

**South West Water Sewage Treatment Works
Complaints since the last meeting (30 April to 15 July 2014)**

Complaint Date	Odour Date	Address	Details
WK/201401077 12/05/2014	06/05/2014	Wear Barton Road	Sewage odour 12.30 until 18.00
Case Actions:			
WK/201401079 12/05/2014	10/05/2014	Wear Barton Road	Very strong sewage odour 10.00 until 11.30
Case Actions:			
WK/201401936 06/06/2014	02/06/2014	Wear Barton Road	Odour for around half an hour, 17.45 onwards.
Case Actions:			
Case Comments	Telephone conversation with Jay Harris. Scraping storm tanks all week. Following rain, tanks trained and scraped. Jay wasn't told and subsequently only found out today (6 June).		
WK/201401938 06/06/2014	03/06/2014	Wear Barton Road	Odour from 17.15 until 19.30; particularly bad.
Case Actions:			
Case Comments	Telephone conversation with Jay Harris. Scraping storm tanks all week. Following rain, tanks trained and scraped. Jay wasn't told and subsequently only found out today (6 June).		
WK/201401940 06/06/2014	05/06/2014	Wear Barton Road	Odour 09.30 until mid afternoon.
Case Actions:			
Case Comments	Telephone conversation with Jay Harris. Scraping storm tanks all week. Following rain, tanks trained and scraped. Jay wasn't told and subsequently only found out today (6 June).		
WK/201401980 09/06/2014	07/06/2014	Wear Barton Road	Odour on Saturday 7 June, morning & late afternoon.
Case Actions:			
Case Comments	Telephone call from Jay Harris. He had visited site yesterday afternoon. Could detect occasional faint whiff of odour on the wind. Nothing unusual on site; final storm tank was drained on Saturday 7 June. Jay met with the complainant at the time.		
WK/201401982 09/06/2014	09/06/2014	Wear Barton Road	Odour apparent on wind.
Case Actions:			
Case Comments	Telephone call from Jay Harris. He had visited site yesterday afternoon. Could detect occasional faint whiff of odour on the wind. Nothing unusual on site; final storm tank was drained on Saturday 7 June. Jay met with the complainant at the time.		
WK/201402297 23/06/2014	20/06/2014	Lower Wear Road	Sewage odour was 'disgusting' all day Friday 20th June. On and off on Saturday 21st & Sunday 22nd.
Case Actions:			
Case Comments	Telephone conversation with Jay Harris. Scraper bar failure to one of the primary settlement tanks. Tank has been drained, leaving sludge at the bottom which has to be manually removed. Scraper repair starts tomorrow (24 June); potential for further odour release until this work is completed.		

Complaint Date	Odour Date	Address	Details
WK/201402403 25/06/2014	23/06/2014	Wear Barton Road	Sudden sewage odour noted at 21.00.
Case Actions:			
WK/201402405 25/06/2014	22/06/2014	Wear Barton Road	Intermittent smell on Sunday evening.
Case Actions:			
WK/201402406 25/06/2014	18/06/2014	Wear Barton Road	Sewage odour 18.00 to 21.00
Case Actions:			
WK/201402407 25/06/2014	25/06/2014	Wear Barton Road	Oily/sewage smell.
Case Actions:			
WK/201402408 25/06/2014	20/06/2014	Lower Wear Road	Disgusting stench from sewage works over weekend (from Friday onwards).
Case Actions:			
WK/201402454 27/06/2014	25/06/2014	Wear Barton Road	Residents returning from a coach trip noticed odour near 100 Club, Wear Barton Road. Complained to Cllr Robson.
Case Actions:			
WK/201402455 27/06/2014	20/06/2014	Lakeside Avenue	Smell of excrement, 22.00 - 23.00. Has to shut windows to prevent odour coming into house.
Case Actions:			
WK/201402468 27/06/2014	27/06/2014	Glasshouse Lane	Odour has been an issue for three weeks up to Tuesday 24 June. Thinks that SWW's reassurances on completion of the improvements were "nothing more than wishful thinking".
Case Actions:			
WK/201402625 03/07/2014	03/07/2014	Wear Barton Road	Odour has been dreadful since 11:15. SL & AB monitoring & confirm odour in Wear Barton Road.
Case Actions:			

Complaint Date	Odour Date	Address	Details
EPSU Officer Visit			<p>Visit with SL to Wear Barton Road at 12.45. Very strong, unpleasant smell of sewage in area of Wear Barton Road. The odour was also still noticeable (although slight) into the Persimmon development at the old Naval Stores Depot.</p> <p>Returned to the area with Jay from SWW at approx 14:40. The smell was the same, but a little less intense. It was still very noticeable and unpleasant.</p>
EPSU Officer Visit			<p>SR & SL monitoring at around 10.30; met with complainant outside his house. Initially no odour for a while but then noticed odour intermittently on wind (appeared quite suddenly). Also noted (intermittently) further along Wear Barton Road by field adjacent to 100 Club. Breezy conditions.</p> <p>Visited site & met with Jay Harris. Primary settlement tank 4 empty but some sludge in the bottom (Jay estimated depth to a foot or so). Scraper bar needs crane for repair - to start next week.</p> <p>Discussion with Jay about odour management - whether partially filling the tank with water would mask any sludge odour or whether tanks could be covered in some way (like a swimming pool cover).</p> <p>However - little odour on site around primary settlement tanks - sludge in bottom of PST4 appears dry & crusted.</p>

WK/201402629

03/07/2014 03/07/2014 Newport Road Strong smell of faeces/gas

Case Actions:

Phone call made	Spoke to complainant. Strong gassy smell. Noticed about 2 weeks ago; last night couldn't have windows open. Today could smell from late morning until 16.00.
EPSU Officer Visit	<p>Visit with SL to Wear Barton Road at 12.45. Very strong, unpleasant smell of sewage in area of Wear Barton Road. The odour was also still noticeable (although slight) into the Persimmon development at the old Naval Stores Depot.</p> <p>Returned to the area with Jay from SWW at approx 14:40. The smell was the same, but a little less intense. It was still very noticeable and unpleasant.</p>
Phone call received	Call from complainant complaining about a strong smell of faeces/gas coming from the SWW plant. He noticed it this morning and was unable to sit outside and enjoy the sun.

WK/201402630

03/07/2014 03/07/2014 Newport Road Smell from SWW Labs

Case Actions:

Phone call made	<p>Telephone call to complainant.</p> <p>Smell was dreadful one day last week.</p> <p>Today, walking along Wear Barton Road (near the 100 Club), around 11.00, there was a dreadful smell, like 'gas & pooh'.</p> <p>Smell was so bad that her family couldn't stay for lunch.</p> <p>Didn't think that this would happen again, after last year's problems.</p>
EPSU Officer Visit	<p>Visit with SL to Wear Barton Road at 12.45. Very strong, unpleasant smell of sewage in area of Wear Barton Road. The odour was also still noticeable (although slight) into the Persimmon development at the old Naval Stores Depot.</p> <p>Returned to the area with Jay from SWW at approx 14:40. The smell was the same, but a little less intense. It was still very noticeable and unpleasant.</p>
Phone call received	Smell from SWW. Been ongoing all night. Very bad.

Complaint Date	Odour Date	Address	Details
WK/201402631 03/07/2014	03/07/2014	Wear Barton Road	Smell from sewage works. Witnessed by SL & AB, on site at 13:29.
Case Actions:			
EPSU Officer Visit	Visit with SL to Wear Barton Road at 12.45. Very strong, unpleasant smell of sewage in area of Wear Barton Road. The odour was also still noticeable (although slight) into the Persimmon development at the old Naval Stores Depot. Returned to the area with Jay from SWW at approx 14:40. The smell was the same, but a little less intense. It was still very noticeable and unpleasant.		
WK/201402647 04/07/2014	04/07/2014	Newport Road	Odour Complaint
Case Actions:			
Phone call received	Lady called to report stench of sewage works in Countess Wear area		
Phone call made	Message on complainant's answerphone to call me.		
WK/201402658 04/07/2014	01/07/2014	Lower Wear Road	Sewage odour on 1st & 2nd July.
Case Actions:			
WK/201402677 07/07/2014	06/07/2014	Wear Barton Road	Odour particularly bad on Sunday evening/night. Spoils enjoyment of being outside. Has been an issue since 2009. Most evenings and nights are a problem.
Case Actions:			
WK/201402681 07/07/2014	01/07/2014		Pro-active monitoring visit record:
Case Actions:			

Complaint Date	Odour Date	Address	Details
EPSU Officer Visit 04/07		Strong sewage odour in the area of Wear Barton Road/Glasshouse Lane quite localised but constant smell.	Telephone conversation with Jay Harris. Nothing unusual going on at the works at this time.
EPSU Officer Visit 07/07		Proactive monitoring following complaints of odour on Monday 7 July, AM. Weather - showery, blustery wind from South East.	12.40, Lower Wear Road (cul de sac end) no appreciable odour. 13.00, Lower Wear Road (by 100 Club) odour noticeable (intermittently) on the breeze. Distinctive; almost piggery-type odour. Lakeside Avenue, Newport Road - no odour apparent.
EPSU Officer Visit 09/07		Drove along Glasshouse Lane then Wear Barton Road then along Higher Wear Road with my car window open but could not detect any odour.	
EPSU Officer Visit 08/07		Cycled along Glasshouse Lane, Wear Barton Road and Higher Wear Road at around 4.45pm. No odour detectable. Blustery winds.	
EPSU Officer Visit 11/07		Cycled along Glasshouse lane, Wear Barton Road and Higher Wear Road to assess odour. Very faint odour occasionally detectable along Wear Barton Road (far end). No sewage works odour detectable elsewhere. Monitored at approx 16.30.	
EPSU Officer Visit 14/07		Visited Lower Wear Road (there had been an odour complaint earlier that day). Blustery SW wind. Very little odour detected anywhere along the road.	Met with complainant (complained about noise from works) - noise (like a generator) apparent when monitoring from field behind 100 Club. Turns out to be a diesel generator associated with an odour masking spray unit on site. Now turned off.
EPSU Officer Visit 14/07		From: Staples, Lee Sent: 15 July 2014 08:57 To: Ruddy, Simon Subject: UNCLASSIFIED: RE: RE: RE: Sewerage work's noise level	Hi Simon, I bumped into complainant this morning whilst monitoring the odour on Wear Barton Road. He was very pleased to report that the noise had gone. On another note the odour was noticeable in a corridor from the top of Higher Wear Road along to the far end of Wear Barton Road (No's 50-75). By the time I reached the 100 Club the odour was no longer detectable. This was at approx 7:40 this morning. Winds light (5mph) WNW. Last Night the odour was only noticeable at the far end of Wear Barton Road (again No's 50-75). Light odour only, with blustery SW winds (monitored at 16.45 approx).

EPSU Officer Visit 14/07 Monitoring - Glasshouse Lane, Sheep Field, Wear Barton Road, Newport Road, Higher Wear Road, Lakeside Avenue. 21.30 to 21.50 - no odour apparent.

WK/201402682
07/07/2014 **04/07/2014** **Wear Barton Road** **Odour at 10:45 & 12:45.**

Case Actions:

WK/201402683
07/07/2014 **07/07/2014** **Wear Barton Road** **Odour from sewage works at 07.20, 10.15 & 11.05 to 11.10. Neighbour has also pointed out that he can hear a noise like a generator from the site, all the time. He has a recording of it - will see if he can send a copy.**

Case Actions:

WK/201402684
07/07/2014 **07/07/2014** **Wear Barton Road** **Odour since 08:00. Sat in the kitchen now and can smell odour. SWW say that repairs would take until 14 July.**

Case Actions:

WK/201402842
14/07/2014 **14/07/2014** **Wear Barton Road** **Odour from works 08.00 onwards. Somebody from SWW came to see her on Friday 11th July & explained that there is an issue with the Persimmon pumping station & that there was scraper failure on site. Odour is from site, not sewers.**

Case Actions:
