

Residents' Liaison Meeting



Minutes of Meeting

26 April 2018, Conference Room, Mogden STW at 6pm

Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	John Penicud
	Ian Ruffell
	Gayle Thomas
	Paul Mallows
	Cecilia Larkin
Public Representatives	Joe Bourke
	Robert Thorpe
London Borough of Hounslow	Tony Bull
	Leroy Phillips
	Zaheer Kadri
Residents	Barry Edwards

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No.	Content	Action	Due date of Action
	<p>The chairman R Aylard (TW) welcomed the new residents and requested that all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
1	Review of previous minutes		
1.1	<p>Actions of previous minutes</p> <p>I Ruffell (TW) gave an update on the outstanding actions from the last meeting. He said that they are using a different technique and alternative bait on site to trap the rats. He also said that the housekeeping is imperative to effectively control the rats. He also gave an update on the site grounds and said that they removed the shrubs on site to promote growth of the trees around the perimeter of the site.</p>		
2	<p>Mogden Technical Working Group</p> <p>J Penicud (TW) provided a brief update on the MTWG. He said that they had their first meeting and it was chaired by Prof Stephen Smith, who is an independent chairperson from Imperial College London. He said they looked at the long term strategy and plans for London. R Aylard (TW) said that the idea is to get local residents actively involved in their decisions. He said that the Mogden Technical working group is looking years ahead and they are looking for more local people to join the group.</p>		

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3	<p>Operations</p> <p>New Sludge Thickening Building P Mallows (TW) gave an update on the new Sludge Thickening building. He said that planning permission has been received and that completion date for the project is April 2019. J Burke (Cllr) wanted to know how long the sludge stays on site. R Aylard (TW) explained the process from when the sewage reaches the site. He said it's a constant process and it constantly moves along. He explained that the raw material gets turned into river water, energy and fertilizer.</p> <p>New Security Fence P Mallows (TW) said that the work is currently ongoing and that they may have to close the footpath temporary during May. He assured that the work will be planned to cause the least inconvenience to the residents. He also said that it was due for completion in July 2018.</p> <p>B Edwards (MRAG) asked if advance notice will be sent to residents about the footpath closure. P Mallows (TW) confirmed that it will be sent once permission was received from LBH.</p>		
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	<p>Mogden update- Odour Control Units I Ruffell (TW) gave an update on the refurbishment of the Odour Control Units. He said that it will improve performance. He said that they are 99% completed and the final stage is the replace the fan on the east side of the site. B Edwards (MRAG) asked if that was the reason for the recent incidents of odour. I Ruffell (TW) explained that when they do shut downs to replace the fans, notifications were sent to residents. He said that they will only close down part of the asset and the rest will still operate as normal.</p> <p>Mogden update- Every Little helps I Ruffell (TW) explained the project onsite to eliminate odour by covering up assets on site. He also said they installed a non-return valve on the sludge holding tank to prevent gas from being released. J Penicud (TW) also gave an overview of the odour monitoring onsite called envirosuite. He said that envirosuite are used to identify where the source of the odour release are onsite and they can then target that particular issue.</p>		
4	<p>Mogden Open Day G Thomas (TW) said that they opened their doors to the public to see how the site works. She said that more than 430 residents attended, they had site tours and exhibits. She also provided the group with the survey results.</p>		

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5	Stakeholder communication & engagement		
5.1	<p>Odour complaints</p> <p>G Thomas (TW) said that since the last Residents' meeting held in January, Mogden had received 0 odour complaints in January and February and 2 in March.</p> <p>Z Kahdri (LBH) said that it is important for residents to call them rather than email as they have an officer on duty all the time to investigate the issue.</p> <p>J Bourke (Cllr) asked if they able to identify an odour from envirosuite before a complaint comes in. I Ruffell (TW) said that sometimes they receive complaints without any spikes on their monitors. He also said that the site is manned 24/7 with a control room that investigates any spikes on the 13 odour monitors on site.</p> <p>R Aylard (TW) explained when the storm tanks are used and that the capacity set by the EA. He said that they now have extra capacity onsite. He also explained the misconnections of the surface water sewers into the foul water sewers that cause the issues onsite.</p> <p>B Edwards (MRAG) asked for slides showing the correlation between the monitor readings and the storm tank usage.</p>	Action	28/06/2018
5.2	<p>Mosquito Survey</p> <p>G Thomas (TW) presented the graphs, and explained that the entomologist are now surveying to their summer schedule. G Thomas (TW) confirmed that the annual mosquito leaflet was sent to residents</p>		

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6	<p>AOB</p> <p>Joe Bourke (Cllr) said that the level of complaints has definitely improved.</p> <p>B Edwards (MRAG) said he wants the MTWG to ensure that the elimination of odour is the principal driver for the meeting from the resident's point of view. He also asked for smaller doors to be installed to the power house.</p>	Action	28/06/2018
	<p>Next Meeting: The next Resident Meeting will be held in 28 June 2018</p>		

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