

## ***How can you help?***

Firstly, please co-operate with the survey team. The job has to be done, and it will be done far more efficiently and economically with your co-operation.

Secondly, if you are having an extension built or plumbing done ensure waste water is correctly routed to the foul sewer. If you have already had 'bad connections', let us know in advance.

**For more information, advice or help, please get in touch by calling us on**

**0117 922 4452**

*and ask for Operation Streamclean*

***By working together we can improve our environment***



Environmental Quality  
The CREATE Centre  
Smeaton Road  
Bristol BS1 6XN

Pest Control Services  
7 - 8 Feeder Road  
St Philips Marsh  
Bristol BS2 0SB



Wessex Water  
Headquarters  
Claverton Down  
Bath  
BA2 7WW



Environment Agency  
Rivers House  
East Quay  
Bridgwater  
Somerset  
TA6 4YS

With the support & co-operation of Bristol City Council Building Control Department, Brunel House, St George's Road, Bristol, BS1 5UY.



# ***Operation Streamclean***

Information advice leaflet for homeowners and tenants



This information advice leaflet provides advice and guidance to homeowners and tenants soon to be visited by the Operation Streamclean Survey Team.

*Get it right the first time ... Save yourself time, money and effort.*

## **Two Different Drains ... Two Different Destinations**

Many urban areas, particularly those constructed since the 1960's, have two completely separate drainage systems.

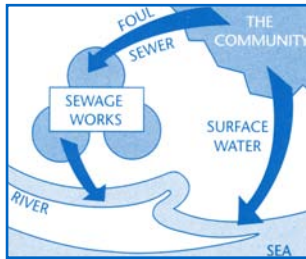
One is the surface water drainage system. This collects the rainwater from our roofs, drives, roads and drains into the streams and rivers.

The other drainage system is the foul sewer. This collects waste water from our homes and routes it to the local sewage works. Here it is treated and cleaned before being returned to the environment.

This works well – until a home is connected to the wrong drainage system. And, unfortunately, the appliances in some homes are wrongly connected.

The biggest problem with pipes, of course, is that they aren't easy to follow. We only know that homes are wrongly connected when local streams become polluted with household waste water. How does this happen? It's all too easy – and with disastrous results.

Often when an extension is built, a kitchen re-plumbed or a new washing machine or dishwasher installed, the householder, plumber or builder connects the outlet pipe to the surface water drain, not the foul sewer. This waste water not only pollutes local streams, endangering or even killing wildlife, it also poses a potential public health risk and is a serious offence. Householders or installers could be prosecuted.



## **What is Operation Streamclean?**



Operation Streamclean is a partnership between Bristol City Council, The Environment Agency & Wessex Water. The partnership was set up in 1992 to specifically identify wrong drainage connections at properties.

Over the coming months, the survey team will be visiting your area. They will examine connections to the foul and surface water drainage systems. They then advise householders, if required, on making the 'right connections' to improve the local environment.

Although the survey work is carried out by three organisations, there is just one office to deal with and just one phone number to use:

**0117 922 4452**

*please ask for  
Operation Streamclean*



*River Trym at Sea Mills*

## **Building Control Supporting Streamclean**

Operation Streamclean continues to be a success helping to identify and reduce pollution entering Bristol's watercourses with the support and co-operation of Bristol City Council Building Control.

This means that Operation Streamclean is involved in the assessment of drainage information regarding new builds and extensions to existing properties within Bristol.

If you have developed a new property, re-developed an old one or extended your own, Operation Streamclean are happy to provide supplementary guidance and advice about the suitability of drainage connections.

If Operation Streamclean find that you have installed an illegal drainage connection you will be required to correct the connection at your own expense.

### **The Buildings Act**

In exceptional circumstances where a property owner does not rectify illegal drainage installations, the Building Regulations Team will have no choice but to take enforcement action under Section 36 of the Building Act or alternatively your Local Environmental Health Officer may take action under Section 59 of the Building Act.