

**South West Water Sewage Treatment Works
Complaints 27th June to 7th July**

WK/201502218

29/06/2015 27/06/2015 Wear Barton Road Sewage odour all day Saturday 27th June from 10:30 onwards. Had to close his windows. Definitely not from the inspection chamber in the field at the rear of his house.

Case Actions:

WK/201502240

30/06/2015 29/06/2015 Newport Road Recently, sewage odour has been 'bad day & night'. Has noticed in the early hours of the morning, maybe 02.00 or 03.00. Has woken her up. Visitors to house comment on the 'foul odour'.

Case Actions:

E-Mail Hello Simon
Thank you for your response.
Recently the odour has been bad day and night. I haven't logged times as it has been continuous. I will try to do this now.
I have noticed the smell in the early hours of the morning, maybe 2 or 3 o'clock, it has woken me up. One night I even came downstairs to check that it wasn't my dog with an upset stomach!
Many visitors to my house have commented on the foul odour, it's embarrassing.
I will pass on the telephone number of the action group to my neighbours.

----- Original message -----

From: "Ruddy, Simon" <simon.ruddy@exeter.gcsx.gov.uk>
Date: 29/06/2015 12:44 (GMT+00:00)
To:
Subject: UNCLASSIFIED: Sewage odour

Clr Robson has forwarded your complaint about sewage odour to me. Could you let me know your address and the times that the odour is occurring so that I can log the complaint? I am in regular contact with SWW's Waste Water Operations Manager and can discuss this matter with him directly.

Representatives from Environmental Health and the Environment Agency, together with local Councillors and residents' representatives meet with SWW at a liaison group every 3 months. We discuss operation of the works and the number of complaints received; any information that you can supply is therefore very useful.

SWW has recently set up Proactive Team, based at the works. The team sends out regular updates of any planned works, breakdowns etc. by text. They can also be contacted during office hours and should be able to visit and witness the odour as they are based locally. If you'd like to contact the team and/or be added to their text alert system, their number is 07779606026.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

WK/201502315
02/07/2015

01/07/2015

Wear Barton Road

Sewage odour detected at Countess Wear School, 09:45 - on & off for a couple of hours.
Also noticed sudden strong odour at complainant's property at 16:20.

Case Actions:

E-Mail

Hello Jay

A complainant's been on the telephone today, reporting odour yesterday (1st July) at Countess Wear School 09:45 - for a couple of hours and at his home - a strong, sudden odour at 16:20.

I've had a couple of other complaints recently

" Newport Park - complainant alleges that, for the last 3 weekends, the odour has been bad from 18:00 onwards but is not a problem Monday to Thursday.

" Newport Road - bad 'day & night'. Noticed in the early hours of the morning, when she alleges that the odour woke her up.

" Wear Barton Road (cul de sac end) - odour all day on Saturday 27th June from 10:30 onwards. Definitely not coming from the inspection chamber in the field.

" Countess Wear Road (Bridge Road end) - complainant has been keeping a log since February. Numerous occasions when the odour comes & goes quickly but lingers in her house. Particularly bad around 07:00 & 19:00.

For the past month:

" Wednesday 3rd June, 07:00 & 19:30

" Monday 15th June 07:00

" Tuesday 23rd June 06:30

" Wednesday 24th June 06:30 to 13:00 (ties in with scraper failure)

Weekends & out of hours odours seem to be a common issue here, so I do think it's worth pursuing how members of the public can contact the works during these times.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

WK/201502372
06/07/2015

04/07/2015

Ark Royal Avenue

Odour noticeable in Ark Royal Avenue, Saturday 4 July, morning.
Also detected sewage odour in Glasshouse Lane, 4 July, 08:00.

Case Actions:

WK/201502406
06/07/2015

04/07/2015

Wear Barton Road

Continuous sewage odour all Saturday (4th July) & intermittent on Sunday (5th July).

Case Actions:

E-Mail

Hello Jay

I've had a few complaints about sewage odour over the weekend.

Ark Royal Avenue

Saturday 4th July - sewage smell in the morning & also by Glasshouse Lane shops at 08:00

Wear Barton Road (Cul de sac end)

Saturday 4th July - all day

Sunday 5th July - intermittent

Wear Barton Road (Cul de sac end)

Saturday 4th July - 'very unpleasant' at 22:00 (witnessed by Council officer)

Newport Road/Seabrook Avenue

Sunday 5th July - faint but noticeable at 22:00 (witnessed by SR whilst out running)

Wear Barton Road/Glasshouse Lane junction; lower part of Glasshouse Lane

Monday 6th July at 07:40 (witnessed by Lee Staples, on his way to work)

Anything unusual going on over the weekend?

Regards

Simon Ruddy

Principal Environmental Health Officer

Exeter City Council

Civic Centre

Paris Street

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EX1 1RQ