

# Totally here for you.

## Here's what you need to know when disaster strikes — we're here to help.

- Ensure any drainage points around the property are clear of debris.
- Inspect spouting and downpipes to identify any signs of damage, such as cracks, leaks, or blockages. Ensure that spouting is still securely fastened to the roof and clear of debris or leaves that could obstruct water flow.
- For properties utilizing gas for cooking or heating purposes, it is essential to verify that the connections to the house remain intact and undamaged. If in doubt, contact a gas fitter. In the case of gas bottles, ensure they are positioned upright and securely fastened to the house.
- In cases of strong winds, uprooted trees can potentially damage underground pipes by fracturing or crushing them. If such an incident occurs, be vigilant for any continuous water flow from the ground in the affected area.
- If a home is equipped with a hot water cylinder that has been exposed to flooding, it is advisable to conduct a visual inspection to ensure that the electrical connections are clean and dry. In case of any uncertainty, it is recommended to seek assistance from an electrician.

**Please keep in mind that during times of crisis, our skilled tradespeople are in high demand and may be difficult to reach. If requiring the assistance of a plumber, gas fitter, or drainlayer, get in touch with us — we'll be happy to provide you some local recommendations.**