

11th March 2020

From Wiltshire Council re: Gully emptying.....

Dear Town and Parish Councils

Further to our previous email we are writing to update you on the sewer crew service. The new gully service was introduced to provide assistance with the gully emptying in parishes and villages within Wiltshire. This enabled smaller villages/parishes who are not visited regularly by the main contractor to have the opportunity of a gully clearance service.

We do wish to state that this is a discretionary service and whilst we try to visit everyone in a given time this is not always possible. The tanker operates on a rota basis around the whole of the county, meaning that once your request is received we endeavour to visit your area within a six week period. This is not always possible especially due to recent much needed gully tanker repairs and the run of bad weather causing serious issues with flooding - meaning we have had to put some villages/parishes back further than we would have liked. This does not mean we will not be visiting you, but unfortunately, we have had to prioritise some work above yourselves. We ask that you bear with us at this time and we hope to be back on schedule soon.

Please be reminded, we do not have access to traffic management so this service will be limited to quiet housing estates /low usage roads. Please also be considerate that the tanker is a large vehicle and parked cars/obstructions can limit the space required to complete the works.

If you require any further information please contact us by email: wiltshiresewers@wiltshire.gov.uk and we will be in touch.

Kind regards

The Sewer Crew

Sewer and Land Drainage

Highways and Environment

Wiltshire Council

0300 456 0100 | www.wiltshire.gov.uk

wiltshireserwers@wiltshire.gov.uk

