

Flooding and leaking pipes

Tenant Information

1. What should I do if I have a frozen pipe?

- Turn off the water at the main stopcock.
- Leave the pipes to thaw.
- It is possible to use an insulated, covered hot water bottle which may work.
- Do not use a blowlamp or anything electrical to try and thaw the pipe.
- If the hot water pipes are frozen then you should turn off the system.

2. What should I do if I have a burst pipe?

- Turn off the water at the main stopcock
- Turn off any gate valves from the water tank if you have one in your home
- Run all your taps to drain water from the system
- Turn off any water heaters

- Do not touch wet electrical items or wet electrical wiring
- Turn off electricity at the mains if the electrics are getting wet or could potentially get wet

3. What if the ceiling is bulging with water?

- Place a bucket under the bulge
- Use something like a screwdriver and pierce a hole to let the water through - this could prevent the ceiling from falling down.

4. How can I be prepared for this type of occurrence?

- Check the location of your mains stopcock – it will usually be where the mains water pipe enters the house or near the kitchen sink
- Make sure you know where the gate valves for the hot and cold water tanks (if applicable) are

5. What if I am going away in the winter months?

If you are going away for several weeks during the winter you could:

- Do not drain the heating system (boiler or radiators but you could drain down the hot water and cold water system by turning off the stopcock and running all of the taps.
- Open the loft hatch to allow heat into the loft and help prevent pipes from freezing – if the weather is very cold

6. Document control

Author	Senior Business Manager – Property
Approver(s)	Head of Property/Tenant Scrutiny Panel
Date	June 2019
Next Review date	June 2022
Version Number	1.0

7. Version tracker

Version number	Date	Comments/Reason for issue
1.0	17.6.19	New FAQ's/information

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