

5 January 2016

Dear All,

There are now regular water leaks from houses and flats at Kings Court which fall into 3 categories:

1. Toilet Cisterns – a small over-flow pipe on the outside wall of the property can begin to drip water, often due to the ball cock needing repair. This is a simple task to repair, but can cause notable damp to external brickwork.
2. Toilet Waste Pipes - large pipes stretch down into the basement car park, where often the joins begin to drip water into the car park.
3. Heating Systems – excess water coming out of a safety pipe below each flat/house into the basement car park space below them. This is often due to problems with the expansion vessels and heating element causing the temperature release valve to operate and hot or cold water to come out below. For those parts of the developments with two stories of flats, it is difficult to immediately identify which one has this problem, but you can identify if it is yours by a tundish within the pipework near your hot water cylinder – water will be dripping through the gap in this tundish, or you can feel water droplets on the top underside.

These leaks are the responsibility of each flat owner. They can cause damage to the building fabric and potentially harm people walking past. Your own electricity charges will increase as heated water leaks into the carpark and the community as a whole will face increased water rates, paid for via your service charge.

All disrepairs must therefore be immediately rectified. It is your responsibility to ensure that your toilet and heating systems are immediately checked and serviced. If we need to notify you of any leaks in the future we have an expectation that these will be immediately resolved.

Our client management company has now instructed us to begin charging £50 + VAT every 7 days after formal written notice has been issued to carry out any repairs. This is in addition to any specific repairs and water charges due to your own disrepair, any additional interest charges for non-payment of any charges, and any costs incurred in perusing these.

We advise going directly to local plumber, Atlas Property Solutions, and calling Lee Willets on 07782 156 302. Lee has extensive experience of leaks at this development and will be able to easily help diagnose and resolve any queries.

Yours faithfully



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