



Delivery of a high quality, sustainable, repairs service with positive community benefits

Isolate a leak

If a tap or the toilet has a leak, you may be able to isolate it using an isolation valve instead of turning the water off to your entire property.

The isolation valve should look something like this:



It's usually located, directly under your toilet or directly under your tap.

To turn it off you'll need a flat head screwdriver.

How do I know whether the isolation valve is in the off position? When the water is flowing, the slot on the isolation valve should follow the pipe work.

If the slot is turned by a quarter in either direction (so that it goes across the pipe work), the isolation valve is in the off position.

If the valve is in the off position and the leak is still there, you'll need to turn the water off at the stop tap.

Once you've followed these steps you may need to contact us to come out and do the repair on your property.