

# Customer Journey

The self certification process is only for:

- Building works at a single domestic property
- Involving pipes of 150mm diameter or less

for self-certification when building over or close to a public sewer/lateral drain

If you are able to confidently complete all sections of the self-certification form we will happily approve your development proposals so you can progress with your build without the need to contact us again. You can apply either online or by post. Our team are just a phone call away and are happy to help with any queries you may have regarding the application process. Please call **0345 266 7931**.

## STEP 1 Application & payment

You'll need to provide 2 things:

- A fully completed and signed application form [download a form>>](#)
- Your application fee (this can be paid by card over the phone or via BACs).

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## STEP 2 Validation

We will check that your application has been fully completed, your payment successfully submitted and advise on the outcome. We'll endeavour to do this within 10 working days.

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## STEP 3 Successful approval

Great news, your application has been successful. We will provide you with our written approval that confirms you have our permission to carry out your building works. The approval document is important and should be kept with the deeds of your property.

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## STEP 3 Unsuccessful approval

Sorry, your application is incomplete or it's clear from our records that there's a sewer in the area that makes it unsuitable for this self-certification process. We will get in touch to let you know why.

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## STEP 4 Alternative process

Please choose the alternative '**Application to Build Over or Close to a Public sewer**' process & fee. We will assess this and support you in obtaining our consent via this formal build-over agreement

[Complete this application form>>](#)

[Customer journey diagram>>](#)

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### Important

If any of the information you've included on your self-certification declaration is found to be incorrect, your approval letter becomes invalid. You'll then have to submit an 'application to build over or close to a public sewer'. You'll need to submit plans, the difference in the application fee and supplementary information; this also means your building work will have to stop until we provide a new approval. That's why it's so important that when you submit a self-certification application you are confident that all your information is correct.



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