

**South West Water Waste Water Treatment Works, Countess Wear  
Complaints received by Environmental Health Services, 1 Jan to 27 Jun 2013**

| <b>Complaint Date</b> | <b>Address</b>                         | <b>Details</b>  |
|-----------------------|--|---|
| 22 April              | Glasshouse Lane                        | First odour on Saturday 20 April; daily for the following week.<br><br>Bank Holiday Monday (6 May) and Tuesday 7 May – strong smell of faeces.  |
| 22 April              | Lower Wear Road                        | Saturday 13 & Sunday 14 April<br>Saturday 20 & Sunday 21 April<br>Can smell sewage plant at the shops; cannot be healthy as a junior school is nearby. Cannot use garden.                                   |
| 14 May                | Lower Wear Road                        | “Disgusting smell of sewage” – whole area around Lower Wear Road.<br>Issue had been going on since complainant moved to the area a year ago.  |
| 20 May                | Glasshouse Lane<br><br>Lower Wear Road | Odour on Friday 17 May.<br><br>Odour on Saturday 18 May.  |
| 3 June                | Glasshouse Lane                        | Odour on Monday 3 June.   |
| 3 June                | Glasshouse Lane                        | Odour on Saturday 18 & Sunday 19 May.<br>Odour on Saturday 25 to Bank Holiday Monday (27 May).<br>Odour on Monday 3 June, 10.00 onwards.<br>Residents complain to complaint but don't necessarily call SWW. |
| 4 June                | No road specified                      | Very bad odours today.  |
| 12 June               | No road specified                      |   |
| 17 June               | Wear Barton Road                       | Odours on:<br>Saturday 25 to Bank Holiday Monday (27 May);<br>Wednesday 12 June, 09.15 – 19.30;<br>Thursday 13 June, 20.00 onwards;<br>Saturday 15 June, 10.00 onwards.                                     |
| 20 June               | Newport Road                           | Odour bad for the last month.   |
| 20 June               | Locksley Close                         | Odour bad on Thursday 20 June, until 15.00.<br>Given up calling SWW's number.<br>Concerned about site's capacity to deal with extra houses being built.   |

|         |                 |  |
|---------|-----------------|--|
| 20 June | Lower Wear Road | Odour on & off all year. Telephoned SWW three or four months ago – said that issue would be cleared up in a week; second phone call to SWW – issue would be cleared up within six weeks. |
| 20 June | Locksley Close  | Odour had been on and off for years.   |
| 21 June | Topsham Road    | No reply from complainant.   |
| 21 June | Central Avenue  | Odour bad on Wednesday 19 June. Has been an issue for 5 years; worse during May.   |
| 21 June | Central Avenue  | Odour bad on Wednesday 19 June. Has been an issue for 5 years.   |
| 24 June | Glasshouse Lane | On going for 10 years. Thinks that residents don't complain.   |
| 25 June | Locksley Close  | Odour bad on Thursday 20 June, until 15.00. Came on suddenly.  |
| 25 June | Lower Wear Road | Odour bad on Wednesday 26 June – cannot open windows.  |
| 26 June | Bridge Road     | Odour bad on Tuesday 25 & Wednesday 26 June, 10.00 to 13.00 each day. Noticeable every summer since 1996.  |

### Complaints by Road

| Road             | Number of Complaints |
|------------------|----------------------|
| Glasshouse Lane  | 5                    |
| Lower Wear Road  | 5                    |
| Locksley Close   | 3                    |
| Central Avenue   | 2                    |
| Wear Barton Road | 1                    |
| Newport Road     | 1                    |
| Topsham Road     | 1                    |
| Bridge Road      | 1                    |
| Not specified    | 2                    |