Plumbing & Water Leaks — Toilets, Clogs, Shutoffs

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Toilet clogged or running
- Slow or clogged sink/tub drain
- Water leaking under a sink or around a toilet

Try this first

1. Know your shutoffs: each toilet and sink has a small valve on the wall below it — turn clockwise to stop water. Find your main water shutoff now, before you need it.
2. Toilet about to overflow: lift the tank lid and push the flapper down, then close the toilet shutoff valve.
3. Clogged toilet: use a flange (toilet) plunger with water covering the cup; 10–15 firm pushes/pulls, then flush once.
4. Running toilet: jiggle the handle; check that the flapper chain is not tangled.
5. Slow sink: remove and clean the stopper/hair; for tubs remove hair from the drain cover. Use a sink plunger (cover the overflow hole).
6. Small leak under a sink: turn off the valve, put a bucket/towels down, and take photos for your request.

Safety first

- Do not use chemical drain cleaners — they damage pipes and can burn you (and make plumber work dangerous).
- Flush only toilet paper — no wipes (even "flushable"), paper towels, or feminine products.
- If water is near outlets or electrical devices, stay out of the water and shut off power only if you can reach the panel safely.

When to call PCPM

Call PCPM immediately for an active leak you cannot stop, water through a ceiling, sewage backup, or no water (417-844-6363). Otherwise submit a request with photos.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to unclog a toilet: pro techniques (YouTube)
- How to shut off the water to your toilet (YouTube)

- City Utilities — manage your account