

Plumbing Emergency Tips

If a faucet leaks or a toilet runs, this isn't an emergency but please let us know immediately during regular business hours. We're happy to have these leaks repaired in a timely matter. By preventing leaks, you not only save water but help to prevent rent increases due to excessive water usage.

All burst pipes and leaks are emergencies and aim to send qualified help out to you ASAP after notification, but if you find yourself in trouble, you can use these tips to help minimize the problem.

When a pipe bursts or a faucet won't shut off, it can feel like a long wait until a plumber arrives but there are some things you can do to keep an emergency from turning into a disaster.

In a plumbing emergency, you'll need to stop the flow of water. So, before you have to act quickly, spend some time learning where the shut-off valves are for all your fixtures and appliances within your home.

Valves for fixtures such as sinks and toilets are usually located underneath the fixture. Appliances such as washing machines usually have their shut-off valves in the back where the water supply pipe comes in. Shut-off valves for dishwashers are typically located under the kitchen sink.

Turn off the valves so there is no water coming to that fixture or appliance. If there's no specific shut-off for the fixture or appliance, please call us immediately so that we can have the main water supply line shut off.

What do I do in a burst pipe emergency or if have a leak?

Step 1 - Turn off the Water Source

- Turn off the shut-off valve. You should find these valves under the kitchen sink, under the bathroom sink, and next to the toilet. If you have access to the rear of the tub through an access panel (typically located in an adjoining room), you may find additional shut-off valves there. If you have laundry facilities in your home, there should be shut-off valves next to or behind the machine.
- If water has been leaking through for some time and the ceilings are bulging. Be careful, rooms may not be safe to enter. **USE EXTREME CAUTION.**
- If you live in a house, turn off the main water supply, typically found in the basement.

Step 2 - Turn off electronics

If water leaks near your electronics or electrical appliances - switch off the breaker immediately and don't touch them. **IF THEY ARE WET, DO NOT TOUCH THEM.**

Step 3 - Get help!

Call us immediately and let us know of your emergency quickly.

- In today's market, it's difficult to get contractors and we need to work within your time frame. You will need to ensure the contractor has access to your suite according to the contractor's schedule. If you're unavailable to meet the contractor, please let us know and we'll meet them on site and supervise as the work is being done.
- Contact your insurance company and report the loss.

Frozen Pipes

Frozen pipes are a winter hazard and the frequent cause of a burst, so make sure you read our Winter Care Do's and Don'ts to prevent them.

Preventing Burst Pipes – Winter Do's and Don'ts

If a burst pipe leaks and water comes gushing through the ceiling, it can quickly damage your possessions, furniture and even cause injuries to you.

Even worse, burst pipes and leaks can be complicated to fix with extensive repair work. That means it's not cheap. You can avoid it from happening to you by preventing burst pipes and leaks in the first place. As a frozen pipe often bursts, winter care is crucial.

Winter Care Do's

- **DO** keep all windows closed during the winter months at **ALL TIMES**. Pipes can freeze in less than two minutes. If you need fresh air, you'll need to go outside for a short walk.
- **DO** keep furniture away from heat registers and windows. For example, having a dresser in front of a window draws the cold air draft down to the hot water heating pipes and will cause them to freeze and burst.
- **DO** make sure that your curtains are not resting over the heaters. All curtains need to be above the registers.
- **DO** open the doors within your suite to allow for airflow between rooms.
- **DO** let us know if you'll be away. We're happy to stop by at regular intervals to inspect the suite and make sure that pipes haven't frozen or burst while you're away on vacation.

Winter Care Don'ts

- **DON'T** forget to familiarize yourself with the locations of your water shut-off valves. The last thing you want to do in an emergency situation is hurriedly search for the valves.
- **DON'T** be a turn-off. In very cold weather, the heat will need to be left at a minimum of 22C to keep hot water flowing through the pipes and thereby helping to prevent frozen pipes.
- **DON'T** risk it. Protect yourself and your belongings with insurance. **Your suite and its upgrades are insured by us but your possessions ARE NOT.**