

Hot Spot ref: 12345 Smith Street
Pitch fibre pipe material
History of issues spanning 8 years
Previous enforcement action taken by local authority

! Repairs required to pipe work running adjacent to coy carp pond. Elderly homeowner extremely concerned about impact on their fish. Wants a home visit to discuss.
 Unwanted repeat contacts to WaSC.

! Re-round and line required between manholes A and B. Run is part private drain and part transferred lateral and homeowner is angry that they are being asked to contribute to cover the private costs. How can this be resolved?
 Unwanted contacts and time spent attempting to liaise with homeowner and insurer.

! Manhole located under decking, access required for re-round and lining. Homeowner reluctant to allow access as repair not benefiting them. Concerns on reinstatement as decking is a bespoke installation with expensive materials used.
 Delays to repair, repeat visits by contractor.

! History of manhole C surcharging. Local authority (LA) had served legal notice on the owners of 9-12 (incl.) before the transfer, which had not been complied with. LA remain concerned about the situation and wish to pursue the matter with the WaSC if unresolved. Unwanted contacts from number 12 and LA, including possible attempted legal action.

! Repairs required under an extension. Homeowner has numerous questions regarding the repair and how this will affect them.
 Unwanted repeat contacts to WaSC.

! Collapsed pipe work within transferred lateral in boundary of number 12. Homeowners have been in dispute for some time due to ongoing drainage issues and number 12 not wishing to give access for repair.
 Extra visits to site for contractor, unwanted contacts from both owners.

! Tree roots affecting serviceability - homeowners of numbers 9-13 have been aware of issues for some time now. Expecting immediate repair now the transfer has happened but WaSC consider serviceable for now. Unwanted contacts and possible complaints from each property owner.

! Pipe work collapsed straddling the boundary of WaSC and homeowner ownership. Excavation required. Homeowner confused at how this will be resolved.
 Unwanted repeat contacts to WaSC.

! Buried manhole under fence had to be exposed for investigation - homeowner unhappy with how their garden has been reinstated. Contractor and homeowner cannot come to agreement.
 Complaint to WaSC.



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