

A close-up photograph of a young girl with brown hair drinking water from a kitchen faucet. The faucet is a chrome, high-arc design with a clear glass handle. Water is flowing from the spout into the girl's mouth, and she has a happy expression. The background is a warm, out-of-focus kitchen setting.

Repairing leaks

Everything you need to
know about fixing leaks
to your water pipes

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WONDERFUL ON TAP**

**HAFREN
DYFRDwy**

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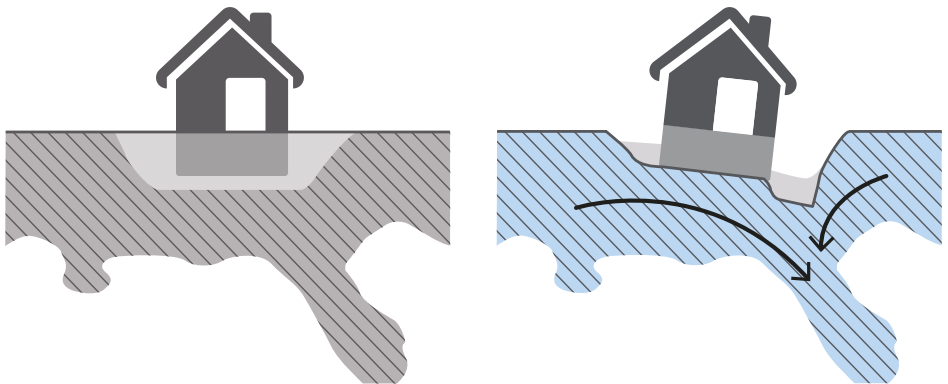
We're always working hard to keep water flowing to your home. But, however hard we work to keep our pipes up to date, there will always be the odd leak that comes as a nasty surprise.

We've put together this handy leaflet to explain what to do if you have a leak, how we can help, and some simple ways to help us prevent them from happening in the first place.

So, why do leaks need to be fixed?

Leaks can make a real mess of our homes and gardens, causing lasting damage to our property and belongings if they aren't sorted quickly.

Visible leaks (above ground) can cause flooding, and hidden leaks (underground) can often cause subsidence (sinking) over time. Plus, if you're on a water meter, even a small leak can end up costing you more money on your water bill – something we never want to happen.



So, who's responsible for what?

Our pipes

We look after any pipes in the street and the footpath up to the external stop tap, which controls all the wonderful water coming into your home.

Your pipes

That just leaves you to look after and fix any pipes inside your home (after the external stop tap).

What if I share my pipes?

Normally, if you share your water pipes with your neighbours, you all need to make sure any leaks get fixed. Everyone downstream of a leak is responsible for getting it sorted.

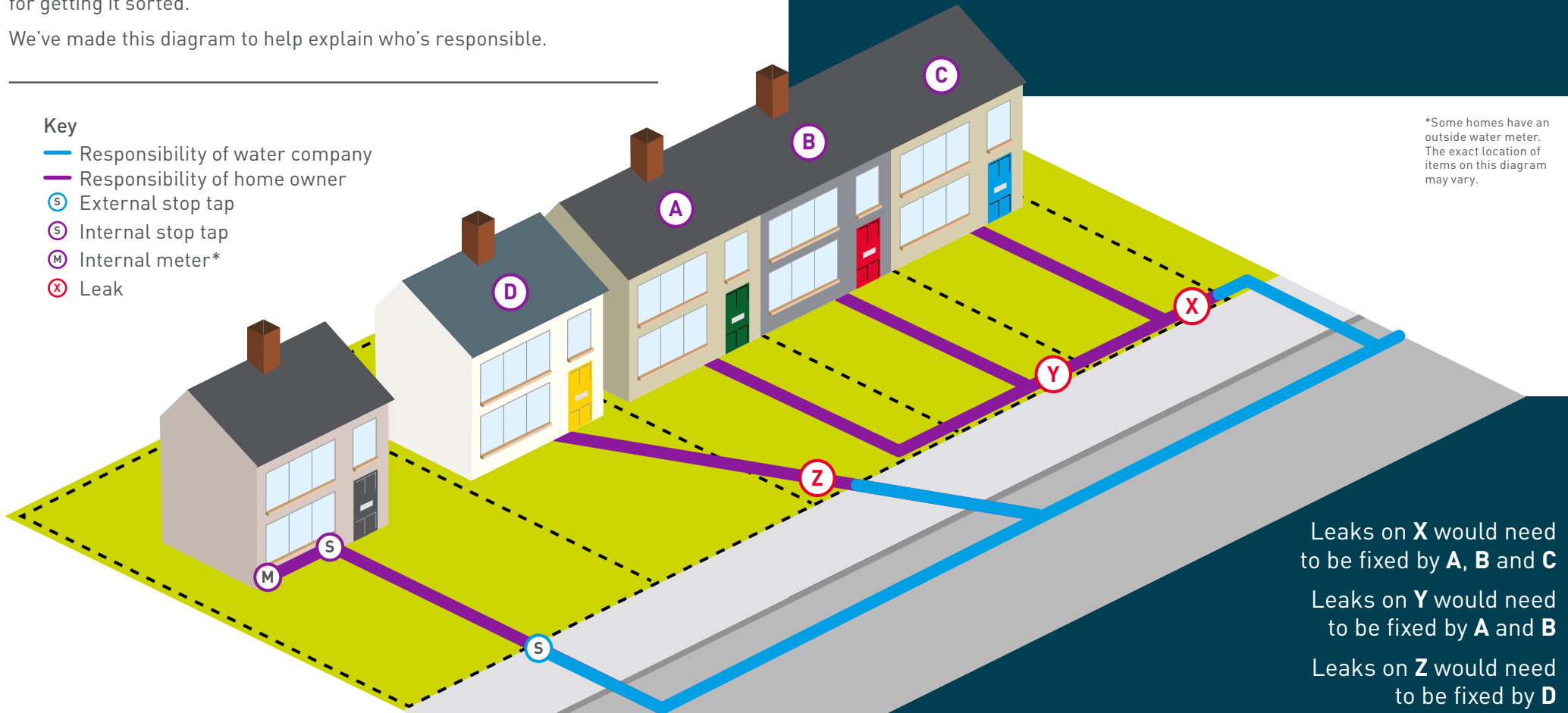
We've made this diagram to help explain who's responsible.

Whose are the privately owned pipes?

Not all pipes on private property are privately owned.

If the external stop tap (the one we control) is inside your property boundary, Hafren Dyfrdwy owns the pipe from the street to this stop tap. You own the rest of the water pipe up to your home.

Sometimes, the privately owned part of your water pipe might go outside the boundary of your home. This might be because you have a long drive or the privately owned part of the pipe after the external stop tap goes through one of your neighbours' properties.



Still not sure?

If you've had a look at the diagram but still aren't sure who's responsible, just give us a call on **0800 085 8033** and one of our inspectors can come round to check the pipes in and around your property.

Legally, we need to make sure that all leaks are fixed quickly. So if you spot one, here's what to do...

Fixing the leak

If you think you've found a leak on your water pipe, it's legally your responsibility to fix it, but we are also here to help. Here are a few easy steps you can take to sort it quickly:

- If you're a tenant, get in touch with your landlord or housing association and they should be able to help get it fixed.
- Give your home insurance a check – you might already be covered.
- If you have a separate insurance policy (for example with HomeServe), give them a call and explain what's happened.
- If you aren't covered, no problem – you'll need to get in touch with a plumber. You can find a list of approved plumbers from Watersafe at **watersafe.org.uk**
- Don't forget! Once the leak is repaired, please let us know by calling **0800 085 8033** or emailing **customercare@hdcymru.co.uk**

The quicker, the better

If a leak isn't fixed within 14 days, there's a legal process that needs to be followed. By getting it sorted quickly, we can avoid this lengthy process and you can carry on enjoying hot cuppas and refreshing showers. Everyone's a winner!

All sorted? Don't forget to let us know by calling **0800 085 8033** or emailing **customercare@hdcymru.co.uk**

Having trouble fixing the leak?

If you're finding it difficult to have the leak repaired, we are here to help – please call our friendly team or drop us an email so we can explain your options.

If you're renting or have home insurance, make sure you speak to your landlord or insurance company as they might be able to help.

If you're on one of our tariff schemes or need more water than most because of dialysis or another medical reason, we might be able to do even more to help. Just let us know.

Call **0800 085 8033**

Email **customercare@hdcymru.co.uk**

The small print

1. The private supply pipe has always been the responsibility of the property owner (homeowner/council/ landlord – depending on your tenancy agreement).
2. Hafren Dyfrdwy isn't responsible for any work carried out by a privately employed contractor (such as a plumber). Any maintenance or repair costs are to be shared by any neighbours you share a supply pipe with.
3. If you have a water meter and you fix the leak within 14 days, we could give you an allowance to cover the cost of any lost water from the leak. Please note, you can only claim one leakage allowance.
4. We aren't responsible for any water damage on a private supply pipe.

The legal bit

1. We aren't liable for any loss, injury or damage caused by water escaping through a leak on a private supply pipe.
2. We reserve the right to change or withdraw the terms and conditions of our supply pipe leakage policies.
3. If a leak on a private supply pipe isn't repaired within 14 days of the leak being confirmed, we'll start the Defective Water Fittings enforcement process under Section 75 (2) (b) and 170 of the Water Industry Act 1991. If you fail to carry out the necessary repairs within the period stated in this notice, we will take the following steps:
 - a) Carry out the work through a contractor and recover any costs from you.
 - b) Prosecute you under Water Industry Act 1991 Section 73 for allowing your water fittings to be or remain in a defective condition. The maximum fine is £1,000.


Keeping you safe

If your property was built before 1966, you'll need to check your electricity is properly earthed. You can do this by getting in touch with whoever supplies your electricity or an approved electrician.

If you have any questions about this leaflet, or there's anything you want help with, get in touch.

This publication is available in alternative formats, including large print and Braille. You can also receive future communications from Hafren Dyfrdwy in Welsh language.

For more information:

 Call **0330 678 0679**

 **customercare@hdcymru.co.uk**

Calls to 0800 numbers are generally free from all mobiles and landlines. Calls to 0330 and 0333 numbers are charged at the same rate as standard landline numbers that start with 01 and 02 and will be included in any inclusive minutes. For calls to 0845 numbers, please check with your network provider.

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