

# Church Street (Maidstone) Management Company



Dear Resident / Owner

## IMPORTANT INFORMATION:

### **IS THERE A WATER LEAK FROM YOUR TOILET CISTERN OR BOILER?**

There is a water leak to an outside down pipe from the block that may be coming from your flat. This will probably be as a result of an overflowing toilet cistern or a failing boiler valve or another plumbing/heating issue.

#### **IMPORTANT REASONS TO STOP THE WATER OVERFLOW:**

- (a) If you have the problem, you will be paying an increased individual water bill
- (b) For a boiler problem, you will be paying for more electricity. Owners will pay the cost of repair if no maintenance agreement is in place and/or the boiler is not serviced regularly
- (c) Water flow to exterior downpipes will either be flowing onto individual rear patios or gardens or to the front of the building (including undercroft car parking areas), affecting neighbour's private property, groundworks and/or the outside communal area
- (d) If you have a patio or rear garden with excessive water coming through the downpipe from another flat, please contact CSMC so that we can alert residents/owners to rectify the matter

#### **HOW DO YOU CHECK IF YOUR FLAT HAS A WATER LEAK PROBLEM?**

- **Toilet cistern** – If there is a constant stream of water in the toilet bowl, you have a leak. This is probably a failure of the toilet valve which is an **Ideal Standard Conceala 2 ballvalve**.
- **NIBE Boiler** – Put your ear against the boiler. If you hear the sound of flowing water, there is a leak
- Visit our website for more information: From the Home Page scroll down to 'Essential Boiler Service and Water Maintenance': <http://theoldhospitalmaidstone.co.uk/>
- **Check your individual water meter dial** – If the dial is moving and you are not using any water (eg you are not drawing water from a tap or shower or washing machine), there is a water leak.

#### **IF YOUR FLAT IS CAUSING THE PROBLEM PLEASE ADVISE CSMC LTD**

Please let us know if your flat has a failing toilet cistern or boiler and that you are taking measures to rectify.

Email: [office@theoldhospitalmaidstone.co.uk](mailto:office@theoldhospitalmaidstone.co.uk) or Tel: 01622 616181

**RESIDENT INFORMATION PACK** - Download via our weblink from the 'Property Information' tab:

<http://theoldhospitalmaidstone.co.uk/property/index.htm>

See sections on 'Water Stop Cock' and 'NIBE Boilers Maintenance & Servicing'

#### **OWNER'S & LANDLORD'S RESPONSIBILITY**

It is strongly recommended that you have your boiler serviced regularly. This is because in the event of a mechanical failure which results in a leak causing damage to other flats, your insurers are likely to ask for evidence of maintenance, failing which you may not be insured.

Also, if you are a landlord, then it is a statutory requirement that such apparatus is inspected regularly for safety purposes.

*Thank you for your immediate attention and co-operation.*

**Church Street (Maidstone) Management Company Limited**  
Victoria Court, 17-21 Ashford Road, Maidstone, ME14 5FA

**Telephone:** 01622 61 61 81

**Website:** [www.theoldhospitalmaidstone.co.uk](http://www.theoldhospitalmaidstone.co.uk)

**Email:** [office@theoldhospitalmaidstone.co.uk](mailto:office@theoldhospitalmaidstone.co.uk)

**Company Number:** 06545435