Storms, Flood and Winter Weather

We have all seen what effects the weather can have on our homes - it's a good idea to stay safe and protect your belongings.

Here's some tips to minimise the risk of damage from a flood:

- **Stock up on sandbags, flood barriers and more.**

- **Don't leave candles or flames unattended.**

- **Temporarily seal your air bricks with a cover.**

- **Keep gutters clear.**

- **Never enter a flooded room where electricity is still live. Turn off circuit breakers that control power to that room. If the electrical panel is inaccessible due to flooding, call your landlord or an electrician.**

- **Protect yourself – wear gloves and rubber boots.**

- **If it's sewage, outdoor flooding, toilet overflow or other potential toxic water, leave the removal to qualified professionals.**

- **Take photos to document the extent of damage.**

- **Remove as much water as you can using buckets, pumps and mops (be careful water is heavy).**

- **Ventilate – open windows and run fans (when safe to do so).**

We hope that you will never suffer flood or water damage, but these things do happen and that is why your Landlord and the National Housing Federation suggests all tenants take out home contents, either through the My Home Contents Insurance Scheme or by making your own arrangements.

Please remember you are responsible for replacing your home contents and belongings. Contents insurance is designed to help protect your possessions and personal belongings and it's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

The My Home Contents Insurance Scheme was designed for tenants in social housing, and you can pay premiums by cash fortnightly or monthly, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

Contact us

There are three ways to contact My Home.

1. Call My Home on: **0345 450 7288**
2. Request an application pack from your local housing office
3. Visit **www.thistlemyhome.co.uk** where you can also request someone to call you back!