

Burst Pipe or Leak Claims Guidance

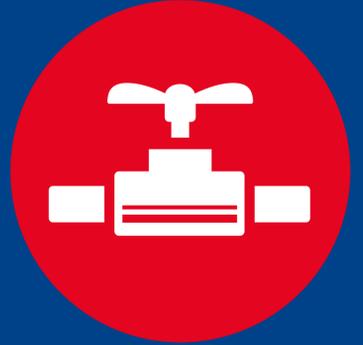


1. Before



Reduce your chances of a burst pipe/leak

*Have your boiler and heating system regularly serviced
Make sure you know where your stopcock is
Check your water pipe insulation
If you are going away turn the stopcock off
Keep your heating on throughout the winter months
Don't lean or sit on radiators
Avoid knocking central heating pipes when vacuuming*



2. During



Vital action

*Turn off your electricity supply if it is safe to do so
DO NOT switch it back on unless you know it is safe
DO NOT touch sources of electricity when in water
Turn off your stopcock immediately
Turn off the central heating and the immersion heater
If the leak is from a source rather than a drain
turn on your cold taps to clear the system
Call a plumber
Remove or protect any items that will be affected by the burst*



Stay safe

If water has been leaking onto a ceiling for some time and the ceilings are bulging it may be dangerous to enter the room. If you are confident it is safe, punch a small hole in the ceiling with a screwdriver to let the water drain. Attempt to limit damage by catching water in a bucket.



3. After



Call Insurance Corporation

*Contact your broker or our claims team on 01481 707592
They can contact specialists to assist in repairs
They will offer advice on your next steps*



Cleaning Up

*Take photographs of all damage
Make a list of all damaged items
Take a note of make and model numbers
DO NOT throw items away until Insurance Corporation has agreed it is ok*



Secure your property

*Carry out any emergency repairs
Protect your property from further losses
Get qualified technicians to check any damage
Hire a dehumidifier to help drying
Switch on your heating if it hasn't been affected*

