

Street Manager Tips & Tricks: Section 81 process

1. **HA** identifies defective apparatus
2. Records a S81 in SM selecting the SU the apparatus belongs to
3. **SU** acknowledges receipt of the S81
4. Investigates ownership of asset reported as defective
5. If it isn't the SU's asset, or it is not a valid s81, the SU will **reject** the S81 providing a reason.
6. **HA** will review the rejected S81 and if agrees with the SU rejection the HA will **cancel** the S81. To reassign to another SU, a new S81 must be recorded and issued to the appropriate SU.
7. **SU** If it is the SU's asset and it is a valid S81, the SU will **accept** the S81
8. At the time of accepting the S81, the SU will indicate whether any remediation work will require a permit or not.
9. When the remediation works have been carried out, the SU will make an entry in the S81 record '**mark as fixed/actioned**'. If a works record number and permit reference were required to undertake the works, then the Works Record Reference should be entered in the text box which opens when marking as fixed.
10. **HA** will review all S81's which have been marked as fixed/actioned and once satisfied that the record can be closed, the S81 can be '**marked as resolved**'.

S81 Inspections

HA's can also record/schedule S81 type inspections from the S81 works record, these can currently only be viewed by the SU or the HA in the S81 record - (bug raised 3/3/20)

Future expected improvements to SM

Re-assigning a S81 to a different SU without cancelling the original one

The ability for SU to create a permit application from the S81 works record, creating an auto-link to works undertaken to remediate the S81.

First, the S81 is created.

Section 81

Reference: FMS8118644815

Status: Issued

Works reference: [FMS8118644815](#)

Works location: PEGS LANE

Section 81 location

USRN	12413456
Road/street	PEGS LANE
Area	Not provided
Road category	3
Location coordinates	532538.01 - 212118.31
Issuing authority	HERTFORDSHIRE COUNTY COUNCIL
Receiving organisation	THAMES WATER

Section 81 details

Location area	Carriageway
Location description	county hall carpark exit
Inspection date	02/03/2020
Type	Tee/valve/access covers
Severity	Low
Made safe by HA	Not required
Inspector name	Not provided
Inspector contact details	Not provided
Additional details	rocking manhole cover

Issue date: 02/03/2020 09:04

S81 response

- ☐ Acknowledge
- ☐ Accept
- ☐ Reject

Click on the Works reference.

Works record

Reference: BHS8114537153

SECTION 81 WORKS

Key details

USRN	7300139
Road/Street	SNOWHILL COTTAGES
Road category	4
Location coordinates	497697.25 - 205417.51
Highway authority	BUCKINGHAMSHIRE COUNTY COUNCIL
Promoter organisation	THAMES WATER
Location description	5

Works history

[View history](#)

Date and time	Topic	Details	Username
24/01/2020 20:02	Section 81	Section 81 accepted with permitted works indicated	janet.chapman@thameswater.co.uk
23/01/2020 16:20	Section 81	Section 81 acknowledged	janet.chapman@thameswater.co.uk
23/01/2020 16:19	Section 81	Section 81 created	hauser1@thameswater.co.uk

Section 81

Issue date	Reference	Location	Severity	Status
23/01/2020 16:19	BHS8114537153-S81	5, SNOWHILL COTTAGES,	Low	Accepted

Inspections

[Add an inspection](#)

No inspections have been recorded

[Schedule inspection](#)

Fixed penalty notices (FPN)

[Issue an FPN](#)

No FPNs issued

Additional files

[Add a file](#)

[← Back](#)hauser1@thameswater.co.uk ([Sign out](#))

Add an inspection

What are the inspection details?Works reference: [BHS8114537153 \(opens in new tab\)](#)

Works location: SNOWHILL COTTAGES

Inspection type

- ☐ Live site
- ☐ Reinstatement
- ☐ Non compliance follow up
- ☐ Section 81

Inspection date and time

Enter timings using a 24-hour time format

Day Month Year

Hour Minute

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Add an inspection

What are the inspection details?Works reference: [BHS8114537153 \(opens in new tab\)](#)

Works location: SNOWHILL COTTAGES


Inspection type

- ☐ Live site
- ☐ Reinstatement
- ☐ Non compliance follow up
- ☒ Section 81

Inspection date and time

Enter timings using a 24-hour time format

Day Month Year

Hour Minute

 [Continue](#)

Add an inspection

What are the additional inspection details?

Works reference: [BHS8114537153](#) (opens in new tab)

Works location: SNOWHILL COTTAGES

Inspector name (optional)

Complete if you're not the inspector

fred bloggs

Additional comments (optional)

Relevant information can include names and phone numbers of on-site staff involved in the inspection

Testing scenario - Jan

Schedule a reinspection?

☒ Yes ☐ No


Reinspection type

- ☐ Live site
- ☐ Reinstatement
- ☐ Non compliance follow up
- ☒ Section 81

Reinspection date and time

Enter time using a 24-hour format

Day Month Year

24 03 2020 

Hour Minute

Attach photo evidence

☐ Yes ☒ No

[Continue](#)

WORKS RECORD

Reference: BHS8114537153
SECTION 81 WORKS
Key details

USRN	7300139
Road/Street	SNOWHILL COTTAGES
Road category	4
Location coordinates	497697.25 - 205417.51
Highway authority	BUCKINGHAMSHIRE COUNTY COUNCIL
Promoter organisation	THAMES WATER
Location description	5

Works history
[View history](#)

Date and time	Topic	Details	Username
03/03/2020 11:55	Inspection	Section 81 inspection added with outcome: Failed - low	hauser1@thameswater.co.uk
03/03/2020 11:55	Scheduled Inspection	Section 81 inspection scheduled	hauser1@thameswater.co.uk
24/01/2020 20:02	Section 81	Section 81 accepted with permitted works indicated	janet.chapman@thameswater.co.uk
23/01/2020 16:20	Section 81	Section 81 acknowledged	janet.chapman@thameswater.co.uk
23/01/2020 16:19	Section 81	Section 81 created	hauser1@thameswater.co.uk

Section 81

Issue date	Reference	Location	Severity	Status
23/01/2020 16:19	BHS8114537153-S81	5, SNOWHILL COTTAGES,	Low	Accepted

Inspections
[Add an inspection](#)

Inspection date	Inspection type	Inspection outcome
24/03/2020	(Scheduled) Section 81	Cancel
03/03/2020 11:10	Section 81	Failed - low



The view of the SU

Can only be seen when looking at the S81 works record – however until bug fixed will have to look at every s81 work record to see if any have been received.

If bug not remedied before go-live then workaround will have to be added where the HA will need to add a comment to say S81 inspection has been recorded.