

Winter Internal Checklist

- Ensure you give access to the contractor, who attends to service the boiler and produce a gas safety certificate, when requested. You shouldn't just turn on your boiler and expect it to work after a long period of inactivity; if it doesn't work and you have waited until you really need it, you may have to wait for a contractor to attend. Instead, be proactive, test the boiler before you need it and ensure that it works before the winter months.
- After they have been unused for a long time, you should 'bleed' your radiators before using them. This is because the air pressure builds up in the radiator and can prevent them heating properly; the top half could be cold while the bottom half is working overtime to heat. As well as costing extra for your energy bills, this can result in a problem with the boiler.
- You should also remember to check the pressure of your combination boiler; it should be set at between 1.5 and 2.0 Bar, and if it is below this it needs to be topped up. If you are unsure how to top up the pressure, call your landlord or Property Manager, who should be more than happy to talk you through this simple procedure.
- When you are leaving the property for any period of time, it is recommended to leave your contact details with a neighbour and ask them if they can keep an eye on the property while you are away.
- It is a good idea to keep a torch handy in the property and make sure that you know where your electric supply metre is in case the circuit breakers trip and you are left in the dark.
- It is good practice to regularly check any washing machines, baths and kitchen appliances for signs of damp or leaking pipes, and anything you notice should be reported to your landlord or Property Manager.

Condensation can cause a lot of problems for properties in winter; the difference in air temperature and a reluctance to open windows and suitably ventilate the property can lead to moisture build up and eventually, if left unchecked, condensation can result in the growth of mould on the walls and windowsills. To try and avoid condensation in your rented property, you can try and implement some or all of the following tips:

- Dry your clothes outdoors when possible, when this isn't possible, try to dry them in a well ventilated room with the windows slightly open and the door closed until they're dry

- If you don't have an extractor fan, try to wipe down any cold surfaces when moisture gathers, as this will prevent the condensation from forming
- Keep the ambient temperature of the property at a consistent level, recommended to be between 13-15 degrees, as this will warm the surfaces that would otherwise be prime locations for condensation
- Keep the property ventilated, open windows and use the extractor fans you have; if there are any that are not working, this should be reported
- Pull cupboards and wardrobes away from the wall to allow air circulation
- Use a condensation/moisture trap that can help to absorb any excess water in the air
- Use lids on pans when cooking
- When boiling water or showering try to keep the kitchen or bathroom door closed for around 10 minutes after you have finished.
- If you are leaving the property unattended for a short time, it is advisable to leave the heating on or set it on a timer, maintaining the temperature of the property at 15°C (59°F) minimum. This will prevent any issues with frozen pipes, which will be a costly and difficult problem to fix, and would potentially leave you without heating for a period. You can also leave all doors including the cupboards and wardrobes slightly open, as this will help to promote the circulation of the warm air throughout the property while you are away from it.

In all cases, it is a very good idea to keep handy the details of your agent or your landlord's own emergency cover. These should be kept somewhere obvious, so that if needed, you can quickly contact someone and get help as soon as possible.



24/7 Emergency Action Helplines:

We are open until 7pm weekdays and we offer 24/7 Emergency Action Helplines for existing Tenants & Landlords. For contact numbers see your [My Account](#)