



**PHIL'S DRAINAGE
SERVICES LTD.**

cctv • drains • unblocks

Mark

PHILS DRAINAGE SERVICES LTD

Commercial Property, Fleet

Blocked ground floor WC

Tuesday, 4 August 2026

Prepared For Private Client



1

Assigned To Attended The premises Due To A Report Of A Ground Floor Wc Blockage
Attended The premises Due To A Report Of A Ground Floor Wc Blockage



2

Assigned To Set Up Safety Signage And Barriers
Located the external foul water chambers and proceeded to Set Up Safety Signage And Barriers



3

Assigned To Ground Floor Left Wc
Blocked On Arrival

Ground Floor Left Wc Blocked On
Arrival



4

Assigned To Checking And
Flushing The Right Wc To Pull The
Blockage

Checking And Flushing The Right
Wc To Pull The Blockage



5

Assigned To Cctv Drainage
Camera In Support

Cctv Drainage Camera In Support

Direction external chamber
upstream towards internal foul
water stack (ground floor wc s)

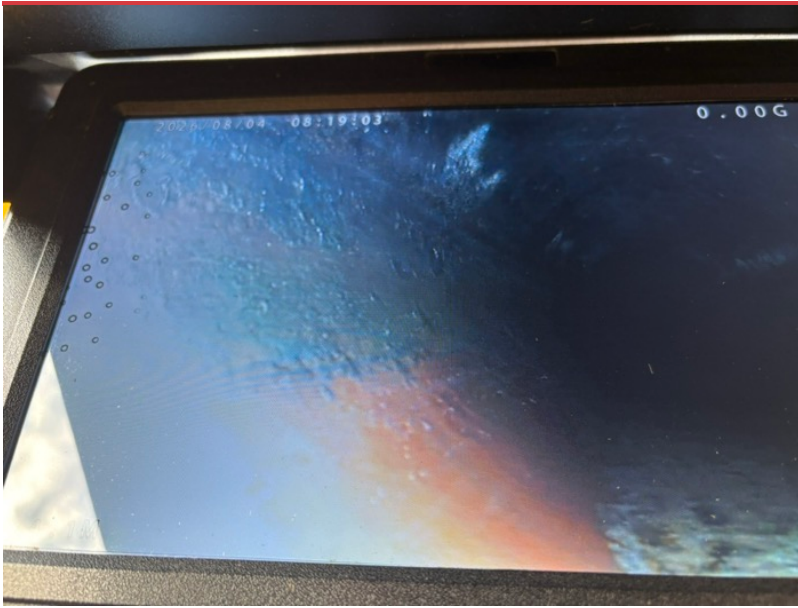


6

Assigned To Cctv Drainage
Camera In Support

Cctv Drainage Camera In Support

Imagery



7

Assigned To Cctv Drainage
Camera In Support Direction
external chamber upstream
towards internal foul water stack
(ground floor wc s)

Cctv Drainage Camera In Support

Direction external chamber
upstream towards internal foul
water stack (ground floor wc s)

Imagery



8

Assigned To Cctv Drainage
Camera In Support Direction
external chamber upstream
towards internal foul water stack
(ground floor wc s)

Cctv Drainage Camera In Support

Direction external chamber
upstream towards internal foul
water stack (ground floor wc s)

Imagery



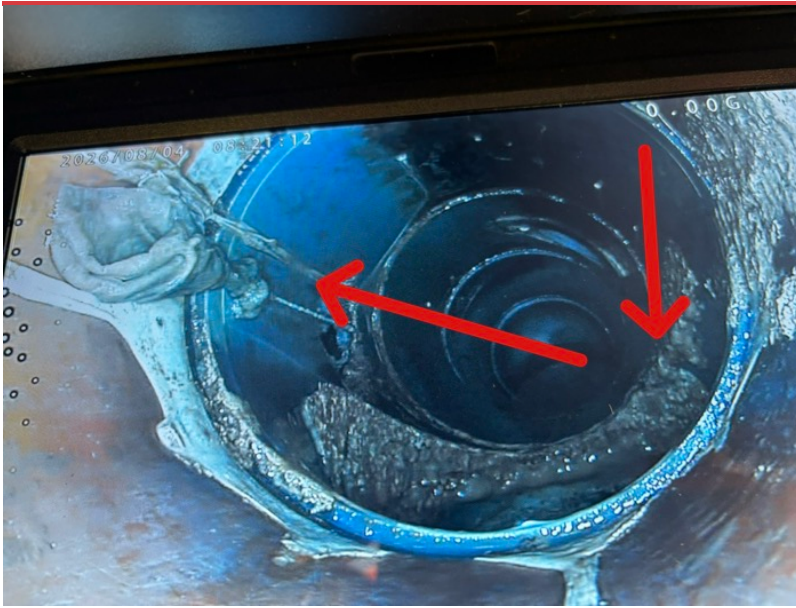
9

Assigned To Cctv Drainage
Camera In Support Direction
external chamber upstream
towards internal foul water stack
(ground floor wc s)
Cctv Drainage Camera In Support

Direction external chamber
upstream towards internal foul
water stack (ground floor wc s)

Imagery

Arrived at below ground rest bend



10

Assigned To Cctv Drainage
Camera In Support Direction
external chamber upstream
towards internal foul water stack
(ground floor wc s) Imagery
Cctv Drainage Camera In Support

Direction external chamber
upstream towards internal foul
water stack (ground floor wc s)

Imagery

Arrived at internal vertical 100mm
plumbing stack

***** located object and mass Uric
scale urinal deposits *****



11

Assigned To Arrived at internal
vertical 100mm plumbing stack
***** located object and mass Uric
scale urinal deposits *****

Arrived at internal vertical 100mm
plumbing stack

***** located object and mass Uric
scale urinal deposits *****



12

Assigned To Pipework Clear
Beyond
Pipework Clear Beyond



13

Assigned To Removing Obstruction
Removing Obstruction



14

Assigned To Removing Obstruction
Found To Be A Toilet Freshener
Removing Obstruction Found To
Be A Toilet Freshener



15

Assigned To Showing
Original Obstruction During
Removal
Showing Original Obstruction
During Removal



16

Assigned To Showing
OriginalObstruction During
Removal

Showing Original Obstruction
During Removal



17

Assigned To Chamber Clear On
Flow Test After Blockage / Object
Removal

Flow Test After Blockage / Object
Removal

Passed on flow test 



18

Assigned To Bagged All Waste And Carried Out A Localised Internal And External Hygiene Clean
Bagged All Waste And Carried Out A Localised Internal And External Hygiene Clean



19

Assigned To Bagged All Waste And Carried Out A Localised Internal And External Hygiene Clean
Bagged All Waste And Carried Out A Localised Internal And External Hygiene Clean

ENGINEERS REPORT

Assigned To Report And



PHIL'S DRAINAGE SERVICES LTD.
cctv • drains • unblocks

- 24 Hour Drain Clearance
- Blocked Drains
- Drain Installation
- Drain Relining
- Drain Repair
- Drainage Investigation
- Emergency Drain / Sewer Clearance Service
- Septic Tank Emptying
- Septic Tank Installation
- Septic Tank Repair
- Sewage Pump Installation
- Sewage Pump Maintenance
- Soakaway Clearance
- Waste Water Treatment Plant Installations

01252 268872 | Fleet + 50 mile radius | info@philsdrainage.co.uk

Environment Agency Registered Waste Carrier | First Aid at Work | City & Guilds NVQ | Citb Site Safety Plus | EUSR Energy & Utility Skills Register

Recommendations

Engineers Report of Works Carried Out

Property:

Issue Reported: Ground floor WC blockage.

Upon attendance, our engineers carried out a full assessment of the reported ground floor WC blockage. Safety signage and barriers were installed before accessing the external foul water drainage chambers in accordance with safe working practices. Initial checks confirmed the left-hand ground floor WC was blocked on arrival, and additional flushing tests were undertaken from the adjacent WC to assist in identifying the location of the obstruction.

To accurately diagnose the cause of the blockage, a CCTV drainage survey was undertaken from the external inspection chamber upstream towards the internal 100mm foul water stack serving the ground floor WC facilities. The CCTV inspection identified extensive uric scale deposits attached to the internal walls of the vertical 100mm foul water stack

associated with the urinal discharge. These hard mineral deposits had significantly reduced the internal bore of the pipework and created a point where debris could accumulate. During the inspection, a plastic toilet freshener was also found lodged within the affected section of pipework, contributing to the restriction. Beyond this area, the remaining pipework was found to be free flowing.

Our engineers successfully removed the plastic toilet freshener together with the associated obstruction from the drainage system. A further CCTV inspection and flow test confirmed that the obstruction had been cleared and that the foul water drainage system was operating correctly with satisfactory flow restored. All waste generated during the works was safely removed from site, and a localised internal and external hygiene clean was carried out on completion of the works.

Recommendations

Following today's investigation, Phil's Drainage Services Ltd strongly recommends carrying out

a full mechanical descale of both the internal and external 100mm foul water drainage serving the urinal facilities.

The CCTV inspection identified substantial attached uric scale deposits throughout sections of the pipework. Although the immediate blockage has been removed, these hardened deposits remain adhered to the pipe walls and will continue to:

- * Restrict the internal diameter of the drainage system.
- * Encourage the accumulation of paper, debris and waste.
- * Increase the likelihood of recurring blockages.
- * Reduce the hydraulic efficiency of the foul water drainage system.
- * Create odour retention within the drainage network.

A full descale using specialist electromechanical cleaning equipment with appropriate chain flails is recommended to remove the attached uric scale back to the original pipe wall wherever practicable, restoring the maximum internal bore and reducing the risk of future blockages.

Operational Recommendation

We also strongly recommend

discontinuing the use of plastic clip-on toilet fresheners within the WC facilities.

These products can become detached during use or flushing and enter the drainage system, where they are capable of becoming trapped within bends, uric scale deposits or changes in direction. This significantly increases the likelihood of drainage blockages and unnecessary disruption.

Where possible, alternative non-plastic cleaning and deodorising products that do not introduce solid objects into the drainage system should be used as part of the site's ongoing washroom maintenance programme.

Kind regards
Mark

PHILS DRAINAGE SERVICES LTD

24/7 reactive and work processes
enquiries

Fleet
01252 268872

Basingstoke
01256 592759

Guildford
01483 399752

Camberley
01276 930219

Head office
Carla 01252 268872

Info@philsdrainage.co.uk