

Burst & Frozen Pipe Advice

Paragon Housing Association Limited

Bursts – Locate the Stopcock Now!

- Find out where your stopcock is now (usually under the kitchen sink, bathroom, or where the service pipe enters your home).
- These valves open and close the water supply – locate it BEFORE you have a problem.
- If a burst occurs, turn off the water supply immediately.
- Turn off the main stopcock and drain the system by turning on all cold taps.

Leaks Through Ceilings

- If water has been leaking for some time and ceilings are bulging, be careful – rooms may not be safe to enter.
- If you notice the leak quickly, catch dripping water in buckets.
- If safe, make a small hole in the bulging ceiling to let water out (use a screwdriver or similar) and catch it in a bucket. Only do this if it's safe.

Turn Off Water Heating and Central Systems

- Non-Combi Boilers: Switch off central heating, immersion heater, and any water heating systems. Let solid fuel systems die out. Once shut down, turn on hot taps to help drain the system.
- Combi Boilers: No need to shut down or drain unless the burst is in the central heating system. If electrics are off, the combi boiler will shut down.

Turn Off the Electrics

- If water leaks near electrics or appliances, switch off the mains immediately. If wet, do not touch!

Frozen Pipes

- A frozen pipe can lead to a burst. Turn off the main stopcock (usually under the kitchen sink, bathroom, or where the service pipe enters your home).
- If safe, turn off the stopcock in your cold water tank (usually in the attic/loft).
- Protect everything around the frozen pipe to avoid damage if it bursts.
- Check if the pipe is undamaged – do not attempt to thaw if cracks are visible.
- If undamaged, open the tap nearest the frozen section so water can flow when melted.
- Thaw the ice with a hot water bottle or hairdryer (keep away from water). Start from the tap end and work back towards the tank. Never use a heat gun, blow torch, or naked flame. Do not use electrical equipment near wet areas.

Report a Repair

- Office hours: Telephone 01324 664966 | Fax 01324 664930 | Email enquiries@paragonha.org.uk or repairs@paragonha.org.uk
- Out of hours: Sureserve 0330 0531 804 | City Technical Services (heating faults) 0333 202 0708