

## Water Leak Guidance

The purpose of this document is to help leaseholders and their tenants on how to prevent water leak damage, and what to do if you discover a problem.

### 1. Preventing Water Leaks – How to minimise a risk of water damage

- Turn off water and water heater when you go away – the water stopcock should be next to the boiler.
- Install a water switch to make it easier to turn water off and on.
- Don't ignore any surface water, sponginess in the carpet, anything oozing on the laminate floors, or any signs of damp on the walls.
- The leaseholder is responsible for maintaining all appliances and internal plumbing. Regularly make checks, especially if renting out.
- The FHP plumbing checks are for insurance purposes and therefore are additional to, and not instead of your own checks. Deal with amber or red items promptly.
- Ensure you have contents insurance in place for your apartment.

### 2. Good to Know

- The construction of the Arena includes concrete floors, so any water leaks generally spread across the concrete slab and not down to the apartment below, it may also wick up the walls showing a shadow or mildew above the skirtings.
- Underneath your flooring (carpet or laminate) there is a sound insulation layer with floorboards on top. Any leaks that are left can travel a long way horizontally and will soak the insulation without being able to dry out. So they should not be left or ignored.
- The soil stacks run vertically through all the apartments and there are inspection hatches on each level, so that they can be accessed.
- Buildings insurance covers structure and flooring, but not furniture and appliances. It allows for like for like replacement and is limited to damaged areas only.
- Your contents insurance should cover carpets also, so you have an option to have higher cover for carpets and laminate, if required.

### 3. What to do if you discover a leak or suspect one.

- Turn off water and water heater immediately (Stopcock next to boiler)
- Assess problem and extent – look for drips, surface water, spongy carpet, seeping through laminate, damp patches on walls.
- Contact FHP for advice during office hours. In an emergency contact 07977099014
- FHP will help with:
  - Identifying a plumber/ contractor to resolve the issue (although you can use your own)
  - Identifying if remedial works are covered by buildings insurance.
  - If covered by buildings insurance they will liaise with the company and obtain approval for any quotes as well as, if necessary, approving any alternative accommodation.
  - Liaising with neighbouring apartments if affected
- The leaseholder is responsible for:
  - Any excess on the insurance, where caused by appliances or internal plumbing.
  - Fixing any faulty appliances and paying for it.
  - Liaising with their contents insurance company, if applicable.
  - Agreeing appropriate remedial works with the contractor.
  - Obtaining quotes, and submitting to FHP for approval.
  - Checking completed works and liaising with contractor.
  - Liaising with tenants where applicable