

Complaint Date	Odour Date	Address	Details
----------------	------------	---------	---------

**South West Water Sewage Treatment Works  
Complaints 27 March to 16 September 2019**

<b>WK/201901015</b>			
21/05/2019	20/05/2019	Glasshouse Lane	Smell thought to be coming from Sewage Works.

**Case Actions:**

Case Comments Spoke to an employee in the shop; smell on Monday (employee not sure of the time). Hasn't recurred since. Advised call us if it returns.

<b>WK/201901186</b>			
30/05/2019	30/05/2019	Newport Park	<b>Odour from works from Saturday 25th until Wednesday 28th May; replaced by fishy odour today. See email in Actions for details.</b>

**Case Actions:**

E-Mail Hello Steph

I've received a complaint from a resident of Newport Park about an alleged sewage odour lasting from Saturday 25th to Wednesday 29th May. The complainant says that he called SWW on Sunday 26th and was promised a response within 2 hours but heard nothing by phone until Wednesday. He did say that SWW sent 2 engineers to Newport Park on the evening of 26th May as there was a misunderstanding about the source of the odour; the engineers thinking that it related to Newport Park pumping station (which it did not). Have there been any issues on site over the bank holiday weekend?

The sewage odour has, allegedly, been replaced by a fishy odour today (Thursday 30th May). Would this be related to flaring off gas?

Complainant is increasingly frustrated about being able to talk to anybody at the works directly; any suggestions? Whilst discussing his concerns with me, he also stated that he's witnessed delivery vehicles tailgating on entry to the works. No specific dates given but I could see if he remembers as he says this was a recent occurrence.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

Case Comments Drove around Newport Park at around 13:00; no odour apparent (though a little noticeable in the Wear Barton Road area). Message left for complainant to say I've heard nothing from SWW yet.

<b>WK/201901227</b>			
03/06/2019	02/06/2019	Newport Park	<b>Odour Sunday 2 June from midday to evening. Complainant says that this is the worst that he's noticed. Saturday (1 June) was ok; Monday (3 June) a bit whiffy. Called SWW on Sunday who said that they would log complaint.</b>

**Case Actions:**

E-Mail Hi Steph

Further to my email last Thursday, the Newport Park complainant's been in touch again to say that sewage odour was particularly bad on Sunday 2 June, midday until evening. He says that he telephoned SWW about the matter but isn't aware of any further action. Complainant is frustrated as he claims that this is two weekends in a row where odour has been an issue.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

Case Comments This is the second weekend in a row where odour has been noted. Complainant disappointed at lack of SWW's response.

**Complaint Date   Odour Date   Address   Details**

E-Mail                      Morning Simon

I have done an investigation this morning on the odour and there is a couple of things, we had a lot of limed cake removed from site over the last couple of weekends and yesterday which is normally contained in a barn until we are full, when we are full obviously it needs to be taken away so the barn is then opened which can give off an occasional pungent smell. We are currently getting some smells off the primary tanks due to strong effluent coming down to lack of rainfall, we currently have the odour control units on to try and help deal with this but we also need a bit of rainfall to help flush the site through which will help with removing the smell. Lastly we have an issue with the storm tank bridge which is not allowing us to remove residual matter that is left after a storm event, our engineering team is in this week to hopefully resolve this issue. I can update you with how they are getting on if this helps?

Apologies for the inconvenience

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

E-Mail                      Thanks Matt

I was running through Countess Wear yesterday evening, around 18:00 and the odour was apparent along Wear Barton & Higher Wear Roads. The wind was gusty, South Westerly so would've been blowing from the works to those areas; I couldn't detect any odour in Newport Park (where the second complainant lives) at the time. The limed cake would, I assume, account for the 'fishy' smell on 31st? This has been linked to flare gas in the past.

Both complainants are concerned about what they perceive to be communication difficulties with SWW; they tell me that they're calling the main switchboard but not getting much information back about the state of the works. Is there any way this can be improved? They both attend the Liaison Group so remember when there was a mobile number they could call and speak to someone at the works. Obviously that service has been disbanded now but have you any thoughts about how we could better get the sort of information below to those who are asking? There were a lot of concerns from both people yesterday that the odours might have been linked to plant breakdown as has happened before.

Hopefully we'll have some rain this week!

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

E-Mail                      Morning Simon,

I have had a case sent to me this morning regarding smell complaints after I have been chasing. I will be ringing the customer from Newport Park today.

Thanks

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

**Complaint Date   Odour Date   Address   Details**

From: Simon Ruddy  
Sent: 05 June 2019 14:34  
To: Perry, Matthew  
Subject: RE: Sewage odour - Sunday 2 June

I do, but GDPR would prevent me sending them to you, sorry. Only one of the two has called SWW this month - a resident of Newport Park, called you on 26th May if that helps. He told me that he was promised a call back in 2 hours but says that he didn't hear anything until 29th.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

From: Perry, Matthew  
Sent: 05 June 2019 11:08  
To: Simon Ruddy  
Subject: RE: Sewage odour - Sunday 2 June

Simon,

Have you got names and numbers for these customers so that I can have them run through the database to chase their issue please? I should then be able to provide them with information required.

I am not aware of any fishy smells so I have informed our scientific team and will await their response if we have anything that could cause this and inform yourself when I have an answer.

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

From: Simon Ruddy  
Sent: 05 June 2019 10:20  
To: Perry, Matthew  
Subject: RE: Sewage odour - Sunday 2 June

Thanks Matt

Communication comes up regularly; the 2 complainants would certainly appreciate some timely feedback when they call SWW. Is there any possibility that somebody from the works could contact them, if only just to let them know that, for example, there's maintenance going on and it will last for x number of days. It's the not knowing that often frustrates them.

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

From: Perry, Matthew  
Sent: 05 June 2019 09:29  
To: Simon Ruddy  
Subject: RE: Sewage odour - Sunday 2 June

Morning Simon,

I don't think the limed cake would account for the Fishy smell and I'm unaware of the flare stack smelling fishy as it burns methane gas. I will look into this and feedback to yourself.

I'll also investigate in regards to the communication breakdown that the customers are getting and feed this

**Complaint Date**   **Odour Date**   **Address**   **Details**  
back to yourself and happy to bring it up in the next liaison meeting.

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

**WK/201901246**  
**03/06/2019**   **03/06/2019**   **Wear Barton Road**   **Odour on Sunday 19th May, Wednesday 26th May, Sunday 30th May (all night - until 22:41), Monday 31st May (sewage/fishy smell), Sunday 2nd June (bad), Monday 3rd June.**

**Case Actions:**

E-Mail

**WK/201902239**  
**10/07/2019**   **10/07/2019**   **Wear Barton Road**   **Sewage odour for past few weeks; particularly bad this afternoon. Very noticeable at night (when would like to have windows open); convinced that there is work going on site at that time as can hear vehicle reversing alarms.**

**Case Actions:**

**WK/201902240**  
**10/07/2019**   **10/07/2019**   **Topsham Road**   **Odour this afternoon; particularly bad around 16:20.**

**Case Actions:**

E-Mail                      Hello Matt

Two complaints about sewage odour this afternoon, from residents of Wear Barton Road (near The Sheep Field) and Topsham Road (near the Seabrook Avenue junction).

Topsham Road complainant noticed odour around 16.20 but says it was bad for most of the afternoon.

Wear Barton Road complainant says the odour has been going on for weeks but is bad this afternoon. She says it's a particular problem at night (when she would like the windows open) around 21:00 and is convinced that there is work going on at the site then because she can hear vehicle reversing alarms. She also wonders if it's linked to work going on in the Sheep Field as she's seen SWW vehicles there.

Are these complaints likely to be related to the long, dry period that we're currently experiencing?

As with some other complainants, the Wear Barton Road complainant is concerned that SWW has made it difficult to make a complaint directly; I asked what happened when she called the switchboard and she said there was an automated service saying press 1 for x, 2 for y etc. but couldn't find how to speak to somebody about this odour.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

**WK/201902265**  
**11/07/2019**   **11/07/2019**   **Lakeside Avenue**   **9.7.19 smell from 17.35 to 20.30**  
**10.7.19 smell from 17.00 onwards**  
**Smell of sewerage**

**Case Actions:**

Complaint Date	Odour Date	Address	Details
Case Comments			Phone call - odour has been worse this week; notices it when gets home from work at 17:00. It shouldn't be weather dependent (hasn't rained for many days); is concerned issue will get worse when extra houses are built.
E-Mail			<p>I've received a third complaint of odour today - Lakeside Avenue; complainant alleges bad all week, particularly noticeable when she got home (around 17:00) on Tuesday 9th &amp; Wednesday 10th July. This would have been before the incident with the inlet. I've explained a potential link with the long dry spell (it didn't find any favour with the complainant).</p> <p>Simon Ruddy Principal Environmental Health Officer Environmental Health &amp; Licensing Exeter City Council</p>
<b>WK/201902536</b>			
<b>31/07/2019</b>	<b>18/07/2019</b>	<b>Mount Wear Square</b>	<b>Unpleasant Odour on the evening of 17th July 2019. 'Sewage smell, very unpleasant tonight.'</b>
<b>WK/201902586</b>			
<b>22/07/2019</b>	<b>22/07/2019</b>	<b>Glasshouse Lane</b>	<b>Odour has been going on for years. Now the weather is hot, complainant cannot have windows open; makes her feel sick, unable to eat meals. Particular issue Friday 19 to Sunday 21 July. All day until around 21:00</b>
<b>Case Actions:</b>			
Phone call made			Telephoned SWW switchboard about issue and was put through to somebody at the works. Was told that the normal chap was busy and somebody would get back to her - which they never did. Was told that works would be going on 15-23 July.
EPSU Officer Visit			Monitoring. Weather warm 24C, cloudy; wind light easterly/southerly. Slight odour at Glasshouse Lane shops & school, 12:30. No odour Lakeside Avenue or Wear Barton Road (except slight at junction with Glasshouse Lane). Lower Wear Road & Glasshouse Lane - no odour.
EPSU Officer Visit			Evening monitoring approx.. 20:00. Warm, humid, southerly breeze. Slight odour around Lower Wear Road and bottom of Glasshouse Lane. Not apparent on Wear Barton Road, Higher Wear Road or Lakeside Ave.
<b>WK/201902588</b>			
<b>22/07/2019</b>	<b>17/07/2019</b>	<b>Mount Wear Square</b>	<b>Odour very unpleasant tonight (Wed 17th July)</b>
<b>Case Actions:</b>			
EPSU Officer Visit			Evening monitoring 20:00. Warm, humid, southerly breeze. No odour around Mount Wear Square; slight odour in Lower Wear/Glasshouse Lane area.
<b>WK/201903093</b>			
<b>06/08/2019</b>	<b>06/08/2019</b>	<b>Glasshouse Lane</b>	<b>The complainant says that the smell from the Sewage Works is constant in varying strengths of smell. It is so bad that it is forcing them from their home to get away from it. They cannot sit in the garden. The smell seeps in though closed windows</b>
<b>Case Actions:</b>			
EPSU Officer Visit			Walked past complainants' property and along footpath, edge of Sheep Field. No odour. Could see odour-masking spray from sewage works perimeter - wind blowing it up river (i.e. from SE)
<b>WK/201903154</b>			
<b>07/08/2019</b>	<b>07/08/2019</b>	<b>Mount Wear Square</b>	<b>Complainant reports unpleasant odour - very smelly again - had to close bedroom windows.</b>
<b>Case Actions:</b>			
E-Mail			<p>From: Katy Sexton Sent: 07 August 2019 16:40 To: Matt Perry Cc: Simon Ruddy Subject: Odour complaint</p> <p>Hi Matthew,</p>

**Complaint Date   Odour Date   Address   Details**

We have had complaints of strong odours on the evenings of the 5th and 6th of August from 10pm onwards. Were there any issues or maintenance occurring on site to have caused this?

Regards,

Katy Sexton

Environmental Health Officer  
Environmental Health (Commercial)  
Exeter City Council

E-Mail

From: Perry, Matthew  
Sent: 08 August 2019 07:55  
To: Katy Sexton  
Subject: RE: Odour complaint

Morning Katy,

As far as I know we have had no maintenance or breakdowns at this time.

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

EPSU Officer Visit

Walked along Lakeside Avenue & Mount Wear Square. No odour.  
Also - cycled along Lakeside Avenue 19:30 and 21:00 on Wednesday 7 August. No odour.

**WK/201903170**

<b>08/08/2019</b>	<b>10/07/2019</b>	<b>Wear Barton Road</b>	<b>Odour very bad (reported 8/8/19 as part of conversation about number of odour issues noted May onwards - will send odour log before September meeting as he's away)</b>
-------------------	-------------------	-------------------------	--

**Case Actions:**

**WK/201903426**

<b>19/08/2019</b>	<b>16/08/2019</b>	<b>Glasshouse Lane</b>	<b>Complainant reports that this morning really pungent smell allegedly coming from the SWW Sewage works on Bridge Road.</b>
-------------------	-------------------	------------------------	--

**Case Actions:**

E-Mail

Thank you for your recent correspondence about odour from Countess Wear Sewage Works. Just to let you know that I've arranged a site meeting with SWW management next week to view the operation of the works and discuss any possible reasons for the number of odour complaints that we've been receiving. This will be followed, next month, by one of our regular liaison group meetings where SWW, the Environment Agency (under who's permit part of the site operates), local councillors and residents' representatives meet to discuss operation of the plant; you can find minutes of previous meetings on our website at <http://committees.exeter.gov.uk/ieListMeetings.aspx?CId=173&Year=0>.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

**WK/201903613**

<b>27/08/2019</b>	<b>27/08/2019</b>	<b>Mount Wear Square</b>	<b>Unpleasant odour</b>
-------------------	-------------------	--------------------------	-------------------------



**Complaint Date**   **Odour Date**   **Address**   **Details**

I've had a complaint from another Glasshouse Lane resident (bottom part of GHL, closest to the works) about odour - he said that the works were (his words) very stinky about 10.00am today. He thought that anybody considering purchasing one of the new Riverside Walk properties being constructed by Taylor Wimpey right now ought to be warned about potential odour issues.

Hope that the centrifuge is back up and running soon; I seem to remember similar problems leading to a lot of odour complaints back in 2013 (but that was before the liming plant was built so hopefully we won't get a repeat of this).

2.30pm on Friday 6th is in my diary.

Regards

Simon Ruddy  
Principal Environmental Health Officer  
Environmental Health & Licensing  
Exeter City Council

From: Perry, Matthew  
Sent: 28 August 2019 11:43  
To: Simon Ruddy  
Cc: Thomas-Childs, Nigel Jones, Stephanie

Subject: RE: Countess Wear WWTW Odour complaints

Morning Simon,

Please find attached our Odour Management Plan for future reference etc.

We have all Odour Control Units up and running currently. Friday the 6th at 2.30 would be a good date and time, Steph will be assisting.

To make you aware, I have had a breakdown on our centrifuge which is causing us to hold some extra sludge

on site, myself and our Engineering team are doing everything we can to get the kit back up and running, this does mean that we are now producing cake through our lime plant which is in a sealed building, only really makes a smell when the barn doors are opened to remove the cake.

Thanks

Kind Regards,

Matt Perry

Countess Wear Assistant Manager

**WK/201903775**  
**03/09/2019**   **02/09/2019**   **Mount Wear Square**   **odour complaint**

**Case Actions:**  
E-Mail

Very bad Again tonight. I know that you have a meeting but this is getting very bad. Please sort it. At my whit's end. It's so bad you can almost taste it.

:

Complaint Date	Odour Date	Address	Details
EPSU Officer Visit			Monday 08 September 18:20 to 18:50. Running - Glasshouse Lane, Wear Barton Road, Newport Road, Topsham Road, Newport Park, Higher Wear Road, Lakeside Avenue (past Mount Wear Square), Lower Wear Road. No odour.
			Tuesday 09 September -11:00 to 11:30. Walking - Glasshouse Lane, Wear Barton Road, Higher Wear Road, Lakeside Avenue (past Mount Wear Square). No odour.

**WK/201903789**

<b>03/09/2019</b>	<b>02/09/2019</b>	<b>Newport Park</b>	<b>Sewage odour particularly bad 2 September 20:00 but it's been noticeable on other occasions. Gets into his property; cannot sit in garden. See email from SR in actions.</b>
-------------------	-------------------	---------------------	---

**Case Actions:**

Attachment

**WK/201903822**

<b>03/09/2019</b>	<b>03/09/2019</b>	<b>Newport Road</b>	<b>Sewage odour has been bad for the past couple of weeks, especially night time - it gets into the house; has to close windows. Particularly noticeable this morning (3/9). Concerned over capacity of works when new homes Sheep Field &amp; Exminster built.</b>
-------------------	-------------------	---------------------	---

**Case Actions:**

**WK/201904000**

<b>11/09/2019</b>	<b>11/09/2019</b>	<b>Mount Wear Square</b>	<b>odour complaint</b>
-------------------	-------------------	--------------------------	------------------------

**Case Actions:**

E-Mail

Very bad again tonight. Starting at about 10pm.  
Morning Simon,

I have had a look at our Odour control trends of which neither storm or primary were giving off any smell.

Please see attached network area of the complainant.

Thanks

Kind Regards,

Matt Perry

Countess Wear Assistant Manager