

Queenswood Management Association Limited

Company No: 1008511 Registered in England and Wales
Registered Office: 62 Crown Street, Brentwood, Essex CM14 4BJ

August 2019

WATER LEAKS

Water leaks are some of the most common - and damaging - incidents across Queenswood Gardens. It is very important that whenever, and wherever, they occur, they are dealt with as quickly as possible.

There is no common water supply in any of the six blocks at Queenswood Gardens. Each flat has its own connection to the water main. There is a stopcock in each flat - usually in the hall cupboard - and one outside, associated with a meter if you have one, that is located in a manhole in the pavement outside the individual blocks. We would recommend that you familiarise yourself with the location in case you need to turn your water off at any time.

Owners of flats are responsible for their supply pipe right back to the mains, in accordance with Thames Water's terms and conditions in their supply contracts. The costs of fixing a leak have to be paid by the owner of the flat where the leak occurs.

Time is of the essence when dealing with leaks, to limit the damage that is done. If the leak is in your own flat, then turn off the water as soon as you can, then contact a plumber of your choice to carry out a repair.

If the leak is from another flat, then try to contact the resident of the flat and ask them to turn their water supply off and get the leak repaired. If you cannot contact the resident, then report the leak as soon as possible to Hull & Co on 01277 500550.

If it is outside office hours, then we have an arrangement with C & M Cleaning and Maintenance Services to deal with a leak; Queenswood Management Association will pay their charges and will recover them from the responsible owner once we know the cause of the leak. You can contact C & M on 020 8506 2014 or 07956 297312.