Sample Sequence of Town Mailings to Property Owners Regarding Wastewater Management Program

This flowchart provides a suggested sequence of Town mailings to property owners, as part of a wastewater management program. The shaded boxes indicate letters, with bulleted items being suggested enclosures.

Early Education Efforts—newspaper articles, advertisements, notices, other mailings

First Maintenance Inspection Letter
- Town Program Info
- Town-Approved Service Providers
- First Maintenance Inspection Fact Sheet
- Tank Upgrades Fact Sheet

Property Owner Does Not Have Inspection Performed

45 days

Reminder Letter(s)
- Town-Approved Service Providers

Property Owner Has Inspection Performed—results reported to Town for inventory and tracking

System Fails

Notice of Deficiency*
- Repair/Replacement Procedures
- How To Hire a Contractor Fact Sheet
- Financial Aid Brochure
- Low-Interest Loan Application
- Tank Upgrades Fact Sheet

*letter will vary, depending upon whether deficiency warrants a repair or a replacement

System Passes

Tank Needs Pumping

Pump-out Letter
- Pump-out Fact Sheet

Owner Does Not Have System Pumped

Owner Has System Pumped

Resulting action depends upon Town regulations

Thank You For Your Compliance Letter
- Suggested date of next inspection

Repair/Replacement Not Completed

Repair/Replacement Completed

3-5 years

Routine Maintenance Letter
- Routine Maintenance Fact Sheet

Property Owner Does Not Have Inspection Performed

45 days

Notice of Violation
- Town-approved Service Providers

15 days

$$$ Fines $$$