

ABOUT HOUSEHOLD WASTE AND SEWAGE

Sewage is the organic waste from the toilet and waste water and chemicals from everyday activities such as cleaning, washing and cooking. The sewage from kitchens, bathrooms and toilets goes down the different drains that then feed into a sewer.

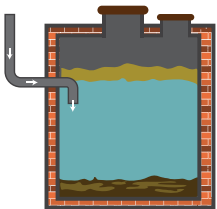
For most households the sewage flows away through many sewers to a main large sewage plant where it is treated. Some homes are in a remote location where the main drainage is not available, and instead use a septic tank, cesspit or another treatment plant.

YOUR SEWAGE

Your home is not on the main drainage system and all the sewage goes into septic tank.



KEEPING THE SEPTIC TANK WORKING WELL



It is important that the septic tank at your home keeps on working properly otherwise there is a risk that it will eventually pollute your local environment and this could result in a prosecution.

There are things that Encircle Housing is responsible for as your landlord and there are things that you can and can not do to make sure the septic tank keeps working efficiently.

WHAT ENCIRCLE HOUSING DOES



Inspections: We carry out an inspection of your septic tank every few years or more frequently if it is needed to ensure that it is working properly and well maintained. Inspections can help identify issues early on and prevent costly repairs or replacements.

If there is a fault, we will carry out the work so that your septic tank continues to work at all times.

If you have got any questions or would like more information:

Call: 0330 094 0142 or email: repairs@encircleha.co.uk

WHAT YOU CAN DO



- **Think:** before you put anything down the sink, toilet or drain
- **Talk:** Tell your guests, visitors and/or staff that you have a specialist sewage treatment plant and tell them how they can avoid harming it



- **Read the label:** use the manufacturers' recommended doses for all household cleaning products



- **Use septic-safe cleaning products:** little and often so the plant is not overloaded. These products are biodegradable and can limit the harm to the bacteria in your system, Always try to use the same products otherwise it can reduce how much waste the bacteria breaks down



- **Wash your clothes:** Spread your clothes washing throughout the week
- **Use the same products:** Stick to the same washing, dishwasher powders and other cleaning products - the bacteria in the plant will work more efficiently with products they are used to



- **Only use bio-degradable paper:** use this type of toilet paper as it will not block up your system



- **Use small amounts of the products:** Use liquid cleaners for clothes washing and for dishwashers, use sparingly
- **Save water:** Excess water use will reduce the efficiency of your system, try to use eco settings on appliances and having a shower over a bath

WHAT YOU CANNOT DO



- **Do not put fats, oils or grease down your drains:** These can clog your system and pipes



- **Do not use harsh cleaning chemicals:** This includes Bleach, disinfectants and drain cleaners. They will kill your systems helpful bacteria and risk releasing untreated sewage. Flushing other chemicals like medicines and car chemicals can be even worse for your system



- **Do not flush any non-biodegradables:** These include wet wipes (even flushable ones) sanitary products, paper towels, nappies etc. They contain plastic which will block your pipes and system



- **Do not put food scraps or coffee grounds down the drain:** They can both block your system and pipes while also damaging the environment by releasing an excess of phosphates. Large amounts of daily waste can also be damaging



If in doubt that it can be flushed or not, bag and bin the waste and place it in the bin or your local recycling centre.