

Complaint Date	Odour Date	Address	Details
South West Water Sewage Treatment Works			
Complaints since the last meeting (13 April 2016)			

WK/201600860			
05/05/2016	01/05/2016	Wear Barton Road	Sewage odour Sunday 1 & Monday 2 May (Bank Holiday weekend).

Case Actions:

E-Mail	Email to Nick Murch
	Hello Nick
	Wear Barton Road complainant called yesterday to complain about sewage odour all day Sunday and Monday. Any issues on site? Fairly sure that the wind changed direction from a North Westerly on Saturday to a Southerly by Sunday.
	Regards
	Simon Ruddy Principal Environmental Health Officer Exeter City Council Civic Centre Paris Street Exeter EX1 1RQ
Phone call made	Phone call to complainant; voice mail message left to contact me.
Phone call received	Complainant called. Odour had been bad on Sunday 1 May - had noticed it in his house. Also noticed odour on & off on Monday 2 May. Hadn't heard anything from Proactive Team.
Phone call made	Phone call to Nick Murch. No issues on site over Bank Holiday weekend. There wouldn't have been any deliveries on the Sunday.

WK/201601123			
17/05/2016	17/05/2016	Wear Barton Road	Sewage odour noticed this morning, 9.00 onwards.

Case Actions:

Case Comments	Telephone call to Nick Murch SWW. Not on site at present; would investigate on his return.
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WK/201601228			
20/05/2016	20/05/2016	Wear Barton Road	Odour on and off all day today (Friday 20 May). Texted Proactive team but no reply.

Case Actions:

Case Comments	Nick Murch says sewage being received at site (by screens) is quite odorous right now (15:00); will turn on the sprayers to mask the odour.
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WK/201601274			
23/05/2016	21/05/2016	Newport Road	Complaint via Cllr Robson. Odour on Saturday night 'extremely horrible'.

Case Actions:

Case Comments	Good evening
	I am just writing to inform you that once again we are experiencing unpleasant odour, starting last week and extremely horrible tonight, once again having a meal becomes unpleasant. I certainly hope that this is not a precedent of what we can expect now and through the summer. After all the money spent on the sewage works this is not acceptable.
	I am informing you of this as I understand you are on the committee.
	I have not heard from the proactive team about any new developments and would welcome any explanation that you can gain for me.

Complaint Date	Odour Date	Address	Details
WK/201601335 25/05/2016	21/05/2016	Wear Barton Road	Odour on Saturday 21 May, evening. 19:30 to 21:00. Text to Proactive team; no response.
WK/201601337 25/05/2016	24/05/2016	Glasshouse Lane	Told of smells at the bottom end of Glasshouse Lane last night (Tuesday 24 May), plus complaints that advanced notice had not been given of trouble.
WK/201601730 06/06/2016	26/05/2016	Glasshouse Lane	Smell bad (6/10). Wind SW. Mild, sunny.
WK/201601731 06/06/2016	05/06/2016	Glasshouse Lane	Smell 4/10. Wind light, SW.
WK/201602100 16/06/2016	10/06/2016	Newport Road	'Horrific' smell. Had to get the washing in.

Hello Nick

We've received a couple of odour complaints from Glasshouse Lane recently. Specifically:

- 24 May, evening
- 26 May 14:13
- 5 June 15:30
- 6 June 09:45
- 6 June 20:20

Those latter two were witnessed by my EH colleague on his way to work in the morning and by me out for a run last night. The odour appears in a fairly narrow band, at the very bottom of Glasshouse Lane, by the thatched property adjacent to the footpath into the Sheep Field. There is a clear line of sight to the works here and I suspect the wind is carrying the odour from the works directly across the river. I am aware of a small pumping station in this location – do you think this could contribute to the odour in any way?

By the time I'd got a little further west along Glasshouse Lane (running towards Bridge Road) the odour had gone, although I thought I could detect a slightly sweeter smell & wondered whether you were running the odour-masking sprayers last night?

Can I suggest the proactive team pay a visit to this area and have a sniff at some point over the next few days (assuming the wind stays southerly)?

Regards

Simon Ruddy

Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

Hi Simon

I know that the proactive team have been in discussion with some of the complainants already, there were no apparent issues related to the odours on the 5th and 6th June, all the odour machines are fully operational and we are doing all we can to minimise any issues.

There is some light on the horizon in that I have just had some funding approved for an improved misting system along the fence line rather than the individual sprayers we currently have, I should be in a better position in a week or so to give you some timescales for the instillation.

With regards to the pumping station you mentioned, I can't see anything on our mapping system, I can only presume it's a private one, can you point me in the direction of where it is?

In the meantime if I get any more information regarding these latest complaints I'll be in touch.

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Hello Nick

The pumping station in question is just to the left of the gates in this photo. The Streetview image is too old to show it but there's now a green cabinet there. Jay always told me it was a small pumping station, built to serve one or two properties in the vicinity. I do think, however, that the odours noted here are coming straight from the works, which is in clear line of sight.

We had an odour complaint - 14:00, Friday 10th June, Newport Road. Other than that, nothing else to report. I had a run round the estate last night (Glasshouse Lane – Wear Barton Road, Newport Road) – all clear.

Cllr Robson has raised the issue of a smelly road gulley, Lower Wear Road (near the turn into the school) but I assume that's more down to the trap drying out in the absence of rain and so won't be an issue at the moment.

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

Thanks Simon

I'll have a look at the station, all good in here at the moment, nothing to report.

Hopefully it will stay that way.

Regards
Nick