

Gully emptying



Service summary:

We empty highway drainage gullies regularly. How often we do it will depend on the class of road and what it's made of.

We will:

- regularly clean all highway drainage gullies and those retained by Streets and Open spaces on council land
- return with special equipment to unblock gully connections that we could not deal with during routine gully emptying
- return to gullies we couldn't empty the first time because of parked cars etc, returning a maximum of two more times to try again
- return to assess any defective gully cover and frame we found during routine gully emptying
- investigate all comments from the public and let them know the outcome within 10 working days
- do any emergency repair work within 24 hours of notification.

You can help by:

- contacting the Streets and Open Spaces helpdesk on **01934 888 802** if you've seen a problem with a particular gully or localised highway flooding or if you have any comments about the gully emptier or its crew

The service does not include:

- private surface water drains. These are dealt with by the council's Environmental and Consumer Services Team who can be contacted on **01934 634 856**.
- surface water drains and gullies on land transferred to North Somerset Housing Association. You should speak to your local Area Housing Office about these.

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Contact us:

01934 888 802

www.n-somerset.gov.uk

Streets and Open Spaces, North Somerset Council, Weston Court,
Oldmixon Crescent, Weston-super-Mare BS24 9AU

Frequently asked questions and answers for

Gully emptying

1. How often do you clean gullies?

The frequencies are:

- two years – roads that are kerbed
- one year – roads that do not have kerbs
- six months – strategic routes and vulnerable locations.

2. The gullies in my road are blocked now. What will you do?

We investigate all reports of blocked gullies as soon as possible. When necessary we will arrange additional cleaning.

3. The gullies have just been emptied and the road still floods.

This could be the result of a blocked connection and will be investigated.