London Leak Specialist

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Leak Detection Report: Shower Valve Leak into Basement Ceiling

Client	Withheld
Property address	Withheld (St John's Wood, London NW8)
Date of inspection	14 November 2026
Report type	Leak detection and repair report

Sample report. This is a redacted copy of a real report, published with identifying details removed. Client name, full address and contact details have been withheld. Location is given at postcode district level only.

Reason for attendance

London Leak Specialist Ltd attended a property in St John's Wood, NW8, on 14 November 2026 following a report from the client of water entering the basement. The water was observed coming through the basement ceiling and onto the basement sports area below, indicating an active escape of water from the accommodation above.

The ceiling had dropped as a result of the water ingress, creating a risk of further damage and requiring access to be made so that the accumulated water could be removed and the source investigated. Access to the affected ceiling area was therefore necessary to establish the route of the water and to prevent the ceiling from retaining additional water. It was also requested that approval be obtained on site before any further intrusive access was created or tracer gas was used.

Findings

On attendance, the basement ceiling was inspected in the area where water had been entering onto the basement sports area. The ceiling had visibly dropped, consistent with water having accumulated above or within the ceiling construction. An opening was made in the ceiling to release and remove the water and to enable inspection of the concealed area.

Following access, water was found running continuously down a 4 inch pipe. The continuing flow confirmed that the escape of water was active at the time of the inspection. The pipe was traced upwards as part of the investigation, and the bathroom situated above the affected basement area was identified as the relevant area requiring inspection.

The bathroom was then examined, with particular attention given to the shower installation and the area around the shower valve. A leak was identified from the shower valve. Water was escaping behind the wall and passing through defective mastic associated with the shower installation, allowing it to travel into the concealed construction and subsequently down towards the basement ceiling.

The shower valve was tightened during the visit. Following this adjustment, the active escape of water stopped. This provided confirmation that the shower valve and its associated sealing arrangements were connected with the water ingress observed in the basement. The condition of the ceiling and the concealed areas could not be fully assessed until the structure had dried.

No tracer gas investigation was recorded as having been carried out during this visit. Further intrusive access or tracer gas use is to be subject to approval on site, as requested by the customer.

Cause

The confirmed source of the escape of water was the shower valve serving the bathroom above the basement. The valve was leaking, allowing water to run behind the wall and pass through faulty or deteriorated mastic around the shower installation.

The escaping water entered the concealed area and travelled down the 4 inch pipe, ultimately reaching the basement ceiling and causing it to drop. Tightening the shower valve stopped the active leak, confirming the connection between the valve defect and the reported basement water ingress. The valve washers remain in need of replacement, and the shower tray requires resealing to provide a proper long-term repair.

Work carried out

The shower valve was tightened during the attendance, which stopped the active flow of water. This adjustment is considered a temporary measure only and does not constitute a complete repair of the shower installation. No replacement of the valve washers or resealing of the shower tray was recorded as having been completed during this visit.

The affected basement ceiling was opened to remove the water after it had dropped. The ceiling should remain open or otherwise accessible until the surrounding materials have dried and the area has been checked for any continuing signs of moisture. Once drying has taken place, the ceiling will require patching and repair. The shower valve washers should be replaced and the shower tray should be fully resealed before the installation is returned to normal use.

Following completion of the permanent works, the shower should be operated under normal conditions and the valve, tray, mastic and surrounding areas should be checked for further leakage. Any additional intrusive access required during these works, or any use of tracer gas, should only proceed once approval has been obtained on site.

Conclusion

The investigation identified an active leak from the shower valve in the bathroom above the affected basement ceiling. Water was escaping behind the wall through faulty mastic and travelling down the 4 inch pipe before entering the basement ceiling. The ceiling had dropped and required access to release the retained water.

Tightening the shower valve stopped the active leak at the time of attendance, but this is a temporary measure and the installation requires further works. The valve washers should be replaced, the shower tray should be resealed, and the basement ceiling should be repaired after the affected materials have dried. The area should then be monitored and tested to confirm that no further water ingress is present.

Recommendations

- Replace the washers within the shower valve to provide a permanent repair to the leaking valve connection.
- Remove defective mastic and fully reseal the shower tray and associated junctions to prevent water escaping behind the wall.

- Allow the affected basement ceiling and concealed areas to dry fully before carrying out patching, plastering or other reinstatement works.
- Inspect and repair the dropped basement ceiling after drying, with any water-damaged materials assessed before reinstatement.

Photographs



Photo 1: Basement ceiling below the bathroom, stained and dropped



Photo 2: Ceiling corner with water staining and mould growth



Photo 3: Access opening in the ceiling, showing the 4 inch pipe



Photo 4: Shower valve on the tiled wall, with a water trail below



Photo 5: The valve connection at the wall, with corrosion at the joint



Photo 6: Shower tray corner and sealant line