



That Sinking Feeling

Last year Sadeh Lok spent over £8,000 unblocking kitchen and bathroom wastes and drains. Whilst a few of the problems were due to defective drainage, a lot of callouts were the result of improper use of sinks and toilets, some of it accidental, but some of it malicious.

In order to ensure the money you pay in rent is used for genuine repairs and improvements of homes and schemes, not wasted on waste, it is important that residents take care of how sinks and toilets are used.

Young children are often a cause of problems by putting things down the toilet which results in blockages, so it's a good idea to supervise them as much as possible.

It is a good idea as part of your cleaning routine to regularly use a sink unblocker, These should be used regularly every 4 to 6 months and are best used over night to be most effective. These can be bought from most supermarkets, hardware stores and some local shops.

Hair in wash hand basins and baths is another common cause of blockages and care should be taken when brushing or combing your hair over wash hand basins in the bathroom as you may not notice that your hair is going down the plug hole.

Cooking oil and fats poured down wastes are also a fairly common source of blockages particularly in underground drains.

The oil or fat is poured down hot and then solidifies as it flows down the waste and in to the drain. Over time the accumulation of the solidified oil or fat causes other debris to build up with it blocking the drain.

Such blockages often incur high costs to clear, in some cases amounting over £200 if a jetter tanker is required.

You are responsible for clearing blockages to your kitchen sink and bathroom wash hand basin, toilet and bath, unless it is a genuine defect. Read Section 5 of your Tenants Handbook for further details – a further copy of your Tenants Handbook is available on request by calling the Customer Service Team on **01484 435715**.

We regularly recharge residents for clearing blockages, but we would rather the problem was avoided in the first place saving money that might otherwise be available to spend on more beneficial repairs or improvements.

Remember - a little care with waste will save on wast£.



Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

You can make a complaint, comment or compliment about the services provided by Sadeh Lok by speaking to a member of staff either face to face or over the telephone, by sending a letter, e-mail or fax or by completing a customer feedback form.

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Office Opening Hours:
Monday to Friday 9.00 a.m. to 5.00 p.m.

Sadeh Lok offices at Trafford House may not be accessible to you if you have mobility difficulties.

If you do have mobility difficulties and you would like to speak to a member of our staff in person, please contact Sadeh Lok's Customer Service Team on **01484 435715** who will be happy to arrange either a home visit or an appointment to meet you at another suitable location

If you would like this information explaining in your language or in large print, Braille, or audio formats, please contact our office on 0845 057 7082 where a member of staff can help. **(English)**

ته گه ر ناره زووت كرد له وه ي كه ته م زانياريانه روون بكره وه به زمانى خوت يابه پيتى چاپكراوى گه وره، به نوسينى برايل (بو كويره كان) يان به تومارى ده ننگ له سه ركاسيت، به يارمه تيت په يوه ندى بكه به فه زمانگه كه ي تيمه وه به هوى ته م ژماره له له فونه وه 08450577082 ته و كاته يه كيك له ته ندامانى كارگيرى ته توانيت يارمه تيت بدات. **(Kurdish)**

اگر آپ کو ان معلومات کی وضاحت اپنی زبان میں درکار ہو یا آپ اسے بڑی لکھائی یا بریل میں یا آڈیو ٹیپ پر چاہتے ہوں تو براہ مہربانی ہمارے دفتر سے ٹیلی فون نمبر: 0845 057 7082 پر رابطہ کریں۔ وہاں پر موجود ہمارے عملے کا کوئی ممبر آپ کی مدد کر سکے گا۔ **(Urdu)**

Ako zelite ove informacije objasnjene (prevedene) na vasem jeziku ili stampano Velikim slovima, brailleovim pismom (za slijepe osobe), ili audio (kasetama) formatu, molimo vas da nazovete nas ured na br. 0845 057 7082 gdje nasi clanovi su na usluzi. **(Bosnian)**

આ માહિતી તમને તમારી ભાષામાં સમજાવવામાં આવે અથવા મોટી છપાઈમાં, બ્રેઈલમાં અથવા ઓડિઓ સ્વરૂપોમાં મળી રહે એવું જો તમે ઇચ્છતા હોય તો, મહેરબાની કરી અમારી ઓફિસનો 0845 057 7082 નંબર પર સંપર્ક કરો જ્યાં અમારા સ્ટાફનો કોઈ સભ્ય તમને મદદ કરી શકે છે. **(Gujarati)**

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਜਾਂ ਆਡੀਓ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰ ਨਾਲ 0845 057 7082 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਸਟਾਫ ਮੈਂਬਰ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। **(Punjabi)**