

Blocked Waste and drains

YOUR RESPONSIBILITY:

As a tenant, you are all jointly responsible for keep all baths, sinks, taps, lavatories, cistern drains, waste and other pipes (sanitary ware and pipes) in working order and free from obstructions. Please refer to your tenancy agreement **Clause 4(p)**

If your toilet, sink, bath or shower tray becomes blocked, it normally means there are built up of soap, hair and grease waste from your daily usage, therefore, it needs to be unblocked

HOW TO?

There are various of products on the market that can unblock the waste easily, please see few examples, please make sure you read the instructions at back of the products in order to use it correctly. You can also search for tips on the Google or YouTube.



TIME FRAME

Normally when the shower waste or bath waste are blocked, it could cause water overflowing and the property would be subject to water damage as result, therefore, it would require immediate attention

When the Kitchen waste is blocked, it would cause the drain at the back garden to be overflowed, therefore, it would also require immediate attention.

Please note in the event that no actions have been taken, we would instruct our maintenance team to attend to the blocked wastes or drains at your cost 48 hours after the initial notice served by email if deemed as necessary.

IMPORTANT NOTES

Please do not wash food or grease down the sink as it will cause blockage. Please note it is important to keep the pipes and drainage maintained on regular basis, you can apply the products above regularly.

If the property has suffered damages as result of the blocked waste or drains, the tenants will be responsible for the repair cost of the subsequent damages.

If you still have problems with your drains after you have tried to unblock them, please report it on the App.

If you believe the drains or the sewage outside the boundaries of the property has been blocked or backing up, please report it on the APP.