

# WATER LEAKS

Vertical life brings with it added responsibilities. Neighbours are not just next door but also above and below! Water leaks are extremely serious and can cause a great deal of damage across multiple floors in a short time. It is getting harder to insure against such damage, so we must all be vigilant and try to mitigate against this.

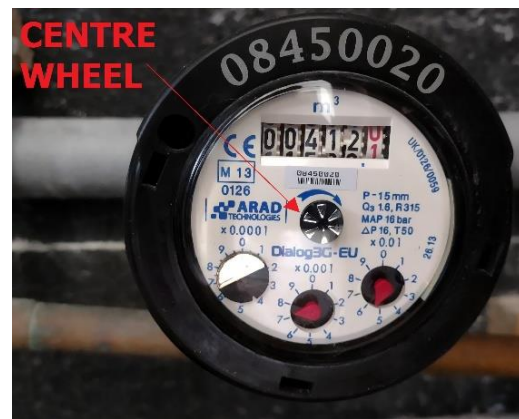
## Know where your stopcock is!

The stopcock for each flat is located in the service shaft cupboard where the gas boilers are installed, opposite the passenger lift outside your flat (for the 7's, this is between 5's and 6's). The cupboard door should be kept locked, so make sure that you keep the appropriate key readily accessible. The stopcocks have been numbered and the water supply is cut off by rotating the handle clockwise until it points downwards (see pic 1.). This will stop any further water (hot and cold) from flowing. **It is good practice to turn off the water whenever flats are left unoccupied for long periods.**

The water meter is also in the same cupboard. If you suspect that you have a leak in your flat, ensure all taps etc. are switched off and go to look at the meter. The central wheel on the meter (see pic 2.) will turn with even the smallest flow of water.



Pic 1.



Pic 2.

## If you have or suspect a water leak:

### Overflowing bath/sink/shower

Turn off taps and stop the flow as quickly as possible. If for some reason this is not possible, go to your boiler cupboard and turn the water supply off at the stopcock. Begin a clean-up quickly before too much water can enter the building structure – use mops, towels etc. There is a wet 'n' dry vacuum cleaner available for residents' use in the laundry room.

### Unidentified leak

This could be from hot or cold pipework, either visible or hidden. Ensure that all taps are off and go immediately to your boiler cupboard outside the front door. Monitor the water meter for several seconds. If the centre wheel moves **at all** in 5 seconds, there is probably a leak somewhere. You should isolate the supply by rotating the stopcock lever clockwise to point down. Call a plumber or contact your landlord/letting agent immediately!

Alternatively, the leak could be from the central heating boiler, pipework or radiators. If you are having to repressurise (add more water to) your boiler often (i.e. more than once a month), it is likely that there is a leak in the pipework/radiators or in the boiler itself. Either way, you need a plumber to investigate the problem. **Don't just keep on topping up the central heating system.** The water must be going somewhere!