



Extremes of winter weather, and the flooding which can follow, can create a real mess in a property - and structural damage. The families affected can also lose valuable possessions and personal items, as well as having to cope with the inconvenience and stress of dealing with the situation. In addition, as outlined in your licence to occupy - if your actions or inaction are found to have caused the issue, you could be liable for some of the repairs.

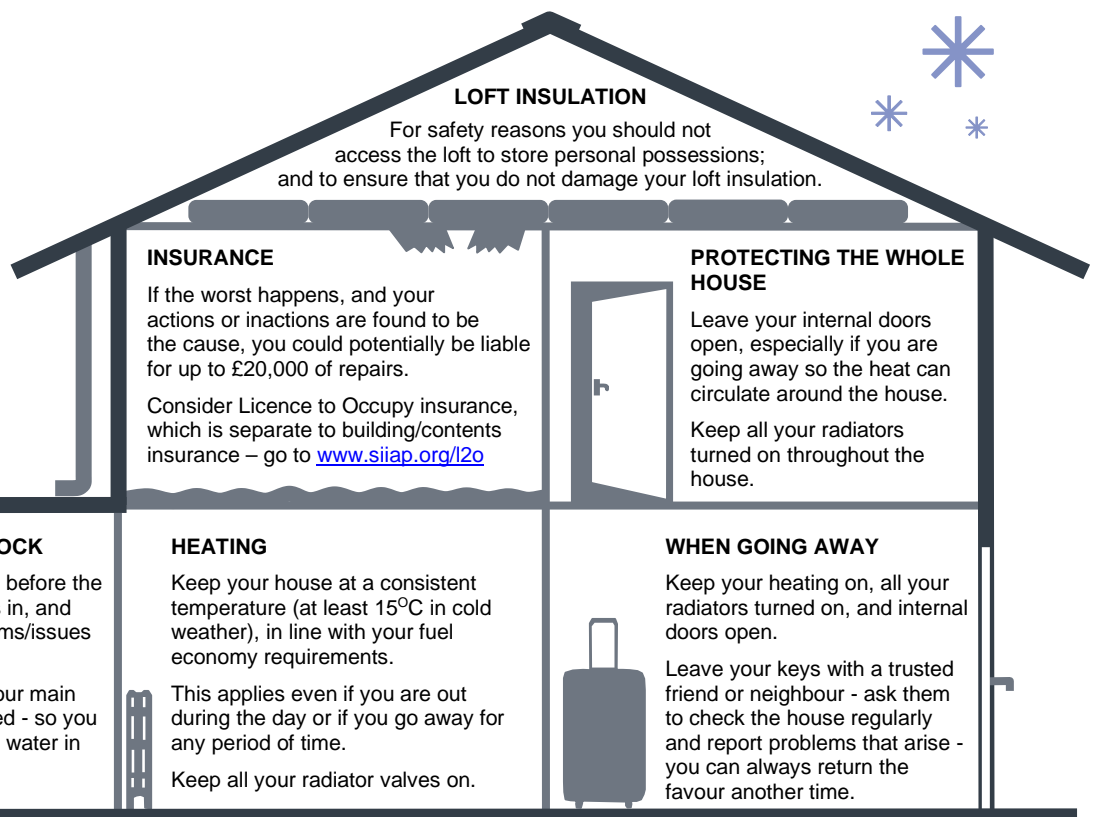
Whether you are home or if you're going away, you are responsible for ensuring that your Service Family Accommodation (SFA) is protected from cold weather. So follow our tips to save yourself the hassle and heartache of dealing with a flood or other cold weather damage.

OUTSIDE

Isolate your outside tap (if you have one) during winter to ensure that it does not freeze during cold weather.

Check your guttering and roof for any signs of damage – and report them to your maintenance Helpdesk.

Report trickling overflow pipes to your maintenance Helpdesk.



PREPARE, PREVENT AND PROTECT

In summary:

- Make sure you are prepared for winter by reporting issues with your heating or the fabric of your home to your maintenance Helpdesk - before the cold weather sets in.
- Take action to prevent problems, such as leaving your heating on all around your home and allowing heat to circulate.
- Actively protect your home and possessions – especially if you are going away.