

AffinityWater

My Water Footprint

Home Visit & Leak Visit Information

July 2024



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 *

*this is a visit following a referral from a My Water Footprint home visit

The home visit advisor will conduct a thorough assessment to diagnose the source and extent of the leak. This assessment will determine whether we're able to repair this or not. If the leak falls within our guidelines, the advisor will book a My Water Footprint leak visit appointment for a plumber to assess the leak and make a final decision regarding repair.

Water Outlets covered under the service

- Toilet leak
- Kitchen tap(s)
- Basin tap(s)
- Garden tap(s)

Not all leaks will be assessed as repairable by Groundwork. The plumber will determine if the parts we supply are compatible and if the leak represents a constant flow of lost water. If the plumber assesses the leak as non-repairable under these guidelines, it won't be repaired under this free service and the customer will be advised accordingly.

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.

An Affinity Water 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 on the leaflet and advise them on what to do in case of an issue with the leak fix(es).

If a customer contacts Groundwork to report that a leak on the same unit (such as a tap or toilet) has reappeared, this will be managed by Groundwork.

If a customer is unhappy with the service that Groundwork has provided, Affinity Water will fully investigate and will be handled by our Customer Resolutions team.