

your septic tank scheduled service application form

**Scottish
Water**

Trusted to serve Scotland

PLEASE COMPLETE THIS FORM IN BLOCK CAPITALS AND RETURN IT TO SCOTTISH WATER IN THE PRE-ADDRESSED ENVELOPE PROVIDED.

I hereby request that Scottish Water de-sludge the septic tank(s) at the address below at regular intervals in accordance with the terms and conditions relating to Scottish Water's scheduled de-sludging service.

Name:

Address (for invoicing):

.....

Postcode:

Telephone number (house):

Mobile telephone:

Address of property served by septic tank (if different from above):

.....

Postcode:

Email:

additional information

a) Type of property served by the septic tank, eg house:

b) Are any other properties connected to the septic tank?

If so, please list them:

c) Is the property a commercial or domestic Property? Commercial Domestic

(Note: Commercial includes holiday lets and B&Bs etc.)

d) Can the septic tank lid be lifted by one person? Yes No

e) Please describe the septic tank lid, for example; is it concrete, steel, cast iron, plastic, or other material?

f) Has the septic tank been de-sludged before? Yes - within the last 5 years No
 Yes - over 5 years ago Don't know

g) Please state your VAT number, if applicable:

h) How often do you wish your septic tank to be de-sludged?

(We can offer advice on the service required based on the type of septic tank you have)

Every 6 months Every 2 years
 Every year Every 3 years

i) Preferred date of service: Month No preference

Scottish Water reserve the right to move or change this date. This is dependant on resource availability at the date specified.

j) When do you wish the service to commence?

(Where possible this will normally be within 4 weeks of the application being received, unless otherwise specified. We will contact you with the closest available date once your contract has been processed.)

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Finally, it would be useful if you could provide a sketch of your house, or property, from the nearest main road, or suitable landmark, showing where the septic tank is sited. Please use the box below.

It is particularly useful for us to know:

a) **The distance between the hardstanding area where the tanker can freely park. For example, a car park, driveway or access road and where the septic tank is situated.**

.....

b) **Any difference in level between the septic tank and where the tanker can park. And,**

.....

c) **The approximate depth of the tank.**

Drawing of Tank Location

The driver will not have this available on the day of de-sludging. This is used for internal audit purposes only.

Either party, the customer or Scottish Water, may end the agreement by giving written notice. If there is any change of ownership or tenancy it is essential that you let us know in plenty of time to allow the new owner/occupier to make arrangements for septic tank de-sludging. **This agreement is between the named applicant and Scottish Water. It is the responsibility of the named applicant to inform Scottish Water of any changes to this agreement.**

Signed:

Date:

As a valued Scottish Water customer we may from time to time contact you to ask you for your opinion of the services we provide or to let you know about other goods and services which may be of interest to you.

Please tick the box if you do not wish to receive such information from Scottish Water.

FOR OFFICIAL USE

Received Contract

Control Reference

GIS Asset Reference

Passed for Database Entry

Gemini – Contract

Period Entered Start Date

Septic Tank Service, Buchanan Gate Business Park, Cumbernauld Road, Stepps G33 6FB