

住房新闻 - 2011 年一月冬季版 特别报道

圣诞期间的天气状况是有史以来最糟糕的并着实影响了包括道路、公交、航空旅行以及供水在内的所有服务。也影响了许多家庭。

首先，我们想借此机会向假日期间难以获得配电的租户们道歉。

我们收到了成千上万的有关供暖以及水管爆裂的电话。尽管该期间内另外特别增加了各方资源，但遗憾的是，仍有一些客户没能与我们联系。我们理解这会让租户们有挫折感，然而，我们能接收到绝大部分的电话。

我们会很快进行修理，但天气状况、问题的程度和性质增加了修理的难度。

我们正在审议该困难阶段我们的回应情况以提高我们的服务并已对服务时间外紧急维修服务事宜作出变化。

我们正在查看留在家里的管道的防寒材料及防护套。

本手册会向您提供关于如何处理冬季天气问题的有用建议。

我们希望您保留好该手册以备将来之需。

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Housing News - Special Winter Edition January 2011

The weather conditions experienced over the Christmas period were some of the worst on record and affected virtually all services including roads, public transport, air travel and water. It clearly also impacted on many of our homes.

Firstly we would like to take this opportunity to apologise to tenants who struggled to get through to our switchboard over the holiday period.

We received tens of thousands of calls relating to heating issues and then burst pipes. Even with the extra resources provided over this period, unfortunately, some customers may still not have been able to contact us. We understand this was frustrating for tenants, however, we were able to deal with the vast majority of calls.

We would have liked to carry out repairs sooner, but weather conditions, the scale and nature of problems, made this difficult.

We are reviewing how we responded during this difficult period in order to improve our service and have already made changes to our out of hours emergency repairs service.

We are also looking at insulation and lagging of pipes in our homes.

This booklet will offer you some useful advice on how to deal with winter weather problems.

We would recommend that you keep this handy for future reference.

Brian Rowntree - Chairman

Stewart Cuddy - Acting Chief Executive

出现结冰天气时...

找到您的活控

活控是您家里寒冷天气时的打开与关闭的阀门。您顺时针方向旋转活控时，供水会停止。反时针方向旋转活控，则可重新供水。



活控一般在厨房的水槽下方。然而，某些房屋的活控是在前厅或后厅或在洗涤槽旁边的食品储藏处。重要的是您要知道活控的位置并检查活控是否运作良好。

防止管道冷却

下列措施有助于防止室内管道冷凝。

- 每天定时稍微看看中央供暖系统以确保每间房的温度适宜。
- 从房顶稍微打开天窗门以便主屋热空气通到顶部阁楼。
- 打开通往洗涤槽的门以便暖空气绕管道循环。稍微打开各房间的门以便暖空气在整个房内循环。
- 如果寒冷气候时您家没人，让人进去打开暖气一段时间并检查结冰的水管或排掉冷水箱里的水。

Find your stopcock

The stopcock is a valve for turning off and on the cold water system in your home. When you turn the stopcock in a clockwise direction the water supply will be shut off. You can turn the water supply back on by turning the stopcock in an anti-clockwise direction.

Stopcocks are usually found in your kitchen, below the sink unit. However in some houses the stopcock is found in a front or back hall or in a larder unit beside the sink unit. It is important that you know where the stopcock is and that you check your stopcock is working.

Prevent your pipes from freezing

The following precautions will help stop the pipes in your home from freezing.

- Set your timer for the central heating to come on for short periods throughout the day to make sure the temperature in each room is reasonably high.
- Lift the trap door slightly from the roof space to allow hot air from the main house to get into the loft.
- Open the doors to the sink unit to allow warmer air to circulate round the pipes.
- Allow warm air to circulate round the full house by slightly opening the doors to the individual rooms.
- If your home will be empty during the cold weather, ask someone to go in and turn the heating on for a short time and check for frozen pipes or drain down the cold water tank.

Dealing with frozen pipes

处理冻结管道

- 大多数冻结管道在房顶水槽下面。
- 在活栓处关闭供水。
- 从靠近水龙头处底部开始溶解管道。
- 把热水瓶或浸入热水的厚布裹住冻结的管道或用吹风机用最低的档位吹风给管道解冻。小心不要加热过快，那样易引起爆炸。
- 不要使用喷灯或明火，因为那样会导致您的管道受损或者引起家里着火。

- Most frozen pipes are found in the roofspace and below sink units.
- Turn the water supply off at the stopcock.
- Thaw along the pipe starting from the end nearest the tap.
- Put hot water bottles or a thick cloth soaked in hot water over the frozen pipe or use a hairdryer at its lowest setting to thaw pipes. Be careful not to warm them too quickly or they may burst.
- Don't use a blow lamp or any naked flame as this may cause damage to your pipes or lead to a fire in your home.

如果您的管道破裂

- 顺时针方向关闭活栓停止供水。
- 试着用诸如毛巾类的厚布堵塞渗漏水的水。
- 排干系统。
- 如果水已经接触到电力设备，立即关电源。
- 致电 03448 920 901 与我们联系

If you have a burst pipe

- Turn off the water supply by turning the stopcock clockwise.
- Try and block the escaping water with thick cloths like towels.
- Drain the system.
- If the water has come into contact with electrical fittings the electricity should be turned off at the mains.
- Contact us on 03448 920 901

如果停水，可否使用供暖系统？

不同类型的供暖系统在缺乏供水时需以不同方式照看。检查您的系统类型并遵照以下建议进行：

任何使用冷水存储箱的供暖系统及汽缸式热水筒的供暖系统

如果您的供暖系统使用冷水储存箱（通常在屋顶阁楼）以及您的供水被停但是冷水储存箱是满的，使用中央供暖仍然安全。您不该使用热水。

使用冷水储存箱的系统在供水停止之后可以给有限量的热水，但这样会让储存箱处于干燥的风险。如果出现此类情况，则重新来水时会造成气塞（空气密闭），所以不要这样冒险。

如果冷水储存箱已抽干无水，不要使用中央供暖或是热水，因为这会导致您的汽缸式热水筒崩塌。



If the water is off, can I use my heating?

Different types of heating system need looking after in different ways in the event of a water supply failure. Check what type of system you have and follow the advice below:

Any heating system with a cold water storage tank and hot water cylinder

If you have a heating system which uses a cold water storage tank (usually in the attic) and if the water supply is cut off but your cold water storage tank is full, it's still safe to run your central heating. You should not use your hot water.

A system with a cold water storage tank may give a limited amount of hot water after the supply is cut off, but you risk running the storage tank dry. If that happens it will create an airlock when the water comes back on again, so don't be tempted.

If your cold water storage tank has run dry, do not use your central heating or your hot water as this could cause your hot water cylinder to collapse

复合式锅炉 (Combi boiler)

如果您有复合式锅炉 (热水直接从用气锅炉加热而且您无须采用热水汽缸) ，您可以使用供暖但不要使用水龙头里的热水。

7 号经济型计量表 (Economy 7)

如果您使用 7 号经济型计量表，关闭浸入式加热器。您的热压机应有两个开关，应该关闭热压机。

固体燃料中央供暖系统

如果您的炉灶有备用家用热水炉 (例如您有家用锅炉或加热器) ，没水时不要开火。一旦恢复供水，则开始时仅开小火。

如何抽干我家的冷水箱？

- 关闭阀门活栓，打开所有冷水龙头，冲洗马桶数次。
- 如果您有固体燃料室内暖气或未封上的炉火在烧水和加热器，您应该让它燃尽。在检查系统之前不要点燃炉火。如果您有未封上的炉火不是在烧水或加热器，只是为室内供暖加热，可放心继续使用，这是安全的。
- 关闭燃油或燃气加热系统并在对它们检查之前不要继续使用。
- 不要使用水加热器，因为这样会导致汽缸式热水筒崩塌。
- 在爆裂的水管修复之前，不要打开供水阀门活栓。

Combi boiler

If you have a combi boiler (where your hot water is heated directly from the gas boiler and you don't have a hot water cylinder) you can use your heating but you must not use any hot water from the taps.

Economy 7

If you have Economy 7, turn the immersion heater off. There should be two switches in your hot press which should be turned off.

Solid fuel central heating system

If you have a back boiler on your fire (ie if your fire heats water or radiators in your home) do not light your fire while the water is off. Once the water supply has been restored, light only a small fire at first.

How do I drain my cold water tank?

- With the water turned off at the stopcock, turn on all the cold taps and flush the toilet several times.
- If you have a Solid Fuel Room Heater or Open Fire which heats your water and radiators you should let it burn out. Do not light it until the systems have been checked. If you have an Open Fire that does not heat your water or radiators but provides heat only to the room, it is safe to continue to use.
- Turn off oil or gas heating systems and do not use again until they have been checked.
- Do not use the water heater as this may cause the hot water cylinder to collapse.
- Do not turn on the water supply at the stopcock until the burst pipe has been repaired.

如果停水我该怎么办？

如果您的供水出现问题，可能是水管爆裂或电源系统渗漏。

如果您认为是电源问题，请拨打 08457 440 088 致电北爱尔兰供水部（NI Water）。

紧急联系电话

北爱尔兰住房行政部门

修理部电话 03448 920 901

网址 www.nihe.gov.uk

非工作时间紧急服务

电子邮箱: emergency.services@nihe.gov.uk

北爱尔兰供电

紧急服务电话 08457 643 643

北爱尔兰供水

失误/紧急服务 08457 440 088

供水服务文本电话 08457 023 206

北爱尔兰供气

紧急服务电话 0800 002 001

(Phoenix & Firmus)

文本电话/低量通信号码 0800 7314710

What should I do if my water is cut off?

If your water supply fails the problem may be a burst pipe somewhere in your home or there may be a leak in the mains system.

Call NI Water on 08457 440 088 if you think it's a problem with the mains.

EMERGENCY CONTACT NUMBERS

NORTHERN IRELAND HOUSING EXECUTIVE

Repairs Line 03448 920 901

Website www.nihe.gov.uk

Out of hours emergency services

email: emergency.services@nihe.gov.uk

NORTHERN IRELAND ELECTRICITY

Emergency Service 08457 643 643

NORTHERN IRELAND WATER

Faults/Emergency Service 08457 440 088

Water Service Text phone 08457 023 206

NORTHERN IRELAND GAS

Emergency Service 0800 002 001

(Phoenix & Firmus)

Text phone/minicom 0800 7314710

确保为您家里的物品投保

在极端恶劣天气条件下，许多住房行政部的房子出现冻结或水管爆裂问题，其中一些导致租户个人物品和家具受损。

如果您家里的物品受损或因爆管遭到极大损毁，您有资金更换吗？老

抱着‘这种事不会发生在我家’的想法，您可能会受到本不该遭受的危机。为您的财产投保。

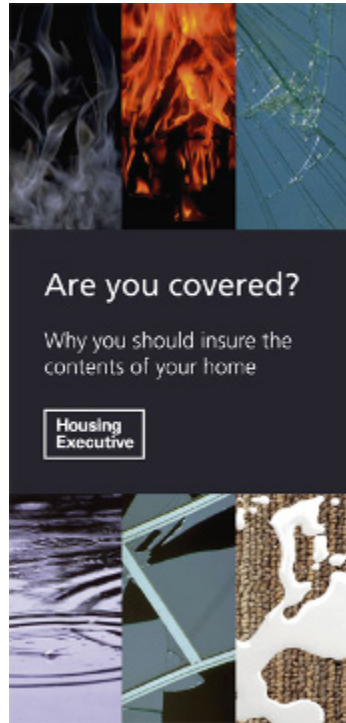
尽管住房行政部会修复物品受害部分，但该部门不承担个人物品或租户家具的损毁的责任。

有几种物品险种，您可翻阅黄皮书或联系当地保险经纪了解详情。

决定之前确保获得几个引证。许多家会为您安排按月付款或每两周付款。

弃置的家庭

如您知道住房办的物业空置或无人使用，则请报告您的当地办公室。



During the extreme weather conditions many Housing Executive homes had problems with frozen or burst pipes, some of which caused damage to tenants personal belongings and furnishings.

If the contents of your home were destroyed or badly damaged by burst pipes could you find the money to replace them? By thinking “It won’t happen to me”, you could cause a crisis you needn’t have suffered. Get your possessions insured.

While the Housing Executive will repair the damage to its properties it is not responsible for damage to the personal belongings or furnishings of its tenants.

There are numerous contents insurance policies available and you can obtain details by looking in your yellow pages or contacting your local insurance broker.

Make sure you get several quotes before making a decision. Many will arrange for you to pay monthly and fortnightly.

Abandoned homes

If you know of a Housing Executive property which has been abandoned or not being used, report it to your District Office.

小心打冒牌电话者

常出现往家里打冒牌电话者。

经常出现此类问题是由于人们过于相信他人而且愿意在家里接受陌生人。小心提防非常重要。

总是要要求身份认证。如果您对来电不确定，请拨打 24 小时免费电话快速查证服务以查明来电者的身份。

如果您想要其它格式的手册，请联系当地办公室。

帮助您的邻居

寒冷天气对弱势人群可能会是一个困难时刻。

如果您知道某些年长、残疾或是被困在家的人士，去看看他们并确保他们情况良好。

在极度恶劣天气下，许多老人不能出来，邻里街坊的探视是令人感怀的。

Beware of Bogus Callers

Reports of bogus callers tricking their way into people's homes are a regular occurrence.

Often the problem arises because people are very trusting and are willing to accept strangers into their homes. It is very important to be wary.

Always ask for identification. If you are unsure call Quick Check (0800 0132290) a 24 hour freephone service to verify the identity of your caller.

Contact your local district office if you would like to obtain this advice in one of the alternative formats.

Help your neighbour

The cold weather can be a difficult time for people who are more vulnerable.

If you know someone who is elderly, has a disability, or is housebound, check on them and make sure they are okay.

During extreme weather conditions many older people will not be able to get out and it is at this time that a visit from a neighbour may be appreciated.

