



Blockage of the sewage pipes

A flat recently reported a sewage blockage in their block that caused water to come back up filling their bath, basin and kitchen sink. When cleared it was apparent that the blockage had been caused by a neighbour flushing baby wipes down their toilet.

We wish to make it very clear that nappies, baby/wet wipes, cotton buds/pads, cigarette butts, paper towels, plastic wrappings and sanitary products should never be flushed down the toilet. It's pretty straight forward - only human waste and toilet paper should be flushed down the toilet.

Likewise with the kitchen sink; fat, oil, foodstuffs, paint or toxics of any sort should not be rinsed down the kitchen sink – these do not break down and block the pipes.

The flat in question incurred costs – so long as it can be evidenced then Highland Court will assist impacted flats in their claim against another for recovery of costs and compensation.

More details can be found on the Thames Water website:

<https://www.thameswater.co.uk/about-us/responsibility/bin-it>



Yours sincerely

Highland Court (Woodford) Limited