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13.03.2022

Alver Kommune
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Regarding small waste water cleaning equipment installation. Ref.Nr.21/5431

Before asking the relevant questions about the process we have started with non-compliance of the waste water treatment system with current environmental standards, I would like to clarify the situation.

Back in the summer of 2021, after receiving your report about the non-compliance of the waste water treatment system with the current standards, I contacted a representative of the Municipality by phone, where it was explained that we should contact the company which is building a new type of treatment system. Hjelmås VVS was soon approached, and this was done in early September. More than a month later, and without receiving any information from the company, I visited Hjelmås VVS again at the end of October, where I was assured that I would be contacted shortly, but this did not happen again. When I visited them for the third time at the end of the year to carry out an evaluation of the work, as the time was up for me to reply to, I was asked to apply to the Municipality for a postponement. After I objected, I was finally contacted after a good week by a responsible employee who, after inspecting the site, sent me an appraisal of the work a week later, which was immediately forwarded to the Municipality of Alver. So as you can see, I spent 4 months getting this rating. After informing the Municipality of the assessment received, I was informed of the possibility of applying for the HELP insurance policy which I had purchased when purchasing the property (why was this information not given to us in the first report?). HELP Insurance was immediately contacted, and legal aid proceedings were initiated upon request. After receiving the replies from the defendant's insurance company and HELP insurance (documents attached), I was shocked that the 3-month deadline for submitting information and informing them of the non-compliances found had been delayed throughout this process. So I conclude that I am now in a situation where a family without sufficient financial resources has to deal with fines due to the unintentional provision of information and the deplorable promptness of providing information from Hjelmås VVS, and in the long run a young family with two small children will be forced to leave home.

I also conclude from the documents I got from the Municipality that the neighbor, who installed these septic system himself when the house we live in today was being built, contacted the Municipality anonymously (without any notification of new owners) to clarify whether the existing facilities met the same requirements, where at the same time adds photographs showing the covers of the septic, without detailing which particular septic belongs to the water treatment system of his summer house. By the way, he notes that new homeowners are probably unaware

