



1st CALL

Drain Clearance
& Technical Services

Domestic & Commercial Drain Services
Throughout Central London

About Us

1st Call Drain Clearance truly are the first call for Central London residents to receive comprehensive drainage services, no matter the time of day. Our team of highly-skilled engineers work on a 24/7 basis to provide an efficient response to problems that often demand emergency care. It is this passion for our work, along with the years of experience delivering high-quality solutions and perfecting our craft, that has built the reputation of excellence that we so proudly bear.

We hold a wealth of accreditations from numerous reputable sources. These accreditations include health and safety credentials from Alcumus SM&MS (Contractor Plus: Approved Contractor), Alcumus SafeContractor (SafeContractor Approved), and from the National Association of Drainage Contractors. All of these stand as a testament to the professional services we offer.



Drainage Services

Our team’s diverse range of expertise enable us to offer 24/7 drainage solutions for a variety of different issues.

No matter the job at hand, our engineers work meticulously to ensure that a suitable solution

is achieved. We will first assess your drains to identify the source and severity of your issue, before using our experience to plan an efficient and effective remedy. By choosing 1st Call Drain Clearance, you can be assured of receiving any type of fix, any time of day.

The services we provide include:

- ✓ Drain Relining
- ✓ Excavation
- ✓ Clearance and Jetting

- ✓ Unblocking of Sewers
- ✓ Sinks and Toilets
- ✓ CCTV Drainage Surveys

Drain Re-Lining

Drain relining is one of our specialist services, carried out day or night by one of our expert engineers. Our specialists provide comprehensive drain relining services to clients of all types. Whether it's for a small, domestic property or a large, commercial warehouse — we can help.

Our drain relining service involves an initial inspection using cutting edge CCTV technology.

This survey will be able to assess your pipework from the inside, identifying the location and extent of any damage that needs fixing.

We will then flush out the pipes using a high-pressure water jet system, before starting the relining by threading through flexible resin. The resin will then be hardened using either hot water or UV lighting. The result will be a newly relined drain that provides extra support for water flow.

Drain Excavation

Sometimes it's necessary to completely remove and replace part of your drainage system to successfully remedy an issue. This procedure is known as drain excavation and is one of the many specialist services our team have been delivering to customers for years.

First, our team will use the necessary methods to locate and identify the source of any issues. If necessary, our engineers will safely remove any broken parts of your drain and carefully replace

them with brand new parts. They will fix the system altogether to ensure that the resulting new pipeworks functions seamlessly with the rest of the system. Working efficiently yet thoroughly, the team spare no detail in the excavation process, ensuring the highest quality finish of your property's drainage system.

Our drain excavation service guarantees that your new PVC pipes will last for at least one year. This is thanks to the high quality we demand of all our work.



Drain Pressure Jetting

Our high pressure jet systems shoot powerful jets of water into your drains. This technique succeeds in both removing build-ups of debris or grime and forcing out minor blockages.

Our highly-skilled team of engineers have years of experience delivering pressure jetting services. We operate 24/7 to deliver the vital services you need no matter the time of day.



Drain & Pipe Clearance

Blockages are the most common cause of a dysfunctional drain. They come in a number of different forms, and are formed in a number of different ways. We offer a variety of techniques to both identify and remove drain blockages successfully.

We can clear all manner of debris — from litter to leaves, grime to dead animals. Without proper treatment, these issues can lead to more damaging problems, such as high water pressure and burst pipes. But no matter whether you're suffering from a minor blockage or a serious rupture, our team will visit you day or night to address the problem and keep your drains fully functional.



Blocked Sewers

Blocked sewers aren't always easy to identify. Their presence can easily go unnoticed until conditions worsen and a serious problem emerges. There are some indications, however, that something is not quite right. If you experience bad smells coming from your drain, slow drainage rates, or if water is backing up into your toilet, it's likely that your sewer is blocked.

Your best solution is to call in drainage experts to address the issue.

Whether a blocked sewer is in its early or late stages, we're available 24/7 to supply immediate support. Our team have a wealth of experience unblocking sewers, and we possess the cutting-edge technology and equipment to address the situation efficiently.



CCTV Drain Surveys

Our comprehensive CCTV drain surveys use state-of-the-art technology to thoroughly and effectively identify any and all issues in your drains. With this equipment at our disposal, we can obtain an accurate assessment of your drain. This evidence will aid our team in proficiently addressing the issue, and aid our customers in receiving a swift and transparent service.

Our CCTV drain surveys work by inserting small, high-tech CCTV cameras into your drainage system; the cameras are guided through your drains as an image is simultaneously fed back to us. Our engineers have many years experience using CCTV surveys and have gained a keen eye for discerning any underlying problems. We'll ensure all issues are identified, create a plan accordingly, and relay all the information back to you for full transparency.



Commercial Sectors

Our services span from individual domestic properties to large-scale industrial businesses. The commercial work we offer retains the same high quality, 24/7 call out service we offer all our domestic clients, but also includes servicing contracts that oversee the ongoing maintenance and upkeep of their drainage systems. This is highly beneficial for large businesses with comprehensive drainage systems. We'll periodically visit you to assess all your drains and provide the necessary work needed to ensure they continue to function perfectly.

We use cutting-edge CCTV technology to assess your drains and detect any and all issues throughout your entire business premises. The process is seamless and assists us in a rapid response and remedy of all drainage problems. We always work with efficiency at the forefront of our mind as not to disrupt the daily operations of your business.

Case Studies

100mm Underground Pipe Work Repair

We've undertaken a number of projects over the years, many of which have presented a unique set of challenges for our team. But our specialists always overcome any obstacle and always leave a property having successfully implemented a solution. The following pages will detail some of our previous projects.

- The problem**
 The initial report from a commercial client indicated repeated blockages in staff toilets. Our engineers assessed the situation and, on completion of the clearance works, recommended and actioned a CCTV survey. We traced the cause of the blockage and found that it led to a failed connection of underground drainage pipework between the property and manhole.
- The course of action**
 To rectify the situation, our engineers planned a drain excavation followed by repair of the faults.
- Work Undertaken**
 We attended the site and traced the exact location of the fault. The defective section of pipework was excavated, exposed, removed and replaced with new 100mm UPVC pipework and the relevant couplings. We then tested the flow and backfilled/reinstated the excavation.
- The outcome**
 Following our work, the blockages were no longer present and the toilets were functioning correctly.





Case Studies

Lycee International School

- **The problem**

The initial report from a commercial client indicated repeated blockages in the school's kitchen waste disposal.

- **The course of action**

We examined the situation and recommended diverting the pipework to the closest primary drainage line. This would alter the current problematic design and avoid having a negative gradient above ground.

- **Work Undertaken**

During half term break, our engineers attended and installed the new 50mm UPVC pipework through the floor, making connection with the existing 100mm waste pipework which takes the floor gully. Due to the sensitive environment, engineers had to ensure the areas were correctly prepared prior to the excavation works so as to avoid contamination of the kitchen and food preparation areas. The pipe was installed with correct falls, ensuring proper access is available for all future maintenance cleaning works.

- **The outcome**

The excavation was reinstated and left ready for the flooring contractor as requested and discussed during the preparatory site visits with the client.

Case Studies

CCTV Survey For Domestic Underground Drainage Pipework

- **The problem**

The initial report from a domestic client indicated repeated blockages to their toilet and kitchen waste gully.

- **The course of action**

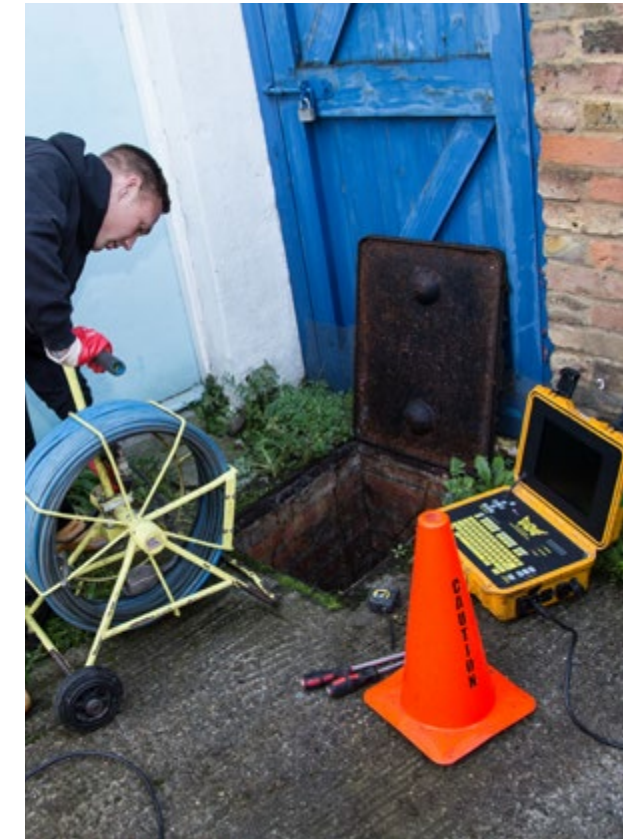
We took a look at the situation and traced the issue to the mainline underground pipework. This led us to recommending a CCTV survey.

- **Work Undertaken**

We provided a full CCTV drainage survey, as well as the supply of a written report and DVD detailing the structural and flow condition of the pipework. Full recommendations and quote for remedial works were given.

- **The outcome**

The issue was traced to root ingress. Remedial root removal and relining works were recommended.



Case Studies

Installation of AACO Drainage Channel Outside Basement Flat Front Door Area

- **The problem**

The initial report from a domestic client indicated flooding during heavy rain causing concerns of water ingress into the property. A photo was supplied and marked to show area of concern.



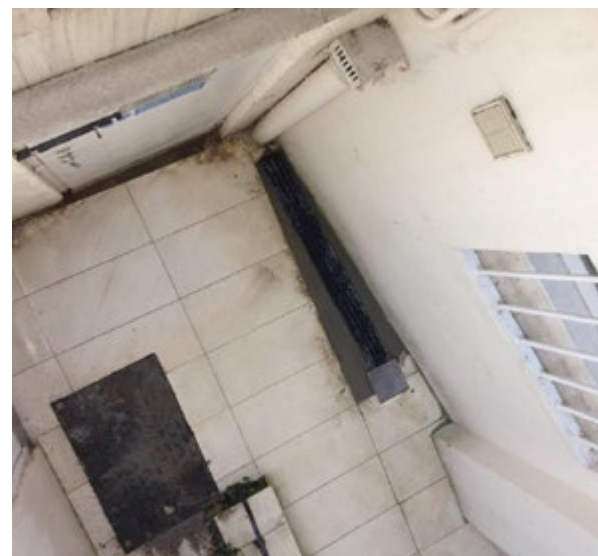
- **The course of action**

Engineers sourced the necessary materials and carried out installation works within 3 days of the complaint.



- **Work Undertaken**

Our engineers attended the site and mechanically cut the area to ensure the correct size excavation for an Acco Drain. We then excavated the area and installed the channel on a concrete base, making an outlet connection to the existing drainage pipe work. We reinstated and finished with concrete to match existing levels, ensuring the correct fall for rainwater runoff as designed.



- **The outcome**

The work was tested and we confirmed the issue had been resolved. The area now drains correctly during rainfall, removing the client's concerns of flooding to the property.

Testimonials & Reviews

Customer Satisfaction is our number one priority. We carry out all our services with our customers in mind, ensuring a friendly, efficient and transparent service no matter the time of day. We're proud of the excellent reputation we've developed over the years — but don't just take our word for it! Take a look at some of our testimonials and reviews. Read more of our testimonials on our website.

"Thank you very much for sending the drainage specialist to address the drainage concerns. It seems that everything is now sorted. Connor was immensely helpful, prompt and courteous. As my toddler was intent on observing, he always let me know when he would have to use a noisy piece of equipment - and was overall just very professional and considerate - and he did a great job cleaning everything up before he left."

- Amanda - Red Carpet Estates ★★★★★

"Just to say, thanks for your help with this project – much appreciated. Charlie was incredibly helpful and sent me photos of his excellent work which could be passed onto the tenant. I have said thanks to Charlie but I wanted to acknowledge his good work to you also. So far so good this week in terms of the smell – I have had no complaints from next door."

"I have been using 1st call drainage for the past 2 & 1/2 years ever since i took over the maintenance on the estate. I find the service we receive 1st class they are quick to respond very experienced and the prices are very completeive all the operatives are helpful and polite would not hesitate to recommend the company."

- Ray Pocock ★★★★★

- Will Madden MRICS ★★★★★
Montagu Evans LLP

"I'm really happy with service provided so far, your staff are customer-oriented, knowledgeable and responded fast when I had emergencies, I couldn't expect a better service. Thank you."

"I have always found 1st Call Drains performance very good, prompt service, professional operatives, and a clean and tidy job."

- William O'Reilly ★★★★★

- Ricardo Da Silva ★★★★★
Rembrandt Hotel Limited

"Fantastic service, quick response and they fixed the issue in no time. Corteous and professional staff. Will definitely use the again."

"1st Call were able to come out to deal with my kitchen sink blockage at very short notice. They were efficient, clear in their estimating and quick to sort out the problem. I would definitely use them again. Caroline, London W2."

- Caroline O'Driscoll ★★★★★

- Lucaa ★★★★★

FAQs

Q What areas do you cover?

A From our base in Mayfair, we cover all of Central London including; Victoria, Marylebone, Pimlico, Mayfair, Westminster, Kensington & Chelsea, Southbank and more. We also operate from an office in High Wycombe that serves Buckinghamshire and the M40 corridor back into London.

Q Who have you worked with in the past?

A We're proud to have worked with many reputable clients in the past, including: Tesco, Jamie's Italian, Wagamama, Wickes, Sainsbury's and Morgans Hotel Group. Our client list is testament to our high reputation, and as it continues to grow — so does our experience.

Q How do you assess whether or not a drain needs replacing?

A We use state-of-the-art CCTV technology to provide a comprehensive survey of your drain. This is achieved by sending a series of tiny cameras through your drainage system and analysing the corresponding video feed to identify any issues. The CCTV survey combined with the keen eye of our experienced team allows us to pinpoint exactly where the issue is and then work to fix it.

Q How long does it take to unblock a drain?

A The length of time it takes to unblock a drain varies depending on a number of factors, including location of the blockage, severity of the blockage and more. In any case, our expert team will be able to assess the blockage and select the most suitable method to tackle it. We guarantee that all blockages will be successfully remedied efficiently and effectively.

Q How can I avoid blockages in my toilets and sinks?

A Blockages can be avoided by only flushing items that are appropriate to flush or only draining items that are appropriate to drain. Toilet paper should be the only artificial item flushed down the toilet. Other paper, such as hand towels should be avoided, as should sanitary products such as tampons. Food should be disposed of in the bin before plates are rinsed, as excess food and grease can easily cause a blockage.

FAQs

Q Do you offer emergency drainage services?

A Yes. We are open 24/7 so that any emergency issues that need immediate treatment can be resolved quickly. Our emergency drainage service provides a guaranteed 48 hour emergency window during which we will address your problem.

Q What are your accreditations?

A We're committed to providing the highest standards of service, and we believe this is reflected in the numerous accreditations we hold, including health and safety credentials from Alcumus SM&MS (Contractor Plus: Approved Contractor), Alcumus SafeContractor (SafeContractor Approved), and from the National Association of Drainage Contractors.

Q What should I do if I have a recurring drainage issue?

A Any recurring drain issue suggests an underlying problem that hasn't been addressed. While unblocking your drains may initially solve the problem, any recurring issue will require further evaluation. We can supply this with our cutting-edge CCTV drain surveys that provide highly accurate insight into the interior of your drainage system.

Q How can I tell if my drains are blocked or becoming blocked?

A Blocked drains will only get worse over time if not properly addressed. Look out for early warning signs to prevent any serious damage from occurring in future. If wastewater isn't draining as smoothly as it once was, your drains may be suffering from a blockage. Call a professional to take a look.

Q How do you unblock a sink and other drains?

A Our methods to unblock a drain will vary depending on the nature of the blockage. We offer comprehensive CCTV drain surveys to identify the exact location and severity of the blockage, and our expert team will combine that information with their years of experience to provide an effective solution. Irrespective of the nature of the blockage and the methods we use, we always provide an effective fix.

Visit our Help & Advice Centre

www.1stcalldrains.com/help-and-advice

Need help or advice on your drainage? Visit our help and advice centre online to find answers to a range of drain related queries. Alternatively, give us a call on 0800 859 5953. Our friendly team are always on hand to take your call.



Locations

We offer a series of drainage solutions to a wide range of customers spanning London and the surrounding counties. We cover Central, West and North London, as well as areas throughout Berkshire and Buckinghamshire.

We offer a quick response time, 24/7 operation, experienced engineers and competitive prices. Take a look below at our full list of covered areas to find out if we can help you.

- Berkshire
- >> Iver

>> Slough

>> Maidenhead

>> Windsor
- Buckinghamshire
- >> Amersham

>> Chesham

>> Beaconsfield

>> High Wycombe
- North London
- >> Camden

>> North London

>> Edgware

>> Wembley

>> Islington
- West London
- >> Brentford

>> Hillingdon

>> Hammersmith

>> Middlesex

>> Harrow

>> Uxbridge
- Central London
- >> Chelsea

>> Southbank

>> West end

>> Fulham

>> Southwark

>> Mayfair

>> Victoria



Contact Us

No matter whether it's a small, single toilet blockage in your residential home, or a comprehensive drainage problem affecting a large-scale commercial business, we can help. Contact the expert team at 1st Call Drain Clearance for all your drainage solutions. Visit our website to fill out our contact form.

Alternatively, give us a call on **0800 859 5953**

www.1stcalldrains.com

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