

Complaint Date	Odour Date	Address	Details
South West Water Sewage Treatment Works			
Complaints since the last meeting (1 March 2017)			

WK/201609818			
10/03/2017	08/03/2017	Newport Park	Odour Wednesday 8 March, around 17:00 until 19:00.

Case Actions:

Case Comments	<p>Complainant called to speak to Mr Ruddy.</p> <p>He was reporting that he could smell sewerage about teatime yesterday. The smell continued for a couple of hours until 20:00.</p> <p>He was wanting to know whether the work had started on emptying and cleaning one of the tanks at south west labs. He said he had called the office there and they hadn't been too helpful.</p>
Case Comments	<p>Also: Are Bloor homes connected to the sewers yet, or are they still being emptied by tankers?</p> <p>Spoke to complainant. Smell was particularly bad last week. He called proactive team who said they would log complaint. Could it be linked to emptying PST prior to works on scrapers?</p> <p>Advised that, at this weeks' Liaison Group meeting, Nick said PST 1 now empty and scaffolded.</p> <p>Odour was also noticeable Wednesday 8 March, about 17.00 - 19.00.</p> <p>Email to complainant:</p> <p>You were enquiring last week about whether the pumping station at Bloor Homes' Seabrook Orchards site was connected to the sewer yet. Nick Murch (SWW Ops Manager) advises me that this work took place in November last year.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council</p>

WK/201610029			
20/03/2017	20/03/2017	Newport Park	Smell coming from sewage plant

Case Actions:

Phone call received	Report of strong sewage smell on Friday between the hours of 1pm and 8pm. Weekend was not clear; an odour lingered in the air most of the time. Complainant has said it is usually on a Friday when it happens.
Attachment E-Mail	Email sent to Mr Ruddy to look into.
	<p>I have a copy of your email and have been trying to contact somebody at SWW this afternoon to discuss. Nick Murch (Operations Manager) is currently on leave but I've left a message with the Proactive Team to call me back.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council</p>

WK/201610063			
21/03/2017	21/03/2017	Wear Barton Road	Odour Tuesday 21 March at 11.40. Also noticed fishy smell on Monday 20 March around 10:00. Possibly liming plant cake barn?

WK/201610145			
24/03/2017	24/03/2017	Newport Park	Odour bad Fri 17th march, Monday 20th (PM), Tuesday 21st (PM) & Wednesday 22nd (PM). Calls to works, proactive team & SWW not answered. Nick Murch currently on leave.