

Water Leak - Fact Sheet

Got a leak?

Location	Responsibility	Owner Occupiers	Tenants
In your kitchen/Bathroom (i.e. a leak from a washing machine, dish washer, bath, shower etc)	Apartment Owner or their Managing Agent.	Office Hours; Repair and inform Winterway Estate Manager. Out of Hours; Call Chaney's emergency Number	Office Hours; Call your Landlord or Managing Agent. Out of Hours; Call your Managing Agents emergency Number or Chaney's emergency Number
The communal areas (i.e. in the halls, lobby's or car parks)	Victory Hill Management Company Limited	Office Hours; Inform Winterway Estate Manager. Out of Hours; Call Chaney's emergency Number	Office Hours; Inform Winterway Estate Manager. Out of Hours; Call Chaney's emergency Number
From the Apartment above	Apartment Owner or the Managing Agent of property with the leak.	Office Hours; Inform Winterway Estate Manager and notify the occupant of the flat[s] above. Out of Hours; Call Chaney's emergency Number	Office Hours; Inform Winterway Estate Manager and notify the occupant of the flat[s] above. Out of Hours; Call Chaney's emergency Number
From the roof or walls	Victory Hill Management Company Limited	Office Hours; Inform Winterway Estate Manager. Out of Hours; Call Chaney's emergency Number	Office Hours; Inform Winterway Estate Manager. Out of Hours; Call Chaney's emergency Number

Important Numbers;

Winterthur Way Estate Team; 01256 323756 (Office) / 07483903506 (Estate Manager)

Chaney's - Office; 01189 722333 (Mon -Fri 8:30am – 5pm)

Chaney's - Out of Hours Emergency Number; 07860 268887

Fact Sheet - Winterthur Way – Water Leaks

Water leaks can cause a great deal of damage and should be repaired as quickly as possible. This fact sheet explains the responsibilities of leaseholders (flat owners) for dealing with water leaks. As the owner of a flat you're responsible for any water pipes which exclusively serve your flat, this means all supply and waste pipes in kitchens, bathroom, water tanks, central heating etc. It also includes the main water supply to your flat, i.e. from the water meter, though the communal areas to your property.

Major Leaks

A major leak is defined as one of the following;

- Water running into property which cannot be contained.
- Persistent and constant leak with no obvious let up of flow.
- Water running persistently through electrical fittings.
- Dirty water causing permanent damage.

If there's a major leak in your flat you should do the following;

1. Turn off the water to your flat at the stopcock, this is either in your flat or in the Communal Water Meter cupboard in the hallway.
2. Arrange for a qualified plumber to attend ASAP and make any repairs necessary.
3. Inform your neighbours, especially if you have any flats below yours.
4. Inform the onsite Estate Manager: 07787 387500 / 01256 323756 (Monday-Friday 8:30am – 5pm). Or call the Chaney's Emergency Number – 07834011122.

Should your plumber find that the leak is not coming from a pipe which exclusively supplies your flat, you should request a detailed report. You need to send the report to us so we can establish responsibility.

If you fail to arrange for a qualified plumber to attend and allow the leak to continue you will breach your lease and we'll have to take legal action to protect other residents and the building.

Minor Leaks

A minor leak is defined as one of the following;

- Staining only or small amount of water penetration.
- Intermittent leak, more severe than above but containable when it happens.
- Minimal property damage, staining to walls and/or ceilings, clean water or non-permanent damage to furniture, fixtures & fittings.
- Running external overflows.

Minor leaks should be reported to the Estate Manager.

Leaks from neighbouring flats

Water leaks are very common in buildings containing flats. When your upstairs neighbours use washing machines, showers, radiators etc leaks can occur.

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The first thing to do is to find the cause of the leak and what immediate action is required to stop it. This is not always a straightforward matter because the building is likely to contain many pipes and appliances. Also water can travel through the structure of the building before emerging in an individual flat. To find the leak:

1. Speak to all your neighbours in the block. Remind your neighbours they may not be able to see the leak in their flat as it may be under the floor.
2. Once located, ask them to switch off their water until they can get a plumber. Turn off the water supply at the stopcock
3. Report the matter to the Estate Manager in office hours or use the Emergency Number.
4. If your neighbour is not home and you don't have contact details call us and we'll call them for you.

Take what action you can to lessen the damage such as putting a bucket or bowl below the leak to catch the water. If it's an emergency call 999! If there's a danger of the ceiling falling down call the fire service. The fire service can force entry to the flat above. They may also turn off the water to the whole block if they're unable to find the source of the leak.

Repairs

The damage caused by water leaks is commonly covered by insurance, but there is likely to be an 'excess' to pay. The excess on buildings insurance will be recoverable from the person responsible for the leak. You will need to contact them to ask them to reimburse you this excess. Note that you can only reclaim the cost of repairing any damage done in investigating the leak (but not repairing the leak itself)

It is very important to deal with water leaks quickly because damage resulting from damp and other associated problems can be extensive. The building insurance will not cover damage which could have been avoided

You need to tell the person most likely to be responsible for the leak as soon as possible as well as informing the Estate Manager.

You should also take steps to mitigate your own loss. For example:

- Drying out carpets and moving objects.
- Keep evidence of any expenditure incurred as a result of the leak.
- You should always report water leaks to the buildings and contents insurers as soon as possible in case a claim needs to be made. They will not pay out if you delay your claim.

Why can't Chaney's just enter and repair the leak?

It is the Leaseholder of the flat from which the leak is coming who is responsible for repairing any leak, even if they are subletting their home. In extreme cases where a leaseholder does not undertake the necessary repair, we can force entry. In order to do this, we may need to go to court for legal permission to do this. In cases of major leaks, we could apply for an emergency injunction to force the home owner above to repair the leak or to force entry for our contractors to repair the leak. We have no powers to break someone's door down and access their property.