

Residents Liaison Meeting

Date/Time: 5 December 2012 6pm
Venue: Conference Room, Mogden STW
Chair: Liz Sale, Thames Water



Attendance

Name		Representing
* Liz Sale	LS	Thames Water (Chair)
* Cllr Arnie Gibbons	AG	London Borough of Richmond upon Thames
* Cllr Sam Hearn	SH	London Borough of Hounslow
* Cllr Brad Fisher	BF	London Borough of Hounslow
* Cllr Colin Ellar	CE	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Shaun Case	SC	London Borough of Richmond upon Thames
* Ian Speed	IS	Independent Community Group
* Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Phil Andrews	PA	Mogden Residents Action Group (MRAG)
* Clare Montgomery	CM	Cole Park Residents Association
* Brian Pailin	BP	Queensbridge (South) Residents Company
* Michael Osborne	MO	WERFA (Woodlands Estate Residents Association)
* Mark Ruinet	MR	Thames Water – Operations Manager (Interim)
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Adrian Jack	AJ	Thames Water – Contract Manager
* Sonia Rana	SR	Thames Water – Communications
* Charlie Monger	CM	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications

Apologies received from:

Mary Macleod MP		Member of Parliament for the Brentford and Isleworth
Cllr Ed Mayne		London Borough of Hounslow
Cllr Linda Davies		London Borough of Hounslow
Cllr Geoff Acton		London Borough of Richmond upon Thames
Tony Bull		London Borough of Hounslow
Keith Knight		St John's Road Residents Association
Richard Aylard	RA	Thames Water – External Affairs Director
Matt Warburton		Thames Water – Complex Delivery Manager

Present – Full Time (*), Part Time (^)

Item	Description	Action
	LS gave RA's apologies and introduced herself as the chair for the meeting. Everyone then introduced themselves, as there were some new attendees to the meeting.	
1.0	Review of previous minutes	
1.05	1.1 EG has been in touch with Thames Water community investment and it has been decided that leaflets rather than interpretation boards would be more appropriate.	Note
1.10	1.2 Using a letterbox company should not be a problem for the mosquito awareness leaflet next year, if required.	Note
1.15	1.3 EG has confirmed with Joyce Diment that the permanent lake has now been resolved.	Note
	Joyce has now resigned from WERFA and Michael Osborne has taken over. EG has amended the invite list accordingly.	
1.20	1.4 ZEC has sent the new Entec report on the aeration lanes to GM, but this is not resolved.	
	BE said that he was not happy with the latest report, as the findings were different from the body of the report. LS replied that it would be best to take this outside of the meeting. EG will arrange a follow-up meeting between GM, ZEC, EG, BE, Alison Vincent and Entec.	EG
1.25	1.5 ZEC has forwarded the gully cleansing purchase order to GM.	Note
1.30	1.6 John Ismay is working towards producing the outside mosquito survey report by Christmas. EG will update Tony Bull and GM if this deadline slips at all.	EG
1.35	1.7 The out of office hours site visit around the new extension took place on 26 September.	Note
1.40	1.8 BE would like written confirmation with regard to the unsealing of the tender document for the S106 odour elimination project. LS will contact Richard Aylard.	LS/EG
1.45	2.1 The mosquito awareness article was included in the latest issue of the Mogden Update newsletter and it has already been received by residents.	Note
1.50	2.4 There are still issues with the odour monitor trend data. EG has now updated the graphs up to September and aims to have it up-to-date by the end of next week (14 December). Once up-to-date the graphs will be updated weekly.	EG
	AG has shown GM how to access the odour trend graphs on Iconics.	Note
1.55	2.5 EG is working on adding the 'Council' category to the complaints graph, but it is taking time, as EG has to check that there is no double counting. The updated graph will be ready by the next residents meeting in March.	EG
1.60	3.1 The network issue raised by Cllr Ed Mayne regarding Memorial Square has been handed over to Thames Water's Network department by EG. LS reminded attendees that if a problem is to do with our networks and not Mogden, then the proper process is to go through our customer services telephone number so that it is logged correctly.	Note
	Telephone number: 0845 9200 800 or there is an email contact form here: http://www.thameswater.co.uk/get-in-touch/12776.htm	
1.65	4.2 EG has reduced the number of years displayed on the mosquito survey results graphs to four.	Note
1.70	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	

Item	Description	Action
2.0	Operations and Communications	
2.1	<p>EG ran through the operations update, including:</p> <ul style="list-style-type: none"> • The covering of the existing west side rectangular primary settlement tanks (PSTs) <p>EG also spoke about the operational correspondence graph showing the complaints received:</p> <ul style="list-style-type: none"> • 112 complaints so far this year, with 7 odour complaints and 1 grounds maintenance complaint for September, 2 odour complaints and 1 odour & mosquito complaint in October, 3 odour complaints for November and none for December so far <p>EG then went through the notifications issued from September to December via the Mogden notification mailing list.</p> <p>EG ran through the communications update, including:</p> <ul style="list-style-type: none"> • The latest issue of the Mogden Update newsletter • A partnership between Thames Water and the Ivybridge Primary School 	
2.2	<p>CM said that she smelt odour while at Tesco's today, which she found surprising as there has been no rain. EG replied that the storm tanks were still in use after the rain that we have had recently and that may be what CM noticed.</p>	Note
2.3	<p>SR explained that the partnership with the Ivybridge Primary School seeks to complement their creative learning journey and will include events such as tree planting, a site visit and a trip to Kew Gardens.</p> <p>BF asked if we were going to work with other schools as well. SR said not at this stage. LS added that we would treat this as a pilot and possibly roll it out to other schools if successful through our community investment team.</p>	
3.0	Odour	
3.1	<p>BE said that local residents were not convinced that Thames Water going down the innovation route with regards to odour mitigation. The extension is being roofed but the old works aren't having anything done. BE would like a proper report produced which will allow Thames Water to go to Defra / Ofwat for funding. BE feels the old works are being ignored.</p> <p>LS asked if BE wanted the old works to be covered? BE replied if economically viable because it is unusual for such a large works to be so close to residents.</p> <p>Post meeting note: When Mogden was built in the 1930s, there were virtually no residential properties nearby.</p> <p>ZEC responded, saying that the majority of the existing works has already been covered.</p> <p>CM said that she is a long time resident and thinks that the new plant and equipment being installed is being done well, with a lot of covering being carried out. CM added that she felt the problem was that only two of the storm tanks were covered and not all eight. CM went on that Thames Water had said that the storm tanks were not going to be used as much once the extension was in use, but it is up and running, and we are still using the tanks.</p> <p>ZEC replied that part of the extension is in use, but it is not up to full capacity as yet.</p>	
3.2	<p>CE said that over the last six months he has had constant emails about intense odour from Mogden and that it is deeply concerning. CE added that residents feel powerless and that their concerns are not being addressed. CE feels that the building of the extension must be causing problems and if it is not resolved, he will push our senior financial management until it is.</p>	
3.3	<p>BE said that the GLA figures for population growth for 35 years time suggest that Mogden will need to double its capacity again. BE added that Thames Water are in denial about this.</p>	

Item	Description	Action
4.0	Mosquito survey results	
4.1	EG ran through the mosquito update, including: <ul style="list-style-type: none"> Updated graphs showing mosquito activity year-to-date. 	
5.0	Sewage Treatment Work Upgrade Project – an update	
5.1	AJ ran through the extension project update, including: <ul style="list-style-type: none"> Key progress to date Aeration lanes / FSTs / Sludge stream / OCUs / Western embankment 	
5.2	AJ added that due to Ash dieback, Common Ash will now not be included in the planting on the embankment. This decision has been reached after discussion with the London Borough of Hounslow.	Note
5.3	CM said that an amazing amount of engineering work has gone into the extension and she added that it is a shame that people can't get past the odour problem. CM added that it was good to see the good work that has taken place during the recent site visit. LS replied that only a very small percentage of people ever get to see our operational sites, but that this was good feedback. BE said that odour mitigation of the old site was included in the planning permission.	
5.4	CE asked what the estimated date was for the extension being fully operational? AJ replied 31 March 2013.	
6.0	AOB	
6.1	AJ said that he had been asked by RA to pass on Thames Water's thanks to residents for their forbearance during the work on the embankment. BF said that he has only received two complaints, one about the construction during the piling work at the beginning and one about the height of the embankment. GM added that he had only received two complaints as well.	

Dates of future meetings	Wednesday 6 March 2013 Wednesday 5 June 2013 Wednesday 4 September 2013	Time	6pm
Location	Conference Room, Mogden STW		