

Save the correct repair numbers now - before water starts escaping.

Your property emergency details

Landlord or managing agent

Normal repairs number

Out-of-hours number

Internal stop tap location

If water is escaping

- Keep people and pets away. Do not touch wet switches, sockets, lights or appliances.
- Turn the internal stop tap clockwise gently. Do not force it if it will not move.
- Use containers and towels only where safe, and move possessions away.
- Report the fault immediately and send the address, postcode, photos and whether the water is off.

If a toilet is overflowing

- Do not flush it again.
- Close an accessible isolation valve beside the toilet without forcing it.
- If water keeps escaping, turn off the main internal stop tap.
- Report the fault and avoid using nearby fittings if that makes the problem worse.

If a pipe may be frozen

- Turn off the internal stop tap and open the affected cold tap.
- Never use a naked flame, blowtorch, heat gun or boiling water.
- Do not leave the property unattended while the pipe thaws.
- A split pipe may only begin leaking after the ice starts to melt.

If water is through a ceiling

- Keep away from wet electrics and any sagging or bulging ceiling.
- Do not stand underneath or puncture the ceiling.
- Turn off the water if the leak may be within your property and it is safe to do so.
- Notify the responsible landlord, housing provider or managing agent immediately.

Know what to do before help arrives

Common places to find a stop tap

- Under the kitchen sink or behind a cupboard kickboard.
- In a downstairs toilet, utility cupboard, airing cupboard or garage.
- Near the point where the incoming water pipe enters the property.
- In a flat, possibly inside a service cupboard or near the water meter. Ask the managing agent if the supply is shared.

Before an emergency

- Locate the stop tap and make sure everyone knows where it is.
- Keep the area around it accessible and photograph its location.
- Save the landlord or agent's normal and out-of-hours repair numbers.
- Report a stiff, seized or leaking stop tap before it is needed urgently.

What to include when reporting a repair

- Your full address, postcode and a working call-back number.
- The room affected and the apparent source of the water.
- Whether the internal stop tap or a local valve has been closed.
- Clear photos or a short video, plus any vulnerable residents or immediate safety concern.

Important information for tenants

- Report plumbing faults promptly, preferably in writing, and keep a copy.
- Do not carry out permanent repairs unless your tenancy agreement allows it or the responsible landlord or agent has authorised them.
- Your property's own emergency and repairs procedure takes priority over this general guide.



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SCAN FOR THE STOP-TAP GUIDE

This guide provides general first-response information and cannot diagnose a specific fault. Do not take an action that puts anyone at risk. For an immediate threat to life, call 999. If you smell gas, call the National Gas Emergency Service on 0800 111 999.