

FAQ about our septic tank service

How much will it cost to empty my tank?

The total fee will vary depending on location, size of tank, number of pipes we need to use and whether this is a one off demand or you are a contracted customer collection so please contact us for a price.

How can I pay?

You can pay online or call our payment center number

When will my empty be done?

We operate 5 days a week between 7am – 3.30pm. We will contact you and arrange a mutually agreed time and date.

Do we do emergency calls?

No. We have a booking system in place and are very busy, but if you do have a big problem that needs immediate attention then we will do everything we can to help and attend the next day but there will be an additional £75.00 fee applicable

How do I make a booking?

Either call us on 01527 881188 or complete the eform contact form on the front page and we will be in touch within a maximum of 2 working days to arrange a mutually agreeable date and time of collection.

What is a contracted customer?

As a contracted customer we will offer a **discount** on the service and you will be contracted for 4 empties over 48 months. We will contact you at regular intervals and agree a collection date and time. After 48 months the contract will terminate but we trust you would resign with us again.

How do I become a contracted customer?

Contact us and tell us you want to have a contract and we will send you a contract document and provide any help you may require to complete the paperwork. Nothing too complicated we promise.

What is an on demand customer?

You will still receive the high standard of service but as an on demand customer you will have to contact us when you wish to have your septic tank emptied, and you will not benefit from our contract customer discount.

How big are our tankers?

We have two tankers both with a 9000l capacity, one of these is “mature” in age but the other is brand new so we have lots of capacity and can provide a reliable service due to this resilience.

Where are we based and where do we take the waste?

We are based in Bromsgrove on the Aston Fields Industrial Estate where we have our Environmental Services Depot. The full tankers are emptied at a selection of Severn Trent sewerage works across the area.

FAQ about septic tanks

What is a septic tank?

A septic tank is used to treat and dispose of small volumes of wastewater, usually from single houses or a number of households that are located relatively close together. Septic tanks are usually installed where there is no access to the mains drainage network.

Why do I need to empty my septic tank?

Some of the settled solids (sludge) at the bottom of your septic tank will be digested by the anaerobic action of the bacteria and will disappear. The remaining sludge will build up over time and will need to be pumped out of the tank. Your septic tank won't be totally emptied but “desludged”.

How often needs my tank need emptying?

Your tank should be emptied or “desludged” following the manufacturer's recommendations. For septic tanks, empty the tank when the level of sludge reaches 50% of the tank's volume. For sewage treatment plants, empty the primary tank when the level of sludge reaches 30% of the primary tanks total volume.

Why do septic tanks fail?

Most septic tank failures are related to inappropriate maintenance; examples being when soil-based disposal such as soakaways are installed in inadequate ground conditions, on excessive slopes or in areas with high ground water tables... Poor maintenance such as irregular septic tank emptying may cause solids in the tank to block the soakaway and clog the complete system.

What items should not be put down the toilets if I am connected to a septic system?

Avoid pouring bleach into the toilet or into sinks. Limit the amount of fat disposed of to a minimum. Your septic tank is a biological solution for treating biological waste. Avoid putting the following items into your toilets or sinks: coffee grounds, disposable diapers, animal litter, hygiene products and sanitary items, cigarette ends, fats and greases, paper towels, paints, detergents and pesticides....these products may have a negative impact on the bacteria in your septic tank.

I have a smell issue with my septic tank: what is going wrong and who should I contact?

If you have bad smells from your septic tank, this may be a sign that the biomass has died. First find out what may have killed the biomass, this is likely to be a product you have poured down your sink or toilet. If this is the case you may have to add bacteria to the septic tank.

For any problem related to your septic tank or if your system needs servicing or emptying please contact your local septic tank specialist.

Why does my septic tank have a scum on top?

This scum consists of FOG "Fat, Oil and Grease" from daily domestic activities such as cooking washing up etc. The enzymes will break down this scum over time. The scum in your primary tank can dry out and get too thick, stopping the air reaching the liquid effluent. The bacteria need oxygen for the aerobic degradation of the pollutants in the sewage. A hard and dry scum (crust) means that it is the right time to get in a contractor to desludge your septic tank.

For the legal stuff go to

<https://www.gov.uk/permits-you-need-for-septic-tanks/overview>