

Residents' Liaison Meeting



Minutes of Meeting

29 September 2017, Conference Room, Mogden STW
at 6pm

Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	Nigel Watts
	Mark Mathews
	John Penicud
	Ian Ruffell
	Anne Christie
	Gayle Thomas
	Barbara Ismay
	Nicola Beale
	Paul Mallows
	Jason Hearne
	Dimitrios Noltsis
Public Representatives	Cllr Ed Mayne
London Borough of Hounslow	Nick Millard
	Tony bull
Richmond Council	Andrew Gordon
MRAG	Barry Edwards
Resident	Keith Knight

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No.	Content	Action	Due date of Action
	<p>At the request of the chairman (R. Aylard) 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 noise issue from the blowers; he said that additional noise surveys were carried out and that the noise is no longer audible. He also said that this has now been confirmed by Cllr Ed Mayne. He said that the installation of the 4th blower will not increase the noise.</p> <p>A Christie (TW) gave an update on the investigation into the sewer network. She said that an investigation was carried out into blockages and the sewers were confirmed as all free flowing.</p> <p>R Aylard (TW) confirmed that the actions regarding the mosquitoes will be presented by B Ismay (Entomologist) during the main presentation.</p>		
2	<p>Mogden Technical Working Group</p> <p>B Edwards (MRAG) said that they are waiting to have their first meeting, so no update as yet. N Watts(TW) confirmed that they looking at end November 2017 for the meeting</p>		
3	Operations		
3.1	<p>Current investment works – New Blowers</p> <p>I Ruffell (TW) said that delivery of the 4th blower will take place the following week and that a further noise survey will then take place. He also said that the 4th blower will provide more resilience and that they recently managed to get down to 1 blower instead of using 2 at a time. R Aylard (TW) confirmed that if there are any further noise concerns residents should call the Mogden Priority number.</p>		

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<p>3.2</p>	<p>New Sludge Building</p> <p>P Mallows (Eight2O) said that the planning application has now been submitted and a decision is expected in 3 to 4 months' time.</p> <p>R Aylard (TW) confirmed with the council that it is now going through the planning application assessment process. N Millard (LBH) said that it will come across his desk to review. R Aylard (TW) asked for confirmation that the new OCU will be up and running before the new building is used.</p> <p>P Mallows (Eight2O) confirmed that it is part of the conditioning process and they're aware of the residents' issues regarding odour at Mogden. He said that they are confident that they've got a robust design.</p> <p>B Edwards (MRAG) asked what happens if the OCU fails. P Mallows (Eigh2O) said that he is confident the surplus activated sludge that they producing on site will not contribute to an increase in odour and that they've taken 2 samples and that they both shared a very clean media. He said that because it is in an enclosed building and because of its location it is unlikely to fail as it's a non-mechanical unit.</p> <p>B Edwards (MRAG) asked about the maintenance of the OCU and how the odour will be controlled. J Penicud (TW) said that there is the option of portable odour control units that can be looked into.</p> <p>M Mathews (TW) said that the Odour Control Unit maintenance will be linked into the Odour Management Plan.</p>	<p>Action for P Mallows (Eight2O) to provide and update regarding the 3 year maintenance plan at the next meeting</p>	<p>Jan 2018</p>
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<p>3.3</p>	<p>New Security Fence</p> <p>D Noltsis (Eight2O) said that they starting with the security fence in October. He said the foliage removal will take 10 days and then they will start with the erection of the fence. He confirmed that the path will not be closed while the work is taking place. He said that most of the work will be carried out from the site; however there is an area of 23metres that due to a steep drop the work will have to be carried out from the footpath. During this time, temporary access will be provided and that it could take up to 2 weeks for the work to be completed. He also said that during this time there are 2 rugby events and the work will be stopped to accommodate the events. He also gave an update on the sequence of the work.</p> <p>B Edwards(MRAG) asked if the someone could update the landlady of the Royal Oak Pub regarding the schedule of the works</p> <p>D Noltsis (Eight2O) said that signs will be erected on either side of the footpath to update the residents on the progress of the work. E Mayne (Cllr) asked if the resurfacing of the footpath is being coordinated with the council. D Noltsis (Eight2O) said he doesn't know what the council is planning but it doesn't look as if the work will take place at the same time as the resurfacing of the footpath. He also confirmed that the council will be responsible for the signage on the footpath and that the corner will be made wider to accommodate cyclists.</p>	<p>Action for Nicola Beale to update the landlady of the Royal Oak pub.</p>	<p>Jan 2018</p>
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3.4	Mogden Update <p>I Ruffell (TW) confirmed that they are half way through the refurbishment of the Odour Control Units and that they are still on course to be completed during December 2017. He said they are replacing the parts of each OCU. E Mayne (Cllr) said that he has seen an improvement in the last 5, 6 years and it is normally a failure of the OCU that causes issues. I Ruffell (TW) said that there is always standby components if need be, and if any work needs to be carried out they try and work during the night.</p> <p>B Edwards (MRAG) said that Thames Water has never invited the members of the public to work with them and he remembers challenging Thames Water at planning meetings and now its discussions around the table.</p> <p>E Mayne (Cllr) said that work over weekends and at night during winter won't be a problem.</p> <p>R Aylard (TW) asked B Edwards (MRAG) about his walk around the site.</p> <p>B Edwards(MRAG) said that he was pleased to be invited and was impressed with the council representative that attended. He said that he looked at the digester seals and some lanes that still has odour coming off them. He also said there was a number of good things like the tanks were in very good condition with no odour coming from the storm tanks at all. He said that it was kept fresh and nowhere like it used to be. He said that housekeeping has improved and that he could see looking at the site that investment was visible. He also said that looking at the monitors he was able to differentiate between the odour. J Penicud (TW) explained that the odour B Edwards (MRAG) picked up was local odour when he stood next to the digesters.</p> <p>I Ruffell (TW) gave an update on the award that Mogden won at the 2017 Anaerobic Digestion and Biogas Industry Awards.</p>		
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4	Stakeholder communication & engagement		
4.1	<p>Odour complaints:</p> <p>G Thomas (TW) said that since the last Residents' meeting held on 29 June 2017, Mogden had received 16 odour complaints in June, 15 in July and 8 in August. She explained that they experienced an issue with an OCU tripping, and also a small sludge spill. She advised that they also requested the sewer networks team to investigate the sewers when complaints are received to see if any blockages could be contributing to odour issues in the area.</p> <p>B Edwards (MRAG) asked for an overlay graph showing the odour monitor readings with number of complaints.</p> <p>E Mayne (Cllr) said that it took a long time for the sewer networks team to investigate the issues on St Johns Road and that the odour issues aren't always coming from Mogden.</p> <p>B Edwards (MRAG) asked that sewer networks team investigate the drains on Northumberland river bridge on Twickenham Road that is creating an odour issue. This is between North Street and Mill Plat.</p> <p>E Mayne (Cllr) also requested that London Road and St Johns Road junction, outside the converted post office to be investigated.</p> <p>B Edwards (MRAG) mentioned the restaurants pouring fat down the drains and asked if Thames Water had any powers to take action.</p> <p>N Watts (TW) explained that they using social media to get as much publicity out. R Aylard (TW) said that the story of the fatberg went global and was discussed on Radio 1. A Christie(TW) explained that they are team working with the restaurants and customer education.</p>	<p>Action for Gayle Thomas</p> <p>Action for Networks</p>	<p>Jan 2018</p> <p>Jan 2018</p>

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	<p>N Watts (TW) said that they do have powers but prefer educating our customers.</p> <p>E Mayne asked for feedback about collaboration with LBH at our next meeting.</p>	Action for Mark Mathews	Jan 2018
<p>4.2</p>	<p>Notifications</p> <p>G Thomas (TW) went through the notifications on the presentation slide. R Aylard (TW) asked if the site team provide her with enough notice to send notifications to residents about issues on site. She confirmed that notifications are sent whenever there is any issue that could cause elevated odour on site.</p>		
<p>4.3</p>	<p>Mosquito Survey</p> <p>B Ismay (Entomologist) presented the graphs and explained the reason for the increase of surveys this year is due to the construction on site. She also said that mosquitos start moving around as soon as it gets warmer. The treatment prevents the larvae from changing to adults. She said that last year some areas could not be accessed due to construction on site. N Watts (TW) asked if a really hot summer will cause the mosquitos to increase. B Ismay (Entomologist) assured him that together with Biogard they are keeping the mosquitos under control.</p> <p>T Bull (LBH) said that there is evidence that things have been improving on site. He said that actions and recommendations must be worked on by the team on site. A further audit will take place in November.</p>		

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5	AOB.		
	<p>N Millard (LBH) said that he is concerned that residents aren't calling the council when there is an issue with odour. B Edwards (MRAG) said he reported to LBH several times and that he preferred to report the issue to Thames Water and that he can see how things are improving. N Millard (LBH) said that he sees the emails from MRAG but if it isn't reported to LBH they can't support the complaint. B Edwards (MRAG) said when LBH attend to investigate sometimes the wind changes or the operative isn't familiar with the jerome meter. He said what they wanted from the council was to monitor the incident. He said the G MCarthy (LBH) wanted the odour to be witnessed from a residential building and proof of a loss of amenity. N Millard(LBH) explained that is the legislation</p>		
	Next Meeting: The next Resident Meeting will be held in January 2018.		