



REPAIRING LEAKS

*Supporting you to repair
leaks to your water pipe*

SEVERN
TRENT

I think I have a leak on my water pipe, what should I do?

We all want leaks repaired quickly and as part of our effort to reduce leakage, we'll support you as much as possible through the repair process. Please remember if there's a leak on your water pipe it's legally your responsibility to repair it.

Often, homeowners have insurance which can cover the cost of a repair. If not, we'll be able to give you a list of approved plumbers that can help you make repairs. You'll find a list of these plumbers at stwater.co.uk/findaplumber or by calling **0345 266 0036**.

We can also send one of our inspectors to your property to confirm whether the leak is on your water pipe if there is any doubt. You must take steps to stop the leak within a reasonable period of time so please contact us on the above number if you're having difficulty getting your leak fixed.

It's really important for you to get the leak fixed within the next 28 days and let us know when it's been done, because there's a legal process we have to follow if the repair isn't completed within this time.

Who's responsible for fixing leaks?

Generally, we own and look after the water pipes in the street and footpath up to the boundary of your property. The water pipes within the boundary of your property are privately owned. This means if there's a leak on the water pipes within your property boundary, you're responsible for making any repairs needed.

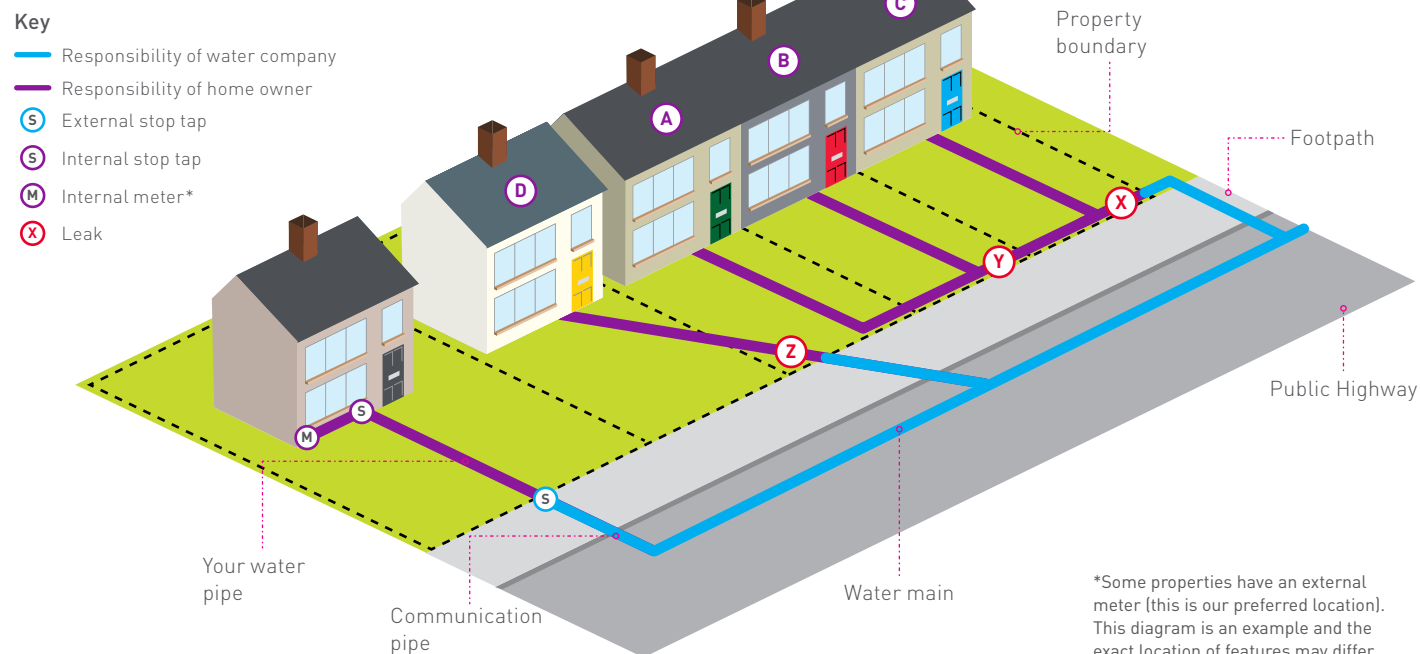
If you rent your property or have insurance, please speak to your landlord or insurance company as you may be entitled to help with making the repairs.

I share my water pipe with a neighbour, how does this affect me?

Normally, if you share a water pipe you're jointly responsible for making any repairs that we ask to be made. If there's a leak on the water pipe, all those downstream of the leak are responsible for repairing it. In the diagram below, a leak at X is the responsibility of A, B and C. A leak at Y requires A and B to fix the leak (see below). If there is a leak at Z, it's the responsibility of D to fix it.

The parts of the water pipes that are privately owned may be different in some circumstances:

- If the external stop tap is inside your property boundary, we own the part of the water pipe from the street up to the first external stop tap and the remainder of the water pipe up to your property is privately owned.
- In some circumstances the privately owned part of the water pipe supplying your property might extend beyond your property boundary. For example, if the water pipes serving your property are in a different street. Or if the privately owned part of the water pipe from the external stop tap runs through one of your neighbours' properties.



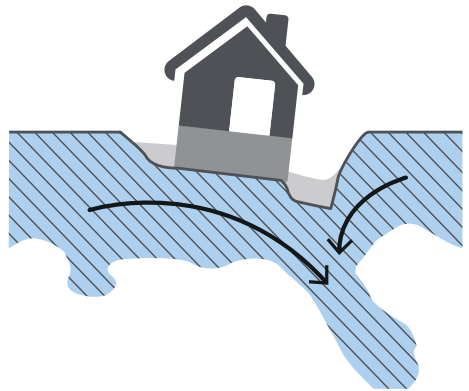
Why it's important to repair a leak

A leak left running can cause damage to your property and cost you money if you're on a water meter. Water is a precious resource so it's important to get leaks fixed as quickly as possible.

Having a leak for a long period of time can cause damage to your property



We're doing all we can to make sure our water network is as robust as possible. When we do find leaks, or you tell us about them, we do our best to fix them as soon as we can. When you get a leak on your property, we'll do what we can to support you to get it fixed as quickly as possible.



By getting a leak fixed as soon as you're aware of it, you're preventing potentially significant damage to your home. Leaks underground can cause subsidence or if they're above ground and visible they can cause flooding and water damage to your property and belongings.



What if I'm having problems getting my leak fixed?

We understand some people may struggle to get their leak repaired. If you're finding it difficult, please contact us on **0345 266 0036**. If you're on certain tariff schemes with us or are an essential water user for dialysis reasons, we may be able to help.

This publication is available in alternative formats, including large print and Braille.

For more information:



Call **0345 7 500 500**

Textphone **0800 3 281 155**



Customercare@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

Severn Trent Water Ltd
PO Box 5309
Coventry CV3 9FH

stwater.co.uk

