

HOUSEHOLD WASTE AND SEWAGE

A simple guide to how household waste and sewage are managed and how you can use your drainage system responsibly.





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.

KEEPING THE SEPTIC TANK WORKING WELL

It is important to keep your septic tank working properly as your toilets and sinks may stop working, and it could pollute the local environment - this could result in prosecution.

There are things that Encircle Housing is responsible for as your landlord and there are things that you can and cannot 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.

We will empty your septic tank when it is full.



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



**WHAT YOU CAN DO** *CONTINUED*

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

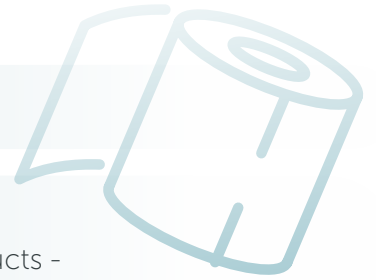
Only use bio-degradable paper: use this type of toilet paper as it will not block up your system

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 (FOG) 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.





CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

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