

# APPLICATION FOR Drain blockage reimbursement



**Waverley Council Customer Service Centre**

**55 Spring Street, Bondi Junction** (open 8.30am to 5pm, Monday – Friday)

PO Box 9, Bondi Junction NSW 1355

PHONE **9369 8000**

FAX **9387 1820**

WEB **www.waverley.nsw.gov.au**

ABN 12 502 583 608

Name .....

Company .....

Phone .....

Contact address .....

Address of blockage .....

Date of blockage.....

Time of blockage ..... am/pm

Status (*must be one of the following*)

- Owner
- Secretary of the Body Corporate
- Authorised agent of the Owner/Body Corporate

Evidence available

- Photographs
- Roots
- Other (*please specify*)

## PLEASE NOTE

**Procedure:** The applicant must: pay the contractor in full and attach a copy of the paid invoice; fully complete the back of this form; and sign below. Otherwise the application will not be processed.

I have read Council's policy (at right), and agree to comply with it.

Signature .....

Date .....

## DRAIN BLOCKAGE POLICY

1. If blockages are suspected of being caused by roots from Council trees, Council plumbers must be called in. On weekdays between 8.30am and 3.00pm, call 9369 8000. For emergencies outside these times, call Council's after-hours inspectors on 0404 073 212 or 0417 027 177.

2. Where Council staff or contract plumbers are able and willing to attend a blockage and their service is refused, no reimbursement for related private contractors' fees will be considered.

3. Council staff or contract plumbers will not carry out work unless (a) the property owner, property manager or the secretary or chair of the body corporate has signed an agreement to comply with this policy, and (b) an authorised person is on site throughout the period of work. Where these conditions have not been met, no reimbursement for related private contractors' fees will be considered.

4. If Council does not judge the probable cause of the blockage to be a Council tree, Council plumbers will not commence work.

5. If a sewer diagram is deemed necessary the owner/secretary/agent will bear the cost. Where affected lines do not appear on the sewer diagram, or where the drain has not been constructed in conformance with regulations, Council has no obligation to carry out work or to consider reimbursement for contractors' fees.

6. Council plumbers will attempt to clear the line using a rotary cutter ('eel') where safe and practical. Council has no obligation to dig up and/or replace any line, install inspection openings or carry out work inside buildings or where no direct rodding access is available.

7. If a Council tree is causing the blockage there is no charge for work by Council plumbers. If there is any other cause a reasonable fee will be charged. If such charges are not paid within one month, Council will not attend blockages at the relevant owner/agent's properties until payment has been made.

8. Where Council is called repeatedly in one year, or where the problem is repeatedly found not to have been caused by Council tree roots, it may refuse to attend further blockages.

9. Where a Council tree is discovered or suspected to be the cause of a blockage, or is in such proximity as to be the possible cause of a blockage, privately contracted plumbers who have been made aware of this policy must refer the matter to Council, and draw condition 1 of this policy to the attention of the owner, body corporate or their agent, before continuing work.

10. Reimbursement for contractors' fees will not be considered if (a) Council's staff or contract plumbers should, and could reasonably, have been called, and either the owner, the secretary of the body corporate, their agent or their plumber are on record as having received this policy; or (b) the claim includes false information, for example regarding the cost of labour.

11. Reimbursement will be considered for effective, necessary, recent line clearing only. Council has no obligation to reimburse for (a) work carried out more than one year before receipt of the application, (b) use of high-pressure water blasting, (c) use of video cameras, (d) work not required in order to clear lines, (e) unsuccessful attempts to clear lines, or (f) line replacement. However, Council may offer a contribution to line replacement on the terms stated in Schedule 1 (contact Council for a copy).

12. Reimbursement is offered at a standard rate only. The maximum reimbursement for any one blockage is \$250.00 including GST.

**PRIVACY:** The personal information supplied on this form is required in order to provide the service requested. It will be used by Council staff and stored in our record system for only as long as necessary. During this time it can be accessed and amended by you. We will only give your information to a third party with your consent or if we are required to do so by legislation.

# Cost breakdown

## FOR SEWERAGE/STORMWATER DRAIN BLOCKAGE REIMBURSEMENT CLAIM

PLUMBER.....

INVOICE NO.....

DATES OF WORK.....

### For clearing line

Materials *(please specify)*: \$

.....  
 .....  
 .....

#### Equipment *(please specify)*

1 .....

\$ ..... per hour/day *(delete one)* x ..... hours/days *(delete one)* = .....

2 .....

\$ ..... per hour/day *(delete one)* x ..... hours/days *(delete one)* = .....

#### Labour

..... x Tradespersons @ \$..... per hour x ..... hours = .....

..... x Labourers @ \$..... per hour x ..... hours = .....

..... x Apprentices @ \$..... per hour x ..... hours = .....

#### Other

.....

### For replacing line

Materials *(please specify)*

.....  
 .....  
 .....

#### Equipment *(please specify)*

1 .....

\$ ..... per hour/day *(delete one)* x ..... hours/days *(delete one)* = .....

2 .....

\$ ..... per hour/day *(delete one)* x ..... hours/days *(delete one)* = .....

#### Labour

..... x Tradespersons @ \$..... per hour x ..... hours = .....

..... x Labourers @ \$..... per hour x ..... hours = .....

..... x Apprentices @ \$..... per hour x ..... hours = .....

#### Other

.....

TOTAL \$ .....