

AffinityWater

My Water Footprint

Home Visit & Leak Visit information



The Water Efficiency team at Groundwork specialises in providing, on behalf of Affinity Water, My Water Footprint home visits and plumbing services aimed at educating customers, addressing leaks and tackling water stress.

This document shows more information on both our Home Visits and our Leak Visits.



My Water Footprint - Home Visit

Groundwork will install water-saving devices only on compatible water outlets. These devices are listed below:

Water Saving Devices

- Shower Head
- Shower Saver
- Swivel Tap
- Tap Insert
- Eco Beta
- Safe a Flush
- Shower Timer

All devices installed are covered by a three-month guarantee. Should issues arise within this period, Groundwork will promptly return to assess the issue. Return visits within this period do not reset the three-month guarantee cover.

An Affinity Water leaflet will be left with the customer, outlining the devices that have been installed. The leaflet will also include the Groundwork contact telephone number and email.

The My Water Footprint home visit advisor will guide the customer through the relevant sections on the leaflet and provide instructions in case of any issues with the device fittings.

In cases where the water-saving device has caused damage or a fault in the water outlet, the advisor will return to determine the cause of the damage. If Groundwork have confirmed that the water-saving device is responsible for the damage, Groundwork will arrange to repair the breakage.

My Water Footprint – Leak Visit

For domestic leaks reported during a My Water Footprint home visit, our home visits advisor will assess the reported leak and contact our plumbing team for an appointment, if eligible.

For domestic leaks reported via our online leak report tool, our plumbing team will assess the reported leak virtually and offer an appointment to the customer if the reported leak is assessed as eligible and repairable under this service.

During a leak visit appointment, our plumber will conduct a thorough on-site assessment to diagnose the source and extent of the leak. The plumber's on-site assessment will inform a final decision on whether we are able to repair the reported leak. All plumber decisions on eligibility for repair under these guidelines are final (see below).

Our leak visit service is provided in partnership with Groundwork. A leaflet will be left with the customer, outlining the observed and fixed leak(s). The leaflet will also include the Groundwork contact telephone number and email. The plumber carrying out the fix will guide the customer through the relevant sections of the leaflet and advise the customer on what to do in case of an issue with the leak fix(es).

Guidelines for eligibility

Water outlets eligible for this service:

- Toilet cistern;
- Kitchen Tap;
- Basin Tap;
- Bath Tap;
- Isolation Valve;
- Compression Fitting; and
- Flexible pipe.
- Freshwater leaks only with constant flow (this includes high-rate drips of water).
- Water outlets that are readily accessible without the need to create access.
- Repair requires parts we have stocked.
- Water outlets in unconfined spaces of work.
- Taps - We offer to replace the washer or 1/4 turn cartridge. A full kitchen tap replacement is offered at times within our stocked range.
- Toilets - Boxed in cisterns are not covered. If the cistern or associated components have been fixed with sealant, this will also not be covered.
- Water Outlets not eligible for this service:
 - Cold water storage cisterns;
 - Any toilets which contain electronically controlled components;
 - Water softeners; and
 - Filter taps.

Work Guarantee

All leaks fixed are covered by a three-month guarantee. Should issues arise within this period, Groundwork will promptly return to assess the issue. Return visits within this period do not reset the three-month guarantee cover.

Any issues due to product failure of the existing water outlets / fittings are the responsibility of the customer. Any issues due to incorrect installation of existing water outlets / fittings are the customer's responsibility. Groundwork's work guarantee covers parts and works undertaken by the Groundwork plumbing team.

If the customer is unhappy with the service that Groundwork has provided, Affinity Water's Customer Resolutions team will fully investigate the event under our standard complaints procedure.

Appointments

- 8am (2hour slot)
- 10am (2hour slot)
- 12pm (2hour slot)
- 2pm (2hour slot)
- 4pm (8am – 4pm) (all day)
- If no-one is available at the property for the appointment a 'sorry we missed you' card will be left.