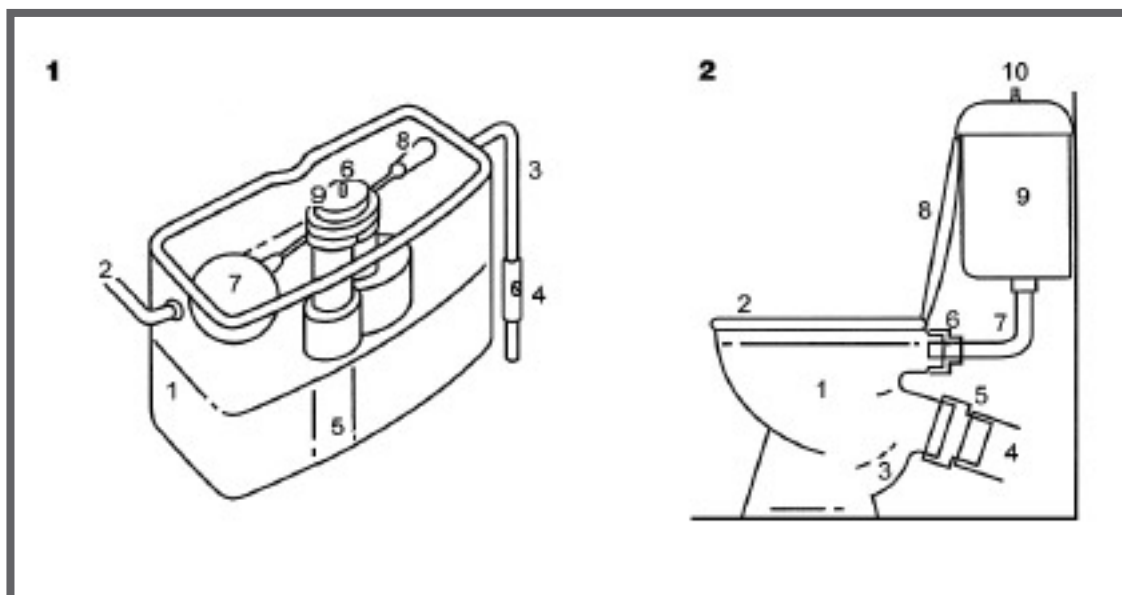


Toilet



1 Toilet Cistern

- 1 Cistern
- 2 Overflow pipe
- 3 Inlet
- 4 Stop cock
- 5 Flush pipe
- 6 Flush button/dual flush
- 7 Float
- 8 Ball valve
- 9 Syphon unit

2 Complete Toilet System

- 1 Ped pan
- 2 Seat
- 3 Trap
- 4 Soil pipe
- 5 Pipe joint
- 6 Cone joint
- 7 Flush pipe
- 8 Lid
- 9 Cistern
- 10 Flush button/dual flush

Toilet

Tenant's Problem	Operator will ask	Probable cause	Suggested remedy	Response Times
Blocked.	Are other drains also blocked? When did this start? How did this happen?			Immediate works order will be raised to be attended to within 4 hours.
Toilet cracked or broken?	How did this happen? Is there water leaking on the floor?			Routine works order will be raised to be attended to within 10 working days, unless there is water pouring out. In this case, Immediate works order will be raised to be attended to within 4 hours.
Toilet loose from floor.	When did you first notice this? How did it happen? Is something leaking?			Routine works order will be raised to be attended to within 10 working days, unless there is spillage. In this case, an Immediate works order will be raised to be attended to within 4 hours.
Leak from pipe behind toilet or base of toilet.	Which pipe is toilet leaking from? How bad is the leak? When did you first notice this? Have you turned off the tap behind the toilet? Is it leaking from the black rubber seal or the rear of the toilet?			Routine works order will be raised to be attended to within 10 working days, unless there is spillage. In this case, Immediate works order will be raised to be attended to within 4 hours.
Cistern not flushing at all.	How did this happen? Is the tap behind the toilet turned off?			Immediate works order will be raised to be attended to within 4 hours.
Water running into toilet bowl constantly.	Have you turned off tap behind toilet? Is there a leak outside the cistern or the toilet itself? If so, where from? Does the cistern still fill up?			Routine works order will be raised to be attended to within 10 working days
Toilet seat broken or loose.	How did this break?			Routine works order will be raised to be attended to within 10 working days