

Drains and gullies

Sink and bath drains are to be cleaned and cleared regularly by the tenant.

What causes blockages?

Sewers are only designed to take water from toilets, sinks, baths, and showers along with human waste and toilet tissue. Everything else should be put in the bin.

Blockages are often caused by:

Fat, oil, and food scraps that become solid in pipes.

Wet wipes, even the ones labelled 'flushable' block your pipes.

Sanitary items, including towels and tampons.

Do not,

place heavy paper, sanitary items, wet wipes, or any other inappropriate item into the toilets, blocks caused by these are the responsibility of the tenant.

place any other inappropriate item into the baths as blocks caused by these are the responsibility of the tenant.

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

Different sections of the drain are the responsibility of different parties

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

Thames water normally owns and maintain drains/pipe work which are shared with other properties and also drains/pipe work outside the boundary of the property.

Expected 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 specialist machinery will be contacted.

The external drains team will check and inform whether the block is inside or outside the Thames Water section of the pipe work.

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

During the blockage

Utility suppliers normally are overwhelmed by other tasks and there will be delays, in the meantime the occupant to ensure to use the working services minimum as possible.

Thames Water

Ideally highly recommend contacting Thames Water for **all drain** blockages

Phone **0800 316 9800**,

Website: <https://www.thameswater.co.uk/contact-us>

Once Thames water visit the property and then will inform whether drains are inside or outside the boundary of the property

For drains outside the boundary of property, the pipe work belong to Thames Water and Thames water will clear the blockage with their own team **free of charge**

For drains shared with other properties, the pipe work belong to Thames Water and Thames water will clear the blockage with their own team **free of charge**

For drains inside the boundary of property, the occupant/tenant is responsible.

In any situation, in order save time and to restore services highly recommend unblocking the blockage as soon as possible and highly recommend that the occupant instruct Thames Water/British gas **paid service**

Should the blockage is **not responsibility of the tenant** then email the invoice and job report to the landlord's in order to obtain a reimbursement from the landlords/agents

Why has Thames Water partnered with British Gas?

We want to keep your home flowing. So we've partnered with British Gas, the owner of **Dyno-Rod** who had been looking after Britain's plumbing and drains for over 50 years. When you book a repair, an expert Dyno-Rod engineer will come and solve the problem. And all their repairs are guaranteed for 12 months

One-off repair for plumbing and drains Average price: £154

for drains and plumbing repairs

online: <https://www.dyno.com/book-online>

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