



If your toilet is CLOGGED, try these steps:

1. Grab your plunger, towels, and some rubber gloves if preferred.
2. Put the plunger in the toilet and gently plunge the toilet, there is air in the plunger, so be careful not to splash water back at you.
3. Once the air is out of the plunger, you can start increasing how vigorously you plunge the toilet, maintaining the seal. You'll be forcing water in both directions in the drain, which will effectively loosen most clogs. Plunging can even take 15 to 20 times.
4. Be patient and persistent. Mix the plunges with short and fast plunges and long vigorous plunges.
5. Keep enough water in the bowl so the toilet plunger stays covered. Trying to force only air through the toilet won't generate much pressure to clear the clog.
6. Most of the time, you will hear a big "swoosh" when the clog has passed.
7. If you hear this "swoosh" try flushing the toilet to confirm.
8. If you are unsuccessful at clearing the clog, do not use the toilet, and [turn off the water to the toilet](#) and submit a Maintenance Request.

If these steps do not solve your issue, submit a [Maintenance Request](#) through your Online Tenant Portal.

Warning: Per the terms of your lease, if a preferred vendor is called out to fix a problem and it is simply one of the above causes, you will be charged for the service call.

Even with a clog potentially being tenant responsibility, we must fix the issue to ensure further damage is not done and even greater expenses incur.