

1. Blocked Sink/Shower/Toilet

Method of works

- WMS are to arrive on site and introduce themselves to the resident, showing them their allocated WMS ID cards.
- WMS operative's/ representatives are to wear PPE at all times i.e. safety boots and steel toe cap boots, gloves also to be worn for safety/ hygiene reasons

Blocked Sink/Shower Tray

Plunger Method

- Remove plug and clean plug hole
- Leave the plug out and fill the sink with enough water to cover the plug hole
- Cover over the overflow with a cloth or something similar
- Using a plunger, place over the plug hole ensuring there is enough water covering the plunger
- Use a gentle pumping action which should hopefully dislodge the blockage.

Removing U Bend Method

- Place a bowl under the trap
- Carefully unscrew the U bend from the trap. Be careful as this will release any water within the pipe
- Once removed check U bend, trap and pipe for any signs of any blockage.
- Remove blockage if present.
- Re fit U bend and any other items removed ensuring all seals are present before re connecting
- Fill sink of water and let water run through the pipes to ensure blockage is fully cleared
- Remove bowl and clean up any spilt water etc

Drain Cleaner Method

- **CAREFULLY FOLLOW THE INSTRUCTIONS IN THE MATERIAL SAFETY DATA SHEET, MAKING SURE THE NECESSARY PPE IS WORN.**

If all of the above methods fail then the blockage maybe further down the line so a specialist drain cleaning company should be called. This can be discussed with your line Manager

Blocked Toilet

- Firstly check manhole covers outside within the properties boundaries. Lift the lids, if all clear the blockage is within the property. If the manhole is blocked use drain rods to clear
- Check toilet for any blockages using a fully gloved hand. If nothing is found try the Plunger Method

Plunger Method

- Insert the plunger into the toilet bowl making sure the suction cup covers the entire hole
- Start to slowly push and pull the plunger to create a vacuum which hopefully will disturb and loosen up the clogged area. Keep pushing and pulling with more and more speed until you see the water in the bowl begin to drain
- Flush the toilet to check the drainage and repeat the process if the toilet still appears clogged up. Stubborn blockages might require several rounds of plunging to completely clear.

If all of the above methods fail then the blockage maybe further down the line so a specialist drain cleaning company should be called. This can be discussed with your line Manager

See additional docs

COSHH
PPE

Risk Assessment – Unblock

| Hazard | Control Measures |
|-----------------------|--|
| COSHH | When using any chemicals, the COSHH safety data sheet will be followed to ensure that the safe working practice is followed. This includes storage and use, including the correct use of PPE. Common material sheets are within this document. Additional MSDS may be required for extra chemicals/substances i.e. Flux. |
| Hygiene | Good personal hygiene is a necessity washing of hands prior to any breaks (food – ingestion). |
| Slips Trips and Falls | The site will remain tidy at all practicable times. All designated access/egress routes shall be kept free of slip and trip hazards, and obstructions. All equipment is switched off and/or isolated when unattended. All material that could potentially cause injury is either secured behind barriers or removed from site. |

PPE

