

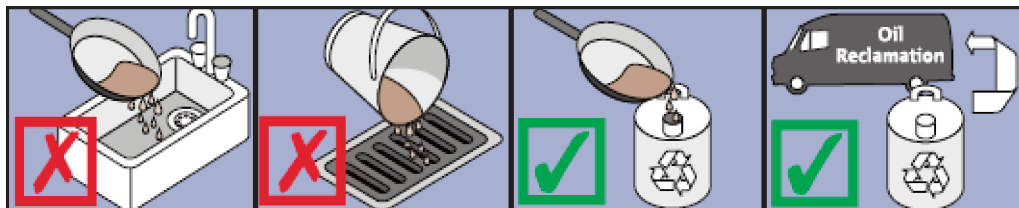
You also shouldn't flush engine oil, paint or other dangerous chemicals down the toilet. These can cause damage to the sewage works and cause pollution.

If you have any oil to dispose of, there are oil banks in all town centres. To get rid of other chemicals you should contact a chemical reclamation firm.

If the cause of a blockage is due to items being flushed down the toilet or drain that shouldn't be, you will be recharged for the clearance.

Putting a degreasing agent into drains occasionally may help prevent the build up of fat in the drainage system.

Watch out for needle stick injuries - never put your hand into a drain or gully.



This leaflet can be provided in Braille, on audio cassette tape/disk, **large print** and in the following languages on request to Cannock Chase Council on 01543 462621.



Bengali, Gujarati, Chinese, Urdu,
Punjabi and Polish

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা :

如有要求的话我們可將此文件翻譯

निम्नलिखित भाषाओं में इस दस्तावेज़ का अनुवाद उपलब्ध है :

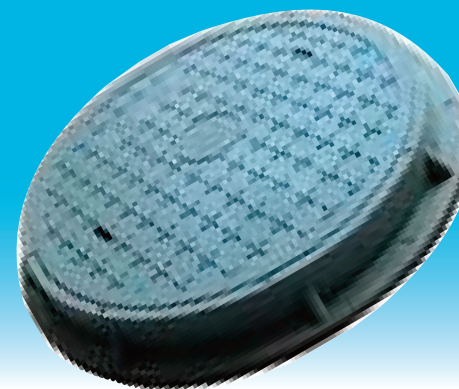
Ten dokument jest dostępny na żądanie w twoim języku

Updated July 2015

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Blocked Drains and Sewers



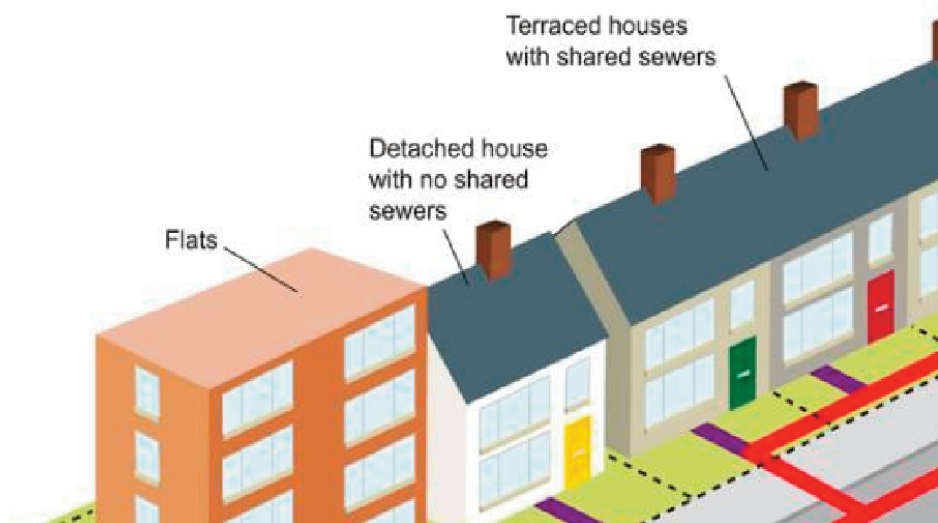
www.cannockchasedc.gov.uk

Introduction

On 1st October 2011, the Government announced that the ownership of private sewers and lateral drains (which connect to the public sewer system) would transfer to the statutory water and sewerage companies.

This leaflet explains changes to the drainage responsibility as a result of the transfer.

Drainage Responsibilities



Definitions

Drain - a wastewater pipe that serves just one property

Lateral drain - the part of the drain that is outside the property boundary

Sewer - a wastewater pipe that serves more than one property

Are there any sewers that were not transferred?

There were some exceptions that will not transfer. Those included:

- Private drains within the property boundary
- Surface water sewers that drain direct to watercourses
- Land drainage and highway drainage
- Privately owned sewage treatment works and pipes connected to them
- Privately owned septic tanks and cesspits

Blockages

Who is responsible for clearing blocked drains and sewers?

Cannock Chase Council is still responsible for maintaining and unblocking the length of drain that takes wastewater away from the property up to its boundary or to where it becomes a Lateral drain or public sewer.

Before reporting a blocked drain, please try to find out if it is just you or you and your neighbours that are affected by the problem.

If you and your neighbours are suffering from a blocked drain you will need to ring Severn Trent Water directly on 0800 783 4444, whether or not your neighbours are Council Tenants or Private Occupiers.

If you are a council tenant and suffer a blocked drain which only affects your private drain ring 01543 462621 to report the problem, but please note that if the Council drainsman finds the blockage to be on a lateral drain or public sewer they **WILL NOT** be able to unblock the drain but will have to report it to Severn Trent Water, which will delay getting the blockage cleared.

My drain keeps blocking - what can I do?

If a drain blocks regularly it may indicate that the pipe is faulty or scaling up. To establish the cause of the fault a closed circuit television camera (CCTV) survey can be used to detect where and what the problem is. However the same rules apply, the Council will only be able to investigate problems associated with the private drain and all others will be reported to Severn Trent Water.

Is there anything that I shouldn't put down my toilet or drain?

Nappies, sanitary towels, female toiletries or cotton buds should not be flushed down the toilet. They can easily cause blockages in pipes and should be hygienically disposed of by bagging them and putting them in the wheelie bin or in a special waste disposal system if one is available.

Condoms shouldn't be flushed down the toilet either. It is safer and more hygienic to wrap the condom in toilet paper and put it in the wheelie bin.

Food waste and cooled fat or oils or other solid matter should be put into plastic bags and put in the bin. Hot fat should be allowed to cool before throwing out. Tipping cooking fat or oil down the sink causes problems, over time the fat coats the inside of the sewer reducing the flow in the pipe and may cause it to block.