

BEDFORD HEIGHTS SEWER SERVICE GUIDELINES

The city of Bedford Heights provides a **“helping hand”** service for residents to relieve sanitary sewer restrictions and blockages. Below are the guidelines for this service.

- The assistance program is for **OWNER OCCUPIED RESIDENTS ONLY. NO RENTAL PROPERTY WILL BE SERVICED.**
- The program is for temporary relief of sanitary sewer lateral blockages; (the main line from the house to the city main). Any sinks, tubs, and secondary lines are not considered emergency and are serviced by priority. We do not maintain home owner’s plumbing or sewers.
- Home owners are responsible for all sewers (sanitary and storm) from the house to the right of way. The tree lawn is homeowner’s property.
- Sewer crew personal do not dismantle or assemble any plumbing inside the homes.
- The sewer cleaning service does not perform preventative maintenance drain cleaning.
- Sewer calls are from 7:30 am to 2:00 pm, Monday, Wednesday, and Friday. No overtime will be expended for sewer calls. Residents will wait until the next available day.
- If your sewer blockage becomes chronic, or if it is acute and severe enough even the first time, service will be terminated and it’s the homeowner’s responsibility to correct the problem.
- No city service will be offered for storm sewer related blockages. All gutters, down spouts, garage drains, and driveway drains are the home owners’ responsibility.
- Culverts are the home owner’s responsibility to maintain and clean, this includes the pipe under the driveway.

If you have any questions pertaining to the sewer assistance program please contact me at 440-786-3201 or by e-mail at davep@bedfordheights.gov