

# Radon sump

## Customer guidance

### What will your radon sump do?

- Reduce radon in and around your home.
- Protect others from radon at your home.
- Provide constant reduction to radon levels.
- Create a safer living environment for you, your family and other residents.
- Help to save lives and protect your property in the event of high radon levels.

### Who is responsible for your radon sump?

As a resident living in your property, you have a duty to ensure that you do not purposely affect the operation or integrity of the radon sump, placing yourself and others at risk.

### Why does a radon sump need to be installed?

A radon sump will need to be installed if your home receives a radon test result of 500Bq (Becquerels) or more.

### What should I do if my radon sump stops working correctly or if I think there is a problem?

You need to contact Coastline to book an appointment for an operative to visit and complete any works needed.

### If a radon sump needs to be installed, how long will it take and what will be involved?

Installations can vary but the work should take no longer than one working day.



Coastline's approved radon installer will contact you to arrange a convenient day for the work to start. The radon sump will be left secure and will run permanently to maintain effective radon mitigation.

### What can't I do with my radon sump?

- Tamper with or switch off the sump.
- Remove the radon sump.
- Damage the sump casing or mechanism.
- Block the sump with other items.

### Contact us

My Coastline - on app or at [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)  
Email - [customer.service@coastlinehousing.co.uk](mailto:customer.service@coastlinehousing.co.uk)  
Telephone - 01209 200200

It is important we have an up-to-date contact number for you. Please let us know if your details have changed.