



Your sewage treatment plant








Your home is connected to a sewage treatment system that treats dirty water, including toilet waste.

Please follow the simple guidance in this leaflet to keep the system working properly. This will help to avoid blockages, unpleasant smells and water pollution from the discharge.

DO

- ✓ Spread your washing machine use across the week. With each load, your washing machine disposes a large amount of dirty water very quickly and this can overload the system.
- ✓ Use showers rather than baths. Showering reduces the amount of water being put through the system in a short amount of time.
- ✓ Use biodegradable (eco) cleaning products wherever possible. This includes clothes washing powder/liquids, washing up liquids and car washing cleaners.
- ✓ Always follow the manufacturer's instructions when using or diluting washing/cleaning products, to avoid a high dose of chemicals going through the treatment plant.
- ✓ Spread your house cleaning chores across the week to avoid a high level of chemicals going through the treatment plant in a short time frame.
- ✓ Avoid regularly changing your cleaning products. Over time the system can learn to live with a particular chemical and this prevents the system turning septic.

DO NOT

-  **DO NOT** flush down the toilet any non-biodegradable products. This includes sanitary towels, tampons, incontinence pads, disposable nappies, any kind of wipes, cotton wool/pads/buds and condoms.
-  **DO NOT** flush away medicines or mouth wash.
-  **DO NOT** flush or wash away fat, grease or oil from cooking.
-  **DO NOT** put garden chemicals down drains or flush away.
-  **DO NOT** put motor engine oils, anti-freeze or car cleaning liquids down drains or wash away.
-  **DO NOT** put DIY products (including solvents, paints, glue, white spirit, paint thinners) down drains or wash/flush away.
-  **DO NOT** wash away dairy or general food waste, even if it has gone through a food disposal unit.



Even products labelled as flushable will not break down. Over time the buildup will clog up the system and cause damage to the treatment plant.



Over-use of chemicals will cause the system to go septic. This will release a strong unpleasant smell.

Please follow the advice in this leaflet to avoid unnecessary additional maintenance works, where you may be recharged.

Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



**TENANTS
ONLINE**