

Blocked Drain First-Response Checklist

Record the symptoms and immediate site information before requesting drain help.

What is happening

☐	Affected fixture or drain identified	Notes: _____
☐	Slow flow, no flow, gurgling, smell or overflow recorded	Notes: _____
☐	Time symptoms first appeared	Notes: _____
☐	Previous occurrence or clearing recorded	Notes: _____

Immediate controls

☐	People kept away from contaminated overflow	Notes: _____
☐	Unnecessary water use reduced	Notes: _____
☐	Unsafe covers left undisturbed	Notes: _____
☐	Site contact and access arranged	Notes: _____

Useful information

☐	Full postcode	Notes: _____
☐	Known chambers or access points	Notes: _____
☐	Photos taken from a safe position	Notes: _____
☐	Trading, resident or continuity constraints	Notes: _____

Keep this resource with the CCTV survey, accepted scope, revisions, completion footage and written handover information.