



Household Emergency Binder

What to do, where it is, how to turn it off.

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Water

Turn off the mains water (stopcock) **CRITICAL**

Stops all incoming water — use for burst pipes, big leaks, or before plumbing work.

Location: **CONFIRM**: usually under the kitchen sink, near the rising main

Do this

1. Go to the **internal stopcock** (see location above).
2. Turn the handle **clockwise** until it stops. It may be stiff — use a cloth for grip.
3. Open the **cold kitchen tap** to confirm flow drops to nothing.

If the internal stopcock is seized or you can't reach it, there is an **external stopcock** at the boundary (look for a small metal/plastic cover marked "W" near the pavement). You may need a stopcock key.

Notes

- Exercise the stopcock a quarter-turn every few months so it doesn't seize.
- Our water supplier: **CONFIRM (Severn Trent)** — emergency line on the contacts page.

Burst pipe or major leak **CRITICAL**

Stop the water, kill power to affected areas, drain down, then call for help.

Do this

1. **Turn off the mains water** at the stopcock (see that entry).
2. **Turn off the immersion/heating** if the leak is from a hot system.
3. If water is near sockets, lights, or the consumer unit, **switch off electrics** at the consumer unit.
4. Open all taps to **drain the system** quickly and reduce pressure.
5. Catch/soak water; move valuables and electronics.
6. Call a plumber and notify insurance (contacts page).

Never touch electrics standing in water.

Electrical

Reset a tripped switch (consumer unit) **CRITICAL**

What to do when the power, or one circuit, suddenly goes off.

Location: CONFIRM: consumer unit location, e.g. hallway cupboard / under stairs

Do this

1. Open the consumer unit (fuse box). Find any switch flipped to **OFF / down**.
2. **Unplug the appliance you think caused it** (often a kettle, toaster, or something just switched on).
3. Push the tripped switch firmly back **ON / up**.
4. If it stays on, plug appliances back **one at a time** to find the culprit.

If a switch **trips again immediately**, leave it OFF and stop using that circuit — there's a fault. Call an electrician (contacts page).

Which switch is which

- **RCD** (big switch): trips on a fault and can take out several circuits at once.
- **MCBs** (smaller, labelled): one per circuit — the label tells you what it controls.
- **TODO**: photograph the unit and label each MCB here.

Power cut

First check it's not just our trip switch, then call 105.

Do this

1. Check whether neighbours have power. If they do, it's likely **our** consumer unit — see the trip-switch entry.
2. If the whole street is out, **call 105** (free, 24/7) — it routes to the regional network operator.
3. Check the power-cut map / texts for restoration times.
4. Turn off and unplug sensitive electronics to protect against surges when power returns.

Good to have

- Torches in **CONFIRM location**. Avoid candles near pets.
- Keep the freezer shut — food keeps ~24h if unopened.

Gas & Heating

Smell gas / suspected gas leak **CRITICAL**

Call 0800 111 999. No flames, no switches, get out, ventilate.

Do this immediately

1. **Call the National Gas Emergency Service: 0800 111 999** (24/7).
2. **Open doors and windows** to ventilate.
3. **Do NOT** turn any electrical switches on or off, use the phone indoors near the smell, or light anything.
4. **Turn the gas off at the meter control valve** (lever a quarter-turn so it's across the pipe) — only if safe to reach.
5. **Leave the property** and take the pets. Call from outside.

Gas meter / emergency control valve location: **CONFIRM, e.g. meter box on external wall.**

Carbon monoxide

If the CO alarm sounds or you feel dizzy/headachey/nauseous: get everyone (and pets) into fresh air, call **0800 111 999**, and seek medical advice.

No heating or hot water TO DO

Boiler troubleshooting — pressure, reset, thermostat.

Not documented yet — known gap.

Fire & Safety

Fire / smoke alarm going off TO DO

Get out, stay out, call 999. Plus how to silence a false alarm.

Not documented yet — known gap.

People & Pets

Pet emergency (Pip & Willow) TO DO

Vet, out-of-hours vet, microchip, insurance, and what to grab.

Not documented yet — known gap.

Admin & Contacts

Key contacts CRITICAL TO DO

Single place for every number — utilities, trades, insurers, vet, neighbours.

Not documented yet — known gap.