

# Turning your WATER OFF

One of the proposed changes to the tenancy agreement has been suggested to help reduce the number of frozen and burst pipes that happen in cold weather.

We want you to turn off the water at the mains, using the stopcock, if you are going away for a long period during cold weather.

If you know how to do this it isn't going to be a problem for you. If you don't, here's a rough guide.

## Find your stopcock

A stopcock is a valve for turning the cold water system in your home on and off. It's usually found in your kitchen below the sink – but not always.

It's also useful to know where it is in case of a broken appliance, a leaky tap or a more serious occasion such as a burst pipe. A little preparation could save you from a soggy search!

## Where to start?

As most stopcocks can usually be found close to the water input from the main supply, under the kitchen sink is a good place to start.

Not there? Take a look around the kitchen and look inside all the cupboards, not just the bottom ones.

Some people will find theirs in the hallway near to the front door.

Still can't find it? Take a look in the bathroom or downstairs toilet and have a look near the boiler as well.

## No luck

If you've looked everywhere that seems possible and still

## Where do I find the stopcock?

- Under the kitchen sink
- In another kitchen cupboard
- In the hallway or hallway cupboard
- Near the boiler
- In the bathroom or downstairs toilet



can't find your stopcock, give Crawley Repairs Team a call on 01293 438592 and we'll get one of our plumbers to come and track it down for you.

## Found it!

Now you've found it, check to make sure it's not leaking. If it is give the repairs team a call so we can come and fix it.

## A quick turn

We also recommend that you check to see that it works by turning it on and off.

Turn it clockwise to close it and turn the water off. If it's stiff to turn, give it a jiggle by trying to turn it both ways.

Open it by turning the handle anti-clockwise. We suggest that when you open it you turn the handle as far as you can so it's fully open and then give it a couple of turns backwards. This gives a little 'jiggle' room if it's needed in the future.

If you can't turn it at all, give the repairs team a call as we'll need to check out why.