

**South West Water Sewage Treatment Works
Complaints since the last meeting**

Complaint Date	Odour Date	Address	Details
WK/201306227			
12/12/2013	12/12/2013	Countess Wear Road	Sewage smell

Case Actions:

Phone call made	Message on complainant's voicemail to call me.
Phone call received	Telephone call from complainant. Odour has been happening intermittently, several times per week. Apparent in her boy's bedroom. Timing erratic, more so in the morning. Will log events.
	Jay Harris, SWW, says has an issue with odour control unit, sludge reception at present. Being investigated.

WK/201306311			
16/12/2013	13/12/2013	Wear Barton Road	Smell noticeable on Sunday at 14.45. Rapid onset. Works also noisy, 02.00-03.00 (a rushing, undulating noise - wakes her up). Will log when this happens.

Case Actions: