

Appendix A - Responsibilities for Water and Sewage Problems

1. Fresh water leaks

Brent Council has no responsibility for the fresh water network supply. For Fresh water leaking on the public highway, building or residence - contact your local water supplier [Thames Water](#) or [Affinity Water](#).

- [Thames Water](#): 0800 714614
- [Affinity Water](#): 0845 7823333

Clean Water Supply Pipe Responsibilities

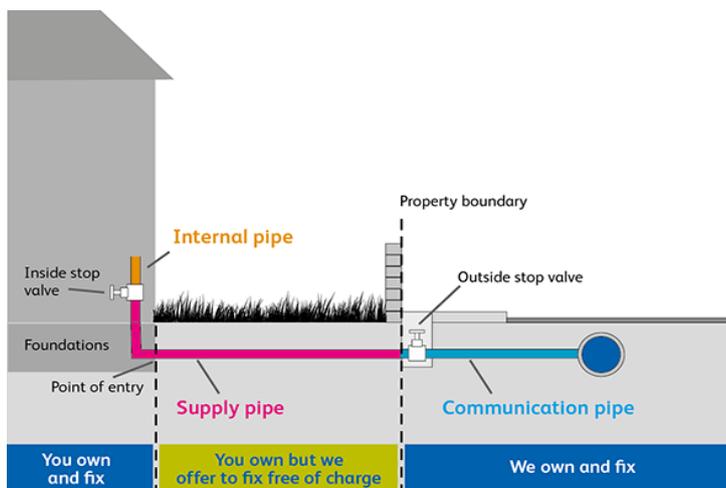


Diagram courtesy of Thames water Website

2. Foul water (sewage) leak in a public space

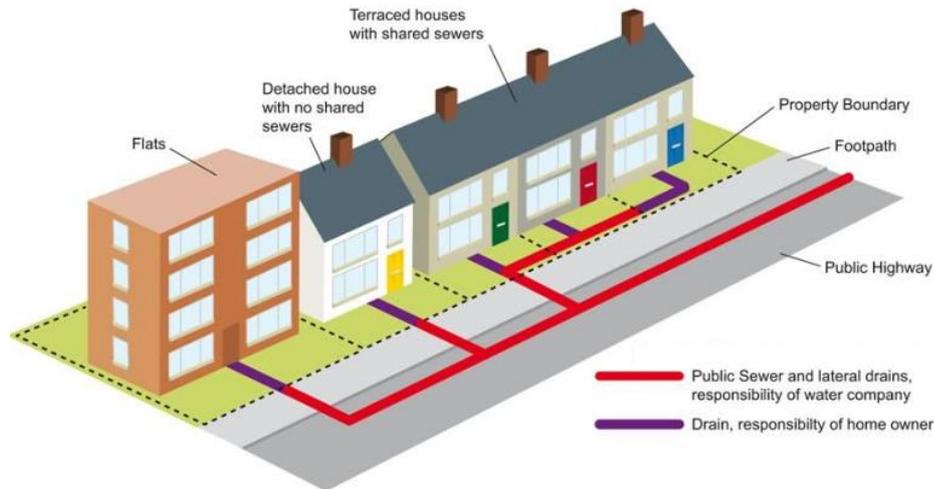
For Blocked foul or surface water sewers in a public space, e.g. in a park or out on the road , contact [Thames Water](#)

3. Foul water (sewage) or surface water drains within private or council owned properties

- Blocked foul/surface water drains in properties where the drains are shared ("**section 24**") - Contact [Thames Water](#)
- Blocked foul/surface water drains in properties where homeowners are certain that the drainage only serves their own property. - Homeowners must make their own arrangements for a suitably qualified drainage expert or builder to carry out works to any defects found at their own expense.
- Blocked foul/surface water drains in Brent house management properties that serve more than one property – Contact Thames Water
- Blocked foul/surface water drains in Brent Housing Management properties that have an individual drainage system that only serves the property - Tenants should contact [Brent Housing Management](#) to arrange for the works to be carried out.

Sewerage Responsibility Diagram

Diagram courtesy of quick clear drainage



4. Ground water

Land Drainage is a complex area of responsibility. The rule of thumb is that the landowner is responsible for the land drainage of their land. As Lead Local Flood Authority the Council has a role in providing technical advice with regard to local flooding sources so we can provide advice to Residents of the borough who are having issues with groundwater. Please email Highways&infrastructure@brent.gov.uk

5. Highway Drainage

- Blocked road drains ("gullies")- [Use our Cleaner Brent app](#) or email highways&infrastructure@brent.gov.uk.
- Missing road gully cover ? [Use our Cleaner Brent app](#)