

DRAINAGE FORM

If you would like the Council to investigate a drainage complaint or would like to comment on this leaflet, please complete and return this form to the Pollution Section, Environmental Services Department at the address on the back of this leaflet.

Name: _____

Address: _____

Telephone: _____

I wish to comment on/make a complaint about: _____

Date: _____

Disclosure under the Freedom of Information Act 2000 and Environmental Information Regulations 2004

Please be aware that Amber Valley Borough Council may be obliged to disclose information on this form should relevant requests be received from external parties for such information under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. However, personal data shall be protected under the Data Protection Act 1998.

The address of our Headquarters is:

Amber Valley Borough Council

Town Hall, Market Place, RIPLEY,

Derbyshire DE5 3XE

Tel: 01773 570222

Fax: 01773 841343

E-mail: enquiry@ambervalley.gov.uk

Website: www.ambervalley.gov.uk

Switchboard and Reception Opening Hours

9.00am - 4.30pm Monday, Tuesday,

Thursday and Friday.

10.00am - 4.30pm Wednesday



A Minicom telephone system for hearing impaired people is now in operation at the Council.

Please dial 01773 841490

EMERGENCY NUMBER

Out of office hours only - 01773 841414

**ONLY TO BE USED IN A REAL EMERGENCY -
THREAT TO LIFE OR PROPERTY**

Direct Dial Helplines between 9.00am - 4.30pm Monday,

Tuesday, Thursday and Friday.

10.00am - 4.30pm Wednesday

Council Tax Recovery 01773 841445

Business Rates 01773 841444

Benefits/Council Tax 01773 841470

Refuse Collection 01773 841326

**NEEDLES HOTLINE NUMBER IS OPEN 24
HOURS - 0800 0925131**

OUR TOWN CENTRE OFFICES

Payments and enquiries are at:

Alfreton House, High Street, Alfreton DE55 7HH

King Street, Belper DE56 1PX

Market Place, Heanor DE75 7AA

Opening hours: Monday, Tuesday, Thursday,

Friday 9.00am - 4.30pm

Wednesday 9.00am - 1.30pm

Market Place, Ripley DE5 3WZ

Opening hours: Monday - Friday

9.00am - 4.30pm



JANUARY 2009

DESIGNED & PUBLISHED BY AMBER VALLEY BOROUGH COUNCIL

HELPING YOU

*to deal with
drainage
problems from
buildings*



number 37



AMBER VALLEY
BOROUGH COUNCIL

Caring & Working for Amber Valley

At times guttering, drains and sewers can become blocked or damaged. This can cause a nuisance to householders and nearby residents. Where there is a sewage leak, this can also pose a health risk to people coming into contact with it.

Sometimes householders need advice about what to do about drainage problems and about who is responsible for remedying problems.



Who is responsible?

A householder or business is responsible for all of the pipe work from their property up to the public sewer. This includes the rainwater goods, waste water pipes and their sewage pipes.

Where a number of properties share the pipe work they may all be partly responsible for the sewer before it reaches the public sewer. This is the case where sewers were constructed after 1937.

If a problem arises in a shared sewer that was laid before 1937 or with the main public sewer, Severn Trent Water has a responsibility for any problems.

If a property uses a septic tank or cesspit the responsibility for all the pipe work is with the householder regardless of its age.

How to deal with drainage problems

If a problem has arisen from blocked or damaged pipework from your property, you will have to clear the pipes and/or carry out necessary repairs. Plumbers and builders services may be found in the Yellow Pages.

If a problem has arisen at your house or business, and other properties also use the pipe, every property upstream the blockage or damage needs to share the costs to get it back into a good working condition. It may be necessary for everyone to meet and then for one party to organise the work.

If you believe there is a problem with the public sewer or a sewer built before 1937, please telephone Severn Trent Water on 0800 783 4444.



Help from Environmental Services - Pollution Section

- The Environmental Services Department investigates complaints about problems with:
 - pipe work constructed after 1937;
 - private drains;
 - guttering and other rainwater goods;
 - septic tanks and cesspits;to ensure that they are kept in good working condition.

If you have a drainage problem and are uncertain about who may be responsible, the Environmental Services Department offers advice on this. Contact us on 01773 841315.

Where there is a problem with blockages, or repairs are needed, the Council will ensure that householders and businesses know their responsibilities to remedy problems. Wherever possible, we will work with people to ensure that problems are resolved informally. However, the Council can take legal action where this is not successful and pipework from a property is defective or blocked; this would be to ensure that the person(s) responsible carries out any necessary work.

Help with other types of problems

The Environmental Services Department also deals with odour problems affecting people from other properties.

If you need advice on land drainage problems please contact the Borough Development Department on 01773 841533.