

Thank you for contacting us today regarding your recent water leak.

Here are some handy hints and tips on what you can do to prevent further damage:

- If the water is still leaking, find the main stopcock and turn the water supply off (this is usually under the kitchen sink, however each property is different, so you may need to check)
- Do you have any Home Emergency cover?
  - If you do, please contact them to see if they can fix the leak for you.
  - If you don't, then you will need to contact and pay for a plumber to come out and fix the leak.
- Put something underneath the leak to catch any dripping water, emptying regularly, if required
- If the ceiling starts to bulge and it is safe to do so, put a pencil hole in it to allow the water to drain out. Before you do this, put something underneath to catch the water.
- If the leak has happened near any electrical appliances and it is safe to do so, turn the power off to these appliances.
- Open windows for ventilation (remembering to close them when no one is in the property)

## Contents & Furniture

- If the water has leaked onto clothing, bedding, curtains or any other washable items, take photos and then put them in your washing machine to clean them.
- If curtains or items are dry clean only, take photos of them and then take them to the dry cleaners, please keep the receipts.
- If there is any standing water, try to move furniture items to somewhere dry.
- Depending upon how deep the water is and if you can, you may want to:
  - put tin foil or plastic bags under or around the base of wooden table legs / sofas / cupboards
  - put tables / chairs / settees onto small blocks (you could also use wooden blocks, bricks etc to lift them off the floor)
- Wipe any excess water from your furniture
- Open drawers and cupboards to aid faster drying
- In some circumstances, excess water can also be removed from carpets & rugs using a carpet cleaner. Some supermarkets have these available for short term hire.

Do not dispose of any damaged property as we may need to inspect it. If this is not possible for certain items, please make a list and take photos of the damaged items. If you can, store them in a garage or shed until inspected.

By taking these preventative measures this will reduce the extent of damage caused to your home.

We will consider fair and reasonable costs for items that are deemed beyond repair and where every effort has been made to ensure no further damage is caused.