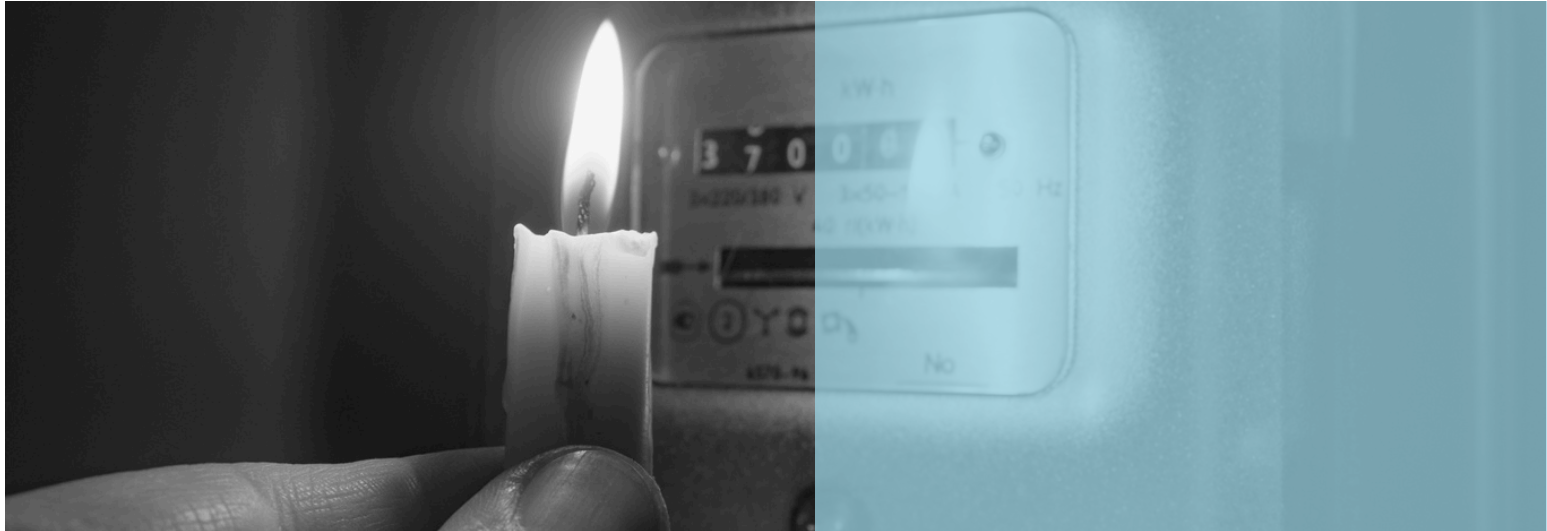


WINTER UPDATES

ADVICE FOR POWER OUTAGES



Be prepared

It is important to be prepared for a winter power outage. Heavy snow, sleet, ice, and wind can wreak havoc on power lines. But there are ways to keep the situation from becoming an emergency by being prepared.

Keep an eye on news and weather reports. If there is an indication that you may be affected by a power outage, start to prepare.

Phones may not work

If you have a cordless or digital phone this may not work whilst your electricity is off. You might want to purchase an analogue phone for your own use during a power outage. Castlehill has provided an analogue phone for tenants to use. This is stored in the Emergency Box, which is kept in the common room at your scheme.

Keep a note of important phone numbers to hand.

TIPS

- **Boil kettles, fill flasks, and hot water bottles.** Being able to make a hot drink during a power cut will help you stay warm and offer some comfort.
- **Look out extra blankets and clothing.** Layers are the best way to retain heat, have what you need somewhere easy to access.
- **Torches, Lanterns or Battery-operated wall lights.** Make sure you have adequate lighting for your home and ample batteries. There is a variety of torches on the market, if you have mobility difficulties you may want to consider a torch light that can be attached to your clothing or worn round your neck, leaving your hands free and less likely to have a trip or fall.
- **Make sure electrical devices such as mobile phones or tablets are fully charged.** You might want to purchase a charging adaptor for your car or a mobile charging adaptor, so you have a backup, if your phone battery runs low.

Food

It is a good idea to have a supply of non-perishable food to tide you over until the power comes back on.

Remember to turn your fridge and freezer to the coldest setting, this will keep your food fresh for longer when the power goes down.

Quite often there are places you can go to get hot food in the aftermath of storms - please keep an eye out for this information.

During a Power Outage

- Use the Common Room – Castlehill will have made provision for heat and light in your common room, being around others will help keep you warm.
- Keep blinds, curtains closed in the evening to retain heat
- Block up any draughts in your house
- Switch off electrical items at the wall – this prevents a power surge when the power comes back on. Leave a light switched on so you know when the power comes back on.
- Avoid opening your fridge or freezer, this will help keep your food fresher for longer.

After a Power Outage

- Turn your fridge freezer down to its usual settings.
- Switch on the electrical appliances
- Replace items you have used during the power cut – batteries and perishables

Power cuts will affect equipment

If you rely on electricity for medical equipment, it's important that you **let SSEN know by calling them on 0800 294 3259** they can add you to their free Priority Services Register.

Power cuts will affect equipment such as stairlifts, bath hoists and adjustable beds. Make sure that any essential medical equipment has a battery backup. This means you can keep using it, even if the power is out.

If you have a stairlift, check it has a manual release handle, you can use this to return the lift to the ground floor if you have a power cut.

Please be assured that when a storm hits our region the Castlehill team are working hard behind the scenes to ensure you will be back to normal as soon as possible.

Our emergency out of hours number is 01651 872929