



# Helping your customers to be cold weather ready





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When helping your customers on preparing for cold weather, it's important to emphasise the following key points:

## Maintenance

Highlight the importance of bleeding radiators to release trapped air and improve efficiency. Advise customers on the potential water spray when releasing radiator valves and recommend professional assistance to avoid potential issues with boiler pressure.

## Oil Tank Inspection

For customers using oil tanks for heating, stress the importance of checking the tank to prevent oil seepage into the ground, which can be harmful to the environment and costly.

## Pipe Protection

Advise customers on protecting pipes and taps from freezing to prevent burst pipes. Recommend fixing dripping taps, insulating water tanks and pipework, and leaving heating on a minimum setting when away.

## Heating System Servicing

Encourage customers to have their boilers serviced annually by qualified gas engineers and to check the coverage for repairs provided by the boiler/heating system manufacturer, supplier, or installer before contacting their insurer. Highlight the signs indicating the need for de-scaling or a powerflush and emphasise the importance of maintaining the heating system to prevent breakdowns.

## Chimney Maintenance

Recommend hiring a chimney sweep to remove soot, bird nests, and blockages to prevent potential chimney fires. Provide information on finding a local chimney sweep through the National Association of Chimney Sweeps.

## Emergency Preparedness

Highlight the importance of having an emergency kit ready, including essential items such as torches, spare batteries, and blankets, in case of a power cut or other emergencies.

## Property Protection

Recommend securing outdoor items to prevent them from becoming flying hazards during high winds.

## Insurance Coverage Review

Advise customers to review their insurance coverage to ensure it includes everything they need for protection against potential cold weather-related damage. Emphasise the significance of keeping records, such as meter readings and usage/account details, in case of utility company insolvency.

## Safety Devices

Remind them of the importance of replacing Carbon Monoxide (CO) detectors every 5 years and ensuring that smoke alarms have spare batteries. Additionally, inform clients in Scotland about the new guidelines for alarm systems.

## Flood Risk Assessment

Encourage customers to check if their homes are at risk of flooding and to sign up for free flood warnings from the Met Office. Provide the Floodline contact numbers for England, Scotland, Wales, and Northern Ireland.

## Property Maintenance

Advise on clearing gutters and checking the roof to prevent water seepage and damage to the property. Recommend hiring a professional for gutter and roof maintenance if needed.

## Drain Care

Provide guidance on maintaining private drains and using environmentally friendly products to avoid blockages. Clarify the responsibility for drain care in rental or leasehold properties.

## Online Claims

Remember to let your customers know about the ease of making claims online 24/7.

## Preparation for Power Outages

Provide tips and essential items to have handy in case of electrical power cuts, including torches, spare batteries, portable power packs, and emergency contact numbers. Offer advice on preserving freezer contents and using camping gas stoves safely for cooking during power cuts.

By providing comprehensive guidance on preparing for cold weather, you can help your customers safeguard their properties and ensure they are adequately protected against potential weather-related risks

And lastly, no one wants to make a claim, but if they need to they can either call or log online at a time that suits them.