

«Title» «Initial» «LastName»  
«Address1»  
«Address2»  
«Address3»  
«Address4»  
«PostCode»

8<sup>th</sup> February 2021

Dear «Title» «LastName»

**Re: Banstead Wood Management Co Ltd**

**IMPORTANT – ACTION NEEDED. DIMPLEX UNVENTED WATER HEATERS**

Leaseholders/Residents are responsible for ensuring that their water heater is checked and serviced annually by a qualified reputable heating engineer. This is essential as the number of leaks from these tanks is increasing as a result of them not being regularly serviced. If the tanks leak they can cause considerable damage to other flats and to the structure of the building. If your heater is the cause of a leak, you are not only responsible for the repairs to your own heater but also for the damage caused to neighbouring flats or, if the issue is subject of an insurance claim, paying the insurance excess amount. This could make the cost of repair very expensive for you.

An early indication that something requires attention is water dripping into the overflow Tundish – an ‘egg cup’ like attachment to a vertical pipe that runs down the side of the tank. If water is present in this overflow, it indicates that there may be a potential problem with one of the valves. It also means a considerably increase in your water bill due to wastage of water.

Reputable heating/plumbing engineers familiar with such pressurised systems should be able to deal with these issues relatively cheaply compared with the cost of replacing a burst tank/heater. Please take immediate action and check your tank/heater without delay.

Water damage is an insurable peril and therefore all incidences must be reported to the insurance company as soon as possible. Contact Heritage for details. Each insurance company has its own set procedure to deal with such claims. An increasing number of claims, especially avoidable claims due to a leaking water tank/heater, increases the buildings insurance premiums paid by leaseholders via the service charge.

If you are letting out your flat, please ensure you pass this information onto your tenant.

Thank you in advance for your understanding and cooperation in this matter. If you require any further information, please do not hesitate to contact me.

Kind regards,

Katy Brown MIRPM AssocRICS  
Heritage Management Ltd  
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