



PRESS RELEASE
NORTH DEVON HOMES LTD

Water Leak Incident – John Smale Road

In the early hours of Friday 29th February North Devon Homes received a report of a hot water leak in one of our John Smale Road properties, Barnstaple. No one at the property was reported injured and our emergency plumber attended immediately to make the property safe.

The property and its heating system were inspected by our surveyor on Friday and we are now investigating the incident thoroughly using independent advice and are waiting for a full report. At this stage however we do believe it is an isolated incident as it was a one off installation and therefore does not affect our other properties.

As soon as we receive the findings of the investigation we will be taking appropriate action to ensure that our customers are not affected or put at risk in any way. If any of our customers have any concerns or queries about the above incident or the heating systems in their home please contact North Devon Homes on 01271 312550 in office hours or our emergency out of hours service on 0800 917 0619.

-Ends-

Notes to Editor:

* Although our customer Mrs Williamson and her daughter were offered alternative accommodation by North Devon Homes they have decided to stay with family but are in constant contact with North Devon Homes regarding their home.

* Warnings signs that customers should look out for include:

- Excessive noise or 'bubbling' from the hot water cylinder
- Warm water coming out of certain cold water taps
- Steam/moisture in the roof space
- Hot water coming from the overflow.

In the above circumstances switch off the immersion immediately and notify North Devon Homes on the numbers above.

Date: **4th March 2008**

Contacts: **Nicola Smith** PR & Marketing Advisor 01271 312547
Martyn Gimber Chief Executive 01271 312500