer to come on half an hour before you get up, or arriving home, to prevent turning the thermostat on full
- The UK Government guideline temperatures suggest 21°C for your main living area and 19°C for anywhere else
- Turning your thermostat down by just 1°C can save the average household around £60 a year in fuel bills
- If your room thermostat is remote, make sure it is not located too close to a source of heat otherwise it will turn off your heating before the room is up to the desired temperature
- Try to keep radiators free from clutter and large objects
- If you are away from home during the winter period, set the heating thermostat to 5°C to help prevent frozen or burst pipes.



Other methods of keeping you and your home warm

- Shut the doors on any unused rooms in your home
- Keep your bedroom window closed at night and close the curtains at dusk to keep out the draughts
- Cooking is one of the best ways to warm up your home. The oven radiates heat that can warm not only your kitchen, but the other rooms near it too
- Eating at least one hot meal a day and regular meals throughout the day will help keep your energy levels up
- Try to keep moving by doing some gentle exercise inside or outside your home which will help with your circulation. Avoid sitting still for long periods of time
- Simple draught excluders can be made from cutting an old pair of tights or trousers and stuffing them with socks or old clothes
- Layering clothing will help trap heat between layers
- Wearing hats and gloves will help retain your body heat when going outside
- Wear thermal socks or warm slippers in the house
- Drink plenty of hot drinks throughout the day
- Use blankets to keep you warm, possibly an electric blanket for bed.



Keep stocked up

- Stock additional food items in the cupboards and freezer in the event you are unable to go to out and there is no one available to go for you
- Have some salt and sand or rock salt to hand to put on icy paths and driveways
- Keep some over the counter cold and flu remedies in the house
- If you require repeat prescriptions, you could enquire if your pharmacy has a delivery service if it is unsafe to leave the house in cold weather. Ensure you order your repeat prescriptions in plenty of time.



Reporting repairs and emergencies

- For information on what repairs Beyond Housing are responsible for as your landlord, please check on our website - beyondhousing.co.uk/my-home/who-is-responsible-for-which-repairs
- If we are called to any repairs which are your responsibility, you could be re-charged for these
- Before reporting repairs, make sure it is not something you can fix yourself by using our 'top tips weathering the storm' information
- To report emergency repairs please call us on **0345 065 5656**. You can report all other repairs through your Me & My Home account - beyondhousing.co.uk/my-home/me-my-home/
- Emergency repairs that present immediate risks to your safety, security or health, or could lead to serious damage to the property, including risks which could also affect your family, your visitors or anyone else in your building will be attended in four hours
- Emergency repairs where the problem is a significant inconvenience to you but does not pose an immediate danger will be attended in 24 hours
- If there is a high demand of emergency repairs in severe weather, non-urgent repairs may need to be rescheduled
- Let us know about any medical conditions, disabilities, or vulnerabilities in your household to keep our records up to date, to ensure we provide the best service for your needs.

Accessing help with heating your home

With the added financial pressure of the rising fuel costs, it is beneficial to make enquires into whether you are entitled to benefits or discounts that will help with your heating bills. You can enquire on the following government grants websites:

[Winter fuel payment](#)

[Cold weather payment](#)

[The warm home discount scheme](#)



Contact details

If you have any further questions, please contact us.

beyondhousing.co.uk

enquiries@beyondhousing.co.uk

0345 065 5656

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