



Paragon Housing Association Limited

Would you know what to do if you had a Burst or Frozen Pipe?

Some simple actions can prevent major flooding and disruption

Bursts – Locate the Stopcock Now !

- Find out where your stopcock is now
- Normally it is under the kitchen sink or within the bathroom or where the service pipe enters your home.
- These do not all look the same, but basically these are valves to open and close the water supply . so find out where it's located **BEFORE** you have a problem
- If a burst occurs - turn off the water supply
- Turn off the main stop cock

Drain the system

- Turn on all your cold taps.



Leaks through Ceilings

- If water has been leaking through for some time and the ceilings are bulging - be careful, rooms may not be safe to enter.
- If you notice the leak quickly, you can catch dripping water in buckets.
- If it is safe to do so and you can reach up safely . make a small hole in the ceiling (use screwdriver or something similar) to let the water out if it starts to bulge. Catch the water with a bucket. This can help prevent the whole ceiling from coming down.
- Only do this if you are not putting yourself in danger.

Turn off water heating and central systems

Non Combi Boilers

- Switch off the central heating, immersion heater and any other water heating systems.
- If the central heating uses solid fuel, let this die out.
- Once water heating has shut down, turn on the hot taps to help drain the system.

Combi Boilers

- If you have a combi boiler then there is no requirement to shut down or drain unless the burst is in the central heating system.
- If the electrics are switched off, the combi boiler will shut down.

Turn off the electrics

If water leaks near your electrics or electrical appliances, switch off the mains immediately. If it is wet, don't touch them!

FROZEN PIPES

A frozen pipe is also serious as this may lead to a burst.

Turn off the water supply

- Turn off the main stop cock. You should find this under the kitchen sink or bathroom or where the service pipe enters your home.
- If you can do so safely, turn off the stopcock in your cold water tank if you have one, it's usually found in the attic or loft.

Beat the burst

- Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.
- **Thawing out**
- **Check if the pipe appears to be undamaged – do not attempt to thaw if breaks or cracks can be seen.**
- **If pipe is undamaged try to thaw it out first by following this advice.**
- Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted.
- Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). Begin from the tap end and work back in the direction of the cold water tank. Never use a heat gun / blow torch / naked flame. Do not use electrical equipment near wet areas.

Report A Repair

There are several ways to report a repair during normal office hours

- By telephone to the office **01324 664966**
- By Fax **01324 664930**
- By calling into our office - [click here for more information](#)
- By letter
- By email - enquiries@paragonha.org.uk
- At a Contact Point - [link to contact point details](#)

During evenings, weekends and public holidays a call out service will operate & only emergency repairs will be dealt with

- **0800 975 1234 - The McDougall Group**
- **0333 202 0708 - City Technical Services**

The majority of our day to day repairs are carried out by the McDougall Group but heating faults should be reported to City Technical Services

