



HELP! THERE'S WATER IN MY HOME!

Information for Tenants

What do I do now?

If there is water in your home from leaks, a flood, a burst pipe, or other source, immediately follow these steps:

- Do not enter if the area is not safe due to electrical hazards, collapsing walls or ceiling, or if there is danger of a slip and fall.
- Notify the property owner or management company of the issue so they can take the appropriate steps.

Only if it is safe to do so:

- Find the source of the leak. DO NOT touch water that may be contaminated! Different water sources carry different levels of contamination from germs, dirt, mold, etc. (For example a broken kitchen pipe vs. a toilet backup.)
- Use buckets or containers to catch water and remove liquid as best as you can to help prevent damage from mold or dry rot.
- Remove personal items from direct exposure to water.
- Depending on the weather, do the following (*ONLY if water is not contaminated*):
 - If weather is warm and dry - open windows and doors to let air in
 - If weather is cold and/or wet - use fans or air conditioner to help dry.
- If you have renters insurance, contact them to see if they cover damage to your personal property.

What to expect from the property owner or management company

- Equipment such as large fans and dehumidifiers may be used to dry the structure. Please do not turn off or move equipment unless a professional tells you to.
- It may not be possible to save some personal items because the water is contaminated. Professionals may have to tear down, remove, and/or throw away these items.
- The property owner/management may hire professionals who may use disinfectants or chemicals to help control the spread of germs and mold. In some cases, plastic sheets may be put up to “contain” or “isolate” the affected areas.
- If mold covers more than 25 square feet, the Texas Department of Licensing and Regulation (TDLR) requires licensed professionals to come in. Visit the TDLR website for more information about mold: <https://www.tdlr.texas.gov/mld/mldnotifications.htm>.

If you do not see any of these responses or if the issue is not fixed, **call 3-1-1** to request a code inspector.

To learn more about staying safe at home, visit <https://www.austintexas.gov/department/safe-home-austin-code>

