

Complaint Date	Odour Date	Address	Details
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**South West Water Sewage Treatment Works  
Complaints since the last meeting**

<b>WK/201502500</b>			
13/07/2015	11/07/2015	Wear Barton Road	Complaint about the smell from South West Laboratories.

**Case Actions:**

Phone call received Complainant called up in regards to smell from sewage works. He says it started on 11/07/15 at 15:30pm and went on until the evening. On 12/07/15, the smell was intermittent and he couldn't pin down the times exactly.

Case Comments Visit to plant & drive around Countess Wear with Jay Harris around midday. Called into see complainant. No abnormal odour detected at the time; plant operating normally.

<b>WK/201502502</b>			
13/07/2015	09/07/2015	Wear Barton Road	Complainant called to report the smell from SWW sewage works. He witnessed the smell when he came home today at 11.15am.

**Case Actions:**

<b>WK/201502628</b>			
17/07/2015	16/07/2015	Glasshouse Lane	Sewage odour every day since returning from holiday on 1 July. Last night - 23.30 - particularly bad.

**Case Actions:**

Case Comments Complainant claims that this issue has been going on for years - moved in to house early approx 15 years ago. Thinks that the works needs investment - can the tanks be covered in some way?

Very keen for there to be some kind of on-line reporting system for residents to use (there is such a system on SWW's website).

Case Comments What happens to complaints? Advised that they are discussed with Jay at the time & analysed at SWW Liaison Group - minutes available on line.

Visit to plant & drive around Countess Wear (including Glasshouse Lane) with Jay Harris around midday. No abnormal odour detected.

<b>WK/201502691</b>			
21/07/2015	21/07/2015	Wear Barton Road	strong odour today @11.15am. Comp went out at 9.30am, & not bad, but returned and strong odour. Was also strong last night 6pm-11.30pm & occasionally this weekend just gone.

**Case Actions:**

Case Comments Tour of site with Jay Harris. Plant operating normally; nothing unusual detected on site.

Called in to see complainant at approx 12.00. No odour that morning.

Complainant texted Proactive Team on a few occasions and hadn't had a response. Jay will check what's happened here.

<b>WK/201502734</b>			
21/07/2015	21/07/2015	Topsham Road	Complaint about the smell coming from South West Water

**Case Actions:**

Phone call received Received a complaint about the smell coming from South West Water. He says the smell is encroaching on the golf course.

Case Comments Visited Persimmon's pumping station with Jay Harris (SWW). No discernible odour in the area. Tour of treatment plant - nothing unusual on site. No abnormal odours detected.

Pumping Station has not yet been adopted by SWW - this is imminent.

Voicemail for complainant to contact me.

<b>Complaint Date</b>	<b>Odour Date</b>	<b>Address</b>	<b>Details</b>
<b>WK/201502738</b>			
<b>21/07/2015</b>	<b>20/07/2015</b>	<b>Lower Wear Road</b>	<b>Odour along Lower Wear Road in the afternoon</b>
<b>Case Actions:</b>			
Case Comments	Jay Harris in Barnstaple today. Not aware of any issues but back on site tomorrow; will check then.		
Case Comments	Visit to plant & drive around Countess Wear with Jay Harris around midday. No abnormal odour detected.		
<b>WK/201502740</b>			
<b>21/07/2015</b>	<b>16/07/2015</b>	<b>Glasshouse Lane</b>	<b>Odour by Glasshouse Lane shops, 10:00.</b>
<b>Case Actions:</b>			
Case Comments	Jay Harris in Barnstaple today. Back on site tomorrow; unaware of any issues but will check.		
Case Comments	Visit to plant & drive around Countess Wear with Jay Harris around midday. No abnormal odour detected.		
<b>WK/201502741</b>			
<b>21/07/2015</b>	<b>21/07/2015</b>	<b>Newport Road</b>	<b>Odour from Rydons Sewers inspection chambers. See email for details.</b>
<b>Case Actions:</b>			
E-Mail	Dear Sir/Madam		
	<p>I am writing in relation to the very strong odour smell in Countess Wear. We seem to have to put up with this on a daily basis, I text the Treatment works on a regular basis in regard to this. This problem has become increasingly worse since the new houses have been built at the Rydons off Topsham Road site. It seems that every time it gets to the over flow height at the pumping station which varies on volume capacity, it discharges to go to the treatment works, the obnoxious odour comes across Topsham Road onto the estate, seemingly coming up through the manholes. The reason I have been told for this at length,(by someone from the Treatment works) is one reason being methane gases builds up in the system. This I understand is one of the reasons why the drains cannot be sealed to prevent any odour coming out. Can you clarify this. I have been invited to visit the Sewerage works to see how this is run, but as I have said to them on numerous occasions all of the odour is not coming from there. Ever since the new drainage system was put in from the Rydons across Topsham Road along Higher Wear Road, Wear Barton Road across the 100 Club fields this has increased from acceptable levels to levels that make you feel physically sick. Meals times are hit and miss depending on whether the odour is present.</p> <p>I feel that complaints are not taken seriously enough and when telephoning everyone is very apologetic but nothing is resolved.</p>		
Case Comments	<p>Visited area with Jay Harris at around 12:00. No odour detected; treatment plan operating normally.</p> <p>The rising main from Topsham runs along Newport Road , in front of the complainant's property. It then cuts across the cul de sac end of Wear Barton Road &amp; across the field to join the syphon under the river.</p> <p>There is a large rectangular inspection chamber on the grassy section near the complainant's house (see attachment) although we couldn't detect any odour here.</p> <p>The Rydons sewer runs down Lower Wear Road &amp; along Wear Barton Road (i.e. not in the vicinity of the complainant's property).</p> <p>Jay will confirm what's below the large inspection chamber (it doesn't seem to tie up with the Topsham sewer line - see attachment).</p>		
<b>WK/201502755</b>			
<b>22/07/2015</b>	<b>21/07/2015</b>	<b>Topsham</b>	<b>Sewerage odours on Topsham Road-See actions for details</b>
<b>Case Actions:</b>			
Case Comments	Was on site at around midday - drove along Topsham Road as far Newport Park; no odour. Visited pumping stations at the Rydons & Newport Park; tour of treatment works with Jay Harris - no odour apparent. Also drove through Countess Wear, stopping at Newport Road & Glasshouse Lane. Again, no odour detected.		

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			Voicemail for complainant to contact me.
Case Comments			Complainant noticed odour at around 14:00 near Plants Galore. Had disappeared from car by the motorway bridge.
Phone call received			We received another complaint of odour - from the Golf & Country Club - at 16:00 that day. MOP called to report that there is a terrible sewerage smell along Topsham Road particularly bad between Seabrook Nurseries and The Rydons, came in through her car air con today!
<b>WK/201502770</b>			
<b>23/07/2015</b>	<b>23/07/2015</b>	<b>Lower Wear Road</b>	<b>Odour from the sewage works.</b>
<b>Case Actions:</b>			
Phone call received			Received a call from the complainant in regards to the smell from the sewage works. He said it's been going on for about a couple weeks, on and off, and it's been a constant problem since he's lived there. He said it was pretty bad this morning (23/07/2015) which prompted his call in to us.
<b>WK/201502776</b>			
<b>23/07/2015</b>	<b>23/07/2015</b>	<b>Glasshouse Lane</b>	<b>smell from the sewage works.</b>
<b>Case Actions:</b>			
Phone call received			The smell has been impeding his house since 19/07/2015 but this is an ongoing issue for years, with the sewage works. He has been in contact with them but told me that they said they couldn't smell it so they didn't think there was a problem. Lately, he has had to have all the windows closed, they can't enjoy their back garden, cannot plan BBQs, etc. as they don't know if it's going to smell on the day. Very unhappy man and would like to know what we are going to do about it.
Case Comments			Telephone call to complainant. Odour often occurs at night/evening & comes down his chimney. All but given up trying to use garden.
			Calls Proactive Team but is told that there is no odour on site.
			Thinks that residents have become apathetic & don't call to complain any more.
			Concern about ability of plant to cope with new housing developments.
			Explained role of liaison group; that out of hours/weekend contact for Proactive Team is being discussed.
			Asked to call so we can log future complaints.
<b>WK/201502788</b>			
<b>24/07/2015</b>	<b>24/07/2015</b>	<b>Wear Barton Road</b>	<b>Complaint about sewage works on 23/07/2015</b>
<b>Case Actions:</b>			
Phone call received			Received call from Mr complaining about the sewer smell yesterday 23/07/2015. He said it started around 2pm and the smell went away around 4:30pm. He has not been outside yet today, so does not know if it's still around.
<b>WK/201502817</b>			
<b>24/07/2015</b>	<b>24/07/2015</b>	<b>Brownleas</b>	<b>Complainant lives at Brownleas Exminster and works at an office at Exeter Golf &amp; Country Club. He has noticed the sewage odour on his way to work (via Glasshouse Lane), whilst at work, and now he has noticed it in Exminster.</b>
<b>Case Actions:</b>			
Case Comments			Explained the complaint history and how we monitor and log complaints. Also discussed previous pumping station issue at The Rydons (several complainants have mentioned Topsham Road this week- resumption of previous pumping station problems?). He is happy for us to pass this on to SWW. No call back required.
<b>WK/201503015</b>			
<b>03/08/2015</b>	<b>03/08/2015</b>	<b>Wear Barton Road</b>	<b>Complainant called today the smell of the from the Countess Wear Sewage Works.</b>
<b>Case Actions:</b>			

<b>Complaint Date</b>	<b>Odour Date</b>	<b>Address</b>	<b>Details</b>
			Phone call received Phone call from complainant regarding the smell from the sewage works at Countess Wear. It was bad on Saturday, ok on Sunday but today has got worse as the day has progressed. Weather is sunny spells with a light wind.
<b>WK/201503046</b>			
<b>04/08/2015</b>	<b>04/08/2015</b>	<b>Topsham</b>	<b>Strong sewage odour noticed whilst waiting at the traffic lights, junction of Admiral Way &amp; Topsham Road, midday today.</b>
<b>Case Actions:</b>			
Case Comments			Sewage odour apparent during my visit to Wear Barton Road/Newport Road area - Ian Ward says SWW are draining PST in preparation for repair to scraper.
<b>WK/201503049</b>			
<b>04/08/2015</b>	<b>04/08/2015</b>	<b>Wear Barton Road</b>	<b>Sewage odour all day 3 August, all night 3/4 August &amp; morning of 4 August.</b>
<b>Case Actions:</b>			
Case Comments			At Wear Barton Road approx 15:00. Strong odour of sewage noticeable in Newport Road and at the cul de sac end of Wear Barton Road.  Spoke to complainant - sewage odour was noticeable in his living room.  Spoke to Ian Ward - nothing untoward on site - starting to drain PST2 in preparation for scraper repair.  Called proactive team - Tracey came out & agreed that the odour was from the works; she would see whether it was possible to adjust the deodorisers on site so that the odour was masked better; she would stay in contact with complainant to see whether this was effective.
<b>WK/201503051</b>			
<b>04/08/2015</b>	<b>04/08/2015</b>	<b>Newport Road</b>	<b>Sewage odour over the weekend (1-2 August) &amp; today (4 August). Proactive team message to say that scraper has broken; concern over ability of existing equipment to cope.</b>
<b>Case Actions:</b>			
<b>WK/201505130</b>			
<b>08/09/2015</b>	<b>08/09/2015</b>	<b>Lower Wear Road</b>	<b>Sewage odour noted near Countess Wear School, Lower Wear Road, at 15.30.</b>
<b>Case Actions:</b>			
E-Mail			Email to Jay Harris  Lesley Robson contacted me yesterday to pass on a complaint from a resident on Lower Wear Road (near the school, apparently) about an odour on Tuesday 8 September, 15:30. No complaints from residents have been made directly to us.
<b>WK/201505431</b>			
<b>21/09/2015</b>	<b>21/09/2015</b>	<b>Wear Barton Road</b>	<b>Sewage odour over weekend</b>
<b>Case Actions:</b>			
Case Comments			Spoke to the complainant. Odour was noticeable Sunday 20 September, 22.30 onwards. Cannot have windows open at night; has to burn scented candles in the house.  Odour also bad today (Monday 21 September); noticeable around school.  Concerned over the proposed development of the Sheep Field - more sewage going to site; more complaints; also, there's a large sewer from Rydons running across the field; can this be built over?  SWW have commented on planning application:  I refer to the above application and would advise that South West Water policy is to not support developments should the associated housing be located any closer to a public sewage treatment works than existing properties.

Complaint Date	Odour Date	Address	Details
			The master plan layout as submitted for this development meets this requirement and therefore South West Water has no objection.
			Complainant doesn't understand this because development on the field will create properties closer to the works than existing houses.
			Spoke to Jay Harris. Not aware of any issues on site. Will ask Charlotte from Proactive Team to pay a visit to the area.
			Will also have a word with SWW's Development Coordinator about comments on proposed housing.
			SR visited around midday. Squally showers. No odour evident (Glasshouse Lane, Wear Barton Road, Higher Wear Road, Lower Wear Road).
Phone call received			very bad smell from Sewage works - particularly bad on Sunday evening and very bad this morning

**WK/201505437**

**21/09/2015      21/09/2015      Glasshouse Lane      Strong smell over the weekend.**

**Case Actions:**

Case Comments      Telephone call to Jay Harris (following earlier complaint the same day). Not aware of any issues on site; will ask Charlotte from Proactive Team to assess.

SR visited around midday. Squally showers. No odour evident (Glasshouse Lane, Wear Barton Road, Higher Wear Road, Lower Wear Road).

Phone call received      Received a call from the complainant in regards to smell from South West Water. He said he'd been away for three weeks and came back on Saturday (19/09/2015), and noticed the smell when he was out working in his garden. He said it's still lingering today.

**WK/201505465**

**22/09/2015      22/09/2015      Topsham Road      Odour from sewerage works.**

**Case Actions:**

Phone call received      The odour has been smelt all morning from 8.30 am.

Case Comments      Telephone call to complainant. No response.

(NB - Jay Harris, SWW, called to say that the cable to scraper on PST 3 has snapped. Tank needs to be drained so that repair can be undertaken on Thursday.)

**WK/201505478**

**22/09/2015      21/09/2015      Lower Wear Road      Odour in Lower Wear Road area, lunchtime 21/9/15.  
SR visited area around 12.45; no odour present. Breezy; squally showers.**

**Case Actions:**

**WK/201505521**

**23/09/2015      20/09/2015      Wear Barton Road      Odour all night on Sunday. Gets into property.  
Also notices a high pitched whining noise - morning/lunchtime today (23 September) - thinks it's from the machine needed to stir up the sewage after PST scraper failure.**

**Case Actions:**

**WK/201506434**

**26/10/2015      23/10/2015      Glasshouse Lane      Ongoing smell**

**Case Actions:**

Phone call received      Call received regarding ongoing unpleasant smell. Complainant just wanted to log it and explained it has been ongoing from about 10 in the morning, there was also particularly bad smell on the 14th October 9pm.

<b>Complaint Date</b>	<b>Odour Date</b>	<b>Address</b>	<b>Details</b>
E-Mail		Hello Jay	

We've received a complaint about odour on Friday 23 October (10.00 onwards) from a Glasshouse Lane resident (lives near the field). The same complainant said there was a similar issue on Wednesday 14th October at 21:00.

Anything unusual at the works during these periods?

**Addendum – Complaints received since report produced:**

<b>6/11/2015</b>	<b>Wear Barton Road Fishy Smell (complainant assumes door to liming plant open)</b>
<b>7/11/2015</b>	<b>Wear Barton Road Odour around 14:00</b>
<b>9/11/2015</b>	<b>Wear Barton Road Odour at 10:00 &amp; noticed again upon return home at 14:50</b>
<b>10/11/2015</b>	<b>Wear Barton Road Odour at 09:30</b>