

Contact us:

Tel: 0115 917 7777

E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



Sign up for the latest news, events, updates and more, all direct to your inbox by subscribing to our Email Me Service at www.broxtowe.gov.uk/emailme

Follow Broxtowe with social media



www.broxtowe.gov.uk/socialmedia

This document is available in large print upon request

Other leaflets you may find helpful:

Emergency Out Of Hours Repairs

Radiator Problems

What Repairs Am I Responsible For?

Broxtowe Borough Council - Housing Repairs
'getting it right first time'

Broxtowe Borough Council
Housing Repairs, Council Offices,
Foster Avenue, Beeston, Nottingham, NG9 1AB



**Broxtowe
Borough
COUNCIL**

Frozen & Burst PIPES

Frozen and burst pipes can cause a lot of damage if not dealt with quickly. This leaflet will guide you through the procedures to be followed if you have a burst or frozen pipe



getting it right first time

www.broxtowe.gov.uk

Frozen / Burst Pipes

THINGS TO KNOW

- Know where your stop tap is. It may be where the water pipe enters your property, usually under the sink. It can also be found within the bathroom or airing cupboard.
- Know where the gate valves for the hot water and cold water tanks are, they are usually beside or above the hot water cylinder.
- Make sure that you can easily turn all taps and valves. Check them regularly and phone 0115 917 7777 if they do not function correctly.
- Ensure that the temperature inside your property is not allowed to fall below freezing
- If you are going away for sometime during the winter period, drain down the hot and cold water systems. This can be done by turning off the stop taps and gate valves and turning the taps on, flushing the toilet. Once drained down turn the taps off and ensure the heating system is not set to come on. On returning home, ensure that water is again circulating in your radiators before turning on the central heating boiler.
- Ensure any exposed pipework within the roofspace or outside is lagged.



Stop tap



Gate valve

WHAT TO DO IF YOU GET A BURST PIPE

- Turn off the water at the mains stop tap
- Open all taps to drain the system of water thereby stopping the leak

- Place a container below the leak and move any furniture / carpets etc to prevent them getting damaged
- If the water is from a property above yours, go and see your neighbour to find out what is leaking
- Turn off any boilers
- If electrics are getting wet, DO NOT TOUCH. TURN OFF THE CIRCUIT OR ELECTRICITY SUPPLY AT THE CONSUMER UNIT
- If a water leak makes the ceiling bulge, place a bucket under the bulge and, using a sharp implement (screwdriver, knitting needle), pierce a hole to let the water run through. This will reduce any pressures on the ceiling and should prevent the ceiling from falling down

Please note that you may be charged for a burst pipe if you have caused damage to the pipework.

Once you have carried out the above tasks, phone Housing Repairs on 0115 917 7777, who will send a plumber or heating engineer to deal with the problems.



WHAT TO DO IF YOU GET A FROZEN PIPE

- Turn off the water at the stop tap
- Try and thaw the pipework out using a hot water bottle
- If the hot water system is frozen, turn off the boiler