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Date: 27th August 2026



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Dear Resident

I am writing to all residents of Moore Close, Ranmoore and King Street. Your drains discharge into the private sewage system at the end of King Street which is managed and maintained by Folkestone & Hythe District Council.

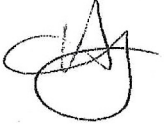
Recently we had an issue with the sewage works, where we found full dog poo bags had been disposed of into the drainage system. Items such as this can cause the pumping equipment to fail and sewage to back up.

Please can we remind all residents to refrain from putting dog poo bags into the drainage system. I have also listed other items that should not be disposed of down the drains:

- Don't pour fat down drains. Wipe pans with kitchen roll or pour out the fat into another container and wait for it to congeal before disposing of it in the bin
- Don't put feminine hygiene products, wet wipes, cleaning wipes or disposable nappies down the toilet. These don't break up and can cause a blockage, even if they say they are flushable
- Only use the recommended amount of washing powder as this can build up along the inside of the pipe and cause it to lose flow and eventually block up
- Make sure contractors don't put artex, cement, rubble, glue, plaster or render etc. down the sink or outside gulleys. It will harden and can cause blockages
- Don't bury your manhole cover. If you pave, cement, or put decking over it, you may have to rip it all out to gain access to the manhole and even then you may not remember where it actually is.
- Make sure any manholes or gullies have covers. Missing covers mean many things can fall into the pipe and cause a blockage
- Periodically checking your kitchen gully for fatty deposits and removing any build up can save you a lot of money later

Your cooperation with this is appreciated and avoid additional works and costs to everyone.

Yours sincerely

A handwritten signature in black ink, appearing to be 'NP' or similar initials, enclosed within a circular loop.

Nicola Phipps

Asset & Major Works Manager