

Cumberland Sporting Clubs

What is this about?

Cumberland City Council strives to create a safe environment for the community, and it is important that our park users receive regular safety updates from Council. This is the first edition of our twice annual safety update to our valued clubs and user groups. If you observe a safety issue that might pose a risk to people using our facilities, please report the issue to Council. Council can be contacted 24 hours a day, 7 days a week to report urgent matters to our Customer Service Line on **(02) 8757 9000**.

Some examples of possible safety issues are mentioned below and what you can do to assist Council.

| Possible safety problems | What to do? |
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| Dumped rubbished | <ul style="list-style-type: none"> Call Council (02) 8757 9000 |
| Park maintenance | <ul style="list-style-type: none"> Park maintenance will be performed by Council staff or contractors. If you notice a maintenance issue or require additional maintenance to our open space for your use, please contact Council on (02) 8757 9000 to make a request or seek approval. |
| Fallen trees or branches | <ul style="list-style-type: none"> Call council (02) 8757 9000 |
| Vandalism or damage to the park, fields or buildings | <ul style="list-style-type: none"> Call 000 for any life threatening or major damage to Council facilities. For non-urgent matters, call the police assistance line on 131 444 |
| Anti-social behaviour | <ul style="list-style-type: none"> Call 000 or the Police Assistance Line 131 444 |
| Broken or faulty park equipment | <ul style="list-style-type: none"> Call council (02) 8757 9000 |
| Building Maintenance | <ul style="list-style-type: none"> Call council (02) 8757 9000 or Call 000 for any life threatening or major damage to Council facilities. <p>Keep yourself safe and do not touch or attempt to make your own repairs.</p> <p>For Example:</p> <ul style="list-style-type: none"> Electrical – Lights internal and external, power points, attached to the building Plumbing – Leaking, broken taps, toilets, sewerage issues within a building, water Leaks Fire panels – smoke detectors, sprinklers, extinguishers Building – Broken windows, wall & tile repairs, window coverings, flooring. Airconditioning – Temperature control. Security – Access passes, locks, keys, access doors, patrols, CCTV & alarm monitoring. Cleaning & Hygiene. Pest control – internally and externally near our buildings. |

Water Leaks

Storm Damage or otherwise

- Call council (02) 8757 9000 and
- Follow the Sydney Water Guidelines as this will provide Council with additional information when reporting the matter.

Keep yourself safe and do not touch or attempt to make your own repairs.

[Sydney Water: Leak Detection](#)

Spotting and fixing water leaks

A leaking tap can waste hundreds of litres a day, but by finding and fixing them you can save precious water, energy, and money.

How common are water leaks?

One in seven homes has water leaks and many homeowners don't even know they're there. Fixing leaks can prevent small problems becoming big ones that not only waste water but also damage your property.

How can you reduce leaks?

To reduce leaks, you need to maintain your property's water service.

Your private water service includes all water pipes and fittings on your property up to the water main (except for the water meter, which we own and maintain).

Often, we'll repair your water service between our water main and the water meter – up to one metre inside your property boundary as a free service. But, if you damage the water system, you'll need to pay for repairs.

To fix water pipes and fittings that are more than a metre inside your property, you'll need to engage a licensed plumber at your cost. To ensure the plumber's work meets the *Plumbing Code of Australia and Standards (AS/NZS 3500)*, ask them for a Certificate of Compliance when they've finished.

How can you find a water leak?



Check your taps, toilets, showerheads and hot water system regularly when you're not using them. Drips may be obvious, but hissing noises may also indicate a leak. Don't forget to check the pipes and fittings in cupboards under sinks and basins too.



Place a small sheet of toilet paper at the back of a dry toilet bowl. Next time you use the toilet, check if the paper is damp. If it is, you may have a leaking cistern.



Disconnect hoses or irrigation pipes from garden taps and check they aren't leaking.

Look for greener patches of grass that are different from the surrounding area – they may indicate you have an underground leak.



Check for leaks using the water meter:

1. Turn off all water inside your home, including the dishwasher and washing machine.
2. Locate the water meter. It's usually at the front of your property. Write down the numbers on the black and red dials of the meter.
3. Wait at least one hour – if the numbers have changed, you could have a water leak.

Water Leaks

Storm Damage or otherwise

What do you do if you find a leak?



If a minor repair is needed to fix the leak, (like changing a tap washer), you may be able to do this yourself. For more significant work, you need to call a licensed plumber.

Our WaterFix® program has plumbers who'll check and fix minor leaks in your home and install water efficient fixtures. For our latest offer, visit sydneywater.com.au/waterfix

What if you can't find the water leak?



If the water meter test suggests you have a leak but you can't find it, you need to engage a licensed plumber who has special tools and skills to locate water leaks hidden underground and inside walls.

Our WaterFix® Concealed Leaks team specialises in finding hidden leaks. To discuss your leak and make an appointment, call us on **1800 558 552**. If we can't find the leak, you don't pay.

How can you get financial assistance?

If you've paid a licensed plumber to complete repairs on a large hidden leak, you may qualify for a water leak allowance.

If you're finding it hard to pay your bill for any reason, our Customer Care Team is here to help. Call us on **13 20 92** to find out more.



How do we help save water?

To reduce and prevent water leaks, we are:

- actively detecting and repairing leaks
- reducing the water pressure in our pipes
- improving response times to water main breaks
- placing sensors in our water network to detect leaks.

Leaks in public places

If you've spotted water leaking in a public place, such as a road or footpath, please let us know:

Call **13 20 90** (24 hours)

Report leaks online at sydneywater.com.au/reportaleak



For more information on leaks and how to find them, go to sydneywater.com.au/leaks

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