

West Lothian tenants news

Informing and involving West Lothian's tenants

West Lothian
Council

WINTER 2025



**Staying Safe This
Winter**

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Stay safe this winter with this handy check list

Keeping Warm

- Wear warm clothing** inside your house and outside ☐
- Save fuel, fill a kettle, and keep hot drinks in a thermos flask ☐
- It is a good idea to budget for winter fuel, plan ahead if you can ☐
- Keep moving** - every now and then move around or do an activity/gentle exercise in the home to warm the body up naturally ☐
- For financial and energy advice - contact the Advice shop**, Telephone: 01506 283000
Monday to Thursday: 8:30am to 5:00pm Friday: 8:30am to 4:00pm - **Advice Shop - West Lothian Council** ☐

Home Safety

- Fire Safety** - for details about a Home Fire Safety Visit, click here: **Home fire safety visits | Scottish Fire and Rescue Service (firescotland.gov.uk)** ☐
- Keep your valuables safe** - further information can be found here: **Your home - Police Scotland** ☐
- Keep a bag of salt handy for your paths to help stop slips or pick up grit from the local pick-up points
Grit Bins - West Lothian Council ☐
- Be neighbourly** - look out for anyone vulnerable needing assistance ☐
- Prevent falls** - get deliveries to you if the weather is bad ☐
- Home deliveries** - shopping / medication / heavy items of need ☐
- Keep in touch** - use a telephone or maintain contact with others ☐
- Keep Bogus Callers out** - Don't give unscheduled entry to your home ☐
- For Domestic Abuse, information and support can be found here: **Domestic abuse - Police Scotland**, or **West Lothian Domestic and Sexual Assault Team (DASAT) - Health and Well-being (nhsinform.scot)** ☐
- We all like to have fun but we must remain neighbourly. To report excessive noise / Festive parties / ASB, contact the Safer Neighbourhood team by emailing **SNT@westlothian.gov.uk** ☐

Road Safety

- Make sure you know where your nearest grit bucket is for your road ☐
- For winter road safety advice, click here: **Winter Road Safety - Police Scotland** ☐

Nights Out

- Keep safe on a night out and make sure you can get home safely.** Let others know your route and expected time of arrival home. Further advice can be found here: **Safe nights out - Police Scotland** ☐
- Make plans to get home safe and don't get into a vehicle if you know the driver has been drinking. Further information about drink driving can be found here: **Drink-driving penalties - GOV.UK (www.gov.uk)** ☐
- Keep your drinks safe and help prevent spiking.** Further information is here: **Spiking: factsheet - GOV.UK (www.gov.uk)** ☐
- When out and about, Women and Girls across West Lothian are letting others know if they feel unsafe by reporting issues (lighting/paths etc) to the council on the following form: **www.westlothian.gov.uk/womanandgirlsafetyform** ☐

Well Being

- Mental Health is like our physical health, we all have it and we all need to work to ensure we are happy with it. It is important to work together to find ways to self-manage our mental health and wellbeing and be able to support ourselves, our friends and family. Some people may require additional help and support to manage their mental health and wellbeing. ☐
- The Festive period is sometimes a difficult time for people and some may require some support and guidance to help reduce the harm relating to drink or drugs. Contact: Community Addiction Service: 01506 282845 or find more information **here**. ☐
- If you or someone you know experiences mental ill-health – or if you or someone else is feeling suicidal – support and advice is available from the following sources:** ☐
- Westspace:** **westspace.org.uk/**
- Local General Practitioner (GP) / Primary Care Practices:** **NHS24** – free 24 hours on shortcode 111
- Breathing Space** – free on 0800 83 85 87 6pm to 2am Monday to Thursday; and 6pm Friday through the weekend to 6am Monday **www.breathingspace.scot**
- Samaritans** – free 24 hours on shortcode 116 123. Samaritans Scotland
- Childline** – free on shortcode 0800 111

Contact Police on 111 or in an emergency, call 999
Contact West Lothian Council on 01506 280000



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

The Scottish Fire and Rescue Service has provided some Winter safety advice and tips:



Cooking/Smoking/Drinking

- Cooking and smoking are the main causes of accidental fires in homes, the risk grows even higher when alcohol, smoking, or drugs are involved.
- Avoid cooking while under the influence of alcohol or drugs.
- Don't smoke in bed and ensure cigarettes and smoking materials are properly extinguished.

Fuel Poverty/Home Heating

Many people may struggle to heat their homes in winter. We may also see greater numbers of people dealing with the additional expense of heating while working from home.

- Keep portable heaters away from furniture, bedding, or curtains. Don't sit too close and never use them for drying clothes.

- Unplug or switch off portable heaters when you go out or go to bed or leave the room.
- If your home has an open fire the type of fuel you burn will determine how often your chimney should be swept.

Home Fire Safety

- The festive period can create the perfect conditions for fire in the home.
- During the festive period, there is a heightened risk of fire and fire injury within the home due to decorations, unsafe use of candles or tea lights, faulty or poorly maintained heating appliances and/or solid fuel fires together with increased consumption of alcohol combined in particular with cooking or smoking.
- Be careful when heating up leftovers
- Becoming distracted while cooking can lead to fire – never leave your cooker unattended.

DEALING WITH CONDENSATION IN THE HOME

Condensation is the most common form of dampness in buildings and occurs when warm moist air comes into contact with cold surfaces such as walls and ceilings.

Moisture builds during everyday living, including when you cook, dry clothes and shower. When condensation appears, wipe it dry to avoid a build-up of black mould growing on walls, curtains and woodwork. It's important you take steps to limit the moisture in the air.

There are a number of ways you can reduce condensation. Try implementing this advice at home:

- Keep ventilation vents free from obstruction.
- Where possible, use your heating system efficiently and effectively. It's more effective to have heating on a low setting for longer to maintain a minimum temperature rather than heating to high temperatures at short bursts.
- Open windows a little when cooking and showering.
- Make sure tumble dryers are vented outside.

More information →

Don't give COLD a chance...

Protect yourself and your home

Inside your home:

Frozen Pipes:

- turn off the water supply (make sure you know where this is).
- turn off the stopcock in your cold water tank, if you have one.
- protect everything around the frozen pipe to avoid damage; if it bursts, place buckets, basins and towels around the area.

Thawing Out:

- open the tap nearest to the part of the pipe you think is frozen, so the water can flow through when it has melted.

- thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). Start from the tap end and work back toward the cold water tank. NEVER use a heat gun or blowtorch – the pipe needs to be thawed out slowly and safely!

Try the following care tips:

- if your tank is in the loft, open the loft trap door on very cold days to let heat in.
- if you're going on holiday and your home will be empty, contact your local housing office to make

arrangements to drain down the water system.

- in very cold weather, if you're going out for the day, or perhaps away for a couple of days over the Christmas period, keep your heating on, or set it to come on a couple of times a day.

Following this advice should minimise the risk of having a frozen or burst pipe. However, should this happen, please report it immediately to our Customer Service Centre on 01506 280000.

Outside your home:

In very severe cold spells, care should be taken outside your property due to the formation of icicles, which can become dangerous when they grow large, especially if they have a long distance to fall.



WHAT YOU SHOULDN'T DO

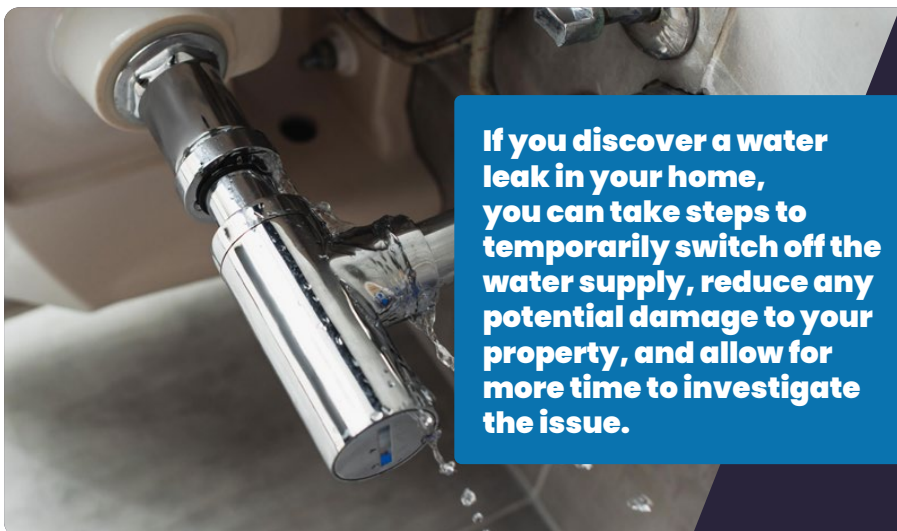
Don't try to knock large icicles off the gutters. Hitting icicles could cause more pressure on the guttering which in turn could cause them to collapse. Large icicles in particular are unpredictable when they fall and could cause injury or property damage.

THE BEST THING TO DO

Leave them alone and monitor them. If necessary cordon off or block the area where the icicles are hanging to prevent and deter anyone from walking directly below them.

If you have a water storage container in your garden that collects rain water, ensure that these do not overflow with increased wet weather over the winter. You should carry out regular checks and if it is close to full you can empty some into a bucket to dispose of the water.

At this time of year, it is especially important to ensure you have home contents insurance. Check that you are covered against damaged personal items due to burst pipes. Don't risk it, get insured today! For more information either call 01506 282020 or [visit our website](#).



If you discover a water leak in your home, you can take steps to temporarily switch off the water supply, reduce any potential damage to your property, and allow for more time to investigate the issue.

DO YOU KNOW WHERE THE STOPCOCK IS LOCATED IN CASE OF A WATER LEAK?

If the answer to the above question is no, then please scan the QR code or click [here](#) to watch our helpful video to ensure you can locate it.



[More information and advice on being 'Winter Ready'](#)