

Drains, gullies

Sink and bath drains are to be cleaned regularly

Do not place heavy paper, sanitary items, wet wipes or any other inappropriate item into the toilets as blocks caused by these are the responsibility of the tenant

Do not place any other inappropriate item into the baths as blocks caused by these are the responsibility of the tenant

Do not place pasta, rice, vegetables or any other inappropriate item into the kitchen sink as blocks caused by these are the responsibility of the tenant

Dealing with blocks

Clear away any visible items within the blockage

Clean with a sink drain un blocker plunger

If not successful inform maintenance

Number of sections of the drains are the responsibility of different parties

The owner/landlord of the property owns and maintain piper work inside the boundary of the property

Thames water normally owns and maintain pipe work up to the boundary of the property

Normal process

Check and ensure if the block can be resolved by the occupant

If not possible inform maintenance and maintenance will attempt to unblock

<https://www.kingstonlettings.com/useful-contacts.html>

If this is not successful, then an external drain team with machinery will be contacted

If the external drains team inform the block is in the Thames Water section of the pipe work then Thames Water will be informed to unblock within their part of the pipework

This process is time consuming and patience from all parties will be required

During the blockage

As utility suppliers normally are overwhelmed by other tasks there will be delays, in the meantime the occupant to ensure to use services minimum as possible

Thames Water

Ideally highly recommend to contact Thames water for all blockages

Inside the boundary of property, normally blockages caused by placing inappropriate items into the drains is the responsibility of the tenant

In order save time and unblock soon as possible highly recommend that the occupant pay **Thames Water drain team** and then if applicable to obtain a reimbursement from the landlords/agents

Outside the boundary of the property, the pipe work belong to Thames Water and Thames water will clear the blockage with their own team

Phone 0800 316 9800, website <https://www.thameswater.co.uk/contact-us>