

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

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AGENDA FOR **SOUTH WEST WATER LIAISON GROUP**

The **South West Water Liaison Group** will meet on **WEDNESDAY 14 SEPTEMBER 2016**, commencing at **2.30 pm**, in 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**.

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EXETER CITY COUNCIL
SOUTH WEST WATER LIAISON GROUP

Wednesday 29 June 2016

Present:-

Councillor Rob Newby (Chair)

Nick Murch, South West Water
Mary Evans, Residents Representative
Nigel Thomas-Childs, Environment Agency
Tracey Hill, South West Water
Charlotte Quantick, South West Water
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

9 **ELECTION OF CHAIR**

Councillor Newby was elected as Chair.

10 **APOLOGIES**

Apologies were received from Kevin Bingham (Residents Representative) and Councillor Rob Hannaford (Portfolio Holder for Place).

11 **TERMS OF REFERENCE**

The revised terms of reference were noted.

12 **MINUTES OF THE MEETING HELD ON 13 APRIL 2016**

The minutes of the meeting held on 13 April 2016 were agreed.

13 **MATTERS ARISING**

There were no matters arising.

14 **OPERATIONAL UPDATE**

Nick Murch reported on the following:

- The piling works currently taking place would finish on 30 June.
- Works to the coarse inlet screen had been completed. This will remove larger pieces of debris from the sewer to assist in preventing blockages.
- The fine screen plant refurbishment would take place in September.
- The odour control unit and standby sludge thickening plant will be operational by the end of July. This will allow the dry solids to thicken up better to feed the digesters with.
- The refurbishment of the grit system had been completed.
- £10,000 of funding had been approved to complete further odour control works on site. A series of poles would be installed at around 2.6m high and an odour spray will create a curtain along approximately 350m of the site

boundary. This will be weather controlled. It was anticipated it will be operational within six weeks and feedback would be sought from the residents representative when installed. Nick Murch would send further details to the Chair and Environmental Health.

- Landscaping will commence in November

15

COMPLAINTS

The complaints report was noted.

A number of complaints had been received from Newport Park. However, after further investigation this appeared to fit with low tide and was estuary related.

Complaints were being received from the bottom end of Glasshouse Lane depending on wind direction. This was being monitored and it was hoped that the new odour curtain spray would have some effect.

All waste from the Radio 1 Big Weekend had been taken to the works which had not resulted in any complaints.

A residents representative had advised of problems being experienced in relation to the Proactive Team responses which was raised at the last meeting. There were some issues on Friday and no response was received to text messages. This would be investigated and Tracey Hill advised that there had been no operational issues recently which demanded for proactive messages to be sent out.

16

ANY OTHER BUSINESS

Nick Murch reported that Andrew Rowntree had been appointed as the new Operational Director, and would be invited to attend the next meeting.

17

DATE OF NEXT MEETING

The date of the next meeting was arranged for Wednesday 14 September at 2.30pm at SWW Offices, Countess Wear.

(The meeting commenced at 2.35 pm and closed at 2.58 pm)

Chair

Agenda Item 5

| Complaint Date | Odour Date | Address | Details |
|--|------------|---------|---------|
| South West Water Sewage Treatment Works | | | |
| Complaints 29 June to 31 August 2016 | | | |

WK/201602826

| | | | |
|-------------------|-------------------|-----------------------|--|
| 11/07/2016 | 11/07/2016 | Trafalgar Road | Sewage odour all day Friday 8 August. Also noted on Saturday 9 August but not as strong. Sewage works or pumping station? Wind appears to have been WNW (Fri); S (Sat) according to web data. |
|-------------------|-------------------|-----------------------|--|

Case Actions:

E-Mail

Further to our telephone conversation this morning, I've spoken to a contact in SWW's Proactive Team about Friday's odour. She had nothing unusual to report from the works and planned to pay a visit to the pumping station this afternoon. We have received no other complaints for that day. Thinking about it, I was out on Friday evening and ran along Newport Road, Wear Barton Road & Glasshouse Lane at around 20:00 - no odour in that area at the time. I can find historical wind data for Exeter airport online - SW on Friday morning, changing to WNW in the afternoon so (assuming similar conditions in Countess Wear) the wind would have been blowing from the direction of the works (rather than the pumping station) for at least part of the day.

There is a regular SWW Liaison Group where complaints and developments at the works are discussed with SWW, ourselves, the ward Councillor, Environment Agency & residents' representatives so please let me know if these issues continue.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council

E-Mail

Hi Simon,

Many thanks for your email.

I am somewhat confused now as to why and where the smell was from.

Nothing from works site, as suggested by your run in the main and wind direction wrong for it to be from the pumping station?

The smell was VERY bad all day and night...no windows open and when watering plants..did it asap...

I am genuinely concerned it was so bad. All I can add is, there was no doubt it was a sewerage smell.

I have wondered if farmers were dosing fields, but then behind us is development land and nothing is happening there.

Although, I do wonder, thinking about it, if the Bloor Homes development, in the fields behind us could possibly have something to do with it. I seem to recall they had a large hole dug and were putting in some drainage pipes by the road side recently. A possibility perhaps?

I guess it is a wait and see.

I will advise you any time I am aware of the stench.

Once again, many thanks for your advice.

WK/201603011

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|-------------------|-------------------|-------------------------|---|
| 15/07/2016 | 09/07/2016 | Wear Barton Road | Odour bad on Saturday 9th July 10.00 onwards, and Sunday 10th July, morning until 22.00. |
| | | | Tracy from Proactive Team visited Monday, said no issue with the works. |

Case Actions:

Case Comments

Complainant says that the odour was like a stink bomb (hydrogen sulphide?)
Sludge, rather than sewage?

| Complaint Date | Odour Date | Address | Details |
|--|--|------------------------|--|
| Complainant asked Tracy whether SWW could check if there were any deliveries to site over the weekend. Wind was southerly. SWW plan to install a 350m long, 2m high sprayer system along the works boundary soon. | | | |
| WK/201603047 | | | |
| 18/07/2016 | 18/07/2016 | Glasshouse Lane | Constant Odour. |
| Case Actions: | | | |
| Phone call received | Complainant is complaining of the smell. Especially on hot days. Weekend afternoon smell was especially bad. Has contacted Ben Bradshaw. | | |
| Have spoken to complainant about this. Lives in a property at the bottom of Glasshouse Ln; concerned that the works needs investment to make it fit for purpose, particularly as more properties being built. Odour is a problem as soon as the weather warms up; thinks local residents are inclined to no longer make a big issue about it. | | | |
| WK/201603116 | | | |
| 19/07/2016 | 19/07/2016 | Glasshouse Lane | Complaint regarding South West Water -See actions for details |
| Case Actions: | | | |
| Hi, I would like to express, in the strongest terms , the onerous sewage smells from the treatment plant. At the present time these smells have been horrendous since Friday 15th. We cannot open windows or use the garden the smell of sewage makes you want to urge it's that bad. It appears that every time we get good weather they cannot cope. Is Countess Wear Treatment Plant out of date and needs replacement away from the city? When you contact the support team the general response is we don't have a breakdown you are living near a sewer plant so you should expect a smell. But this is getting worse not better. One hears so much about human rights so what about our right to open windows and use our garden. Next to us they are trying to get planning for 101 new houses, with the smells is this a good idea? On a final note is it worth getting in touch with our MP or a complete waste of time? | | | |
| Case Comments | Telephone call to complainant. The odour has, according to him, been an issue as long as the works has been operating (has lived there 45 years). He just thinks that people have stopped complaining. Odour gets in his house over night (down the chimney, he suspects). | | |
| Has written to Ben Bradshaw asking whether the plant is out of date and/or needs moving. Why can't the tanks be covered? | | | |
| Advised that the site is EA permitted & complaints also should go to EA. Advised that operational matters & complaints are discussed at liaison group meetings. Advised that the new odour supressing spray system along the perimeter would be working soon & could he let me know if he notices any difference. | | | |
| WK/201603145 | | | |
| 19/07/2016 | 19/07/2016 | Lower Wear Road | Odour complaint. |
| Case Actions: | | | |
| Phone call received | I have received a call complaining about the persistent smell coming from the sewage works. The smell was all day Saturday 15/7/16 through to Monday 18/7/16. They couldn't have their windows open. | | |
| Several complaints about odour over this weekend. Weather particularly warm. Site operating normally, according to SWW. | | | |
| WK/201603151 | | | |
| 19/07/2016 | 19/07/2016 | Lower Wear Road | Strong smell |
| Case Actions: | | | |
| Phone call received | Call received regarding smell from the sewage works over the last 2 days. Complainant explained when she got home yesterday at 4pm the smell was horrendous and again today she has got home and it is still smelling now. She explained with the hot weather she would like to have her windows and doors open but she can't. | | |
| Several complaints about odour during this week. SWW say plant operating normally. | | | |

| Complaint Date | Odour Date | Address | Details |
|----------------|------------|--------------|-----------|
| 20/07/2016 | 20/07/2016 | Topsham Road | Bad smell |

Case Actions:

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|---------------------|---|
| Case Comments | Complainant's property is on Higher Wear Road. I was running through Countess Wear at around 20.30 on 19th July, there was a noticeable sewage odour along Higher Wear Road. The wind was from the SW, blowing directly along the road from the works. |
| Case Comments | Telephone call with Complainant. Odour was noticed by SR last night; wind from SW. |
| Phone call received | SWW says plant operating normally; odour possibly due to very warm weather. Perimeter odour suppressing spray should be in use shortly. Complainant called to speak to Simon R. He was wondering if we had any odour complaints in the last few weeks. He himself had smelt something bad from his garden on the 19/07/16 at 21.10 for around 10 minutes. He wanted to know if it could have been something to do with the tides/ mud. |

WK/201603233

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|------------|------------|--------------------|-------------|
| 21/07/2016 | 21/07/2016 | Countess Wear Road | see actions |
|------------|------------|--------------------|-------------|

Case Actions:

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| Phone call received | Complainant stated that over the last week the smell from the sewage plant has been particularly bad and even more so over the last 2 days. Several complaints of odour during this week (weather particularly warm this week; 26C on 19th July; 21C with southerly wind on 21 July) |
|---------------------|---|

WK/201603240

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|------------|------------|------------------|--------------|
| 21/07/2016 | 21/07/2016 | Wear Barton Road | Strong smell |
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Case Actions:

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| Case Comments | Telephone conversation with complainant. Is worried about health effects of odour, which he claims has been going on for years. Will be reporting to HSE. |
| Phone call received | Call received from complainant regarding the SWW smell, he is getting extremely annoyed and fed up now as this has been ongoing for years and he understand some work needs to be done but at the moment the smell is that bad that he and his wife are suffering from headache and today complainant nearly vomited because of the smell. He wants to know what is going to be done about this as it's getting worse. |

WK/201603249

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|------------|------------|------------------|-------------------------------|
| 21/07/2016 | 21/07/2016 | Wear Barton Road | Complaint about sewage smell. |
|------------|------------|------------------|-------------------------------|

Case Actions:

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|---------------------|---|
| Phone call received | Received a call from complainant in regards to sewage smell from the sewage works. She says it's been going on for about two weeks, off and on. Apparently yesterday and today have been particularly bad and the smell has been coming into the house. She tried calling SWW but she says it's becoming increasingly hard to get a hold of anyone and you need to now request a call back. She also complained about the planning application for Wear Barton Fields not mentioning a statutory odour nuisance, as she has been complaining about the smell on and off for ten years. I said I would mention that to SR. |
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WK/201603251

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| 21/07/2016 | 21/07/2016 | Topsham Road | Odour |
|------------|------------|--------------|-------|

Case Actions:

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| Phone call received | Bad odour from sewage works at approx. 4.00 - 4.30pm. According to SWW, plant operating normally. Weather warm (21C, southerly wind today). |
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WK/201603262

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|------------|------------|-----------------|---|
| 22/07/2016 | 22/07/2016 | Lakeside Avenue | Complaint about smell from sewage works |
|------------|------------|-----------------|---|

Case Actions:

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|--------|--|
| E-Mail | To: Environmental Protection / Environmental Health <environmental.protection@exeter.gov.uk> |
|--------|--|

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

Customer Address: - Lakeside Avenue.

Report details: -

Offender : - South West water

Issue type : - Unpleasant Odour

Issue location: - Countess Wear

Issue details : - Foul stench in air for past 3 days worse today 21/7/16, smells like sewerage cannot use garden due to stench

Issue time : - 17:00

Issue date : - 21/7/2016

Witness : - yes

Comments: - Countess wear stench smells of sewerage in the air so over powering making me feel nauseous. Smells in house if windows open. Cannot use garden due to stench.

Case Comments

A number of complaints have been received about sewage odour from Friday 15th July onwards. Weather very warm. SWW reports plant operating normally up until Friday 22 July, at which point PST scraper failed.

WK/201603287

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| 22/07/2016 | 22/07/2016 | Glasshouse Lane | Complaint about odour from sewage works. |
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Case Actions:

Phone call received

Received a call from the Environment Agency about receiving a complaint about the sewage works. Complainant called him to complain about the smell. It is particularly bad today, Tuesday (19th) and last weekend.

WK/201603290

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| 22/07/2016 | 22/07/2016 | Countess Wear Road | Smell ongoing for last 3 days |
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Case Actions:

Phone call received

Call received regarding on going smell for about 3 days. Described the smell as vile. I explained the situation regarding the failure of scraper and that it should be fixed next week.

WK/201603293

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| 22/07/2016 | 22/07/2016 | Glasshouse Lane | Odour has been bad for the past 10 days (since the weather warmed up). Investment in the works is needed; how will it cope with another 100 properties on Sheep Field? What can ECC do about it? |
|------------|------------|-----------------|--|

Case Actions:

Case Comments

Advised the site is permitted for waste handling operation by EA; that liaison group (inc. EA) meets regularly to discuss plant operation & that a new odour abatement sprayer system is due to come into operation next week.

Monitoring around Countess Wear 22/7/16 approx 12.30. Some odour on Lower Wear Road but nothing appreciable on Glasshouse Lane. Wind gusty.

WK/201603305

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| 22/07/2016 | 21/07/2016 | Wear Barton Road | Thursday 21 July, PM - smell was terrible. Also noticed odour Tuesday 29 July, evening, on Topsham Road. |
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Case Actions:

WK/201603312

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| 22/07/2016 | 22/07/2016 | Locksley Close | Very bad smell |
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Case Actions:

Phone call received

The smell has been very bad for the last week. He has been contacted by SWW to explain the issue but does not accept that this excuses them. He has given permission to gain access to his customer record of complaint with SWW.

WK/201603389

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| 25/07/2016 | 25/07/2016 | Wear Barton Road | Sewage smell |
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| Complaint Date | Odour Date | Address | Details |
|----------------------|---|-------------------------|--|
| Case Actions: | | | |
| Phone call received | | | Sewage smell especially bad over the weekend. Couldn't open windows or sit out in the garden for too long because of the smell. She wants to be compensated in some way as she does not feel people should have to live with that kind of smell. |
| WK/201603442 | | | |
| 26/07/2016 | 26/07/2016 | Newport Park | Sewage odour noted since she moved to Newport Park 2 years ago. Particularly noticeable at weekends evenings; for example, yesterday (Monday 25 July) at 18.00. |
| Case Actions: | | | |
| WK/201603444 | | | |
| 26/07/2016 | 23/07/2016 | Wear Barton Road | Sewage odour all day Saturday 23 July. Texted Proactive Team - no response. Odour also noted Sunday 24 July, morning & evening. |
| Case Actions: | | | |
| WK/201603472 | | | |
| 27/07/2016 | 19/07/2016 | Newport Road | Regularly occurring vile stench several times a week during winter & summer. |
| Case Actions: | | | |
| E-Mail | <p>I am still having to put up with a regularly occurring vile stench being emitted from the local sewage works. This is in spite of the numerous excuses South West Water have come up with over the last five years. The most recent excuses that come to mind were due to an exceptionally long hot dry spell of weather and a piece of equipment needed replacing.</p> <p>Why is this still happening? Why is Exeter City Council Environmental Health Department not taking action against SWW to put an end to this? I am sick to death of having to endure this vile odour several times a week during winter and summer.</p> <p>I would like answers please.</p> <p>Take action against South West Water to stop them polluting the atmosphere and causing a nuisance to residents.</p> | | |
| E-Mail | <p>SR's email to complainant & response.</p> <p>Dear</p> <p>Thank you for your email regarding odour from the sewage works. Waste operations on the site are covered by a permit issued by the Environment Agency, to whom I will pass on your concerns. I am aware of a number of odour complaints about the works from Countess Wear residents over the past week or so; SWW reported a broken scraper on Friday but until that time, I was informed that the site was operating normally. According to the site manager, a new odour control spray system (which produces a fine mist along the perimeter of the site) is due to come into operation this week.</p> <p>I meet regularly with the ward Councillor, residents' representative, Environment Agency and South West Water to discuss operation of the site and talk about complaints received. Details of these meetings are published on our website http://committees.exeter.gov.uk/ieListMeetings.aspx?CID=173&Year=0. SWW also operate a Proactive Team, based at the site, to deal with complaints; they can be contacted on 07779 606026.</p> <p>Please get in touch if you'd like to discuss the matter further.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer</p> | | |

Dear Mr Ruddy

Thank you very much for your reply.

I should point out, firstly, that the odour problem from the sewage works is not a recent event. I have been a regular complainer to the Environmental Health Department ever since I moved to Countess Wear, six years ago. The odour problem is evident, winter and summer, although much more noticeable in the summer.

The responses I have received to my complaints follow a now familiar pattern, that is, South West Water provide an excuse, blaming the smell on some piece of equipment that has 'just failed', that they will be replacing in the very near future. On one occasion the blame was placed on a long, warm, dry spell of weather. It would be laughable if it were not such an insult to the intelligence.

A colleague says she attended Countess Wear School forty years ago, and vividly remembers the stench being a frequent problem then.

I would like to know why this has been allowed to continue for so long. Why was a whole estate of residential dwellings built in such close proximity to a sewage works in the first place, and why are new properties continuing to be built in this locality? Is the Environmental Health Department powerless to compel South West Water to comply with regulations, or is it a case of turning a blind eye? You state in your email to me, that prior to last Friday, the sewage works was operating normally. If that is the case, why have there been so many awful stench coming from the works during the last month, last six months, and the last forty years?

Surely S.W.W. are in breach of the permit issued to them by the Environment Agency?

I was informed some time ago that a Proactive Team was in operation at the site. I decline to take part in a useless exercise of complaining to the organisation about their own misdemeanours, which they are obviously already aware of.

It is worrying, with the increase in new housing locally, that the situation can only get worse and with limited

space available to South West Water to expand its sewage works, that its ability to cope will be stretched even further. Is this included in their Governance ?

WK/201603473

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| 27/07/2016 | 19/07/2016 | Chepstow Close | Odour has been bad for the last couple of days. Unable to keep windows open. |
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Case Actions:

Case Comments

SWW says nothing unusual on site. Weather very warm.

New odour control perimeter misting spray to come into use next week.

WK/201603508

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|-------------------|-------------------|-------------------------|----------------------------------|
| 28/07/2016 | 28/07/2016 | Wear Barton Road | Smell from sewerage works |
|-------------------|-------------------|-------------------------|----------------------------------|

Case Actions:

Case Comments

Spoke to complainant. Odour was bad today (28 July) from 07:00 onwards. It has definitely got worse since The Rydons was built.

Sometimes it's an almost agricultural smell.

Sometimes it's like a stink bomb (hydrogen sulphide)

Sometimes it just smells of human pooh. That's the worst smell.

Now worried about another 100 houses being built on the Sheep Field - more pressure on works.

Visited Wear Barton Road around 13:00. Wind gusty, SW. No odour apparent near complainants' property but odour noted at far end of Wear Barton Road (2 complaints from here this morning).

EPSU Officer Visit

| Complaint Date | Odour Date | Address | Details |
|----------------------|------------|---|--|
| WK/201603509 | | | |
| 28/07/2016 | 28/07/2016 | Wear Barton Road | Sewage odour this morning. Also noted yesterday (Wednesday 27 July) at 20:00. Odour has been a problem for the last 8 days. No response from Proactive Team, despite texts to them at the weekend. |
| Case Actions: | | | |
| EPSU Officer Visit | | Visited Wear Barton Road. Wind gusty but mostly from the SW. Odour detected in gusts whilst standing outside complainant's house. He says it's getting into his house & spoiling the enjoyment of his property - can't spend time in the garden when the weather's nice. | |
| | | Texted the proactive team over the weekend but has had no response; doesn't know if the scraper on PST is fixed. If the perimeter sprayer is in operation, it's not effective. | |
| | | Whilst there, person from across the road came to talk to me & said it was 'embarrassing' having a smell like that - can't have guests. | |
| | | Another neighbour said that he would be considering withholding his Council Tax until something was done. | |
| | | Complainants both thought that SWW should be compensating residents in some way. | |
| WK/201603510 | | | |
| 28/07/2016 | 28/07/2016 | Wear Barton Road | Smell from the sewage works. |
| Case Actions: | | | |
| Phone call received | | Received a call from complainant in regards to the smell from the sewage works. She said it's been really bad for the last couple weeks and she's had guests and it's been really embarrassing for her. She says she can't go outside, especially at evening times when it's nice to sit outside because it smells so bad. She thinks SWW should be giving them all compensation. | |
| WK/201603513 | | | |
| 28/07/2016 | 28/07/2016 | Newport Park | Odour complaint |
| Case Actions: | | | |
| Case Comments | | Spoke to SWW. Broken scraper repaired yesterday; plant operational today. | |
| | | Advised that we had received a large number of complaints about odour today; the 'odour curtain' whilst operational, was clearly not working. | |
| | | SWW said had been out around Countess Wear today but couldn't detect anything; I said that I had stood Outside complainant's house (Wear Barton Road) around 13:00 and could detect odour. | |
| | | Suggested SWW visit Newport Park this afternoon as the majority of complaints since lunchtime coming from there. | |
| WK/201603514 | | | |
| 28/07/2016 | 28/07/2016 | Topsham Road | Smell from South West Water |
| Case Actions: | | | |
| Phone call received | | Caller complaining about the usual smell from South West Water. It has been smelling since early this morning. I advised I would pass his complaint onto an officer. | |
| WK/201603515 | | | |
| 28/07/2016 | 28/07/2016 | Newport Park | Ongoing smell |
| Case Actions: | | | |
| Case Comments | | Telephone call with complainant. Has lived on Moon Ridge for past 3 years, but lived elsewhere on the site for 27 years & issue has been going on all that time. Properties on the site aren't selling, she thinks because of the odour. | |
| | | Particularly bad today; generally notice the odour on Friday, Saturday & Sunday, evening time. | |
| | | Advised that we'll be arranging a meeting - Cllr, SWW & I - to discuss a way forward. | |
| Phone call received | | Call received from complainant regarding the smell of the SW Labs, she explained this is the worse it has | |

| Complaint Date | Odour Date | Address | Details |
|----------------------|-------------------|------------------------|---|
| | | | <p>ever been and she could be sick from the smell. She believes this affecting residents health and she would like someone to visit this afternoon.</p> <p>She has had to stay in due to the smell. All windows are closed and she is considering going to the doctors because she is getting detrimental effects from the smell.</p> |
| WK/201603516 | | | |
| 28/07/2016 | 28/07/2016 | Wear Close | Sewage smell |
| Case Actions: | | | |
| Phone call received | | | Call received regarding he has lived in his property for 40 years but has never smelt the sewage works like this before, it is the worse it has ever been. He explained he can't open his windows and doors which in this weather is no good. |
| WK/201603519 | | | |
| 28/07/2016 | 28/07/2016 | Newport Park | Smell from sewage works. |
| Case Actions: | | | |
| Phone call received | | | Complainant called up to report that the smell of sewage is really bad today. It started around 1pm, but it's been bad for a couple weeks. |
| WK/201603520 | | | |
| 28/07/2016 | 28/07/2016 | Vernon Crescent | Sewage smell |
| Case Actions: | | | |
| Case Comments | | | Complainant says that for the past 4 weeks the odour has been particularly bad. Very bad today. His property is at the bottom of Admiral Way, near Topsham Road. |
| Phone call received | | | Call received regarding how bad the sewage smell has been for last few weeks. Complainant is extremely fed up. |
| WK/201603521 | | | |
| 28/07/2016 | 28/07/2016 | Topsham Road | Sewerage smell |
| Case Actions: | | | |
| Phone call received | | | Smell been bad over the last 3/4 weeks - progressively getting worse every day. |
| WK/201603524 | | | |
| 28/07/2016 | 28/07/2016 | Newport Park | Smell from sewage works |
| Case Actions: | | | |
| Phone call received | | | Call received from complainant in regards to sewage smell. She said it's been really bad lately. She's lived there three years but the past three weeks the smell has been awful and the worst it's ever been. |
| WK/201603525 | | | |
| 28/07/2016 | 28/07/2016 | Newport Park | Odour has been an issue since she's lived there for four years. Gets into her property, which smells 'like a public toilet'. Refuses to pay the sewage element of her water bill. The works should be prepared for hot weather. |
| Case Actions: | | | |
| WK/201603530 | | | |
| 29/07/2016 | 29/07/2016 | Newport Park | Sewage smell |
| Case Actions: | | | |
| Phone call received | | | Call received regarding smell started around 8:45 this morning. |
| WK/201603532 | | | |
| 29/07/2016 | 29/07/2016 | Newport Road | Smell from South West Water |
| Case Actions: | | | |
| Phone call received | | | Call complaining about smell from South West Water. The smell has been noticeable for the last three weeks but has been especially bad the last two days. |

| Complaint Date | Odour Date | Address | Details |
|----------------|------------|--------------|--------------|
| WK/201603579 | | | |
| 29/07/2016 | 29/07/2016 | Newport Park | Sewage Smell |

Case Actions:

Phone call received Call received regarding the smell and how it has been ongoing for weeks (really bad). Complainant explained the smell was bad until 10PM last night and started early this morning.

| | | | |
|--------------|------------|--------------|--------------|
| WK/201603591 | | | |
| 29/07/2016 | 29/07/2016 | Topsham Road | Sewage smell |

Case Actions:

Phone call received Call received regarding ongoing smell of sewage. Can't open windows because of the smell.

Hi Nick

I'm looking after Simon's workload today as he is away on a course. We have had 5 additional complaints so far today. Four of the five relate to properties in Newport Park, and one relates to Seabrook Mews, so all concentrated in the main area of complaints this week.

Did you get out to Newport Park to speak to residents as Simon suggested?

Regards

Lee Staples
Acting Principal Licensing Officer

E-Mail

Hi Lee

Yes one of our customer service reps was out there late yesterday and met some of the complainants.

To ensure we are not creating any odours due to ongoing work at the site, I stopped all cleaning at 0600 this morning after having people and machinery work right through the night, there is no intention for any additional work to be carried out over the weekend.

All odour units are operational and the ops working over the weekend have been informed that they are to be kept running 24 hours a day.

Regards

Nick

| | | | |
|--------------|------------|------------------|-------------------------|
| WK/201603598 | | | |
| 29/07/2016 | 29/07/2016 | Wear Barton Road | Odour from sewage plant |

Case Actions:

Phone call received Complaint about the smell from the sewage works.

| | | | |
|--------------|------------|------------------|---|
| WK/201603651 | | | |
| 01/08/2016 | 31/07/2016 | Wear Barton Road | Odour on Sunday 31 July, 10.00 onwards. |

Case Actions:

| | | | |
|--------------|------------|--------------|-------------------------|
| WK/201603667 | | | |
| 02/08/2016 | 02/08/2016 | Newport Park | Odour from sewage works |

Case Actions:

Phone call received Call re the bad smell coming from the sewage works; it has been getting much worse over the last few weeks.
Case Comments Meeting with SWW that afternoon to discuss issues.

| Complaint Date | Odour Date | Address | Details |
|----------------|------------|--------------|------------------|
| WK/201603695 | | | |
| 02/08/2016 | 02/08/2016 | Newport Park | Sewage complaint |

Case Actions:

Phone call received Call received the smell was really bad on Friday, Saturday, Sunday and today (Tuesday). Saturday was the worse day in a long time.

| | | | |
|--------------|------------|--------------|---|
| WK/201603709 | | | |
| 03/08/2016 | 03/08/2016 | Newport Park | Sewage odour noted this morning. Also very bad on Saturday 30 July. |

Case Actions:

Case Comments Meeting held with SWW, EA & residents' rep on 2 August. Main points:

- SWW to supply evidence that the site has sufficient capacity to cope with further residential development around the city.
- SWW to supply evidence of proactive scraper maintenance.
- SWW to look into a new odour survey of the site, in order to demonstrate whether Best Practicable Means is being met.
- Scum removal system on PST 1 not working properly; SWW to send details of correspondence regarding its repair.

| | | | |
|--------------|------------|--------------|--------------|
| WK/201603751 | | | |
| 04/08/2016 | 03/08/2016 | Newport Park | Sewage smell |

Case Actions:

Phone call received Call received regarding ongoing smell from sewage works ongoing for a while and wished something would be done about it.

Case Comments SR monitoring Newport Park 15:30. No odour until he reached the bottom part of Moonridge, then odour noticeable (not particularly intense, but distinctive)

| | | | |
|--------------|------------|--------------|---|
| WK/201603755 | | | |
| 04/08/2016 | 04/08/2016 | Newport Park | Wishes to report that smell has started again now |

Case Actions:

Case Comments SR monitoring 15.30. No odour apparent on Topsham Road or the majority of Newport Park, however, odour (not particularly intense) apparent at the bottom of Moonridge (closest to the river).

| | | | |
|--------------|------------|--------------|-------------|
| WK/201603764 | | | |
| 04/08/2016 | 04/08/2016 | Topsham Road | See actions |

Case Actions:

EPSU Officer Visit Visited approx. 15.30. Wind gusty, westerly. No odour at complainants' house but noticeable at the bottom end of Moonridge, Newport Road.

Spoke to complainant by phone. Odour has been an issue for about 5 years. It's been a problem ever since The Rydons was built.

Noticed odour yesterday (Wed 3 August) about 20:30 and last night.

Is convinced that the odour is caused by sewage being moved around on site because he recognises the odour from when the sludge boat used to be filled. Odour is intermittent (and SR would have to agree - complainants often say the odour is appalling but when he arrives there is little odour to sniff).

Complainant gives example of taking his dog for a walk - Topsham Road is odour free, as soon as he turns into Newport Road, odour 'hits him'.

Planning to start a petition.

Phone call received Complainant is complaining about the disgusting smell coming from SWW, he said this problem has been ongoing for well over 5 years and nothing is being done about it he called last week and was promised a call

| Complaint Date | Odour Date | Address | Details |
|---|-------------------|--|---|
| back but no-one rang him he is fed up with the situation, we are Environmental health and should be doing something about it. Everyone knows that the plant is inadequate to cope with what it has so we should be taking action to enforce this, he wants a call back today without fail. From now on he will be ringing every day, twice a day if necessary until he gets some sort of response from us. He would also like to personally come in and talk to someone re this problem to see what action is being taken.. | | | |
| WK/201603808 | | | |
| 05/08/2016 | 05/08/2016 | Newport Park | Odour coming from SW Labs - she is logging in |
| Case Actions: | | | |
| Case Comments | | SWW reports that the Proactive Team are visiting Newport Park this afternoon. | |
| WK/201603827 | | | |
| 05/08/2016 | 05/08/2016 | Newport Park | Sewage smell |
| Case Actions: | | | |
| Phone call received | | Smell started around 3:30 and it is terrible. Just wanted to log it. | |
| WK/201603855 | | | |
| 08/08/2016 | 08/08/2016 | Newport Park | Bad odour from sewage works. |
| Case Actions: | | | |
| Phone call received | | Bad odour from sewage works - last week it was horrendous. | |
| WK/201603859 | | | |
| 08/08/2016 | 08/08/2016 | Newport Park | Bad odour from sewage works. |
| Case Actions: | | | |
| Case Comments | | I would monitor along | |
| Phone call received | | the usual route and through Newport Park on my way home (approx 5pm) The smell from the sewage works has been very bad over the weekend. Friday quite bad, Saturday from 3.45pm onwards and Sunday from early evening onwards. They had had only one clear weekend in the last nine. | |
| WK/201603869 | | | |
| 08/08/2016 | 08/08/2016 | Newport Park | bad smell from sewage works. |
| Case Actions: | | | |
| Phone call received | | The smell from the sewage works was bad over the weekend and started again today @ 12.00. | |
| WK/201603991 | | | |
| 11/08/2016 | 11/08/2016 | Newport Park | Smell from sewage works. |
| Case Actions: | | | |
| EPSU Officer Visit | | Monitored whilst out running approx.. 20:30, Thursday 11 August. No odour apparent at Moonridge. Wind westerly. | |
| WK/201604199 | | | |
| 18/08/2016 | 17/08/2016 | Glasshouse Lane | Odour has been an issue since returning home on 13 July. It's flooding his house; cannot enjoy time in the garden. Has been an issue since he's lived there (1968) but has got progressively worse. Not weather dependent. |
| Case Actions: | | | |
| WK/201604455 | | | |
| 25/08/2016 | 25/08/2016 | Topsham Road | Complaint about smell coming from SWW. |
| Case Actions: | | | |
| Phone call received | | Received a call about the smell. He said it was particularly bad this past weekend. He said on Friday (19th) he saw tankers sucking the tanks out near his house. He said today the smell has been really bad (since he's been home from work this afternoon). He said he can even smell the underlying deodoriser they are using. | |

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