

CUSTOMER JOURNEY

for a formal application to build over or close to a public sewer

You'll need to provide the following three things:

- A completed application form [download a form>>](#)
- Your building plans
- Your application fee

>>> **START OF PROCESS**

If you're building **over** a sewer you'll also need to tell us if you're going to replace the pipe or provide a CCTV survey showing that you don't need to.

You can apply online or by post. Our team are just a phone call away and are happy to help with any queries you may have with your application. For **West areas** call: 01902 793550 and for **East areas** call: 02477 716843. Please view our handy [map](#) which shows if it's our East or West office that will progress your application.



Our role
Your role

We will evaluate your application to check that the proposed building works do not adversely affect your property or our sewers. We'll endeavour to do this within 10 working days and let you know the outcome.

Provisional approval

Unsuccessful approval

Great news, your application has been successful. Our **provisional** approval letter confirms what the conditions of approval are.

Sorry, your application has been unsuccessful this time. Please take a look at our response to see why. If you are able to change your plans in relation to our feedback, send us a copy and we'll re-evaluate.

If you've got all your approvals in place from both us and building inspectors, then you can start your building work. Please let us know when the work is complete.

If you've built over the sewer or replaced the pipe please submit a post build CCTV survey report of the sewer(s) to us. If you've built close to the sewer you may be asked to submit a CCTV report(s).

Please note: If you are using an architect or agent to liaise with us on your behalf, please be aware this process still applies. We need all the requested information detailed in this document about your building work(s) to be able to provide an approval, where possible.

We'll endeavour to look at your CCTV report within 10 working days and let you know the outcome of our evaluation.

>>> **Unsuccessful approval**

Successful approval

Sorry, sometimes we can't issue a final approval, either because the sewer is damaged or the conditions of the approval haven't been fully met. Should this happen, we'll advise you of what changes are required to enable us to provide our final approval.

You've got our **final** approval for your completed building works. This letter is important and should be kept with the deeds of your property.