

Complaint Dat	Odour Date	Address	Details
<b>South West Water Sewage Treatment Works Complaints 31 August to 13 September</b>			

<b>WK/201604567</b>			
<b>31/08/2016</b>	<b>30/08/2016</b>	<b>Newport Park</b>	<b>Sewage odour noted on Bridge Road &amp; Lower Wear Road at 20:00.</b>

**Case Actions:**

<b>WK/201604645</b>			
<b>01/09/2016</b>	<b>01/09/2016</b>	<b>Countess Wear Road</b>	<b>Complaint regarding South West Labs</b>

**Case Actions:**

Phone call received	Call regarding smell from SW Labs - the smell isn't bad today but she wanted to make us aware that it was very bad yesterday and has been noticeable for the last 3/4 weeks. I advised I would pass onto an officer who would contact her. (non urgent so wait for SR return)
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<b>WK/201604651</b>			
<b>01/09/2016</b>	<b>01/09/2016</b>	<b>Newport Park</b>	<b>Sewage smell</b>

**Case Actions:**

Phone call received	Call received from complainant regarding extremely bad sewage smell on 30/08/2016 evening and 31/08/2016. Complainant explained he arrived home yesterday at 10pm and the smell was extremely strong he went out at 11:30pm and it was even worse, he is going to see what the smell is like tonight and if it is bad he will give us a call. Complainant said SWW might have found another pump but the council has ownership, not sure if this is true or if this is causing problem. Please call Complainant back.
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<b>WK/201604688</b>			
<b>02/09/2016</b>	<b>02/09/2016</b>	<b>Reed Walk</b>	<b>Smell from sewage works</b>

**Case Actions:**

E-Mail	Report details: - Offender : - Issue type : - Unpleasant Odour Issue location: - Countess wear Issue details : - Sewage smell Issue time : - 12:00 Issue date : - All time Witness : - Comments: - Stinky sewage smell in countess wear
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E-Mail

<b>WK/201604695</b>			
<b>02/09/2016</b>	<b>02/09/2016</b>	<b>Newport Park</b>	<b>Sewage smell</b>

**Case Actions:**

Phone call received	Bad odour over the last 3 nights. Complainant has had to keep all windows closed over the past 3 nights, on Tuesday it started at approx. 8pm, he isn't sure about Wednesday evening but yesterday it started at 5:30pm.
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<b>WK/201604779</b>			
<b>05/09/2016</b>	<b>05/09/2016</b>	<b>Newport Lodge</b>	<b>Sewage odour on Friday afternoon (2nd September), Saturday (3rd September) &amp; Monday 5 September (has returned home now (16.00) &amp; odour is blowing up through Newport park.</b>

**Case Actions:**

<b>WK/201604887</b>			
<b>07/09/2016</b>	<b>06/09/2016</b>	<b>Locksley Close</b>	<b>Odour noticed upon return home at 15:00. SWW say Clearflow are working on pipes but there hasn't been a text from the proactive team.</b>

Complaint Dat	Odour Date	Address	Details
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<b>WK/201604902</b>			
<b>08/09/2016</b>	<b>08/09/2016</b>	<b>Newport Park</b>	<b>Sewage smell</b>

**Case Actions:**

Case Comments	Spoke to complainant. Odour was very bad last night (Wed 7 September) at 21.45.
	This morning it's coming from the pumping station opposite Plants Galore AND the works (both sites). She hasn't noticed whether the pumping station has been emptied today.
	Has lived on Moonridge for 3 years; constant issue (but more noticeable in the summer). Gets into her property.
EPSU Officer Visit	Visited site approx. 13:00. Odour apparent on Topsham Road in vicinity of Plants Galore nursery. Wind gusty. No odour from Bloor sewage pumping station.
	Called on complainant but not at home.
E-Mail	

<b>WK/201604917</b>			
<b>08/09/2016</b>	<b>08/09/2016</b>	<b>Newport Park</b>	<b>Smell from sewage works.</b>

**Case Actions:**

EPSU Officer Visit	Visited site approx. 13.00. Sewage odour apparent on Topsham Road (in vicinity of the nursery). Wind gusty.
	Spoke to complainant - advised that SWW Liaison Group is next week; odour survey of site commissioned.
	Complainant says that odour has been an issue for the past 3 years. Investment in plant (early 2014) has, in his opinion, not alleviated the problem.
Phone call received	Tuesday approx. 9.30am on bus going in to Higher Wear Road - especially by shops, last night 10-11pm and this morning - smell bad at all times especially Tues around the shops.

<b>WK/201604943</b>			
<b>09/09/2016</b>	<b>08/09/2016</b>	<b>Wear Barton Road</b>	<b>Odour this morning (10.30) &amp; now (14:15)</b>

**Case Actions:**

EPSU Officer Visit	Odour monitoring along Topsham Road (in response to complaints from Newport Park). Odour apparent in the vicinity of Plants Galore. Wind gusty.
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