



Dealing with drains and water problems in your home

Problem	Things you can do	Who can help
Blocked or damaged toilets	Don't put items down the toilet other than toilet paper. Personal hygiene and nappy waste should be put in your black bag waste	Report a blocked toilet to Housing Repairs as soon as possible If the toilet is damaged an inspector will look at it before the plumber visits
Blocked bathroom sinks and baths	Fit a small plughole cover to catch small items before they go down the plughole. Hair and soap build up can both cause problems	Report blocked plugholes to Housing Repairs
Burst water pipe	Turn off the water at the stop valve Switch off the central heating system Switch off the electricity at the mains Switch off any water heaters Turn on all the taps to sinks and baths to drain the water from the pipes	Report burst water pipes to Housing Repairs as an emergency call
Blocked kitchen waste gully	If there is a build-up of leaves, soil or other similar waste around the gully you should clear it away Prevent blocking the drain by making sure oil, fat and food waste is not put down the kitchen sink.	Report a blocked kitchen waste gully to Housing Repairs
Blocked or overflowing inspection chamber	Prevent blockages by not putting items other than toilet paper down the toilet Avoid flushing the toilet or running taps until an inspection has been made	Report blocked or overflowing inspection chambers to Housing Repairs as an emergency call

Problem	Things you can do	Who can help
Blocked gutter or rainwater gully	If there is a build-up of leaves, soil or other similar waste around the gully you should clear it away Fit a drainpipe cover around the lower neck of the pipe to enclose the gully area	Report a blocked gutter or rainwater gully to Housing Repairs
Flooding or roads or pavements	If the road or pavement is flooded it may be down to blocked gullies	Report blocked road or pavement gullies to the Highways and Transportation section

Contacting Housing Repairs

If you need a repair made to your council house you can report it on our website at www.swansea.gov.uk/requesthousingrepair

If you aren't able to report the repair online please contact the Housing Repairs Call Centre on 01792 635100, Monday to Friday 8am to 5pm.

If you have an emergency repair to report outside of these times please ring our out of hours service on 01792 521500.

Emergency repairs cover problems that could affect health and safety or cause damage to the property.

Reporting flooding of roads or pavements

If a road or pavement has been flooded you should report this to Highways and Transportation on our website at www.swansea.gov.uk/otherhighwayproblems

If you aren't able to report the fault online please contact the section on 01792 843330 during office hours.

Highway problems can be reported outside office hours on 01792 841657