



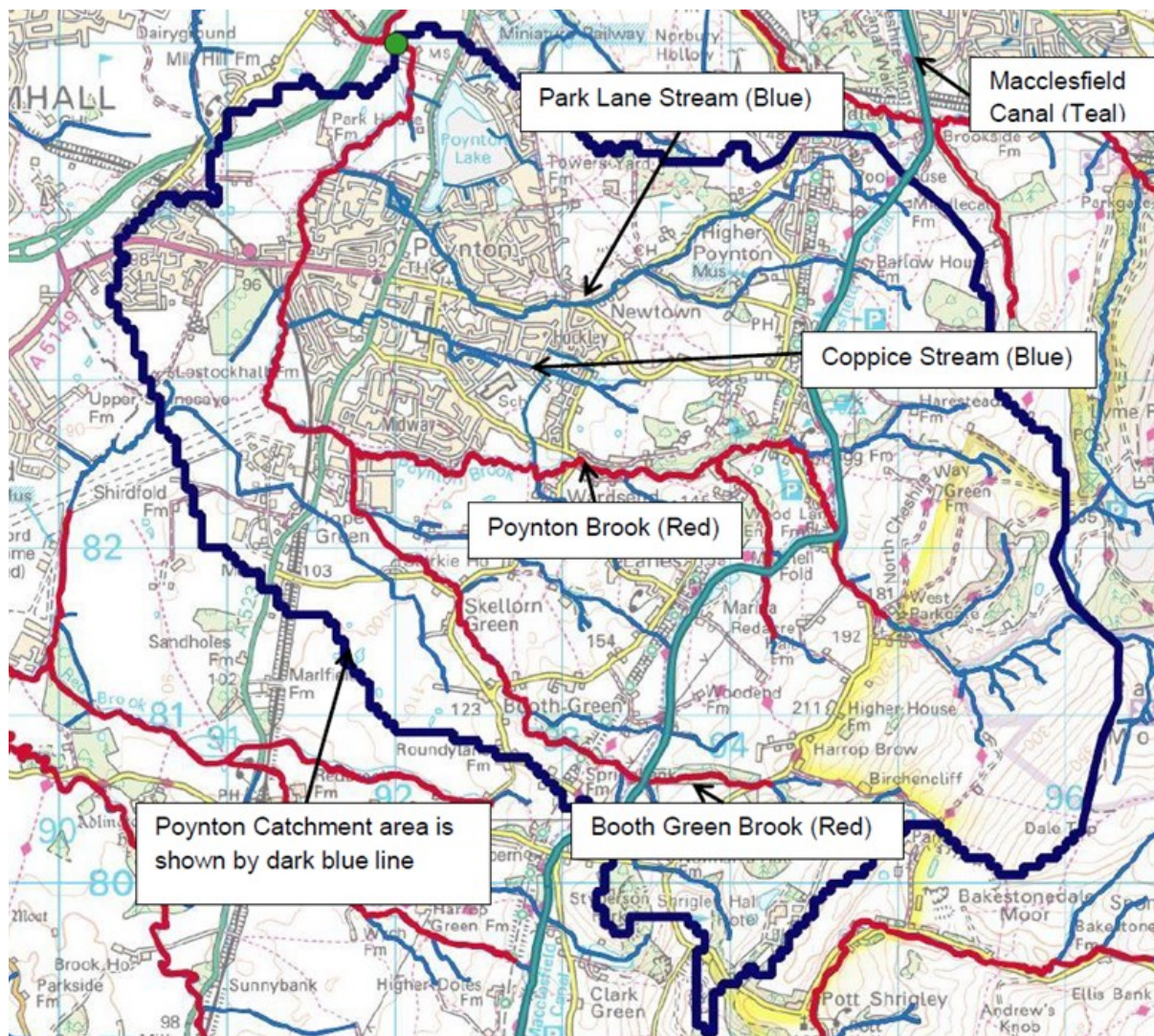
## Poynton Update and News. Flooding. Be Flood Aware. Prepare. Prevent. Protect.

### Introduction

Like many places in the UK, Poynton has experienced flooding. This document has been prepared by Poynton Town Council supported by the Flood Action Group and the Flood Working Group, as a general guide to help provide residents with the following information:

- Understand how and why Poynton experiences flooding
- Understand the flood risk
- Roles and responsibilities of individuals and organisations
- Where to report issues which have the potential to increase the risk of flooding
- Be flood aware. Monitor the weather and flood risk
- Flooding - how to prepare for a flood, how to protect you and your home during a flood and how to recover after a flood
- What else you can do to help

### Poynton Catchment





## How and why does Poynton experience flooding

The area within the **dark blue line on the map is the Poynton Catchment**, also known as the 'watershed' or 'drainage basin'. Rain falling on this area of land drains towards Poynton. Light rain will evaporate or drain into the ground whilst heavy and torrential rain will run across the ground surface as surface water runoff. Surface water runoff takes the easiest route downhill, usually into a stream or drain.

Poynton has experienced several different sources of flooding. If you understand the source of flooding, it will help you prepare to protect yourself.

### Main river flooding

Flooding from a 'Main River' happens when so much water enters the river system, it can't cope causing the river bank to overflow, filling the lowest lying areas. Booth Green and Poynton Brooks (Red) on the map are classed as Main Rivers forming part of the Upper Mersey River Catchment Area.

Some homes and businesses in Poynton have experienced this kind of flooding.

### Ordinary watercourse flooding

An ordinary watercourse includes every river, stream, ditch, culvert (other than a public sewer), drain etc. which does not form part of a main river. This includes Park Lane Stream and Coppice Stream (Blue) on the map.

In addition there are a number of unnamed ordinary watercourses that drain into Poynton Pool including the bifurcation stream from Park Lane Stream, others along South Park Drive & Anglesey Drive and from the pond on Towers Road.

The section 19 report identified the probability of flooding from an ordinary watercourse in any one year is 5%.

### Surface water flooding

Surface water flooding is a significant cause of flooding in Poynton and unlike flooding from rivers, surface water flooding can happen many miles from a river, often in places that people wouldn't expect. However, our climate is changing and we are experiencing more extreme weather events with increasing frequency, such as very heavy downpours of rain.

Poynton's landscape is also changing. Very heavy downfalls, can't get away quickly enough through established drainage routes and finds new ways downhill and new areas to pool. This can be areas where you live. If you are new to Poynton, talk to neighbours to see if anything has happened around where you live.

See more under the 'Understanding the Flood Risk' section for maps.

### Groundwater flooding

This can occur when periods of prolonged rainfall cause the water table to rise and emerge in basements or above ground. It was suggested the 2016 flood event was in part due to coal mine pumps having been recently switched off but they were turned off when the mines closed, the last one in 1946. This is not known to be a source of flooding in Poynton.

### Avoidable sources of flooding

All the drains, streams and rivers that carry water away from Poynton have a finite capacity. Anything that interrupts the flow, reduces that capacity and leads to flooding of a place can be thought of as an avoidable source of flooding. It might be for example: a blocked drain on the street or a watercourse choked with vegetation or a fallen tree.

Other avoidable sources of flooding include the slow creep of increasing pressure on the existing drainage infrastructure through the development of new and existing homes and gardens. Poynton Town Council considers flood risk when responding to Cheshire East Council as a consultee on planning applications for any new developments.

Avoidable sources of flooding is where you can really play a part in protecting yourself and others, particularly if you have responsibilities as a riparian owner. There is more information in the 'What else can I do to help?' section on how you can help to reduce avoidable flooding.

## Sewer flooding

Flooding from sewers or drains occurs when the capacity of the sewer is exceeded or as a result of a blockage. Public sewers are the responsibility of United Utilities, while drains serving only one property are typically the responsibility of the property owner. Public sewers usually run in roads, however can cross private land.

## Understanding the flood risk

For every 200 homes in Poynton, one home experienced some kind of flooding in 2019. Sometimes the risk of a particular flood event is described as a “one in a hundred year” event. This has led to some confusion that it will happen once every hundred years. What it is really saying is there’s a 1% chance of it happening in any year. These are just statistics and they are based on averages of past years recorded rainfall.

Again, climate change is re-writing the book and the predicted risks are changing and they show there is a greater chance of flood events happening. Bear in mind that if you did not flood last time that you could be at risk next time.

### Risk levels

A ‘risk of flooding from surface water map’ has been produced by the Environment Agency, using information and input from Lead Local Flood Authorities. It has been developed using cutting edge technology, with flood experts using models to observe how rainwater flows and ponds, and producing maps that take local topography, weather patterns and historical data into account. It gives an indication of whether your area may be affected by surface water flooding and to what extent.

Surface water maps can be found using the link below.

<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map>.

You can zoom in or pan out depending on the area you are interested in or search by postcode. You can also select the type of flood risk information you want to see, as well as access details about the level of risk, the name of your Lead Local Flood Authority and water depth and velocity information.

If you don’t have access to the internet, you can get a copy of the map posted or emailed to you by calling Floodline on 0845 988 1188.

The Environment Agency identifies four levels of flood risk.

- **High** - each year, the area has a chance of flooding of greater than 1 in 30 (3.3%)
- **Medium** - each year, the area has a chance of flooding of between 1 in 100 (1%) and 1 in 30 (3.3%)
- **Low** - each year, the area has a chance of flooding of between 1 in 1000 (0.1%) and 1 in 100 (1%)
- **Very low** - each year, the area has a chance of flooding of less than 1 in 1000 (0.1%)

## Roles and Responsibilities

### Environment Agency

The Environment Agency is sponsored by the UK Government's Department for Environment, Food and Rural Affairs, with responsibilities relating to the protection and enhancement of the environment in England. The Environment Agency are also responsible for managing the risk of flooding from main rivers, reservoirs and the sea.

### Property owners

Authorities advise that as a property owner you have the main responsibility for protecting your property from flooding, usually described as making it 'flood resilient'. The drainage pipes located beneath a house, garden or driveway usually belong to the property owner so it's up to the property owner to carry out any clearance works. They are also responsible for the surface water that falls onto their property. Drainage pipes typically stop being the property owners responsibility the moment they reach the outside boundary of the property and meet with another private drain or sewer, but may not always be the case.

### Landlords and tenants

Tenants are responsible for their possessions and should be able to store sentimental items and important documents in a safe place, switch off gas, electric and water supplies as part of keeping an up to date flood plan. They also have some responsibility to protect the building in which they live.

Landlords should inform tenants of any flood risk and encourage them to plan ahead for possible flooding. A landlord can also ask a surveyor to help by finding the most effective property-level flood protection solutions and use building materials that will not be affected by water, etc.

### Property and land owners with riparian watercourse ownership

If you own land or property across which, adjacent to, or underneath, runs a natural watercourse, then you normally have 'riparian responsibility'. This includes main rivers and ordinary watercourses. The deeds for a property or land will tell you if this is not the case. Responsibilities includes: not erecting structures around or changing the profile of the watercourse; clearing vegetation or not removing vegetation depending where you are on the watercourse; reporting incidents such as blockages and flooding; not dumping rubbish or garden waste into the watercourse; or even meeting the cost of repairing a culvert under your land.

<https://www.gov.uk/guidance/owning-a-watercourse>

### Poynton Town Council (PTC)

Following recent flooding events Poynton Town Council recognised the need to bring the Lead Local Flood Authority (LLFA), stakeholders and concerned residents together with a view to building resilience against flooding as a community. The Flood Working Group was established by the Town Council in response to the floods of the 31<sup>st</sup> July 2019 and it reports to the Town Council's Facilities, Infrastructure and Economic Development Committee.

The Flood Working Group has reviewed what actions were taken by the Flood Risk Management Agencies following the 2016 floods. It has also collected flooding data from Poynton residents in 2019 to ensure the authorities had accurate information, investigated with residents and the Flood Action Group, local problem areas and reviewed the section 19 report on the 2019 floods.

The Flood Working Group, on behalf of the Town Council, continue to have regular contact with the Flood Risk Management Authorities and will be monitoring progress on the actions highlighted by the section 19 report. The Flood Working Group also engage with the Flood Action Group who are a key stakeholder for flooding. The Flood Action Group was formed by residents for residents as a result of flooding in 2016 and 2019. The aim of this group is to help reduce flooding in Poynton and to build community resilience. Members represent locations across the village.



## Cheshire East Council - Lead Local Flood Authority

As Lead Local Flood Authority (LLFA) for the Poynton area, Cheshire East Council have a duty to manage flood risk from surface water, groundwater and ordinary watercourses, respond to emergencies, lead on community recovery, are responsible for maintaining a register of flood risk assets and recording and investigating flooding incidents.

Whilst Cheshire East Council are responsible for managing risk from flooding, they aren't necessarily responsible for the flood risk asset themselves. E.g. they are responsible for managing the persons with riparian responsibility on an ordinary watercourse, but are not themselves responsible for the water course. For more information: <https://www.cheshireeast.gov.uk/planning/flooding/floods-and-flood-risk/flood-risk-management.aspx>

## Cheshire East Council - Flooding of highways, gullies and drains

Highways roads, footpaths, drains and gullies are the responsibility of the local highway authority, which is Cheshire East Council.

## United Utilities - Flooding from public sewers

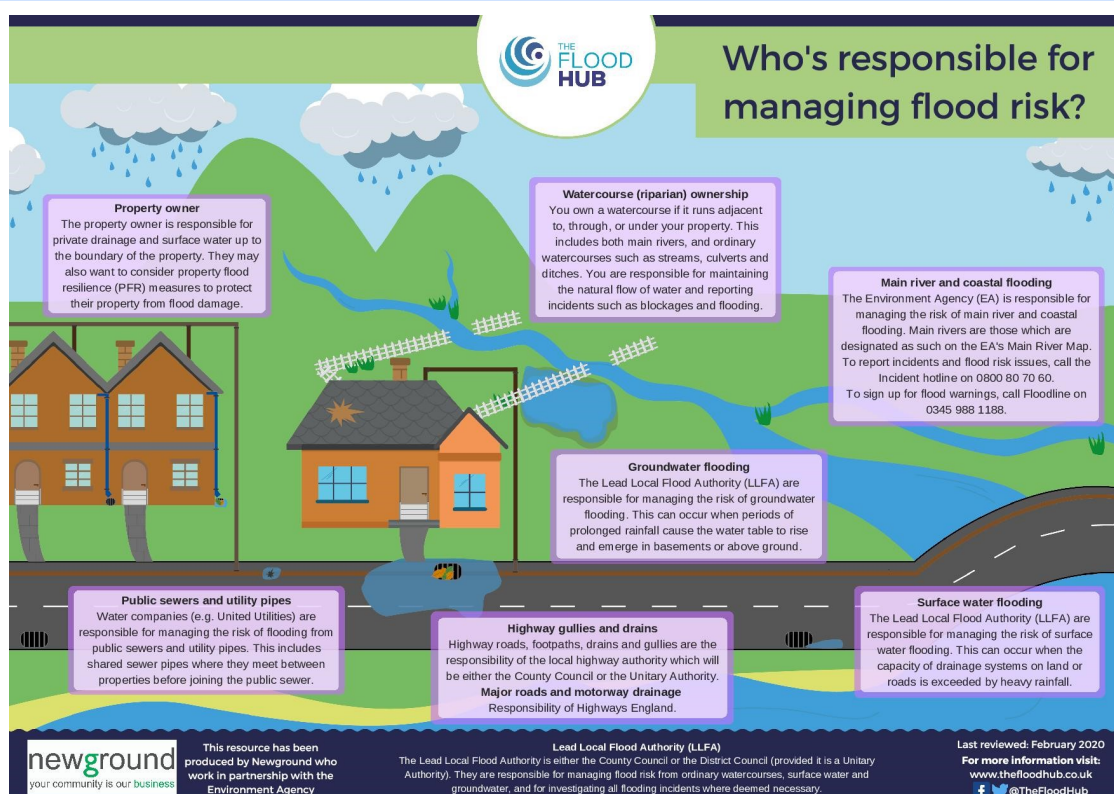
Water companies (e.g. United Utilities) are responsible for managing the risk of flooding from public sewers. This includes shared sewer pipes where they meet between properties before joining the public sewer.

## Canal and River Trust - Flooding from a canal

The Macclesfield Canal passes through Higher Poynton and is managed by the Canal and River Trust. Sluices and weirs are used to control excess water. Levels are constantly monitored and trigger a response when needed. Only when the level is "High High" are sluice gates opened and excess water released. This drains into the natural watercourses. During the 2019 flood event, level "High" was reached so no sluice gates were opened. Flooding from the canal is not known to be a source of flooding in Poynton.

## Highways England - Flooding on major roads and motorway drainage

Flooding on major roads and highways are the responsibility of Highways England.



## Who do I report flooding issues to?

**Where there is a risk to life or persons require assistance with evacuation from flood water please call **999**.**



### **Environment Agency - Flooding from a Main River**

General enquiries. 03708 506 506 (Mon-Fri, 8am – 6pm)

Incident Hotline. 0800 80 70 60 (24-hour service)

Floodline. 0345 988 1188 (24-hour service)

General enquiries email. [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
<https://www.gov.uk/government/organisations/environment-agency>



### **Cheshire East Highways Service - Flooding from Ordinary Watercourses (Non-Main River) or the Public Highway or a problem with a drain or grid (also known as a gully)**

To report an incident. 0300 123 5020.

To report an incident out of working hours. 0300 123 5025 (for use after 5pm and before 9am, including weekends).

[https://www.cheshireeast.gov.uk/search.aspx?search\\_keywords=flooding](https://www.cheshireeast.gov.uk/search.aspx?search_keywords=flooding)



### **Highways England - Flooding on major roads and highways**

Call 0300 123 5000 (24-hours) or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) (emails cannot always be dealt with upon receipt).



### **United Utilities - Flooding from a burst water mains**

Report a Leak. 0800 330033.

<https://www.unitedutilities.com/emergencies/report-a-leak/report-a-leak-form/>



### **United Utilities - Flooding from a public sewer**

Report sewer flooding. 0345 672 3723.



### **Canal and River Trust - Flooding from a canal**

In an emergency. 0800 47 999 47.

To report an incident call 0303 040 4040.

<https://canalrivertrust.org.uk/contact-us/contacting-us-in-an-emergency>



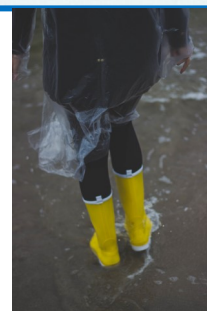
## **Other useful phone numbers**



**Electricity emergencies.** Call 105 for power cuts.



**Gas emergencies - National Grid Gas**  
Call 0800 111 999.





## **Be flood aware**

**Floodline** is a national number for the public to ring on any matter associated with flooding throughout England and Wales. Floodline can be accessed online or by telephone on 0345 988 1188. Floodline also offers the following:

- listen to recorded information on the latest flooding situation
- report flooding
- request flooding information such as leaflets, etc.
- speak to one of the Environment Agency's trained Floodline operators
- register to receive free flood warnings

## **Flood warning service**

The Flood Warning Service is the Environment Agency's flood warning and information service for England. It issues flood alerts and warnings to the public, emergency organisations and businesses. The system uses observed data from rain, river and coastal gauges, combined with weather forecasts to predict the likelihood and timing of flooding. When flooding is predicted within an area, a message is issued through the Floodline service.

[https://www.gov.uk/sign-up-for-flood-warnings?  
\\_ga=2.73112019.1337597606.1602505552-1965956205.1585300551](https://www.gov.uk/sign-up-for-flood-warnings?_ga=2.73112019.1337597606.1602505552-1965956205.1585300551)

### **Note:**

- **You will only be able to register online if you are in a flood risk area. If you want to register but don't live in an area at risk, contact your local office and they can sign you up.**
- **The flood notifications are only for main river flooding (Poynton Brook) and don't include ordinary watercourses (Park Lane Stream and Coppice Stream) or surface water flooding.**

Poynton Brook has an Environment Agency monitoring station. River levels here can be viewed here. <https://flood-warning-information.service.gov.uk/station/5201>. When the level reaches 1.15m at this location, there is a risk of minor flooding. Measuring stations like this collect water level data, usually once or twice a day but more frequently when there's a greater risk of flooding.

## **Poynton Town Council**

On notification of an amber weather warning for rain or wind and rain or an Environment Agency flood alert or warning the Town Council will issue a notification on the Town Council's website and social media pages alerting residents to the type of warning. Residents are encouraged to sign up to the PUN and the Town Council's Facebook page. The Town Council will endeavour to provide as much information as possible during a flood event but residents are encouraged to monitor the websites and social media pages of Cheshire Police, Cheshire Fire and Rescue Service, Environment Agency and Cheshire East Council for updates.

To subscribe to the Poynton Update and News, or un-subscribe, use the [newsletter sign-up form](#) or e-mail [office@poyntontowncouncil.gov.uk](mailto:office@poyntontowncouncil.gov.uk).

## Be Flood Aware

### The difference between a Flood Alerts and Flood Warnings?



**FLOOD  
ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [flood-warning-information.service.gov.uk](https://flood-warning-information.service.gov.uk)



**FLOOD  
WARNING**

**ACT**

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE  
FLOOD  
WARNING**

**SURVIVE**

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

## Be Flood aware. How to prepare for a flood

### The Flood Hub and the National Flood Forum

The Flood Hub has been designed to be a one stop shop for flood information and resources to support householders, businesses and communities across the North West in becoming more flood resilient. It pulls together multiple sources of guidance to produce a hub of information that gives an overview of flood resilience and it's many related topics. The Flood Hub has been developed by Newground as part of the North West Regional Flood and Coastal Committee community resilience programme. Newground can also provide support to individual, businesses and communities on flood related issues.

[www.thefloodhub.co.uk](http://www.thefloodhub.co.uk)

The National Flood Forum supports individuals and communities at risk of flooding

<https://nationalfloodforum.org.uk/>

Government advice is that property owners in flood risk areas should install property flood resistance and resilience measures in advance of flooding. If a property is located in a flood risk zone; there are flood resistance products available (see over page) and it is good to have these available before you need them.

### Flood resistance measures

These involve trying to stop water entering your property in the first place and can usually be fitted to the outside of a property to prevent or limit the flood water getting in and can include flood boards, air brick covers, non-return valves and pumps, as well as work to ensure that the fabric of the property is sound.

### Flood resilience measures

These reduce the impact of flooding on a property, should the water get in, rather than to prevent water entering the property in the first place. These can range from changes to the building fabric, such as the use of lime plaster, to contents that are less likely to be damaged by flooding or which can easily be removed.



Think  
about...

## 1. Create a Flood Plan and make a Flood Kit

It is a good idea to create a **Household Flood Plan** if you live in a flood risk area, even if you have never been flooded before.

It ensures that when receiving a flood alert or warning you know what actions to take, you can deploy any temporary flood resistance measures efficiently, and you are best prepared to protect your property and belongings from the impacts of flooding.

Here are some examples of flood plans and what to put in a flood kit.

This one was created by the Flood Hub...

<https://thefloodhub.co.uk/wp-content/uploads/2019/01/Household-Flood-Plan.pdf>

And this one by the Environment Agency...

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/444659/LIT\\_4112.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/444659/LIT_4112.pdf)

Here's what you might put in a flood kit...

<https://nationalfloodforum.org.uk/about-flooding/preparing/emergency-flood-kit/>

## 2. Deploy flood protection measures

The Blue Pages is an independent directory of property flood products and services put together to advise and inform you of what's available to help reduce the risk of flooding to your home or business. <http://bluepages.org.uk/>.

Poynton Town Council are unable to recommend options, but here are links to some preventative solutions.

### Osmo flood barriers

<https://shop.thefloodcompany.co.uk/product/garage-door-flood-barrier/>

### Floodsax

<http://bluepages.org.uk/listing/floodsax/>

### Hydrosack

<http://gravitasint.com/products/hydrosack/>

What's the thinking  
about sandbags?

## Sandbags

During previous flood events, Cheshire East Council have provided Poynton Town Council sandbags to distribute locally. However, this policy has now changed and Cheshire East Council no longer provide sandbags to residents who may be affected by flooding. Cheshire East Council supplies are retained to protect critical infrastructure or for use by the emergency services during an incident.

Sandbags are widely available from local DIY suppliers and online, however be aware that these may not be the best solution. On the 16<sup>th</sup> June 2020 the Government withdrew a publication [Environment Agency guidance document Sandbags: how to use them to prepare for a flood](#)

## How to protect you and your home during a flood

**If there is a danger to life as a result of flooding you should call 999.**

Report the flood and its location. <https://www.cheshireeast.gov.uk/planning/flooding/report-a-flood.aspx>

### Practical steps to take in a flooding emergency

1. Act on your Household Flood Plan and get your Flood Kit (see 6).
2. Move your family and pets to a safe place.
3. Move your car or other vehicles to higher ground, if it is safe to do so.
4. Use previously installed flood protection equipment, such as flood barriers, air brick covers and pumps to protect your property. Any equipment should be professionally supplied and installed to help reduce the impact of flood water.
5. Move important items upstairs or to a safe place in your property, starting with cherished items of personal value that you will not be able to replace (such as family photographs). Next move valuables (such as computers), movable furniture and furnishings.
6. You may need to leave your property, so pack a bag with enough items for a few nights away. Include essential items including a torch with spare batteries, mobile phone and charger, warm clothes, home insurance information, water, food, first aid kit and any prescription medicines or baby care items you may need.
7. Turn off gas, electricity and water mains supplies before flood water starts to enter your property. Never touch an electrical switch if you are standing in water.
8. If it is safe to do so, make sure neighbours are aware of the situation and offer help to anyone who may need it.
9. Listen to the advice of the emergency services and be ready to evacuate your property if told to do so. Most evacuation centres will let you bring your pets.
10. Avoid walking, cycling or driving through flood water. 30 cm of fast-flowing water can move a car and water 6 inches deep can knock an adult off their feet.
11. Flood water is dangerous and may be polluted. Wash your hands thoroughly if you've been in contact with it.
12. If you experience sewage flooding to your home and garden you should contact United Utilities immediately before taking any action yourself. There's more information here on sewage flooding <https://www.unitedutilities.com/emergencies/got-a-problem/flooding/sewage-flooding-your-home-or-garden/>
13. If you are trapped by flooding, remain near a window to attract attention.
14. Do not lift manholes or attempt to access drainage systems unless authorised to do so. You could be putting yourself and others in danger and diverting floodwater.

More practical tips on what to do during a flood can be found here:

<https://nationalfloodforum.org.uk/about-flooding/during/during-a-flood/>

### **Don't forget: Health and safety is the main priority.**

- Do not re-enter your home unless it is safe to do so.
- Do not eat or drink anything that has been contaminated by flood water.
- Call NHS 111 for advice on medical prescriptions if you have been evacuated. Do not take medication contaminated by flood water.
- If an animal is in danger, log the issue with Cheshire Fire and Rescue on 01606 868700. The switchboard is open 8.30am – 5pm, Monday to Friday.





### Things to consider

#### Insurance

Contact your insurance provider immediately if you have home and contents cover. If you haven't got insurance the National Flood Forum can offer help and support on 01299 403055.

#### Damage assessment

Do not clean your property as water damage will need to be assessed. Take photos to record destruction and losses.

Draw a line with a marker pen to indicate flood water height in affected rooms. Ask your insurer **before** removing large items that cannot be cleaned, like mattresses and flooring.

#### Emotional support

Live well Cheshire East <https://www.cheshireeast.gov.uk/livewell/livewell.aspx> has a range of services which are available to support residents. Monitor Poynton Town Council's website for information. [www.poyntontowncouncil.gov.uk](http://www.poyntontowncouncil.gov.uk)

#### Council Tax reduction

Sometimes Cheshire East Council can offer a reduction. [https://www.cheshireeast.gov.uk/council\\_tax/reductions/special-circumstances-council-tax-reductions-section-13a.aspx](https://www.cheshireeast.gov.uk/council_tax/reductions/special-circumstances-council-tax-reductions-section-13a.aspx)

#### Emergency accommodation

If as a result of the flooding you are unable to return to your home and your insurance company doesn't cover you for alternative accommodation, Cheshire East Council emergency planning say you can contact Housing Options on 0300 123 5017 for assistance. Their out of hours number is 0300 123 5025.

[https://www.cheshireeast.gov.uk/housing/housing\\_options/homelessness/homelessness.aspx](https://www.cheshireeast.gov.uk/housing/housing_options/homelessness/homelessness.aspx)

#### Advice from Government

<https://flood-warning-information.service.gov.uk/recovering-after-a-flood>

#### Advice from Environment Agency

<https://www.cheshireeast.gov.uk/pdf/emergency-planning/cal-cos-floodadvicepost.pdf>

Further advice and support can be obtained locally from the Citizens Advice Service at Poynton Civic Hall. Telephone 01625 708608

<https://www.citizensadvicece.org.uk/face-to-face/poynton>



## What else can I do to help?

### Report a blocked gulley

Poynton Town Council regularly help residents to report blocked gullies via Cheshire East Council's website. Staff also report blocked gullies to Cheshire East Council. In autumn when the leaves fall, staff make a point of visiting tree-lined streets in Poynton to identify where leaves slow surface water making its way into gullies. When we identify a problem we request a visit from the road sweeper.

Residents can also do this directly using the user-friendly mapping facility on the 'Report it' link which allows anyone to 'mark' the location of the gulley and describe the problem.

To report a blocked gulley - [https://www.cheshireeast.gov.uk/highways\\_and\\_roads/road-maintenance/gullies-and-drains.aspx](https://www.cheshireeast.gov.uk/highways_and_roads/road-maintenance/gullies-and-drains.aspx)

### Adopt a gulley

We would also encourage residents to 'adopt a gulley'...or even two! If you find a gulley which is blocked either in the highway or pavement in front of your property, please report it to Cheshire East Council as described earlier.

### Every garden helps!

Our gardens can make a massive contribution to reducing the risk of flooding. A savvy gardener might collect rainwater to re-use in their garden, saving money at the same time!

Planting appropriately sized trees in our gardens not only is great for wildlife but their roots will also take water out of the ground. Some trees are especially suited for wet ground. If you are thinking about planting a tree, consider where you plant it — think about not shading your neighbours' property and the proximity of the tree to your house and drains. Tree roots are attracted to leaks from pipes and can cause damage to pipework as they grow.

Thinking about what else you can do in your garden, use appropriate materials when landscaping. Permeable paving, bog gardens, green roofs, soakaways and ponds all capture rainwater in some way and will reduce the amount of water flowing to street gullies. If everyone takes a similar approach, this would make a significant difference!

### Clear leaves from the road

If you are able to, why not clear fallen leaves from the sides of roads and put in your green wheelie bin to keep gullies clear.

### 'Stop the block'

When fats, oils and greases get poured down the sink they can mix together with other waste, such as baby, facial and cleaning wipes (which don't break down like toilet paper) and form 'fatbergs' in sewers. These blockages prevent waste water flowing to treatment sites and can cause flooding. Place wipes and scrape any cooled fat, oil and grease into the bin.

For more information visit <https://www.unitedutilities.com/help-and-support/wastewater-services/stop-the-block/>