

London Leak Specialist Ltd

Company no. 17437507 · 020 7123 8560 · londonleakspecialist.co.uk

Leak Detection Report (redacted sample)

Client	Withheld
Property address	Withheld
Location	London SE7 (Charlton), Royal Borough of Greenwich
Inspection date	October 2026

Sample report. Client details, address and contact information have been removed. Photographs are watermarked.

Water Leak Investigation Report

Property Investigation – Report of Findings

1. Reason for Call-Out

We were instructed to attend the property following a report of excessive water consumption, reportedly amounting to approximately 60 litres per hour. The tenant advised that Thames Water had contacted them regarding the unusually high consumption and that the outstanding water bill had reportedly reached £5,000.

The purpose of the investigation was to identify any potential leaks within the property, assess the visible condition of the plumbing installations, and carry out appropriate tests to establish whether the property's water supply was losing water.

2. Visual Inspection

A visual inspection was carried out of the accessible plumbing installations and surrounding areas, including:

- Kitchen sink and associated pipework beneath the sink.
- Bath and accessible plumbing connections.
- Bathroom basin and associated pipework.
- Toilets and accessible connections.
- Areas showing evidence of previous water damage.

During the inspection, no visible signs of an active leak or significant water damage were identified within the accessible areas of the property.

Moisture and humidity readings were also taken using a moisture-reading instrument. The readings indicated minor levels of moisture and humidity in certain areas. However, the readings obtained did not provide evidence of substantial moisture accumulation consistent with the reported volume of water loss.

It should be noted that moisture readings alone cannot conclusively rule out a concealed leak, particularly where pipework is inaccessible or located beneath floors, behind walls, or underground.

3. Water Supply Pressure Test and Meter Monitoring

To investigate whether water was being lost from the property's supply, the external and internal stopcocks were operated to isolate the water supply as part of the testing procedure.

The water pressure was monitored using a pressure gauge, and the Thames Water meter readings were observed over an approximately 40-minute period.

The following results were recorded:

- Initial water pressure: 3.2 bar.
- Pressure during testing: Remained stable at 3.2 bar, with no observed pressure drop.
- Water meter monitoring period: Approximately 40 minutes.
- Water meter readings: No change in the displayed meter numbers was observed during the monitoring period.

The results indicate that, during the testing period, there was no observable movement on the water meter and no recorded loss of pressure.

These findings do not support the presence of an active leak on the tested section of the property's water supply under the conditions of the test. However, they cannot conclusively exclude every possible leak, particularly on isolated sections of pipework, intermittent leaks, or concealed installations that were not directly tested.

4. External Inspection – Adjacent Property

During the external inspection, a separate plumbing issue was identified at the neighbouring property.

The toilet overflow pipe serving the neighbouring property was observed to be discharging water continuously. This represents an identifiable source of water wastage and should be investigated and rectified by the responsible party.

Although this issue was observed during our attendance, it has not been established that the discharge from the neighbouring property accounts for the reported water consumption or the tenant's water bill.

The finding should be brought to the attention of the relevant property manager, landlord, or responsible party so that the overflow can be inspected and repaired.

5. Possible Water Meter or Account Discrepancy

Given the reported water consumption of approximately 60 litres per hour, the reported bill of £5,000, and the absence of observable meter movement during our testing, it would be reasonable to request that Thames Water carry out further checks.

These checks should include:

- Verification that the meter number recorded against the property's account matches the physical meter serving the property.
- Confirmation that the meter has been correctly assigned to the relevant flat and supply.
- Review of the historical meter readings and consumption records.
- Investigation of the reported high consumption and confirmation of whether the readings are actual or estimated.
- Inspection and, if necessary, testing of the meter by Thames Water.
- Confirmation that the neighbouring property's supply and any associated meter records have been correctly identified.

A possible meter identification, account allocation, or recording discrepancy cannot be confirmed from the plumbing inspection alone. These matters fall within Thames Water's remit to investigate.

6. Conclusion and Findings

Based on the visual inspection, moisture readings, pressure testing, and water meter monitoring carried out during our attendance, no active leak was identified within the accessible plumbing installations of the inspected property.

The water pressure remained stable at 3.2 bar, and the Thames Water meter showed no change in its displayed readings during the approximately 40-minute monitoring period.

Additional Finding – Washing Machine Hose

During the inspection, a very small drip was identified coming from the washing machine hose pipe. The hose appears to be leaking, potentially due to wear and deterioration over time.

The tenant was advised that the washing machine hose pipe should be renewed to prevent further leakage and avoid potential water wastage. Although the drip observed was minor, replacing the hose is recommended as a preventative measure.

The findings therefore do not substantiate an active leak on the tested water supply during the period of investigation. No evidence was obtained to explain the reported consumption of approximately 60 litres per hour.

A continuously discharging toilet overflow was identified at the neighbouring property. This is a separate observed defect and should be investigated; however, no direct connection has been established between that discharge and the reported water consumption at the inspected property.

In view of the discrepancy between the reported consumption and the test results obtained, further investigation by Thames Water is recommended to verify the meter identification, account allocation, historical readings, and meter accuracy.

7. Recommendations and Limitations

1. Thames Water should be contacted to investigate the reported excessive consumption and the reported £5,000 bill.

2. The physical meter serial number should be checked against the meter details recorded on the property's account.
3. Thames Water should review the consumption history and assess whether a meter test is required.
4. The continuously leaking toilet overflow at the neighbouring property should be repaired by the responsible party.
5. If excessive consumption continues despite the above checks, further specialist investigation may be required to examine concealed pipework and any sections of the supply not covered by the tests undertaken.

Final professional opinion: At the time of attendance, the inspection and testing did not identify evidence of an active leak within the accessible plumbing installations of the inspected property. The cause of the reported high water consumption remains unconfirmed and requires further investigation by Thames Water. This conclusion is limited to the areas inspected and the tests performed during the visit.

water meter is showing 60 litres per hour, resulting in an annual water bill of around £5,000. Thames Water has sent three engineers to investigate, but they haven't found any issues with their meter or pipework. They have asked for a plumber to inspect all the internal pipework in the flat and provide a report confirming whether there are any leaks. carry out a full leak investigation and provide a report

Photographs

