

## **Guidance Note on handling Land Drainage Issues**

Melton Borough Councils will take the following steps as a general response to residents seeking advice, support or guidance in regards to domestic surface water drainage issues

- Take request for assistance
- An initial visit to the Customer and site in question to ascertain the facts and gain evidence of the problem
- Determine responsibility or ownership of land/site in question using standard search methods e.g. land registry/maps/plans
- Signpost the customer to the relevant organisation or agency that have some or all responsibility i.e. Environment Agency/Internal Drainage Board/County Council/Water Utility Company/if a private matter the Agricultural Land Tribunal
- If no agency or private land owner takes action the Council may by Notice under Section 25 Land Drainage Act, served in accordance with S25 (3), (4) and (5) require works for maintaining the flow of a watercourse. This provision is subject to an Appeal under Section 27
- On occasion, and only in extreme cases and/or those where it is difficult to allocate responsibility the Council may if it is able to directly assist carry out relevant works provided these works remain within existing budget and resources
- Ensure the Customer feels able to report further issues or seek further advice or guidance if they feel this is required
- Record actions at each stage of the process for future reference