London Leak Specialist

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Leak Detection & Repair Report: Two Visits

Client: Withheld Property: Withheld (house, West Drayton, London UB7) Inspections: September and October 2026

> Sample report. Client, address and contact details have been removed and photographs are watermarked.

Visit 1: Leak Detection Report

LEAK DETECTION REPORT

Reason for Attendance

We were called to the property following reports of significant water damage to the bathroom ceiling below the upstairs bathroom/shower area.

The reported symptoms included visible dampness, mould growth and staining to the ceiling, together with extensive water damage to the carpet and surrounding areas leading towards the first-floor bathroom. The extent and appearance of the damage indicated that water had potentially been escaping from the upstairs bathroom over a prolonged period.

The purpose of our attendance was to carry out a detailed inspection of the affected areas, inspect the plumbing and sanitaryware within the upstairs bathroom, undertake controlled water testing, and establish the likely source or sources of the water ingress.

Initial Visual Inspection

On arrival, a visual inspection was carried out to the affected bathroom and surrounding areas.

There was clear evidence of substantial historic and ongoing water damage.

The ceiling within the bathroom below had visible damp and mould patches. Some areas of the mould growth were particularly advanced and protruding through the affected ceiling/wall surface, giving the appearance of mushroom-like growth. This is consistent with an area having remained damp for an extended period.

The carpet on the staircase/area leading towards the first-floor bathroom also showed significant signs of water damage. The location and extent of the damage were consistent with water originating from the upstairs bathroom and travelling through the structure and surrounding areas.

Further inspection of the upstairs bathroom identified additional signs of prolonged water exposure.

The bathroom units surrounding the basin and toilet had extensive water staining and deterioration. The previously white finish to sections of the units had turned brown, consistent with repeated or prolonged exposure to water.

The floor tiling also showed signs of swelling and deterioration, which is further evidence that water has been entering or remaining within the floor area.

Shower Area Inspection

The upstairs shower was inspected, including the visible grout lines and mastic/sealant around the shower area.

At the time of inspection, the visible grout and mastic appeared to be in reasonably satisfactory condition, with no obvious major failure identified from the accessible areas.

However, the shower is constructed directly into the bathroom floor, meaning the shower waste and associated pipework are concealed beneath the floor structure.

Due to the construction of the shower, the waste connection and pipework cannot be properly inspected from above without removing significant sections of the bathroom floor.

The most practical access point is therefore from the ceiling of the bathroom below.

Toilet and Pan Connector Inspection

The toilet cabinet/panel was removed to allow inspection of the concealed plumbing connections.

Once access was obtained, a slight wet drip was observed around the pan fixing/flush cone area.

The presence of moisture at this connection indicates that there is also a leak associated with the toilet/pan connection.

Based on the condition of the surrounding units and the extent of the water damage, this appears to have potentially been occurring for a considerable period of time rather than being a recent isolated occurrence.

This connection will therefore require further attention and repair to prevent continued water escape.

Controlled Shower Test

A controlled test was carried out by operating the upstairs shower continuously for approximately 15–20 minutes, simulating normal shower use.

During the test, water was observed to slowly begin dripping through into the bathroom ceiling below.

This provided direct confirmation that water is escaping from the upstairs shower/bathroom area and entering the ceiling void below.

Due to the confirmed water ingress, an access opening was made within the ceiling of the bathroom below.

The access opening allowed the affected area to be inspected more closely and provided visibility into the ceiling void beneath the shower.

Further inspection confirmed that water was entering the ceiling structure from the direction of the shower/waste area.

Ceiling Access and Further Investigation

A larger access opening was made in the ceiling below to expose more of the affected area and allow the source of the water ingress to be investigated.

The investigation indicated that the water is associated with the shower waste/pipework beneath the shower floor.

However, the exact point of failure on the concealed waste pipe could not be fully exposed during this visit.

The remaining section of the ceiling/floor structure would require additional cutting and access to properly expose the waste pipe and its connections.

As the attendance took place late at night, it was not appropriate to continue cutting through the ceiling/floor structure due to the amount of noise and disturbance that would be caused.

A further visit will therefore be required during normal daytime hours.

During the return visit, additional access can be made to fully expose the concealed waste pipework beneath the shower and establish the precise point of failure.

Additional Plumbing Defects Identified

During the inspection, two further plumbing issues were identified.

Bath Tap

The bath tap was found to be in poor condition.

The tenant is currently using an adjustable spanner to operate the tap, rather than the tap being operated normally by hand.

This indicates that the tap/operating mechanism is defective or seized and requires repair or replacement.

Downstairs Bathroom Clicker Waste

The clicker waste within the downstairs bathroom was also inspected.

The waste mechanism is currently jammed in the closed position and is not operating correctly.

The clicker waste will require replacement to restore normal operation and prevent potential drainage/use issues.

Findings

Based on the inspection and testing carried out, there are at least two separate plumbing issues requiring attention:

1. Shower waste/pipework leak

The controlled shower test confirmed active water escaping from the shower area and entering the ceiling void below.

The concealed shower waste/pipework requires further access and investigation to establish the exact point of failure and carry out the necessary repair.

2. Toilet/pan connection leak

A separate wet drip was identified around the toilet pan fixing/flush cone connection.

This indicates a second leak which will also require repair.

The extensive historic water damage to the bathroom units, flooring, ceiling, carpet and surrounding areas suggests that water ingress has been occurring over an extended period.

Conclusion

The investigation has confirmed that the reported water damage is associated with plumbing defects within the upstairs bathroom.

The shower was operated for approximately 15–20 minutes under controlled conditions, after which water was observed to drip through into the bathroom below. Access was subsequently made through the ceiling, allowing the concealed area beneath the shower to be inspected.

The evidence indicates that the shower waste/associated concealed pipework is leaking. However, due to the pipework being concealed beneath the shower floor, the precise point of failure could not be fully exposed during this late-night attendance.

A further daytime visit is required to safely make additional access and expose the concealed waste pipework sufficiently to identify the exact failed connection or section of pipe and complete the appropriate repair.

A separate leak was also identified around the toilet pan/flush cone connection, where a wet drip was present.

Both defects should be addressed to prevent continued water ingress and further deterioration of the building fabric.

The existing mould, staining, damaged ceiling, deteriorated bathroom units, swollen floor area and damaged carpet should also be allowed to dry fully following completion of the plumbing repairs. Any remedial works to damaged plasterboard, flooring, decoration, carpet or mould treatment should be assessed separately once the source of the water ingress has been permanently resolved.

Recommended Further Works

1. Return to the property during normal daytime hours.
2. Extend the existing ceiling access below the shower.
3. Carefully expose the concealed shower waste and associated pipework.
4. Carry out further controlled shower testing once the pipework is accessible.
5. Identify the exact point of failure on the shower waste/pipework.
6. Repair or replace the failed waste connection/pipework as required.
7. Repair the leaking toilet pan/flush cone connection.
8. Retest the shower and toilet after repairs to confirm that no further water is escaping.
9. Inspect the ceiling void and surrounding structure for any remaining active moisture.
10. Replace the defective bath tap or associated operating mechanism.
11. Replace the jammed clicker waste in the downstairs bathroom.
12. Once all plumbing defects have been rectified, allow the affected areas to dry before undertaking any decorative or building remedial works.

Final Assessment

Active water ingress was confirmed during testing.

The investigation identified two separate leaks requiring repair, with the shower waste/pipework being the primary source of the water observed entering the ceiling below during the controlled shower test, and a separate leak identified at the toilet pan/flush cone connection.

Further daytime access is required to fully expose and repair the concealed shower waste pipework.

Visit 2: Leak Detection and Repair Report

Leak Detection and Repair Report

Property: Residential Property Reported Issue: Water ingress through the ceiling into the downstairs bathroom Area of Investigation: Upstairs shower room, including the shower, bath, basin and toilet

1. Reason for Attendance

We were called to the property following reports of water ingress through the ceiling into the downstairs bathroom. The bathroom directly above was identified as the likely source of the leak, and a detailed inspection was carried out to identify the cause of the water penetration and complete any necessary repairs.

2. Initial Visual Inspection

Upon arrival, a visual inspection was carried out on the upstairs shower room, including the shower enclosure, bath, toilet and basin.

* Shower and bath area: The silicone sealant and grout around the shower area showed signs of deterioration and potential water penetration. The bath was tiled in, preventing direct access to the area underneath for further inspection. The visible mastic sealing around the bath appeared satisfactory.
* Basin: The basin and its visible pipework were inspected. No signs of leakage were identified during the initial inspection.
* Toilet: Moisture was observed on the cabinet underneath the toilet, indicating a possible leak from the toilet or its concealed connections. Further testing was therefore required.

3. Shower Leak Investigation

The shower was operated for approximately 15 minutes while the area was monitored for signs of water escaping.

During testing, water penetration was suspected around the shower's silicone sealant and grouted joints. To investigate the source of the water ingress further, a substantial section of the downstairs bathroom ceiling directly beneath the upstairs shower area was opened to gain access to the concealed space.

Following the opening-up works, an inspection of the exposed area confirmed that water was penetrating through the shower's silicone sealing and grout joints, allowing water to pass through the structure and into the downstairs bathroom ceiling.

Repair Completed

The existing silicone sealant was replaced to reinstate the seal around the affected shower area.

The tenant was advised that the shower must not be used for at least 24 hours to allow the newly applied silicone sealant to cure properly.

The existing grout will also require attention. A qualified tiler will need to carry out the necessary regrouting works to restore the integrity of the tiled joints and reduce the risk of further water penetration.

4. Toilet Leak Investigation and Repair

During the investigation, the toilet was flushed several times to reproduce the reported leak. Testing confirmed that water was escaping from the flush cone connection each time the toilet was flushed.

The leaking flush cone was identified as a separate source of water ingress, contributing to the water escaping into the surrounding area and potentially affecting the ceiling below.

Repair Completed

The defective flush cone was removed and replaced with a new component. The toilet was then flushed repeatedly to check the repaired connection and confirm that it was operating correctly.

Following the replacement, no further leakage was observed from the toilet during testing.

5. Final Testing and Results

Following completion of the repairs, the affected areas were checked to assess the effectiveness of the work carried out.

The following results were recorded:

* The leaking toilet flush cone was replaced and the toilet was tested by repeated flushing.
* No further leakage was observed from the toilet following the repair.
* The silicone sealant around the affected shower area was replaced.
* The source of the shower-related water ingress was identified as failed or inadequate sealing around the silicone and grout joints.
* The tenant was informed that the shower must remain unused for 24 hours to allow the new silicone to cure.
* Further regrouting by a qualified tiler remains necessary.

At the time of departure, no active leaks were observed from the toilet following its repair, and the shower sealing repair had been completed. The shower must remain unused during the curing period, and the effectiveness of the shower repair should be confirmed once it is safe to resume use.

6. Recommendations and Outstanding Works

The following additional works are recommended:

* Regrouting: Arrange for a qualified tiler to inspect and renew the affected grout joints around the shower area.
* Shower testing: Once the silicone has fully cured and the outstanding grout works have been completed, test the shower under normal operating conditions to confirm that no further water escapes.
* Ceiling reinstatement: Once the source of the water ingress has been rectified and the affected area has had sufficient time to dry, arrange for the opened ceiling to be reinstated and any damaged finishes repaired.
* Moisture monitoring: Check the exposed ceiling void and surrounding materials for residual moisture before closing the ceiling, as trapped water may cause continued dampness or damage.

7. Conclusion

The investigation identified two separate sources of leakage within the upstairs bathroom.

The first was water penetrating through the silicone sealant and grout joints around the shower, allowing water to pass through the floor structure and into the downstairs bathroom ceiling. The silicone sealant was replaced; however, further regrouting by a qualified tiler remains outstanding.

The second leak was traced to a defective toilet flush cone, which allowed water to escape each time the toilet was flushed. This component was replaced, and subsequent testing confirmed that the toilet was no longer leaking.

At the time of departure, the toilet repair had been tested successfully, and the shower resealing work had been completed. The shower must not be used for 24 hours, and the outstanding grouting and subsequent shower testing should be completed before the repair is considered fully verified under normal operating conditions.

complete the detection by creating further access and carry out the repair on the same visit at the same hourly rate and materials cost after the detection is fully complete.


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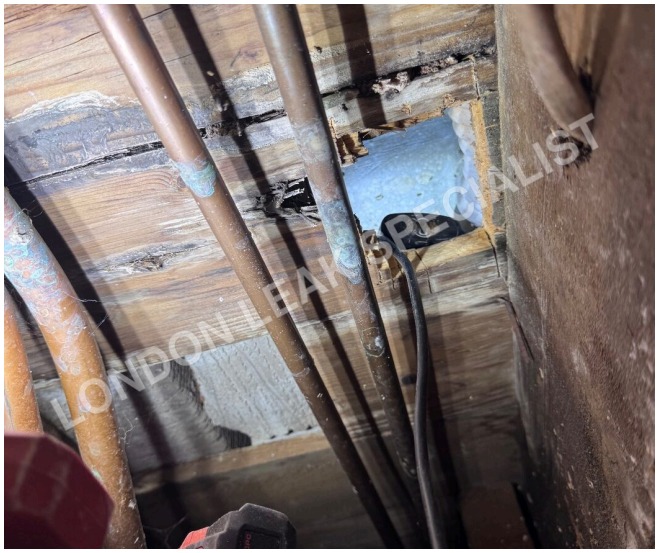
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