

**South West Water Sewage Treatment Works  
Complaints since 14 September 2016**

<b>Complaint Date</b>	<b>Odour Date</b>	<b>Address</b>	<b>Details</b>
<b>WK/201606668</b>			
<b>31/10/2016</b>	<b>31/10/2016</b>	<b>Glasshouse Lane</b>	<b>Received a complaint about the smell from SWW at 8am today 31/10/2016.</b>

**Case Actions:**

Phone call made	Spoke to complainant. Lives on Glasshouse Lane, property backs onto the Sheep Field. Noticed smell at 09.00 this morning, upon return from walk. Could detect in house & garden. Bad enough to give her a headache.
Phone call made	Telephone call to Nick Murch (SWW) to check if anything unusual going on at the works. Voicemail message to call me.
Phone call received	Received a complaint about the smell from SWW at 8am today. The resident went to George V Field to walk the dog. She could smell it just a few doors away from her home. She says it gives her a headache.

<b>WK/201606814</b>			
<b>03/11/2016</b>	<b>02/11/2016</b>	<b>Glasshouse Lane</b>	<b>Sudden gassy odour 23.00. Has noticed odour 4 times since returning to UK at end of September. Always 23.00 - 00.00. Gets into property via chimney. Kier are working on sewer in the field behind his property.</b>

**Case Actions:**

Case Comments	Has called SWW's Proactive Team (mobile number) but no response. Kier has told him that the line being constructed is an overflow sewer as the existing sewer is 'operating to capacity'. Question - is odour from the works or the sewer? Bloor planning to link up Seabrook Meadows' pumping station with sewer sometime in November.
Case Comments	Nick Murch called; out of the office presently; will call back tomorrow when he has more information.
EPSU Officer Visit	Visited The Sheep Field around midday. no odour from works. Spoke to contractors laying an overflow sewer across the field. This will take excess sewage from the existing main - it runs from an inspection chamber in the NE corner of the field, parallel to the existing sewer, and then back into the main line near the footpath adjacent to the river. Contractors mentioned that this line was particularly odourous when they opened the inspection chamber - gas monitors went off quickly. Contractors also mentioned that odour from the site is apparent when wind is in a certain direction.