

Contacts for drainage / flooding problems

Problem		Responsible organisation	Contact	Phone	Web / email
Road flooding / blocked gullies	Public adopted roads	Dorset County Council	Area Highways Team 4 covers most of Purbeck. Area Highways Team 7 Lytchett Matravers, Lytchett Minster and Upton see attached plan for contacts	Daytime 8am – 7pm 01305 221000 Out of hours 0800 5870548	Web: www.dorsetforyou.com Email: dorsetdirect@dorsetcc.gov.uk
	Private or unadopted roads	Road owner or property fronting the road	Owners		
Manholes overflowing in road	Public sewers	Wessex Water	Customer Services (24 hour service)	0845 6004600	www.wessexwater.co.uk
			Divisional Sewerage Manager Chris Plenty	01225 525248	Chris.plenty@wessexwater.co.uk
	Highway drains	Dorset County Council	Area Highways Team	See above	
Foul sewer/ drain blockages (drains includes the pipe right up to the main sewer)	Public sewers	Wessex Water	Customer Services (24 hours)	0845 6004600	www.wessexwater.co.uk
	Private sewers	Owners	Owners		
	Social rented house drains	Housing Association	Purbeck Housing Trust Limited	01929 558400	www.housingnet.co.uk
			Raglan Housing Association	01202 319119	www.raglan.org
			Signpost Housing Association	01258471140	www.sha.co.uk
			Knightstone Housing Association	01202 505480	www.knightstone.co.uk
			Magma Housing Association	01305 216000	www.magna.org.uk
Bournemouth Churches Housing Association	01202 410500	www.bcha.org.uk			
Synergy Housing	01929 558400	www.synergyhousing.co.uk			

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Advice about nuisance from neighbours drains (smells, blockages etc)		Purbeck District Council	Dermot Colhoun	01929 557328	DermotColhoun@purbeck-dc.gov.uk
Flooding of garage blocks / hard standings		Owners			
River flooding and obstruction of watercourses	Main * river	Owner / Environment Agency	Incident Communication Service	0800 807060	ics@environment-agency.gov.uk
	Non-Main River	Owner / Purbeck District Council	Mike Goater	01929 557271	MikeGoater@purbeck-dc.gov.uk
Pollution of watercourses or pollution of groundwater		Environment Agency	Incident Communication Service	0800 807060	ics@environment-agency.gov.uk
Other pollution		Purbeck District Council	Dermot Colhoun	01929 557328	DermotColhoun@purbeck-dc.gov.uk
Sandbag distribution		Purbeck District Council (currently contracted to Banyards)	Libby Hodd (day time)	01929 557260	LibbyHodd@purbeck-dc.gov.uk

* Note: The Main Rivers in the district are the Frome, the Piddle, the Sherford (up to Kings Bridge by the Bakers Arms roundabout), the Swan Brook, Ulwell Stream, the River Win, Byle Brook, Corfe River and Bere Stream. All other watercourses are classified as Non-Main River