

# Service Standards

## Drainage

Drainage matters can be broadly grouped into four main areas:

- Pipes and appliances above ground, such as toilets, sinks, gutters etc are the responsibility of either the owner or the occupier.
- Pipes in the ground that take waste from a single property are drains that are the responsibility of the owner or the occupier.
- Pipes in the ground that take waste from more than one property are sewers and if the property was built after 1937 they are usually the responsibility of the owners or occupiers of the properties that drain to them; these are called private sewers.
- Sewers built before 1937 and most sewers under roads are the responsibility of Thames Water Utilities and are called public sewers.

### **We aim to:**

- Provide an initial response to telephone enquiries by the next working day and, where necessary, the officer(s) will visit within 3 working days.
- When necessary, to use our enforcement duty to serve legal notice upon the owners or occupiers requiring that essential work is done to drains and private sewers.