

A little preparation goes a long way.

PREPARE FOR WINTER



As we head into the colder and stormier months, please take a moment to read these precautions. Taking adequate care during cold weather can help prevent damage to your home and possessions.

1 KEEP YOUR HOME WARM & VENTILATED

Under the Reasonable Care section of your Tenancy Agreement, you are responsible for keeping the let property adequately heated and ventilated, and preventing water pipes from freezing in cold weather.

For guidance on heating and ventilation to prevent condensation, please refer to the accompanying factsheet.

2 BOILER TROUBLESHOOTING

Boiler problems are more common at this time of year. Troubleshooting advice is available through our FixFlo app. A common issue is a frozen condensate pipe; the short video below explains how to identify and address it.

[Open FixFlo troubleshooting advice →](#)

[Watch the frozen condensate pipe video →](#)

3 AWAY FROM HOME THIS WINTER?

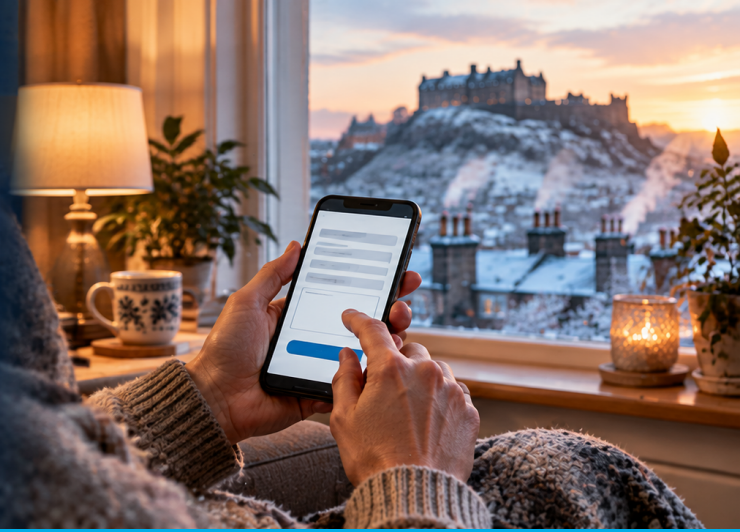
From 1 November to 30 April: if you are away for longer than 24 hours, keep the heating on at a low temperature and leave any openings to roof spaces open.

For longer absences: it may be appropriate, and required for insurance purposes, to turn off the water supply and drain down the water systems. If you are unsure how to do this, engage a plumber. Please tell us if the systems are going to be drained down.

Away for more than 14 days? Your Tenancy Agreement requires you to tell us.

Here to help you look after your home.

SUPPORT WHEN YOU NEED IT



4 REPORT MAINTENANCE THROUGH FIXFLO

Please report maintenance issues using our FixFlo Portal, or the **Report Maintenance** link on our website. You can also scan the QR code in your Tenant Household Guide.

Using FixFlo helps us address your concerns quickly. We use the system to obtain approval from your landlord and coordinate repairs with contractors.

[Report an issue on the FixFlo Portal →](#)

5 WORRIED ABOUT ENERGY BILLS?

If rising energy bills are affecting your ability to heat your home adequately, guidance is available from Citizens Advice Scotland.

[Read Citizens Advice Scotland energy guidance →](#)

6 PROTECT YOUR PERSONAL BELONGINGS

You are responsible for arranging any personal possessions or contents insurance you may need for your own belongings. Landlord insurance will not cover damage to your possessions caused by an event such as a burst pipe.

WE ARE HAPPY TO HELP

For repair issues, please use the Report Maintenance link on our website. If you have questions or need further information, please get in touch.

Keep these resources handy

Heating and ventilation factsheet

Tenant Household Guide, including the maintenance QR code