

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.
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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

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.
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Case Actions:

Case Comments

Tracy from Proactive Team visited Monday, said no issue with the works.

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.			
WK/201603174			

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

Case Actions:

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: SSW 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

21/07/2016	21/07/2016	Countess Wear Road	see actions
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Case Actions:

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

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

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 SSW 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

21/07/2016	21/07/2016	Wear Barton Road	Complaint about sewage smell.
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Case Actions:

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 SSW 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.

WK/201603251

21/07/2016	21/07/2016	Topsham Road	Odour
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Case Actions:

Phone call received: Bad odour from sewage works at approx. 4.00 - 4.30pm.

According to SSW, plant operating normally. Weather warm (21C, southerly wind today).

WK/201603262

22/07/2016	22/07/2016	Lakeside Avenue	Complaint about smell from sewage works
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Case Actions:

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	22/07/2016	22/07/2016	Glasshouse Lane
			Complaint about odour from sewage works.
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	22/07/2016	22/07/2016	Countess Wear Road
			Smell ongoing for last 3 days
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	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	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.
Case Actions:			
WK/201603312	22/07/2016	22/07/2016	Locksley Close
			Very bad smell
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	25/07/2016	25/07/2016	Wear Barton Road
			Sewage smell

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

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

28/07/2016	28/07/2016	Wear Barton Road	Smell from sewerage works
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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.	