

## **Wapping Quay. Water leaks.**

### **In the event you find water coming into your apartment:**

The handbook has a very helpful paragraph:

*Water leaks are the most common cause of damage and insurance claims in apartment blocks. If you are going away for more than 48 hours, please remember to turn off the water at the stop tap. Please ensure that you leave a contact name/ number with your neighbour/letting agent just in case there is a leak whilst you are away. Please also ensure that Keppie Massie have emergency contact details for you. Please complete the Tenant/Landlord Information Form or ask Keppie Massie for a form.*

It is usual that a leak will come from the apartment above you, however we must not rule out that it might be coming from an apartment diagonally above you.

In order of priority you must:

1. If it is between Monday and Friday 9am to 5pm ring the building manager who will help you.
2. Contact the person above you, explain about the leak and ask them to turn their water off. (Try calling from the intercom at the front entrance)
3. You will not be able to access the floor above unless you have a universal fob, only Directors and the building manager have this type of fob. If you cannot get a director to arrange access for you please ring Proguard who will arrange access for you.
4. If the person is not home you should turn their water off, the tap is outside of their apartment, also you must leave a note on their door explaining what the issue is and what you have done.
5. If the leak stops running then you know the leak is coming from that apartment.
6. The expectation is that they would get a plumber out to deal with the issue. They should also make good any damage that has occurred in your apartment.
7. If the leak does not stop it could possibly be coming from:
  - Their water tank.
  - An apartment diagonally above you.
8. The apartment above must then have their water tank checked.
9. The apartment diagonally above you must turn their water off to see if the leak stops.
10. There are occasions when the leaseholder/tenant who is responsible for the leak is unhelpful. On these occasions Keppie Massie will give support. Some of the ways they can give support is to:
  - Speak to you directly to discuss the problem.
  - Speak to the leaseholder / tenant and discuss the issue.

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- Check the plans to see if the apartments diagonally above you have a kitchen/ bathroom next door to the apartment above. Contact them and discuss the issue.
- If it's a tenant who lives in the apartment responsible for the leak contact the leaseholder and if applicable their managing agent.

11. When the leak occurs out of normal working hours as stated in point 3 above you will ring Proguard who will ring the person on call in Keppie Massie.

12. In exceptional circumstances when the leaseholder/tenant will not ( or cannot due to being out of the country) stop the leak the Landlord via the managing agent will need to take action to help the person suffering and their apartment being ruined.

### **The lease states:**

#### **Part Two**

#### **Covenants Enforceable by the Lessor and the Association**

Section 5 - If the Lessee shall (in the exercise of the rights conferred upon him by paragraph 5 of the Fourth Schedule hereto) require access to any other part of the Development to give at least seventy-two hours notice in writing (except in cases of extreme urgency) to the Association's agents and to the occupiers of that part of the Development to which the Lessee requires access and the Lessee shall on giving such notice be entitled to have access to such part of the Development but shall act carefully and reasonably doing as little damage as possible to any part of the Development and making good all damage done at the Lessee's own expense

Section 8 - To permit the Lessor or the Association or their respective agents with or without workmen and others at any convenient hours in the daytime to enter into and upon the Demised Premises to take inventories of the landlord's fixtures fittings and appliances therein and to view the condition thereof and upon notice being given to the Lessee specifying any repair or works necessary to be done for which the Lessee is liable hereunder forthwith to comply with the same and if the Lessee shall not within thirty days after the service of such notice proceed diligently with the execution of such repairs or works them to permit the Lessor or the Association or their respective agents with or without workmen and appliances to enter upon the Demised Premises and cause such repairs or works to be executed and the cost thereof shall be payable by the Lessee on demand

#### **THE FIFTH SCHEDULE**

#### **Rights to which the demise is subject**

Section 2 - Such rights of access to and entry upon the Demised Premises by the Lessor and its lessees and tenants as are necessary for the proper performance of its and their obligations hereunder or under covenants relating to other parts of the Development for the repair decoration maintenance or inspection of other parts of the Development