

Flat to Flat Leak Guide

Leaks between flats can be stressful, but with clear communication and the right approach, they can often be resolved quickly.

1. Identify the Source of the Leak

- If you notice a leak in your flat, it's important to determine whether it may be coming from the flat above.
- We encourage you to contact your upstairs neighbour directly to inform them of the issue and request their help in investigating. Often, a direct conversation between neighbours can lead to the quickest resolution.
- If you are unable to contact the flat above or if the cause of the leak is unclear, please notify your managing agent. We are here to help facilitate communication with the flat above and can reach out to them on your behalf to ensure they are aware of the issue and encourage them to investigate promptly.
- When reporting a leak, please provide us with:
 - Confirmation of which flat is directly above yours.
 - Your contact details so we can assist in coordinating efforts between you and the neighbouring flat.

2. Investigating and Resolving the Leak

- The flat suspected of causing the leak should arrange for a plumber or other appropriately qualified professional to investigate and provide a report. This is an important step to confirm the source of the issue.
- If the investigation determines the pipework involved is private (serving only one flat), the responsibility for repairs will lie with the flat in question.
- Should the investigation find the leak is caused by communal pipework (shared by multiple flats), we will take responsibility for managing the repairs. To proceed, we require a report from a qualified professional confirming that the issue involves communal pipework. Once this is received, we will coordinate the necessary repairs and arrange funding through the building's service charge.

We understand that leaks can be disruptive and stressful, and we're here to help. Open communication between flats and with us as your managing agent can significantly speed up the resolution process. By working together, we can ensure a swift and effective resolution, minimizing disruption and preventing further damage.



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Y E A R S



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If you have any concerns or need assistance at any stage, please don't hesitate to contact us.