

To Occupiers of all Diocesan Properties

15th November 2019

Dear Occupier

Winter Precautions, Emergency Contact Numbers & Team Update

We are writing to you once again at this time of year to remind you of some precautions that should be taken to help manage any risks during the coming winter months.

Gutters:

Once the autumnal leaf fall is complete, we would be grateful if you could please arrange for the gutters to be cleaned by an appropriate person within the locality of the property. The reasonable cost of which will be reimbursed to you by the Leeds Diocesan Board of Finance. If during this process any other faults are noted with the guttering, please refer them to the Property Team before taking any further action.

Heating:

Please can we also ask you to make sure that your central heating is operating satisfactorily. During the period October to April, when temperatures can often drop well below freezing, we request that you take the following precautions to prevent pipes from freezing:

- 1.** Always maintain at least a low level of heat in the property throughout the day and night. This is especially important if the property is to be left empty for several days, perhaps after the Christmas period, so in addition please open up the loft hatch to allow some warm air into the roof space to prevent the water tank from freezing whilst you are away;
- 2.** Make sure that you are aware of the location of the stop taps and that they are easily accessed in case of an emergency. Please contact the Property Team if you are not sure;
- 3.** Make sure your boiler thermostat, if available, is working, or that your heating is set to come on when the temperature falls below 10°C indoors;
- 4.** Check waste pipes and boiler overflow pipes for icing up – otherwise this will stop your boiler working just when you need it most;
- 5.** Frozen Pipes: If the pipe freezes, turn off the water supply at the stop tap, usually located under the sink. Open all cold water taps and flush the toilet to empty the water storage

cistern and then very carefully thaw out the pipes, this should not be undertaken quickly as there may be splits in the pipe which will not be evident until the pipes have thawed;

6. Burst Pipes: The first thing to do is to prevent water passing the point of the leak. Start by turning off all the stop taps, if the escaping water cannot be controlled immediately, open all cold water taps so that the pipework and storage system drains quickly. **DO NOT TURN ON THE HOT WATER TAPS.** Switch off the central heating system and any electric immersion heater, and then call the Property Team who will endeavour to get a local plumber out as soon as possible. However if this happens after office hours or on a weekend, please contact a plumber from list of Contractors provided by the Property Team or by making your own enquiries locally;
7. Report any minor leaks or dripping taps to the Property Team as soon as possible.

Emergency Contact Numbers:

For your information, we attach a list of contact numbers for emergency breakdowns and plumbing leaks etc., should any occur during the Christmas period. Please note the numbers are to be used only in an emergency - all other works should be directed through the Property Team in the first instance.

Team Update:

At this time we are enclosing details of the Property Team contact details as we are aware that over recent months there have been some staffing changes within the team. These details are also included on the property pages of the Diocesan website and over the coming months we will be improving the information that is available. The link to the property pages is as follows: <https://www.leeds.anglican.org/property>

If you wish to discuss this letter, or any of its contents, please do not hesitate to contact me or any of the Property Team listed on the attached team update.

Yours sincerely



John Knox

Head of Change & Property

Enc:

Contractors List

Team Update