

# Residents' Liaison Meeting



## Minutes of Meeting

06 June 2019, Conference Room, Mogden STW at 6pm.

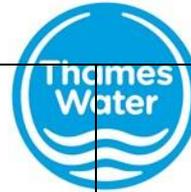
Attendees	
Organisation	Name
Thames Water	Nigel Watts(Chairman)
	John Penicud
	Dina Gillespie
	Gayle Thomas
	Paul Mallows
	Manzoor Hussain
	Julian Dempster
	Miles Evans
	Jane Clarke
London Borough of Hounslow	Tony Bull
	Leroy Phillips
	Thomas Blackford
Residents	Murray Edwards
	Rob Gray

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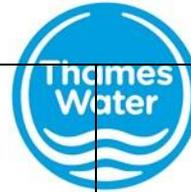
No.	Content	Action	Due date of Action
	<p>The chairman Nigel Watts (TW) welcomed the residents and requested that all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
1	<p><b>Review of previous minutes</b></p>		
1.1	<p><b>Actions of previous minutes</b></p> <p>G Thomas confirmed that the mosquito newsletter had been sent to 10000 residents together with the contact details of Hounslow Borough Council and Richmond Borough Council.</p>		
2	<p><b>Operations</b></p> <p>2.1 <b>New Sludge Thickening Building</b>                      P Mallows (TW) gave an update on the new Sludge Thickening building as per the presentation slides. J Penicud (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. N Watts (TW) wanted to know if the new process changed from the previous regarding odour. P Mallows (TW) said that the building is odour controlled. J Penicud (TW) confirmed that it's not the odorous part of the process but do have an Odour Control Unit.</p> <p>2.2 <b>Security Fence</b>                      G Thomas (TW) updated residents as per the presentation slides on the closure of the footpath by the council. She also confirmed that a notification will be sent out to inform residents of the closure.</p>		

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<p>2.3</p>	<p><b>Lower Thames Abstraction Mitigation Project Update</b>                  J Dempster (TW) presented the new project as per the presentation slides. He said that the project was EA funded to improve the oxygen in the flows to the river. R Gray (Resident) asked if this also applies to the storm discharge into the river. John explained the process and said that during low flow the affluent has a big impact on the water course. N Watts (TW) suggested a site tour at the next residents meeting. R Gray (Resident) wanted to know if it will operate 24/7 and to what extent it will help J Penicud(TW) said that the EA will be able to tell the benefit of the project. L Phillips (LBH) asked about any noise impact and J Dempster(TW) confirmed that there will be no additional noise due to the project</p>	<p>Action Dina/Manzoor</p>	<p>Sept 2019</p>
<p>3</p>	<p><b>Mogden update- Storm tanker hoppers improvement</b>   <b>J Penicud (TW)</b> gave an update as per the presentation slides. He said under planned maintenance they are replacing the valves and pumps. M Edwards (MRAG) wanted to know about open skips on site. J Penicud confirmed that the skips are kept covered as per the process. He also confirmed that he will email the Out of Hours Co-coordinator's number to MRAG to call when issues of odour needs to be reported out of hours. L Phillips (LBH) asked about storm tanks 7&amp;8, J Penicud (TW) confirmed the same modification will be installed.                   J Penicud (TW) gave an update as per the presentation slides on the Odour Control Unit upgrades. M Evans (TW) asked how often the carbon gets changed in the odour control units. J Penicud(TW) explained that they are advised by odour experts as to the frequency.</p>	<p>Action J Penicud</p>	

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<p>4</p> <p>4.1</p> <p>4.2</p>	<p><b>Customer Communication and Engagement -Complaints</b> G Thomas(TW) presented the complaints received as per the presentation graphs. She also presented a copy of the mosquito newsletter sent to residents during April 2019.</p> <p><b>Mosquito update</b> G Thomas(TW) presented the mosquito graphs. She explained that they are now surveying as per their summer schedule. She said that during the summer over 500 surveys are carried out by their entomologist.</p> <p><b>Biodiversity update</b> J Clarke (TW) explained her role to the group. She said that they have stopped surveying with the EA permission as they are installing a fish path. She said once all the stages are completed it will be submitted to the EA. She also said that a carved bench will be provided by Force and that they are waiting on materials. P Mallows (TW) also contributed by saying that during April 2019 Thames water and eight2o staff collected 14 bags of rubbish from the river bank</p>		
<p>5</p>	<p><b>AOB</b> R Gray (Res) said that a Duke's river walk will take place and that FORCE has worked with various partners and that an opening ceremony will take place opened by the majors of Richmond and Hounslow. He said that it is part of London Park city week.</p> <p>M Edwards(MRAG) mentioned that the Hounslow site inspections hasn't been updated on the webpage since March. G Thomas (TW) advised that when the reports are received from the council it will get updated and that she will aim to have it updated by the end of the week. N Watts (TW) said that communication is key and could avoid many issues.</p> <p>N Watts (TW) mentioned the project "every little helps" and confirmed with Dina that she will continue the process. An update will be provided at the next meeting</p>	<p>Action Dina</p>	<p>Sept 2019</p>

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	<p>Next Meeting to be held on 26 September 2019</p>		
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