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TONBRIDGE AND MALLING BOROUGH COUNCIL

PARISH PARTNERSHIP PANEL

Thursday, 13th June, 2019

Present: Cllr N J Heslop (Chairman), Cllr M A Coffin (Vice-Chairman), Cllr Mrs J A Anderson, Cllr R P Betts, Cllr R W Dalton, Cllr P M Hickmott, Cllr F A Hoskins, Cllr S A Hudson, Cllr Mrs C B Langridge, Cllr D Lettington, Cllr B J Luker, Cllr M R Rhodes and Cllr M Taylor.

Together with Addington, Aylesford, Borough Green, Burham, East Peckham, Hadlow, Hildenborough, Ightham Mereworth, Offham, Platt, Plaxtol, Wateringbury, West Peckham and Wrotham Parish Councils and County Councillor H Rayner.

Councillors Mrs S Bell and Mrs A S Oakley were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Shipbourne and Woudham Parish Councils and County Councillors Mrs T Dean, Mrs S Hohler and Mr P Homewood.

PART 1 - PUBLIC

PPP 19/9 CHAIRMAN'S ANNOUNCEMENT(S)

(1) Local Election and New Appointments

Following the local elections on Thursday 2 May, the Chairman opened the meeting by congratulating and welcoming newly elected and re-elected Borough and Parish Councillors. This was the first meeting of the Panel in the new municipal year.

The recent appointments set out below were noted:

- Leader – Councillor Nicolas Heslop
- Deputy Leader – Councillor Martin Coffin

- Mayor – Councillor Mrs Jill Anderson
- Deputy Mayor – Councillor Roger Roud

- Cabinet Member for Strategic Planning and Infrastructure (Councillor David Lettington)
- Cabinet Member for Street Scene and Environment Services (Councillor Robin Betts)
- Cabinet Member for Community Services (Councillor Mark Rhodes)

- Chairman of Area 2 Planning Committee (Councillor Howard Rogers)
- Chairman of Area 3 Planning Committee (Councillor Dave Davis)

The Chairman thanked the outgoing Chairman of the Kent Association of Local Councils (Tonbridge and Malling), Mr Patrick Thomas, and referred to the good working relationship between the organisation and the Borough Council. This had been greatly appreciated and welcomed. It was hoped that a similar approach would be established with the new Chairman, Mrs Sarah Barker.

The Mayor was invited to address the Panel and she announced that the Civic Service would be held on Sunday 30 June at Hadlow Church and all were welcome to attend. Further details were available from the Mayor's Office (email: mayors.office@tmbc.gov.uk) In addition, the Mayor expressed pleasure at her appointment and appreciated the opportunity, especially of meeting the volunteer and community groups who worked tirelessly to help others. In particular, she referred to her recent attendance at the Tonbridge Lions It's a Knockout event for those with learning difficulties. This had been well attended and greatly enjoyed by everyone. Finally, the Mayor would be pleased to attend any community or parish events and this could be arranged via the Mayor's Office.

(2) Recent Flooding

Reference was made to the flash flooding which had occurred on Monday (10 June) evening and the devastating impact on a number of residents' homes, particularly those in Birling, Snodland and Ryarsh. At the current time across the Borough there were 28 verified flooded property reports, including 1 business.

It was reported that on the night of the flooding, the Borough Council had worked closely with KCC Highways and Kent Fire and Rescue Services and had Officers out on site monitoring the situation. Fortunately, an Emergency Rest Centre had not been required.

The following day (Tuesday 11 June) Borough Council Officers had spent the day talking face to face with residents impacted by the flooding and offered advice and support. All flood damaged goods would be collected by the Borough Council free of charge and this information would be circulated to all affected residents.

In the meantime, residents were being referred to the County Council's Support and Assistance Service and/or Business in the Community for additional guidance. The County Council were also prioritising the clearing of drains and gullies.

Finally, local town and parish councils would be provided with regular updates as past experience had shown that resolving the impacts of flooding could often take a significant amount of time.

PPP 19/10 MINUTES

RESOLVED: That the Minutes of the meeting held on 7 February 2019 be approved as a correct record and signed by the Chairman.

PPP 19/11 UPDATE ON ACTION IDENTIFIED IN THE LAST MINUTES

There were no actions identified that were not covered elsewhere on the agenda.

PPP 19/12 SOUTHERN WATER

The representative of Southern Water (Jean-Paul Collett – Operations Manager) addressed the concerns raised by parish councils in advance of the meeting.

Maintenance and cleaning of the A25 sewer (Sevenoaks Road) to avoid flooding and odour

(raised by Borough Green Parish Council)

Southern Water confirmed that funding had been secured to progress improvement works and it was anticipated that these would start in April 2020. Work to improve resilience and address ongoing drainage and infrastructure problems at the pumping station had also been agreed. CCTV surveys to identify any areas of remedial work were ongoing and a plan of action would be considered in due course.

Borough Green and Platt Parish Councils indicated that flooding remained a significant risk to residents and there was a need for better education around what could be disposed of and better monitoring of gullies. It was noted that these had been cleaned in the last few weeks using funding initially earmarked for Brexit planning.

East Peckham also expressed concern regarding cleaning of gullies and advised that a number of properties had recently been flooded. These details would be shared with Southern Water for further investigation.

Finally, it was reiterated that Southern Water were committed to mitigating the causes and effects of flooding and the plan was to completely replace the Victorian sewer. However, no timescale was known at the current time and it was recognised that the site had many challenges.

Responsibility for fire hydrants

(raised by Offham Parish Council)

Clarification was being sought on this question although it was believed that this was the responsibility of Kent Fire and Rescue Services. When the answer was confirmed this would be circulated to parish councils for information.

Would Southern Water have sufficient water resources to supply all the new homes planned to be built in Kent between now and 2031. Were there any plans to have additional reservoirs

(Raised by the Kent Association of Local Councils – Tonbridge and Malling)

The Water Resources Management Plan (WRMP) considered water supply needs to 2070, taking account of local council proposed housing growth numbers (from local plans) as well as other factors such as climate change. In Kent the most significant new strategic water resources scheme being proposed was a water reuse scheme at Aylesford to support the abstraction from the River Medway. This was needed by 2027-28. The updated WRMP went through a public consultation process in 2018 and should be published later this year once permission was granted by DEFRA.

Reference was also made to a Stakeholder Workshop on Friday 28 June in Maidstone and parish/town councils were welcome to attend. Full details would be circulated as soon as possible.

A further question was raised by Snodland Town Council in relation to the Guaranteed Standards Scheme and what (if any) financial compensation was available in recognition of sewer flooding. Details of this Scheme would be circulated as soon as possible and attached to the Minutes for information. However, information was available from [OFWAT](#)

PPP 19/13 LOCAL PLAN UPDATE

The Director of Planning, Housing and Environmental Health advised that the Borough Council was actively engaging with the two Planning Inspectors appointed to look at the Local Plan, prior to public examination.

Reference was made to the letter received from the Planning Inspector dated 23 May 2019. The Panel was advised that Officers were in the process of dealing with all the points raised and were confident that the timescales set out by the Inspector could be met. Further clarity was being sought around the approach to the General Data Protection Regulations and engagement with the public and the Borough Council

remained confident that these could be addressed and responded to in a timely fashion.

At the current time the Borough Council could not demonstrate a 5 year land supply and this created a risk related to development opportunities and increased planning appeals. However, once the Local Plan had been approved the Borough Council would be able to demonstrate a 5.9 year land supply.

The Panel noted the progress being made.

PPP 19/14 WASTE AND RECYCLING UPDATE

The Street Scene Manager provided an update on the new Waste Services Contract and the improved recycling service. The latter would come into operation from September 2019 together with the introduction of charging for garden waste. Initial take up of the Early Bird Discount for the opt-in of garden waste had been very encouraging. Based on early uptake, the Borough Council remained confident that the 30% target of all households in the Borough registering for the service could be achieved.

It was noted that under the new contract recycling, opportunities for residents would be greatly improved and the Borough Council was committed to recycling as much material as possible, including a variety of plastics. The new contractor (Urbaser) was performing satisfactorily with the number of missed bins being reported dropping by 6%.

Members were advised that a new street cleansing schedule had recently been introduced, as part of the new contract, which had resulted in concerns being raised regarding the emptying of dog and litter bins. Parish Councils were encouraged to continue reporting these issues on waste.services@tmbc.gov.uk so that the Borough Council was aware of what areas might be missing from the collection schedule.

Particular reference was made to the marketing campaign undertaken to promote the new waste services contract and the following actions were noted:

- an Introduction Leaflet about the new contractor was mailed to all residents by Urbaser;
- a flyer outlining the new service arrangements was mailed out with the Council Tax bills;
- a new waste and recycling website went live on 3rd May 2019 www.tmbc.gov.uk/recycleforall;
- the use of a wide range of social media advertising;
- individual presentations had been made to 12 Parish/Town Councils;
- 4 roadshows had taken place in Tonbridge, Kings Hill, Hildenborough and Shipbourne; and

- a number of presentations had been made to community groups, meetings of the Parish Partnership Panel and the Tonbridge Forum.

The next most significant marketing activity would be the posting of the New Recycling Service Guide to all households in August 2019. This information pack would explain in detail the new service arrangements and advise households on which day their waste would be collected. There would also be a range of promotional activities a few weeks before the 'early bird discount' expired, to encourage residents to benefit from the reduced charge.

Parish Councils offered to help promote the new arrangements and asked that early notice be given of key dates that should be shared with residents. It was suggested that promotional information could be included in parish magazines if the print deadlines were shared with the Borough Council.

The following roadshow dates were noted:

- 21 June at Tesco, Larkfield
- 14 July at Longmead Stadium, Tonbridge
- 6 August at Asda, Kings Hill

PPP 19/15 KENT POLICE SERVICES UPDATE

Inspector Rothwell provided a verbal update on the achievements made in performance and the neighbourhood policing agenda. The headline messages were the ongoing recruitment drive for additional Police Community Support Officers (PCSOs) and improved communication with parish councils, with parish clerks receiving monthly updates.

Recent crime trends and activity identified during the 3 month spring period included:

- Nuisance cycling: A Community Protection Order had been issued and there was ongoing engagement between parents and police officers;
- Nuisance vehicles, particularly in Larkfield: Community Protection Orders had been issued;
- Additional funding had been secured to address knife crime. However, it was stressed that Tonbridge and Malling remained a safe place to live;
- Truancy 'sweep' was a joint initiative between Kent Police and Youth Groups and work would continue throughout the year;

- There had been a spike in rogue traders and vulnerable people were warned to be careful. Three suspects had been identified; and
- Unlawful encampments: A number of section 61 notices had been issued and it was likely that this trend would continue throughout the summer.

The following trends and initiatives were identified for monitoring during the 3 month summer period:

- Increased creeper burglary where thieves took car keys from homes to steal vehicles from drive ways;
- Increased shed break-ins and theft of garden equipment; and
- Increased activity in 'hot spot' areas such as bikers gathering at Oakdene Café.

The Cabinet Member for Community Services (Councillor Mark Rhodes) referred to the HMICFRS PEEL (Police Effectiveness, Efficiency and Legitimacy) report 2018/19 in which Kent Police had been assessed as outstanding in efficiency and legitimacy and good in effectiveness. This was an impressive result and represented the hard work and dedication of the Kent police force.

Wateringbury Parish Council asked whether communication with parish councils and the crime data provided could be improved. Inspector Rothwell reiterated that local PSCOs could attend parish council meetings if required and reminded Members that parish clerks should be receiving monthly updates advising of current initiatives.

Reference was made to the introduction of a new 'Your Neighbour' reporting tool which would generate online notifications relevant to the local area. This was due to be launched in August 2019. Members welcomed this additional resource but cautioned that the current crime information was too broad in its content and needed to be tailored to a civilian audience.

PPP 19/16 KENT COUNTY COUNCIL SERVICES UPDATE

The County Councillor for Malling West (Councillor Harry Rayner) provided an update on key points of relevance to the Malling Division. Particular reference was made to household waste recycling centres and the recent decision by Medway Council to exclude Kent residents from its sites at Cuxton. Fortunately, as of 23 May Medway Council had changed its position and KCC residents would be able to use the site at Cuxton for the next 18 months. However, all users were required to provide a form of identification that had their address on it. This would enable Medway Council to monitor usage of the sites.

The County Council had publicly confirmed that a suitable site for a new household waste recycling centre in Tonbridge and Malling had been

identified. It had been indicated that this facility would be available to residents within 15 months, subject to planning approval.

PPP 19/17 TONBRIDGE AND MALLING BOROUGH COUNCIL SERVICES UPDATE

The Chairman, in his role as Leader of the Council, advised that key points of relevance to Tonbridge and Malling had been covered elsewhere on the agenda as the Local Plan and the Waste Services Contract continued to represent significant challenges for the Borough Council at the current time.

However, Members were advised that a Crossing the River Medway event, which told the story of the bridges over the river, was being held at Tonbridge Castle until 31 January 2020. Further information would be circulated with the Minutes.

Details of the Holiday Activity Programme for 14-16 year olds during the summer had also been circulated to Parish Councils for information.

The meeting ended at 9.20 pm

April 2017

Trust in water

The guaranteed standards scheme (GSS): summary of standards and conditions

www.ofwat.gov.uk



About this document

Water and wastewater customers ('**customers**') are entitled to guaranteed minimum standards of service, as set out by Secretary of State and the Welsh Ministers. This guidance summarises these standards and conditions.

In this guidance, a customer is someone who receives water or wastewater services from a company that holds an appointment as a water or sewerage undertaker (a '**water or sewerage company**') or from a company that holds a water supply licence or a sewerage licence (a '**retailer**'). Where a company fails to meet a standard, it is required to make a specified payment to the customer affected under the Guaranteed Standards Scheme ('**GSS**'). We monitor the scheme and recommend changes, if necessary, to Government.

This guidance is not intended to be a substitute for the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008 (otherwise known as '**the GSS Regulations**'). Each water and sewerage company or retailer is responsible for ensuring that it understands and correctly interprets its statutory obligations under the GSS Regulations.

The guidance is applicable from 1 April 2017.

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Introduction

Customers' rights

The GSS Regulations apply to all customers.

If a company fails to meet any of the guaranteed standards, customers are entitled to a payment. Details of the payments due are set out in a table in paragraph 7.

The company must make the required payment within ten working days of the payment becoming due for simple failures and within 20 days for more complex operational issues. If the company fails to do this and the customer makes a claim for an additional penalty payment within three months of the required payment becoming due, the company must make the additional penalty payment.

Some companies operate schemes that go further than required by the GSS Regulations. For example, where a reply to a complaint letter is required in ten days under the GSS Regulations, the company may raise this standard to five days. In other cases, a higher amount may be paid than the minimum amount set out in the GSS Regulations.

Each water and sewerage company must inform billed customers of their rights under the GSS Regulations every year.

The standards prescribed under the GSS Regulations which companies must meet are set out below.

The business retail market

On 1 April 2017 amendments to the GSS Regulations came into force (The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017). This was to give effect, in England, to the opening of the retail market for water and wastewater services for businesses, charities and public sector organisations ('**business customers**').

The GSS Regulations (as amended) provide that for those water supply and sewerage licensees operating in England (ie using the network of water or sewerage companies that operate wholly or mainly in England), the following will apply:

- retailers will now be responsible for making GSS payments to their business customers in all instances; and
- the responsibility for funding payments to business customers will be shared between the retailer and the wholesaler, and will be made by the party that is at fault for the GSS Regulation failure. A wholesaler is a water or sewerage company that has exited the business retail market and provides wholesale services to retailers.

The provisions of the 2008 GSS Regulations are being retained for those companies operating wholly or mainly in Wales.¹

References in this guidance to the GSS Regulations are to those Regulations, as amended.

¹ Dŵr Cymru (Welsh Water) and Dee Valley Water.

Standards and conditions

1. Appointments²

Making appointments

If an appointment is made with a customer, the company must give notice to the customer that its representative will visit during the morning or the afternoon. The company must also specify to the customer the times it considers to be the morning or afternoon.

If requested by the customer the company must give notice to the customer that its representative will visit within a specified two-hour time slot.

If the company fails to do any of the above, it must automatically make a GSS payment – the minimum payments are set out in the [table below](#).

Keeping appointments

A GSS payment must be made automatically if an appointment is not kept because:

- the company representative did not visit on the appointed day;
- the company representative did not visit during the morning or the afternoon (in accordance with the appointed time specified);
- the company representative did not visit within the appointed 2-hour time slot; or
- the company cancelled the appointment but did not give the customer at least 24 hours' notice.

The minimum payments are set out in the [table below](#).

There are exceptions to the requirement to make a GSS payment if an appointment is not kept. These are:

- the customer cancels the appointment;
- the company cancels the appointment giving at least 24 hours' notice;

² Regulation 17C (England) and Regulation 6 (Wales).

- it is not feasible to keep the appointment due to severe weather;
- it is not feasible to keep the appointment due to industrial action by the company's employees; or
- it is not feasible to keep the appointment due to an act or default of a person other than the company's representative.

2. Complaints, account queries and requests about payment arrangements

Account queries and requests about changes to payment arrangements³

If a customer queries in writing the correctness of a bill, the company must send a substantive reply to the customer within ten working days from the receipt of the query.

If a customer requests, in writing, a change to a payment arrangement and the company is unable to agree to the request, the company must send a substantive response within five working days from the receipt of the request.

If the company fails to do any of the above, the company must automatically make a GSS payment to the customer— the minimum payments are set out in the [table below](#).

There are exceptions to the requirement to make a GSS payment if the company does not respond to account queries or requests in the given timeframes. These are if:

- the customer informs the company that they do not wish to pursue the query or request;
- in the case of a query the company reasonably considered a visit to be necessary, but severe weather made it not feasible to make the visit;
- industrial action by the company's employees made it not feasible to send a substantive response within the relevant period;
- the act or default of a person other than the company's representative made it not feasible to send a substantive response within the relevant period;

³ Regulation 17D (England) and Regulation 7 (Wales).

- the query or request was not sent to an address notified in writing by the company to its customers as the appropriate address for such queries or requests; or
 - in the case of a query, it was frivolous or vexatious.
- **Written complaints**

If a customer complains in writing about the supply of water or the provision of sewerage services, the company must send a substantive response to the customer within ten working days of receipt of the complaint.

If the company fails to do this, the company must automatically make a GSS payment to the customer – the minimum payments are in the [table below](#).

There are exceptions to the requirement to make a GSS payment if the company does not respond to written complaints in the given timeframes. These are if:

- the customer informs the company that they do not wish to pursue the complaint;
- industrial action by the company's employees make it not feasible to send a reply within the relevant period;
- the act or default of a person other than the company's representative made it not feasible to send a reply within the relevant period;
- the complaint was not sent to an address notified in writing by the company to its customers as the appropriate address for complaints of that nature;
- the complaint was frivolous or vexatious; or
- the company reasonably considered a visit to be necessary, but severe weather made it not feasible to make the visit.

3. Notice of interruption to supply⁴

Where it is planned that the water supply will be materially interrupted or cut off for more than four hours to carry out necessary works the company must give written notice to affected customers at least 48 hours before the supply will be interrupted or cut off, including notification of the time by which the supply will be restored.

⁴ Regulation 17E (England) and Regulation 8 (Wales).

If the company fails to do this, the company must automatically make a GSS payment to the customer – the minimum payments are in the [table below](#).

Where the supply is interrupted or cut off to carry out necessary works in an emergency the company must, as soon as is reasonably practicable, take all reasonable steps to notify affected customers:

- that the supply has been interrupted or cut off;
- where any alternative supply can be obtained;
- the time by which the supply will be restored; and
- the phone number of an office from which further information may be obtained.

There are exceptions to the requirement to make a GSS payment if the correct notice of interruption to supply is not given. These are if:

- industrial action by the company's employees makes it unfeasible for the company to give the correct notice at least 48 hours before the supply was cut off;
- the act or default of a person other than the company's representative made it unfeasible for the company to give the correct notice at least 48 hours before the supply was cut off; or
- it is impractical for the company to have identified the particular customer as being affected, and the customer has not made a claim within three months of the date on which the supply was cut off.

4. Supply not restored⁵

A company must automatically make a GSS payment to all affected customers if:

- the supply is interrupted or cut off to carry out necessary works, and the supply is not restored by the time stated in the written notice given to affected customers;
- the supply is interrupted or cut off in an emergency due to a leak or burst in a strategic main and is not restored within 48 hours of the company first becoming aware of the interruption or that the supply was cut off; or
- the supply is interrupted or cut off in an emergency for any other reason and is not restored within 12 hours of the company first becoming aware of the interruption or that the supply was cut off.

⁵ Regulation 17F (England) and Regulation 9 (Wales).

A further automatic GSS payment must be made for each full 24-hour period that the supply is interrupted or cut off.

There are exceptions to the requirement to make a GSS payment if a supply is not duly restored. These are if:

- industrial action by the company's employees prevented the supply being restored;
- the act or default of a person other than the company's representative prevented the supply being restored;
- severe weather prevented the supply being restored;
- where the supply was interrupted or cut off due to a leak or burst on a strategic main, or for any other unplanned reason, the circumstances were so exceptional that it would be unreasonable to expect the supply to be restored within the relevant period;
- it is impractical for the company to have identified the particular customer as being affected, and the customer has not made a claim within three months of the date of the supply not being duly restored; or
- the regulation does not apply where supply is interrupted or cut off due to a drought.

The minimum payments are set out in the [table below](#).

5. Low pressure⁶

A company must maintain a minimum pressure in the communication pipe⁷ of seven metres static head (0.7 bar).

If pressure falls below this on two occasions, each occasion lasting more than one hour, within a 28-day period, the company must automatically make a GSS payment to the customer.

There are exceptions to the requirement to make a GSS payment if the pressure standard is not met. These are:

⁶ Regulation 17G (England) and Regulation 10 (Wales).

⁷ The pipe which carries water between the water mains and the boundary of private property. For further details please see our guidance at <http://www.ofwat.gov.uk/households/supply-and-standards/supply-pipes/>

- a payment has already been made to the same customer in respect of the same financial year;
- it is impractical for the company to have identified the particular customer as being affected, and the customer has not made a claim within three months of the date of the latter occasion;
- industrial action by the company's employees makes it not feasible to maintain the pressure standard;
- the act or default of a person other than the company's representative make it not feasible to maintain the pressure standard; or
- the pressure falls below the minimum standard due to necessary works taking place or due to a drought

The minimum payments are laid out in the [table below](#).

6. Flooding from sewers – internal flooding⁸

If effluent enters a customer's building from a sewerage company's asset (i.e. a sewer or lateral drain), the company must make an automatic GSS payment of the sum equal to the customer's annual sewerage charge up to a maximum of £1,000.

If the amount the company is required to pay is less than £150, the company must pay the customer £150.

This payment must be made for each incident.

There are exceptions to the requirement to make a payment if effluent enters a customer's building. These are if:

- the entry of the effluent was caused by:
 - exceptional weather conditions;
 - industrial action by the company's employees;
 - the actions of the customer;
 - a defect, inadequacy or blockage in the customer's drains or sewers; or
- it is impractical for the company to have identified the particular customer as being affected and the customer has not made a claim within three months of the effluent entering the customer's building.

⁸ Regulation 17H (England) and Regulation 11 (Wales).

7. Flooding from sewers – external flooding⁹

If effluent enters a customer's land or property (including outbuildings) from a sewerage company's asset (i.e. a sewer or lateral drain), the company must make a GSS payment of a sum equal to 50% of the customer's annual sewerage charge up to a maximum of £500. The customer must claim the payment from the company within three months of the incident.

If the amount the company is required to make is less than £75, the company must pay the customer £75.

This payment must be made for each incident.

There are exceptions to the requirement to make a payment if effluent enters a customer's land or property. These are if:

- the entry of the effluent was caused by:
 - exceptional weather conditions;
 - industrial action by the company's employees;
 - the actions of the customer;
 - a defect, inadequacy or blockage in the customer's drains or sewers;
- the company has made a payment to the same customer in respect of the same incident for internal sewer flooding; or
- the customer was not materially affected by the incident.

In deciding whether a customer has been materially affected by the incident companies must take into account:

- what parts of the customer's land or property the effluent entered;
- the duration of the flooding;
- whether the flooding restricted access to the land or property;
- whether the flooding restricted the use of the land or property; and
- any other relevant considerations of which the company is aware.

⁹ Regulation 17I (England) and Regulation 12 (Wales).

Summary of payment amounts that apply in England & Wales

The table below shows the minimum payment required by each of the GSS Regulations, plus any increase for failing to pay these in a timely manner. These are the minimum payment amounts, and some companies may voluntarily increase these. Details of any company specific enhancements can be requested from your company.

GSS Regulation	GSS payment		Late payment penalty	
	Residential customers	Other customers	Residential customers	Other customers
Making appointments Regulations 17C (England) & 6 (Wales)	£20	£20	£10	£10
Keeping appointments Regulations 17C (England) and 6 (Wales)	£20	£20	£10	£10
Account queries and requests about changes to payment arrangements Regulations 17D (England) and 7 (Wales)	£20	£20	£10	£10
Written complaints Regulation 17D (England) and 7 (Wales)	£20	£20	£10	£10
Notice of interruption to supply¹⁰ Regulations 17E (England) and 8 (Wales)	£20	£50	£20	£50
Supply not restored – initial period Regulations 17F (England) and 9 (Wales)	£20	£50	£20	£50
Supply not restored – each further 24 hours Regulations 17F (England) and 9 (Wales)	£10	£25		
Low pressure	£25	£25	–	–

¹⁰ See section 4 of this guidance.

GSS Regulation	GSS payment		Late payment penalty	
	Residential customers	Other customers	Residential customers	Other customers
Regulations 17G (England) and 10 (Wales)				
Flooding from sewers – internal flooding Regulations 17H (England) and 11 (Wales)	Payment equal to annual sewerage charges (Minimum payment of £150. Maximum of £1000)		£20	£50
Flooding from sewers – external flooding Regulations 17I (England) and 12 (Wales)	Payment equal to 50% of annual sewerage charges (Minimum payment of £75. Maximum of £500)		£20	£50

Payment and claims

If a customer is entitled to an automatic GSS payment and the company has not made the payment, the customer can claim the payment within three months of the incident.

If, at the time of the incident, the customer owes money to the company, and has done so for more than six weeks, the company will normally credit the customer's account rather than make payment by cheque.

Legal rights

The scheme does not affect any legal rights to compensation that customers may have.

Disputed claims

Any disputed claims for payment under this scheme should first be resolved through the company's formal complaints procedure.

If this does not resolve the dispute, the Consumer Council for Water ("CCWater"), the independent representative of household and business water consumers in England and Wales, may be able to resolve a GSS dispute quickly and informally. They can be contacted on the following details:

Post: Consumer Council for Water,
1st Floor Victoria Square House,
Victoria Square,
Birmingham,
B2 4AJ

Email: enquiries@ccwater.org.uk

Tel: 0300 034 2222 (England)
0300 034 3333 (Wales)

If neither the company nor CCWater can resolve your dispute, it can be referred to us by either the company or the customer, by sending a summary of the complaint, and why the resolution so far has been unsatisfactory to us by post or email. We can be contacted as follows;

Post: Ofwat,
Centre City Tower,
7 Hill Street,
Birmingham,
B5 4UA

Email: enquiries@ofwat.gsi.gov.uk

Our decision is final and binding upon both parties.

Payments in the event of drought

All water and sewerage companies are required under Condition Q of their conditions of appointment to make a payment to customers where water supplies are interrupted as a result of restrictions authorised by a drought order.

Although this measure is not part of the GSS, it does mean that customers have access to compensation if essential supplies are not maintained.

Companies should pay household customers £10 for each day (or part day) that the water supply is interrupted or cut off. The maximum compensation entitlement is equal to the company's average household bill for the previous year.

Companies are entitled to compensation for any supply used for domestic purposes. This is any supply for washing, cooking, drinking and flushing the toilet.

Companies must pay business customers £50 for each day (or part day) that the water supply is interrupted or cut off. The maximum compensation entitlement is equal to the water charge paid by the customer in the previous year. If, however, the customer has not paid a full year's water charges, or a third party is responsible for the water charges, the maximum is set at £500.

If there is a dispute about a payment due because of a drought order, either party may refer the dispute to us and our decision in respect of the dispute will be final.

There is no entitlement to a payment if the circumstances are so exceptional that, in our view, it would be unreasonable to expect the company to avoid the interruption.

Further information

Under no circumstances will we be bound to interpret the GSS Regulations in accordance with these summaries. When considering regulatory decisions, in particular in determining disputes, we will consider the original text of the GSS Regulations as well as the facts as they arise.

If you want to know more about the GSS, your local water or sewerage company can provide a description of GSS (and any company-specific enhancements) to you on request. Details are also available in the companies' code of practice for residential customers.

You can also:

- send an e-mail to enquiries@ofwat.gsi.gov.uk; or
- visit our website at www.ofwat.gov.uk

Revised April 2017

From 30 Sept 2019

New improved recycling service from your home



FOOD WASTE
COOKED OR UNCOOKED



PLASTIC TRAYS, POTS & TUBS



FOOD & DRINKS
CARTONS



PAPER & CARD/
CARDBOARD



PLASTIC BOTTLES



TINS & CANS



ALUMINIUM FOIL



AEROSOL CANS



GLASS BOTTLES
& JARS

NEW SERVICE WILL INCLUDE:

Separate weekly food waste collection in new food bin. Fortnightly plastics, glass, tins & cans, aerosols, food & drinks cartons & kitchen foil in your green-lidded bin. Fortnightly paper and cardboard in your green box

Easy to use and time-saving with fewer trips to recycling sites

• R E C Y C L E F O R A L L •

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For more information:

www.tmbc.gov.uk/recycleforall

call 01732 876147



www.tmbc.gov.uk

From 30 Sept 2019

New opt-in chargeable garden waste collection service



**Fortnightly collections
240 litre bin**

From 30 September 2019 we are introducing a new opt-in garden waste service for which there will be a separate charge.

This will help us improve our recycling collections direct to your home to include plastics, glass and cartons. This brings us in line with the majority of councils in the UK

Early Bird discount!

Sign up between **7 May** and **2 August 2019** for a discounted price of only £35 for the year! (Full price is £40 per year.)

Signing up for the Early Bird offer will also:

- Guarantee the same price for your second year renewal
- Ensure continual garden waste collections when the new service starts

You'll be able to sign-up from 7 May online or by using our phone helpline

[www.tmbc.gov.uk/
recycleforall](http://www.tmbc.gov.uk/recycleforall)
01732 876147

BRIDGE WORKS

Crossing the River Medway – A story of the Rochester Bridge Trust

4th May 2019 to 31st January 2020

www.rbt.org.uk/bridgeworks



Find out more about 2,000 years of the bridges across the River Medway and the modern day role of an ancient charity. The exhibition features interactive displays and activities for children.

Where:

Tonbridge Castle,
Castle Street, Tonbridge,
TN9 1BG

When:

Open seven days per week



BRIDGE WORKS

Crossing the River Medway
A story of The Rochester Bridge Trust



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