

# H HAYFIELD

## OUTSIDE TAP ISOLATION

Dear Resident,

Please see below in relation to your outside tap:

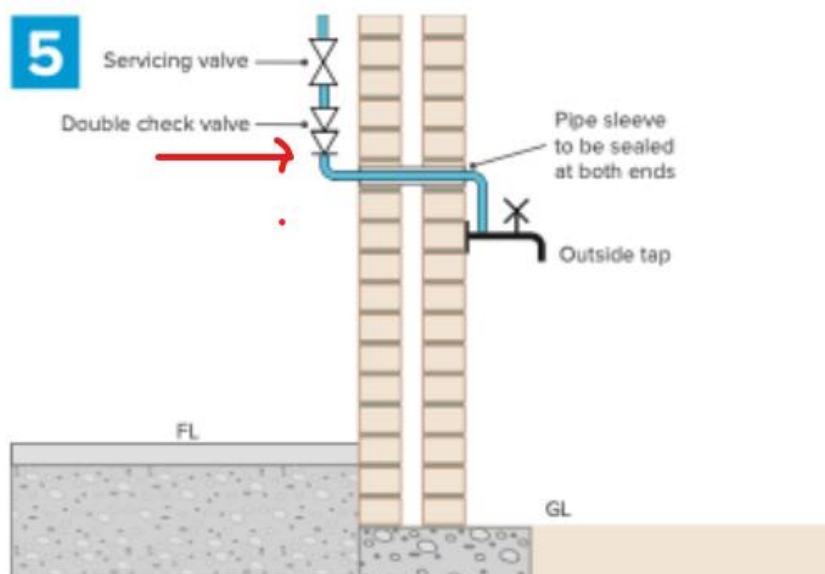
You should isolate this on the inside, during the winter and the isolation valve is normally located

- Under the kitchen sink if at the rear of the property or
- In an airing cupboard if the kitchen is at the front

Once you have isolated the outside tap, you should open the outside tap and leave open.

The reason behind this is to release the pressure if it freezes.

If the tap is not opened, and the water freezes, when the pressure builds up it is released at the weakest point, in this case the double check valve in your property.



If the tap is isolated the escape will be nominal and probably not noticed until the summer when you turn back on.

However, if not isolated it can blow at the double check valve, and flood. Please therefore ensure that you follow these steps to prevent any issues or leaks which will be deemed homeowner maintenance.

Kind regards,

Customer Care Team  
**Hayfield**