

Water leak – What to do

If you have a water leak, immediately shut off the main water valve to stop the flow, turn off electricity in affected areas, and call a plumber. Document damage with photos for insurance, remove water, and dry the area quickly to prevent mold.

Immediate Actions for a Water Leak

- Shut off the water: Locate the main shut-off valve and turn it off immediately. If the leak is specific to a fixture like a sink or toilet, try the shut-off valve behind it.
- Turn off electricity: If water is near outlets, appliances, or electrical panels, turn off the power at the breaker box.
- Locate the source. If it is not coming from your unit, ask the unit above or next to you.
- Identify where the water is coming from (e.g., burst pipe, water heater, toilet).
- Drain the lines: Open taps to drain any remaining water in the pipes.
- Contain the water: Place buckets and towels under the leak and use a shop vacuum or mop to remove standing water.

Damage Control and Repair

- Document the scene: Take photos and videos of the damage before cleaning up for insurance claims.
- Contact insurance: Notify your HO-6, Home Owner's insurance company promptly.
- Call a professional: Contact a plumber and/or water restoration service to fix the leak and address damage.
- Dry the area: Use fans and dehumidifiers to remove moisture to prevent further damages.

