Before your appointment

Use this printable worksheet to explain the problem, record prior service and prepare questions. Keep it with your plumbing records.

1 Describe the problem

Property city / neighborhood:

Fixture(s) affected and when the problem began:

How often it happens and what you notice:

Check what you have observed:

- ☐ Slow drainage
- ☐ More than one fixture affected
- ☐ Problem returned after service
- ☐ Odor, noise or visible backup

2 Bring the service history

Gather previous invoices, inspection reports or video links, and photos you already have. Tell the plumber about any products or tools used on the drain.

Last service date, work performed and how long it helped:

Previous findings or documents to discuss:

3 Plan access and the conversation

Note who can authorize work, any appointment or building access restrictions, and the location of a known cleanout if you already know it. Leave opening or accessing plumbing to the professional.

Access instructions / contact person / questions:

Start here: Drain keeps clogging after snaking: what to ask next
Request service: ritzplumbing.com/contact/

Questions before approval

Ask the plumber to connect the recommendation to the findings and explain what the written scope includes. This sheet records questions; it does not diagnose a pipe.

4 Understand the findings

- What was observed, where was it found, and what could not be evaluated?
- Would a camera inspection help with this problem? Is cleaning needed first?
- Can I review the relevant images or findings and receive a written summary?

Findings / limitations to remember:

5 Compare the proposed next steps

- Is the recommendation cleaning, a repair to one section, lining or replacement? Why does that option fit the observed condition?
- What alternatives are suitable, and what are their limits?
- What access, excavation or surface restoration would each option involve?

Recommended option and reason:

6 Check the written scope

Ask whether the price includes each applicable item below. Mark anything that needs clarification before you approve the work.

- ☐ Inspection and cleaning
- ☐ Access and excavation
- ☐ Testing / completion records
- ☐ Exclusions and change approvals
- ☐ Pipe section / work limits
- ☐ Permits, if applicable
- ☐ Backfill and surface restoration
- ☐ Written warranty terms, if offered

Estimate / scope items to clarify:

Related reading: Los Angeles sewer repair | Pipe lining vs. replacement
For an active urgent problem, contact a qualified service provider promptly; do not delay assistance to complete this worksheet.