

My Home

Safe and dry

The safety and good condition of your building is our responsibility. You also have a part to play – by telling us straight away when something is wrong.

Water leaks can result in major damage, sometimes leading to you having to evacuate your home, when an early simple fix could easily have prevented it happening.



Small ongoing leaks can also contribute to damp and mould in your home, which are health hazards. We have a legal duty to prevent damp and mould in your home. Here's a guide to working together to keep your home safe and dry.

Signs of a water leak:

Please look out for the signs of a leak. Examples are:

- ! Visible water pooling or dripping.
- ! Damp patches on walls, ceilings, or floors.
- ! Unusual smells (e.g., mustiness).
- ! Sound of running water when no taps are in use.
- ! Sudden drop in water pressure.
- ! Increased water bills without a corresponding increase in usage.



Please turn over for more information.

If you spot a leak:

Please report it immediately, however small it might seem.

- ✓ Call repairs and maintenance on **0300 131 7300** anytime (we have an out of hours service).
- ✓ Provide as much detail as possible about the location and severity of the leak.

Taking action:

In the event of a major leak you must first ensure your personal safety.

- ⚠ Water in contact with electricity is dangerous.
- ✓ Only if it is safe to do so, try and isolate the source, **switch off** water at the stopcock and electricity at the mains.
- ✓ **Containment (if possible and safe):** Try to contain the leak by using towels, buckets, or other available materials.
- ✓ **Warn others:** Alert nearby residents or occupants who may be affected.



What we will do:

- ✓ In an emergency we will send contractors and ensure your immediate safety.
- ✓ Once the emergency is under control, we will make the scene safe, with a temporary repair if possible and arrange for permanent repairs, including to any damage that has been caused. We will communicate with you and any other affected neighbours throughout any works that follow.
- ✓ If we need to move you from your home during repairs, we will support you every step of the way.
- ✓ Where the leak is minor, we will book our earliest routine appointment to investigate, and keep you informed about any works that follow.



MORE INFORMATION

If you wish to know more about what happens in the event of a water leak, or if there are signs of damp or mould in your home, please visit our website www.isha.co.uk where you will find our guidance booklets and other information. Alternatively you can email repairsandmaintenance@isha.co.uk or call on **0300 131 7300**.