



## Common maintenance issues with toilets

- **Blockages**
- **Leaks**
- **Toilet not flushing**



### Blocked toilets

There are several signs that you may have a blocked toilet:

- The water and waste inside the toilet bowl does not flush away and stays in the bowl
- After multiple flushes the water level increases or ends up overflowing onto the floor
- When the toilet is flushed water starts to gurgle up in your shower or other drains
- After flushing, water takes longer to drain than normal

The common causes of a blocked toilet are:

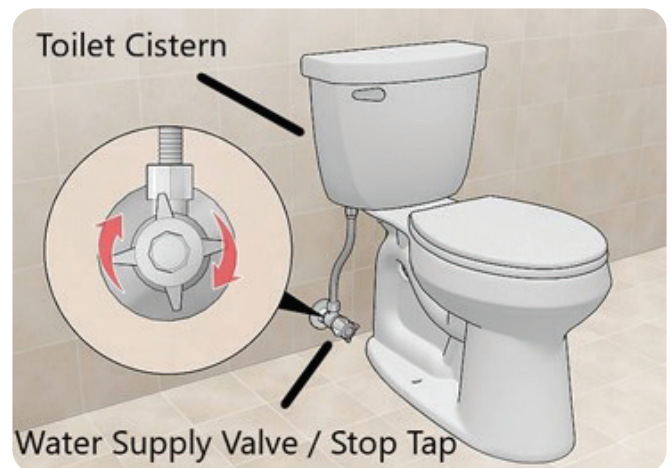
- Overuse of toilet paper
- Flushing unsuitable products down the toilet (e.g paper towels, wet wipes, sanitary products, nappies)
- Offset pan collars

How to prevent getting a blocked toilet:

- Don't flush any products other than toilet paper down the toilet. Tissues, paper towels, wet wipes, sanitary items won't break down and can block your toilet
- Try not to flush excessive amounts of toilet paper at once - do multiple flushes if you need to use a lot of toilet paper
- If water is becoming slow to drain or drains are becoming blocked, you may already have a blocked toilet - so act as soon as possible

Tips on how to unblock a toilet:

- Do not keep flushing if you believe that the toilet is blocked, as the bowl will eventually overflow and cause flooding
- To keep the toilet from overflowing you can turn off the water supply valve or stop tap which is located at the back of the toilet



There are a variety of solutions to clear block toilets on the internet, however, the one and only solution we recommend is using a plunger.

### Plunger

The advantage of a plunger is that it is very cheap and can be used repeatedly - you do not need to buy more ingredients for each new blockage. A plunger can be purchased at any hardware or department store.

### How to use a plunger

Remember when unblocking a toilet wear rubber gloves and ensure to wash your hands afterwards.

Insert the plunger into the toilet bowl. Make sure the plunger is submerged and completely covers the hole.

**Push and pull the plunger over the hole** - Start slowly as the first plunge will push air into the bowl. Push down, then pull up quickly to disturb the clog and loosen it. Continue pushing and pulling until the water begins to drain.



**Flush the toilet to check if it drains** - If the plunging eventually drains the bowl, but the clog is still blocking a free flow down the drain, leave the plunger in the bowl and fill the bowl with water again. Fill it to the point it is normally after a regular flush, then plunge again.

## Leaks

There are two places that a toilet will leak water, from the pipe in the wall leading into cistern, or from the cistern into the toilet bowl.

There are no home remedies for a toilet leak and a plumber will need to attend. However, there are ways you can decrease the urgency for a callout.

- **Turn off the stop tap** - There is a water supply valve or stop tap at the back of the toilet on the wall. This prevents any water from filling up the toilet cistern. If there is no water supply into the toilet the leak stops.

- **Put a disposable container under the pipe** - to catch any water leaking from the toilet to prevent water onto the floor. The container will need to be disposed of once the leak is addressed
- **Only turn the stop tap on when you need to use the toilet** - You can still turn the stop tap on to use your toilet and to flush, but remember to turn it off again until the leak is fixed

## Toilet won't flush

If your toilet will not flush at all it is probably due to a problem with the toilet cistern and a plumber will need to fix it. If there are other toilets in the property we suggest avoiding using the toilet with the fault.

To flush the toilet until a plumber is able to attend, fill a large bucket with water. After using the toilet pour the water from the bucket into the toilet bowl and this will push the waste down through the toilet into the sewer system.



## What are the responsibilities of the tenant and Bric Housing?

### Blocked Toilets

The most common causes of blocked toilets are preventable so we would always ask you to take reasonable precautions to prevent blockages or to clear a blockage if one occurs.

If attempts to clear the blockage have failed you can call Bric Housing and we will send a plumber to investigate the cause of the blockage and clear it. If you have other toilets in the property that you can use, it will not be deemed as an emergency requiring same day attendance, but it will be classed as a priority.

### Leaking / Toilet not flushing

If you have a toilet leak or a toilet that will not flush, a plumber will be required so we would encourage you to call Bric Housing Asset Services Team. If the causes are due to wear and tear of parts in the toilet, while you are waiting for a plumber to attend, we may ask you to follow the steps provided for turning off the water supply valve / stop tap, and using a bucket to flush the toilet. This will prevent any health concerns with regards to leaking toilet water onto the floor and will protect the property from water damage.