



Winter preparation checklist

Elements essential to every holiday park's preparations for winter include to:

- offer a drain-down service to holiday homeowners, wherever possible
- explain to homeowners planning to use the home in winter the risks, even when they are in the home with the heating operational
- ensure drain-down procedures are carried out in line with the manufacturer's guidance for each holiday home and aim to complete drain-down well before the winter weather sets in and as soon as possible after units have been vacated
- check and follow the Water Regulations Advisory Scheme (WRAS) advice on the use of antifreeze; it is illegal and dangerous to add antifreeze products to a holiday home's water system
- advise holiday homeowners to:
 - drain-down in good time
 - ensure gas, water and electricity supplies are switched off
 - take steps to reduce the risk of theft
 - leave their unit securely locked and, where possible, alarmed

- remind holiday homeowners of the steps necessary when reconnecting to the water supply (offer this as a service wherever possible)

- remind holiday homeowners of the maintenance requirements of their holiday home, to ensure their caravan is securely locked and, where possible, alarmed.

Reminder to holiday homeowners

All caravan holiday home and lodge owners should be reminded of the need for the water system to be drained down when the caravan is unoccupied in the winter months (October to March).

This reminder should:

- include the statement that the caravan/lodge owner should follow the guidance detailed in their manufacturer's handbook on maintaining their holiday home and preparing it for winter and the particular care necessary when draining down a system fitted with Thermostatic Mixing Valves (TMVs)
- where available, advise customers how to book the park's drain-down service

- advise customers that washing machines, dishwashers and all water-using appliances should be turned off at the isolation valve and disconnected from the system completely, ensuring that manufacturers' guidance is followed

- give guidance on theft precautions over the winter months

- emphasise the care necessary when reconnecting the holiday home to the water supply

- draw attention to the maintenance requirements of holiday homes (referring to the manufacturer's handbook) including Gas Safety check, checks on smoke and carbon monoxide alarms, lubrication, ventilation and internal and external inspection (gutters, tyres and panels)

- underline the importance of an annual check and certification of gas systems and appliances by a Gas Safe registered engineer (a legal requirement where the holiday home is sublet, formally or informally). Where this service is offered by the park, advise how to book. Alternatively, provide contact details for local Gas Safe registered engineers

- where appropriate, advise of the need to check antifreeze levels in closed-circuit central heating systems, with the recommendation that this check is carried out by a Gas Safe registered engineer (providing the opportunity to commission the annual check on the holiday home's gas installations)

- confirm the Water Regulations Advisory Scheme's (WRAS) advice that antifreeze products should not be used to protect holiday home water systems.