

## 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*

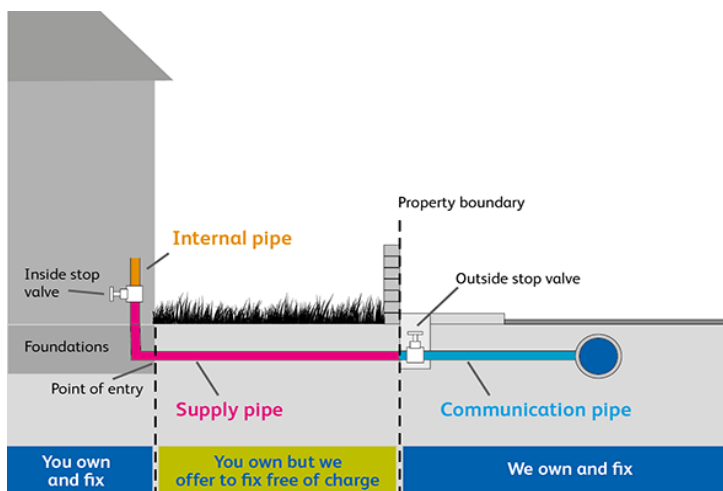


Diagram courtesy of Thames water Website

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

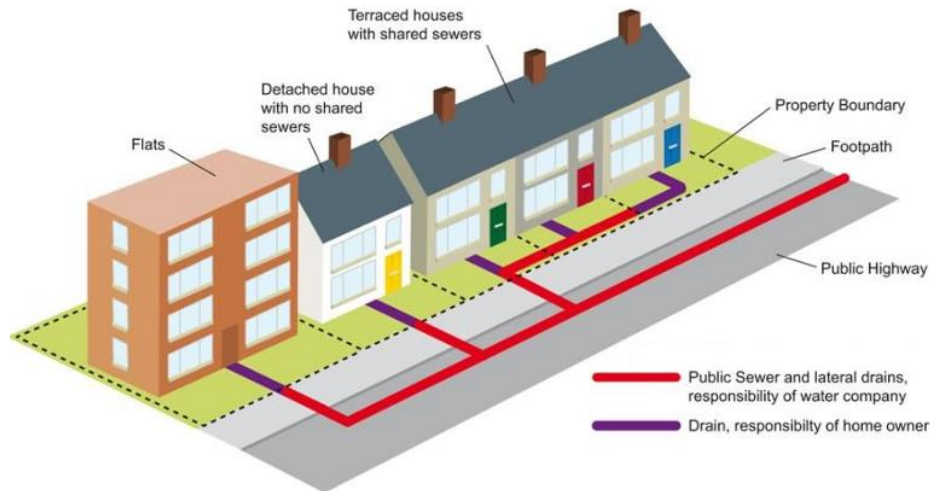
For Blocked foul or surface water sewers in a public space, e.g. in a park or out on the road , contact [Thames Water](#)

### 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](mailto:Highways&infrastructure@brent.gov.uk)

### 5. Highway Drainage

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