

ocasa

# IDENTIFYING & REPORTING LEAKS

**TENANT GUIDE**

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## 1. IDENTIFY THE LOCATION OF THE LEAK

**Ceiling or walls:** If the leak is on the ceiling or walls, it may be coming from the apartment above. Check for visible water stains, peeling paint, or bubbling wallpaper.

**Floors:** A leak from the floor might indicate plumbing issues. Look for wet spots, warped floors, or damp carpets.  
**Windows:** If the leak is near a window, the seal may be compromised.

## 2.5 CLEAN/DIRTY WATER LEAKING

Check whether the leak involves clean water (from pipes) or dirty water (from drains). This helps identify urgency and risks.

## 2. CHECK PLUMBING FIXTURES

**Sinks, toilets, and showers:** Inspect all plumbing fixtures for any obvious leaks. Check around the base of toilets, under sinks, and around showerheads, or any cracks in the baths/shower trays, pipework etc. **Pipes:** Look for any signs of leaks along exposed pipes (especially under sinks or behind toilets).

**Water meter check:** If you suspect a hidden leak, you can check the water meter. Turn off all water appliances and then check the meter again. If it's still moving, you likely have a leak.

## 3. CONTACT NEIGHBOURS UPSTAIRS OR NEXT DOOR

If the leak is coming from the ceiling and you're in the top floor, ask your neighbour to inspect their flat for signs of a visible leak.

Check for signs of water intrusion along the roofline. If no neighbours above - contact the landlord as a possible roof/guttering leak.

## 4. CHECK FOR CONDENSATION

In humid environments, condensation from air conditioning or heating systems may cause water to drip. Ensure that AC units and dehumidifiers are functioning properly and draining water away from the walls.

## 5. EXAMINE EXTERNAL FACTORS

Windows and doors: Ensure that seals around windows and doors are intact. Gaps or cracks in seals can let rainwater in.

Balcony or terrace: If your flat has a balcony, check for leaks where the balcony meets the wall of the building.

## 7. DOCUMENT THE LEAK

Take pictures: Document any water damage or visible signs of leaks, as this may be useful for insurance claims or to show to your landlord.

## 8. CONTACT THE LANDLORD OR BUILDING MAINTENANCE

If you're renting, immediately report the leak to your landlord or property management. Depending on the situation, they may have a maintenance team that can handle the repair.

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**Contact:**

Linley House, Dickinson St,  
Manchester M1 4LF

T: 0203 846 2874 - Option 3

E: [maintenance@ocasahomes.co.uk](mailto:maintenance@ocasahomes.co.uk)

[www.ocasahomes.co.uk](http://www.ocasahomes.co.uk)

**LOG MAINTENANCE REQUEST**