

To the Chair and Members
of the South West Water Liaison Group

Please ask for: Jo Quinnell
Direct Dial: 01392 265197
Email: jo.quinnell@exeter.gov.uk
Our ref:
Your ref:

AGENDA FOR SOUTH WEST WATER LIAISON GROUP

The **South West Water Liaison Group** will meet on **WEDNESDAY 13 NOVEMBER 2013**, commencing at **2.30 pm**, at the South West Water Offices, Countess Wear to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Jo Quinnell on **Exeter 265197**.

	Pages
1 Apologies	
2 Minutes of the meeting held on 9 July 2013	1 - 4
3 Matters Arising	
4 Operational Update	
5 Complaints	5 - 18
6 Any other business	
7 Date of next meeting	
8 Tour of the Works	



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Agenda Item 2

EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Tuesday 9 July 2013

Present:-

Councillor Lesley Robson (Chair)
Councillor Greg Sheldon

Jay Harris, South West Water
Jack Board, South West Water
Kevin Bingham, Residents Representative

Simon Ruddy, Principal Environmental Health Officer
Kate Thomas, Environmental Health Officer
Jo Quinnell, Assistant Democratic Services Officer (Committees)

1

APOLOGIES

Apologies were received from Councillor Rob Newby and Mary Evans, Residents' Representative.

2

MINUTES OF THE MEETING HELD ON 11 OCTOBER 2011

The minutes of the meeting held on 11 October 2011 were agreed.

3

MATTERS ARISING

Following the last meeting, it was noted that there had been a significant reduction in the complaints figures relating to odours from the sewage treatment works, and as a result of the Group meeting, better lines of communication were in place. It had been agreed to discontinue annual meetings of the Group, but with the ability to call ad hoc meetings in future should the need arise. Due to the number of complaints now being received, the decision had been made to resurrect the Group.

Jay Harris welcomed the meeting, and suggested that these continue in order to retain relationships.

4

OPERATIONAL UPDATE

Since April 2013, the number of complaints had increased significantly.

Due to mechanical breakdowns in April, there had been no ability on site to process sludge as part of the treatment process. This resulted in the backing up of sludge in the primary tanks, which had subsequently gone septic and created odours.

In June a temporary measure was put in place to empty the primary tanks. Three of the four tanks had been emptied, with the fourth being worked on this week. It was anticipated that the back up of sludge would be dealt with by the end of this week/beginning of next week.

The problem occurred when the sludge thickener had failed, so the sludge was unable to be moved.

Work was underway to get the depths down to a reasonable level in order to deal with the sludge without the thickener.

In addition, there was also a problem with the storm tanks. The scraper had been reliable up until the last two months but had now twisted and was out of action. Work was currently being undertaken to ascertain if a temporary repair can be done. There is sludge remaining in the tanks and this is giving off odours.

There will be a requirement for a shutdown, as the storm tank will be needed for storage when the other works are taking place.

It was queried whether the odour from the storm tanks was less of a problem than the primary tanks. The complaints figures would be looked at again since the centrifuge had been on site to see how much of an impact this had made, although it was noted that the telephone number to report complaints had recently been placed in the residents newsletter.

The residents' representative advised that he had been monitoring odour nuisance since 2011, and reported on the recent occurrences.

The temporary centrifuge was treating raw sludge in the open atmosphere. Odour masking sprayers were in place to mask the odour to a certain degree. When the primary tanks are running correctly, if treated quickly enough, this doesn't create odours. It was not practical to cover the primary tanks.

A mechanism had previously been in place whereby SWW would inform Members if there was a problem with the treatment works that could result in odours which could affect residents. Also, the SWW switchboard were informed if there were problems which ensured that residents were made aware of the problem and the likely length it will take to resolve should they ring SWW directly. SWW also emailed Environmental Health to update officers if there was a problem or works were planned which could affect odour emissions from the site, and Environmental Health would also advise SWW if complaints were made direct to them.

There was concern that the 0800 number where complaints could be made was not satisfactory, as complainants often did not get the information they sought.

Jay Harris advised that he would be looking at customer contact and how to deal with customers that call in. He acknowledged that there was a need to advise customers of any problems and apologised that there had been issues with some of the processes. Simon Ruddy would create a contact list and would pass this to Jay Harris. This will ensure a common approach for all parties to react to any incidents.

There is also a need to advise the City Council when works are being undertaken on site, and to get communication channels up and running again. Jay Harris agreed to look at how this worked and try to get a mechanism in place.

In relation to capacity, it was noted that there are old assets on site and time will tell as to whether they need to be replaced. A number of pieces of equipment on site have been replaced. Funding streams were complex and are agreed with OFWAT for a five-year period and it was not always easy to get funding for on site for improvements.

The residents' representative referred to a fish odour. It was advised that commercial tank waste is accepted, and there is a duty of care to know what food waste this contains. Acceptable waste does not include fish.

A guarantee could not be given that no odour would be generated in the future but they would do their utmost to avoid this, subject to unplanned breakdowns.

Photos were circulated at the meeting:

- Photo 1 showed two of the primary tanks. The tank on the right hand side of the picture was how the tank should look, with the tank on the left hand side showing sludge on the top which was the cause of the odour as it cannot be taken out of the tank quick enough. When working to full capacity, the scrapers will scrape the tanks every hour.
- Photo 2 shows the storm tank scraper which is twisted in the centre. The residue of sludge can be seen in the tank.
- Photo 3 is a photo of sludge drying out. In the event of rainfall, this will fill up and create more residue on the floor again. This will give off a background odour.
- Photo 4 is an open tank of raw sludge. It was anticipated that by the end of the week this tank will be empty. The digested sludge is usually odourless.
- Photo 5 shows the centrifuge in the barn. This is taking raw sludge and adding lime to it which kills off pathogens and bacteria. It strips the water from the sludge to generate cake. In normal circumstances, the sludge is usually pumped underground to the tanks. There is a daily limit as to what interworks sludge can be taken on site and if problems are experienced, the sludge is diverted to another centre.
- Photos 6 and 7 shows construction work on site for a new sludge centre and additional Biological Aerated Flooded Filter (BAFF) plant, which will take 6-12 months to build.

A supply and demand study had been undertaken for the future catchment area in terms of additional developments in the city. In order to cope with future development and the expansion of population, an additional Biological Aerated Flooded Filter (BAFF) would be also be built taking the total from five up to six.

It was noted that the catchment area for the site also included Rockbeare, Whimple, Broadclyst and Cranbrook. A discussion was held on the number of potential development sites across the city and the capacity for this increase.

A department within SWW was looking into vulnerable parts of the works in the event of a flood, and were working closely with the City Council on this.

Reference was made to noise nuisance during the night. It was noted that once the operators have finished their shifts, the site is remotely monitored by a control room in Peninsula House. It was considered that the low droning noise was attributed to the blowers that generate oxygen as this is the only machinery that is run 24/7. The company would be looking to replace these blowers over the next year.

5

COMPLAINTS

A revised schedule of complaints was circulated as additional complaints had been received since the agenda had been dispatched.

It was suggested that officers from SWW should visit areas outside of the site to assess odours.

Reference was also made to odour from sewers, and it was noted that during dry weather the flow was less and therefore there was more concentration.

6

ANY OTHER BUSINESS

There was no other business.

7

DATE OF NEXT MEETING

The date of the next meeting would be arranged in due course, but would be held in approximately three months time. A site visit would also take place.

(The meeting commenced at 10.00 am and closed at 11.20 am)

Chair

Agenda Item 5

South West Water Sewage Treatment Works Complaints since the last meeting

Complaint Date	Odour Date	Address	Details
WK/201302134 10/07/2013	09/07/2013	Newport Road	Very strong smell from Countess Wear Treatment Works-Worst caller has smelt
Case Actions:			
Phone call made	Spoke to complainant - very odorous 22.30 to 23.00. Has been going on since complainant moved to area (3 years ago). Explained issue with sludge processing (should be finished end of this week/beginning of next). Complainant is concerned over capacity of plant; explained - new sludge plant under construction.		
WK/201302144 10/07/2013	10/07/2013	Newport Road	Strong Odour between 7.30am & 7.50am this morning but has been bad this past week. Complainant reported after reading article in Priory ward newsletter
Case Actions:			
WK/201302162 10/07/2013	10/07/2013	Myrtle Road	Unpleasant Odour
Case Actions:			
Phone call made	Phone call to complainant to advise of developments on site. Sludge removal mostly complete (3 out of 4 tanks emptied, centrifuge off site but retuning at some point to finish off). Thinks there has been an odour issue from the site for a few years; notices it during night time.		
WK/201302167 10/07/2013	10/07/2013	Lower Wear Road	Badly smelling today
Case Actions:			
Phone call made	Spoke to complainant - odour came on suddenly, 14.30 today. Also sudden odour on Sunday 7 July, at around 20.30. Saturday was ok. Is capacity of site large enough to cope with extra properties? Advised that SWW claim sludge processing will be finished by Friday 12 July or Monday 15 at latest and there will be no processing over the weekend.		
WK/201302169 10/07/2013	10/07/2013	Locksley Close	Odour from works been particularly bad this week
Case Actions:			
Phone call made	Telephone conversation with complainant - smell bad today at 14.30; had to close all windows. Thinks still bad (but windows are closed). Will odours have to be declared if he tries to sell his house?		
WK/201302173 10/07/2013	10/07/2013	Glasshouse Lane	Odour has been awful this afternoon; still bad now.
Case Actions:			
WK/201302177 10/07/2013	10/07/2013	Glasshouse Lane	Smell is appalling today.
Case Actions:			

Complaint Date	Odour Date	Address	Details
			<p>Phone call made</p> <p>Complainant has a copy of a letter from SWW to Ben Bradshaw saying that problem will be resolved shortly but SWW have allegedly told a neighbour that it will be ongoing until February, when a new 'tank' is built. Assume this refers to the new sludge processing plant, currently under construction?</p> <p>Advised that sludge processing using temporary centrifuge should come to an end on this week or next.</p> <p>Complainant says SWW maildrop local residents when there's issues with drinking water; couldn't they adopt the same attitude when there's problems with waste water?</p> <p>Advised that communication was discussed at liaison meeting yesterday.</p> <p>Message on Jay Harris' voicemail to contact me.</p>

WK/201302220
11/07/2013 **11/07/2013** **Lower Wear Road** **Odour has been awful; still bad now.**

Case Actions:

Phone call made Telephone call to Complainant. Has just got home, plant is 'stinking'. Was similarly odorous on Sunday 7 July & one other day this week.

Advised sewage sludge currently being moved around on site, pending centrifuge. Also advised that SWW state treatment of sludge should be finished by end of this week/early next week. SWW say they won't process over the weekend.

Complainant said that he wouldn't have bought a house here if he'd realised the issues relating to sewage odours.

Phone call received Call received from complainant complaining about very bad smell of sewage. Been very bad three days this week.

WK/201302242
12/07/2013 **12/07/2013** **Wear Barton Road** **Smell from sewage works**

Case Actions:

Phone call made Message left for complainant to contact me.

WK/201302292
15/07/2013 **13/07/2013** **Lower Wear Road** **Smell from sewage works on Saturday 13 July, afternoon. Had to close windows.**

Case Actions:

WK/201302311
15/07/2013 **15/07/2013** **Locksley Close** **Smell from SWW**

Case Actions:

Phone call made Complainant called regarding the smell again, he explained the last 2 days it has been really bad and he has had to close all his windows and doors.

Phone call received Telephone call from complainant. Issue has been ongoing for 20 years; what about prosecuting SWW? How about compensation?

Complains to SWW but often feels these are ignored. Somebody got back to him recently to say issue was linked to Balfour Beatty construction (sludge unit??).

Advised that EA are now involved and looking at breach of environmental permit; they will require production of odour management plan

Complaint Date	Odour Date	Address	Details
WK/201302342 16/07/2013	16/07/2013	Lower Wear Road	Smell from SWW Lab
Case Actions:			
Phone call received	Call received from complainant, he saw an article in the Priory Newsletter with regards to reporting bad smells from the SWW labs. He wanted to register his complaint with us, he said the worst instance was the weekend 6/07/2013-7/07/2013. It tends to be when the wind is in a certain direction. He added that the smell is always noticeable, but some days more than others.		
WK/201302343 16/07/2013	13/07/2013	Wear Barton Road	Sewage smell noticeable in house, Saturday evening, 19.45.
Case Actions:			
WK/201302389 16/07/2013	16/07/2013	Countess Wear Road	Smell from the sewage works
Case Actions:			
Phone call made	Spoke to complainant; noticed smell 14.00 today (Tuesday, 16 July) went on for a couple of hours.		
	Spoke to Jay Harris - nothing unusual on site; centrifuge has now gone to Buckland; 3 settlement tanks treated, a little sludge left in fourth tank. Jay thinks that the odour has been reduced on site.		
WK/201302390 16/07/2013	16/07/2013	Wear Barton Road	Unbearable smell today
Case Actions:			
Phone call made	Telephone call to complainant; message left to contact me.		
Phone call made	No contact from complainant.		
WK/201302408 16/07/2013	16/07/2013	Lower Wear Road	Smell very strong from sewage works today
Case Actions:			
Phone call made	Telephone call to complainant. Noticed odour later on this afternoon. Advised had spoken to SWW - nothing unusual on site.		
WK/201302580 19/07/2013	19/07/2013	Lower Wear Road	Smell from sewage works - bad last night and today
Case Actions:			
Phone call received	Call received from complainant again; wanted to say how bad the smell is again last night and today. Too hot to have doors and windows closed but the smell is so terrible.		
Phone call made	Telephone call to complainant on number given.		
Phone call made	Odour was bad on Friday evening (19 July), Saturday evening (20 July) & 17.50 on Monday 21 July.		
WK/201302611 22/07/2013	22/07/2013	Wear Barton Road	Sewage works smell
Case Actions:			

Complaint Date	Odour Date	Address	Details
WK/201302622			
22/07/2013	22/07/2013	Newport Road	Sewage smell

Case Actions:

Phone call received	Call received from complainant; said that the last 3 nights have been terrible especially Friday, at 10pm they had to have the whole house closed as the smell was making them feel physically sick.
Phone call made	Friday 19 July, 20.00 - odour filled the whole room. Saturday 20 July - odour noticeable evening time. Sunday 21 July - noticeable at bedtime. Neighbours asking for our number to complain. Shouldn't have to put up with it - pay highest water rates in the country. Advised EA are now proposing to take action under EPR.

WK/201302637			
22/07/2013	22/07/2013	Wear Barton Road	Smell from Sewage works

Case Actions:

Phone call received	Call received regarding smell from sewage works. Complainant explained he has spoken to South West Water but they didn't do anything and he feels this is a real Health and Safety issue. The strength of the smell is horrible and makes him feel sick, him and his wife have to close windows and he feel that this is a real issue.
Phone call made	Telephone call to complainant. Last night (Tuesday 23 July) odour was 'choking'. Odour has been an issue, continually, for the past 2 weeks. It is worse in the evening. Has to close windows. Concerned over health effects - feels nauseous and has suffered diarrhoea. Elderly population - more susceptible? Advised that there are various sources of diarrhoea - don't have evidence of link to sewage works. Complainant thinks that there should be a statement from SWW that there categorically isn't a health issue. Doesn't think many people complain to SWW. Apparently it states that people should complain to EHS on SWW's website (will check this). Thinks that it will become a press issue.

WK/201302656			
23/07/2013	23/07/2013	Wear Barton Road	Smell from sewage works

Case Actions:

Phone call received	Call received from complainant, is very concerned regarding the smell from the sewage works. Says that it is so bad that the doors and windows have to be constantly closed but the smell still lingers.
Phone call made	Telephone call to complainant. Odour has been constant over the past couple of months - can't have any windows open. Was particularly bad this morning (Wednesday 24 July) at 07.30. Advised that sludge thickener is being overhauled; should be finished soon. Also advised that EA are looking at permit with a view to requiring odour management plan.

WK/201302698			
23/07/2013	23/07/2013	Mount Wear Square	Smell from sewage works - constantly bad since yesterday

Case Actions:

Phone call made	Telephone call to complainant. Smell was horrendous last night (Tuesday 23 July) 16.00 until at least 22.00, when she went to bed.
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Complaint Date	Odour Date	Address	Details
WK/201302699 23/07/2013	23/07/2013	Topsham Road	Smell constantly bad

Case Actions:

Phone call made	Answerphone message.
Phone call received	Complainant telephoned. Sewage odour has been an issue for the past 3 years (another complainant has, independently, told me this also). It was particularly bad on Sunday 21 July, in the middle of the night and Tuesday 23 July at 16.00.
	There are 3 distinct odours:
	1. Sewage
	2. Ammonia - noticed May time, when walking by the river.
	3. Rotten eggs (hydrogen sulphide)

WK/201302706 24/07/2013	24/07/2013	Myrtle Road	Foul smell of sewage
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Case Actions:

WK/201302725 24/07/2013	24/07/2013	Topsham Road	Sewage odour yesterday (Tuesday 23 July) daytime & evening. Also complaining on behalf of neighbour.
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Case Actions:

WK/201302744 24/07/2013	24/07/2013	Locksley Close	Smell from the sewage works - terrible today
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Case Actions:

Phone call made	Telephoned complainant. Smell bad morning & lunchtime today. Notice odour as soon as gets to Countess Wear roundabout.
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WK/201302749 24/07/2013	24/07/2013	Wear Barton Road	Smell was bad yesterday afternoon and evening. Not as bad today
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Case Actions:

Phone call made	Message on complainant's answerphone to contact me.
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WK/201302754 24/07/2013	24/07/2013	Bridge Road	Bad smell from sewage works
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Case Actions:

Phone call made	Answerphone message for complainant to call me.
Phone call made	Smell was unbearable last night (23 July); it made the complainant feel sick.
	Today (24 July) he returned home and the whole house stinks (14.20)
	Advised that EA currently looking at compliance with environmental permit; have witnessed a breach and will be requiring odour management plan.

Complaint Date	Odour Date	Address	Details
WK/201302755 16/08/2013	24/07/2013	Bridge Road	Sewage works really smelly making it impossible to open our wondows
Case Actions:			
Phone call made	Smell was unbearable last night (23 July); it made the complainant feel sick. Today (24 July) he returned home and the whole house stinks (14.20) Advised that EA is currently looking at compliance with environmental permit; have witnessed a breach and will be requiring odour management plan.		
WK/201302758 24/07/2013	24/07/2013	Hamilton Avenue	sewage works really smelly we cannot work in our garden or sit outside. this has being like this most of the week
Case Actions:			
Phone call received	Just had another call regarding the smell; it's really bad again this morning.		
Phone call made	Smell particularly bad yesterday (24 July) at around 07.00.		
WK/201302759 24/07/2013	24/07/2013	Roche Garden	sewage works really smelly we cannot take it anymore for the last few months it being the same.
Case Actions:			
Phone call received	Sewage works really smelly could anything be done about it?		
Phone call made	Telephone call to complainant. Has lived at Roche Gardens for 20 years; odours have been bad for past 3 years. Had visitor to property yesterday - couldn't stay because of smell. Cannot open windows; whole house smells of sewage. Pay highest water rates in the country. Advised that EA are currently looking at the site permit & will require odour management plan.		
WK/201302782 25/07/2013	25/07/2013	Glasshouse Lane	Letter re odour at SWW
Case Actions:			
WK/201302786 25/07/2013	25/07/2013	Lower Wear Road	Sunday afternoon (21 July) smelly, Tuesday (23 July) and Wednesday (24 July) "honking". (via email).
Case Actions:			
WK/201302787 25/07/2013	25/07/2013	Chepstow Close	Regular smells from sewage works over Summer months. Concerned over capacity of site to deal with Cranbrook's sewage.
Case Actions:			
WK/201302789 25/07/2013	23/07/2013		Odour noticable on Tuesday morning, 23 July at Countess Wear School.
Case Actions:			

Complaint Date	Odour Date	Address	Details
WK/201302790 25/07/2013	23/07/2013		Odour noticeable on Tuesday morning, 23 July at Countess Wear School.
Case Actions:			
WK/201302791 25/07/2013	23/07/2013	Lower Wear Road	Odour noticeable on Tuesday morning, 23 July at Countess Wear School.
Case Actions:			
WK/201302792 25/07/2013	23/07/2013		Odour noticeable on Wednesday morning, 24 July at Countess Wear School.
Case Actions:			
WK/201302793 25/07/2013	24/07/2013		Odour noticeable on Tuesday morning, 24 July at Countess Wear School.
Case Actions:			
WK/201302807 25/07/2013	25/07/2013	Lower Wear Road	Bad smell today.
Case Actions:			
WK/201302808 05/08/2013	25/07/2013	Wear Barton Road	Sewage really smelly - received by KT 5/8/13, this complainant has since called to log as well.
Case Actions:			
WK/201302856 26/07/2013	26/07/2013	Wear Barton Road	Sewage smell bad on 25 July, 18.45 (when returned home) & 26 July morning.
Case Actions:			
WK/201302874 29/07/2013	29/07/2013	Topsham Road	Bad smell from sewage works.
Case Actions:			

Complaint Date	Odour Date	Address	Details
Phone call received			Call received from complainant to give some dates; said last Wednesday s was the worst she has ever smelt and is smelling awful this morning. Complainant would like a call back.
Phone call made			Telephone call to complainant. Explained the current situation at the works. She said that today it is bad; Saturday 27th was also bad but last Wednesday (24th) it was the worst that she has ever smelt it. She was happy that they are doing working and we have been told the works to remove excess slurry will last about two weeks. She said that she will cope for the next two weeks and then if the smell continues after that time she will contact us again.

WK/201302878

29/07/2013 29/07/2013 Wear Barton Road Bad smell from sewage works all weekend - would like a call back

Case Actions:

Phone call made			Telephone call to complainant. No answer, message left on answerphone.
Phone call made			Telephone call to complainant. She said that shes lived in her house for almost 8 years and this has got worse in the past 3 years since the Rydons have been built. I explained the situation. She said that she spoke to her councillor last week (Cllr Marcel Choules) who had told her that they were cleaning the pipes and the smell should be cleared within a week. She also informed me that she spoke with the Express and Echo yesterday.

WK/201302916

30/07/2013 30/07/2013 Topsham Road sewage works really smelly - to log only

Case Actions:

WK/201302920

30/07/2013 30/07/2013 Wear Barton Road Smell from the sewage works - called to log complaint

Case Actions:

WK/201302932

31/07/2013 31/07/2013 Lakeside Avenue Unpleasant Odour

Case Actions:

Phone call made			Telephone call with complainant, explained current situation. He said that it has been on and off over the past few weeks but last night when they complained via email it was particularly bad.
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WK/201302934

31/07/2013 31/07/2013 Wear Barton Road smell was bad on 27th at around 8:30pm and then on the 30th bweteen the hours of 3:25 till around 9:00pm

Case Actions:

Phone call received			Call received regarding the smell on various times 2nd August, 3nd between the hours of 10:30, 5,6pm and then again all day on and off 7th August.
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WK/201302945

31/07/2013 31/07/2013 Newport Road Smell - logged for Newport Road, Sunday 28th PM

Case Actions:

Complaint Date	Odour Date	Address	Details
WK/201302947 31/07/2013	31/07/2013	Wear Barton Road	Smell logged - 31st July AM
Case Actions:			
WK/201302974 01/08/2013	01/08/2013	Newport Road	Smells. Not happy having to close windows
Case Actions:			
Phone call made	Telephone call to complainant. She said that the smell is really bad and she can't open her windows or doors as the smell fills her house. She said the worst was overnight on Tuesday from approx 10.30pm until 4/5am. She said that it has been worse since they started the building works off Topsham Road. She has called South West Water who promised to call her back and they haven't.		
WK/201303030 05/08/2013	02/08/2013	Topsham Road	Wanted to record dates where sewage has smelt bad
Case Actions:			
Phone call received	Complainant wanted to log dates. Thursday 25th July - smell was bad late afternoon/evening Saturday 27th July - Smell was bad early afternoon Monday 29th July - Evening Tuesday 30th July - Later afternoon/evening Friday 2nd August - Early morning		
WK/201303059 05/08/2013	02/08/2013	Topsham Road	Smell from Sewage Works
Case Actions:			
Phone call received	Call received complaining about smell from sewage works. Just wants call logged.		
WK/201303107 06/08/2013	06/08/2013	Glasshouse Lane	Wednesday 31st July - for logging
Case Actions:			
WK/201303109 06/08/2013	06/08/2013	Lower Wear Road	Sunday 4th August PM - terrible ; for logging
Case Actions:			
WK/201303245 08/08/2013	08/08/2013	Countess Wear Road	Smell bad today - called to log only
Case Actions:			

Complaint Date	Odour Date	Address	Details
WK/201303246 08/08/2013	08/08/2013	Newport Road	Sewage works smell - log only
Case Actions:			
Phone call received	Sewage works really smelly. Just reporting as was told to when they are best.		
WK/201303252 08/08/2013	08/08/2013	Topsham Road	Smell from sewage works; feeling physically sick this afternoon - called to log
Case Actions:			
WK/201303280 09/08/2013	09/08/2013	Higher Wear Road	Bad smell on Thursday 8 August.
Case Actions:			
Phone call received	Call received from complainant who explained yesterday the smell was extremely bad.		
WK/201303390 13/08/2013	28/07/2013	Lower Wear Road	Thursday 25 July "smelly"; Saturday 27 July "awful".
Case Actions:			
WK/201303424 15/08/2013	14/08/2013	Glasshouse Lane	Sewage works smell. see actions for details
Case Actions:			
Phone call received	Sewage works really smell today. Is there anything going to be done about this? We cannot even open our windows or sit out in the garden when the wheather is nice. I also know my neighbours are not happy but don't want to complain to South West Water so I thought I could on their behalf to you, as I read in the newspaper that is the correct procedure to call in and have it all logged onto your system. This not my first complaint; I have also spoken to South West water before.		
WK/201303448 16/08/2013	15/08/2013	Newport Road	Smell from yesterday until today
Case Actions:			
Phone call received	Reporting on the smell coming from the sewage works in Countess Wear. Have now found from a source that the smell could be due to a air tight seal not being sealed properly.		
WK/201303452 15/08/2013	15/08/2013	Wear Barton Road	Smell coming from the sewage works
Case Actions:			
Phone call received	Smell coming from South West Water's sewage works. Just reporting it as we have read in the express to do.		
WK/201303540 21/08/2013	20/08/2013	Wear Barton Road	Call made just to report on the smell
Case Actions:			
Phone call received	Phone call made just report on the smell last night		

Complaint Date	Odour Date	Address	Details
WK/201303560 20/08/2013	17/08/2013	Wear Barton Road	Odour apparent on Saturday 17 August, from 09.00 all day. Odour different from the usual; are SWW adding something to it? Also bad Saturday 10 August, 20.30 to 23.00
Case Actions:			
WK/201303571 21/08/2013	21/08/2013	Wear Barton Road	Smell from South West Water
Case Actions:			
Phone call received		Just reporting the smell from the trucks again from late last night	
Phone call made		Telephone call to complainant to clarify issue relating to smell from trucks. Answerphone message left.	
Phone call received		Call returned by the complainant. I informed her that EA were now looking into the matter and had undertaken a site visit. She was happy to hear this.	
WK/201303630 22/08/2013	22/08/2013	Glasshouse Lane	Odour has been bad all week.
Case Actions:			
Phone call received		Explained latest situation to complainant - second centrifuge on site; SWW advise that backlog will be cleared by early September.	
		Complainant says that smell has been bad all week; is concerned over capacity of site and the fact that we pay the highest water rates in the country.	
WK/201303640 23/08/2013	23/08/2013	Topsham Road	Complaint received
Case Actions:			
WK/201303841 02/09/2013	02/09/2013	Wear Barton Road	Smell of rotten eggs
Case Actions:			
Phone call received		Call received from complainant complaining of a rotten egg smell from SWW. Just noticed it as he returned from work. Just wanted complaint logged	
WK/201303844 02/09/2013	02/09/2013	Topsham Road	Odour from SWW sewage works still apparent.
Case Actions:			
Case Comments		Talked the complainant through the information in the SWW briefing note. She was happy to hear that progress was being made.	
WK/201303847 02/09/2013	02/09/2013	Newport Road	Unpleasant Odour
Case Actions:			

Complaint Date	Odour Date	Address	Details
WK/201303931 05/09/2013	03/09/2013	Newport Road	Tuesday 3 September, 21.50 - smell particularly bad. Spoke to SWW, who said that an Asset Manager (didn't get name) would call him.

Case Actions:

WK/201304017 09/09/2013	07/09/2013		Odour on Saturday evening, Lower Wear Road.
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Case Actions:

WK/201304023 09/09/2013	08/09/2013		Odour in Glasshouse Lane, Sunday evening.
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Case Actions:

WK/201304508 18/09/2013	18/09/2013	Topsham Road	Sulphur type smell from SWW
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Case Actions:

Phone call received	Call received from complainant complaining of a strong sulphur type smell from SWW. Odour was noticed just now.
	Would like complaint logged.

WK/201305037 10/10/2013	22/09/2013		Odour at Countess Wear Primary School.
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Case Actions:

WK/201305070 11/10/2013	10/10/2013	Wear Barton Road	Smell is extremely bad
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Case Actions:

Phone call received	Bad smell been on going all day
Phone call received	Message left on answerphone for complainant to contact me.

**South West Water Waste Water Treatment Works, Countess Wear
Complaints received by Environmental Health Services**

Complaints by Road, 9 July – 17 October 2013

Road	Number of Complaints
Wear Barton Road	18
Lower Wear Road	13
Glasshouse Lane	12
Topsham Road	10
Newport Road	9
Locksley Close	3
Bridge Road	2
Myrtle Road	2
Countess Wear Road	2
Higher Wear Road	1
Mount Wear Square	1
Hamilton Avenue	1
Roche Garden	1
Chepstow Close	1
Lakeside Avenue	1
Total	77

Complaints by Month

January	0
February	0
March	0
April	2
May	3
June	16
July	64
August	17
September	8
October (to 17/10/13)	1
Total (to 17/10/13)	111

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