

Escape of Water: What should you do?

Escape of water is when water that enters your property by the mains water supply and has at some point on its journey within your house, escaped from the pipe or tank that it was in and caused damage to your property.

Whatever the time of year, you could be at risk of escape of water. This can be caused by, blockages and overflows, faulty heating, burst pipes or even a fault washing machine.

If you have a leak, what should you do?

If you suspect escape of water and it is safe to do so, you should:

- ✓ Turn off the main water supply for your home to prevent further damage.
- ✓ Turn off the power and avoid electrical appliances. Get in touch with an electrician first if you have to stand in water to turn off the mains electricity.
- ✓ Contact your landlord as soon as possible.
- ✓ You should also move any furniture or personal items away from the water to prevent further damage being done.
- ✓ Take some photos of the damage.

The Thistle Home Contents Insurance Scheme, offers cover for damage to your home contents and belongings, caused by escape of water. Such as drenched carpets, or water from a pipe in the ceiling has come through onto your TV.

The cover does not include damage to pipes, drains or tanks as this is the responsibility of your landlord. Damage caused whilst your home is unoccupied for 60 days or more. Or cost to repair the equipment or appliance itself.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Thistle Home Contents Insurance Scheme was designed for tenants in social housing and cover also includes, fire,

theft, storm and flood damage, and much more. Limits and exclusions apply. A full policy wording is available on request.

To find out more about the Thistle Tenants Home Contents Insurance Scheme, where you can pay premiums by cash fortnightly or monthly using a swipecard, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

Contact us

There are 3 ways to contact Thistle Tenant Risks Insurance.

1. Call Thistle on: **0345 450 7286**
2. Request an application pack from your local housing office
3. Visit www.thistletenants-scotland.co.uk where you can also request someone to call you back!

