

# Residents Liaison Meeting



Date/Time: 9<sup>th</sup> January 2008 – 5.30pm  
Venue: Conference Room, Mogden STW  
Chair: Richard Aylard, Thames Water

## Attendees:

Name	Representing
Simon Eaton-Walker	MRAG Committee Member
Ms Jane Talbot	Queensbridge Park North
Cllr Liz Jaeger	LBRUT Whitton
Mr Tony Bull	London Borough of Hounslow
Cllr Phil Andrews	London Borough of Hounslow
Mr Michael Mehta	London Borough of Hounslow
Cllr Barbara Reid	London Borough of Hounslow
Gerry McCarthy	London Borough of Hounslow
Cllr Andrew Dakers	London Borough of Hounslow
Mary Macleod	Parliamentary Candidate for Brentford & Isleworth
Al Ayuby	Vice Chair of U.R.A
Mr Simon Anderson	Weavers Close
Cllr Paul Fisher	Worple Avenue Residents Association
Keith Gardner	Thames Water- Catchment Manager
James Clarke	Thames Water- Construction Engineer
Nick Fawcett	Thames Water- Principal Project Manager
Richard Aylard	Thames Water- Meeting Chair
Natalie Wilder	Thames Water- Communications Consultant
Nicky Savage	Thames Water- Media Relations Manager



No	Item	Actions
1.	<p><b>Apologies received from:</b>            Ms Hanifa Dobson, Mr Bruce Montgomery, Mr Barry Sullivan, Mr Barry Edwards, Mr Murray Edwards, Mr Phil Hayman, Mr Steve Taylor, Ms Marianne Welsh, Mr Trevor Whittall, Ms Valerie Pinnington, Mr Barry Edwards, Ms Judy Maciejowska, Ms Rosemary Coomber, Mr Brian Pallin, Mr Keith Knight, Ms Joyce Diment, Ms Rachel Addis, Mr Suresh Kamath, Mr Shaun Case, Dr Vincent Cable, Ms Ann Keen MP, Cllr Ruth Cadbury, Cllr Matt Harmer, Cllr Lily Bath, Cllr Sally Cole.</p>	
<b>Meeting (5.30pm) (No Site Tour)</b>		
2.	<p><b>Actions from previous meeting:</b>            Barbara Reid queried item number 4- channel cleaning, as residents think that this activity does cause an increase in odour and would like some clarification.</p> <p>Keith Gardner explained that in Thames Water's operational experience and following the previous channel cleaning this activity did not cause an increase in odour, however on this occasion an increase in odour was noticed and therefore we thought it was important to issue a notification to explain this.</p> <p>Cllr Paul Fisher requested that apologies and attendees are included in future meeting notes.</p> <p>Cllr Paul Fisher queried the previous action to contact Marianne Welsh regarding information about activities in August and wanted to ensure that this had been completed. Keith Gardner replied that he had exchanged correspondence with Marianne Welsh and this matter was now complete.</p> <p>Cllr Paul Fisher asked if Thames Water would be contributing to the Mosquito campaign this year as they have done so previously. Keith Gardner replied that Thames Water would continue to contribute this year and this has been factored into the Business Plan.</p> <p>Cllr Jaeger raised the issue of channel cleaning as she thought the improvement works for this area had been completed. Keith Gardner replied that this was the final channel to be covered, however further work was required to this channel and although this area of the plant is covered, maintenance work will be required from time to time. When work is required in the future we will notify residents.</p>	NW



	<p>Keith Gardner gave an update on a previous action regarding larvicide. Keith explained that he had not yet responded to this action. However he has spoken to the contractor who assures us that the larvicide is the best available, which is also approved by our Occupational Health Team. Gerry McCarthy added that the Larvicide was the only one approved for use in the UK. Keith will also be putting this information into writing to Gerry McCarthy.</p> <p>Richard Aylard gave an update on the meetings that have taken place with Richmond Council following an action from the last residents meeting. Two meetings have now taken place and future meetings are planned.</p> <p>Cllr Barbara Reid raised a query about the Mosquito leaflet, regarding when the next one will be issued.</p> <p>Natalie Wilder replied that there is a meeting scheduled for the end of January to discuss the content and layout of the Mosquito leaflet and that we are hoping to have this distributed in early Spring 2008.</p>	
<p>3.</p>	<p><b>Odour Improvement Works Update- Nick Fawcett</b></p> <p>Nick Fawcett presented an update of the Odour Improvement Works, including progress to date and photos of the improved works.</p> <p>Keith Gardner gave an overview of the planned improvement works to the Storm Tanks. Keith explained that two of the Storm Tanks are covered as part of the Odour Improvement Works and the Operational Team at Mogden want to ensure that the remaining uncovered Storm Tanks are performing as efficiently as possible. Michael Mehta, Environmental Health Officer for London Borough of Hounslow, will oversee the improvements.</p> <p>Keith also presented an updated graph displaying the complaints received to date.</p> <p>Cllr Barbara Reid asked Thames Water what their opinion is of the reduced number of complaints and the reasons for this reduction.</p> <p>Keith Gardner replied that we would have a better view after this Summer. As Summer 2007 was quite cool and wet this could have been a factor combined with the Odour Improvement Works that have been</p>	



	<p>completed.</p> <p>Cllr Andrew Dakers asked why there would have been fewer complaints in October 2006? Keith Gardner explained that in October 2006 we were in the middle of a drought and in October 2007 we had very wet weather which meant that Storm Tanks were extensively used which was likely to cause an increase in odour.</p> <p>Simon Eaton-Walker questioned the investment in Storm Tank improvements, stating that they must have been in a 'sorry state' prior to the Odour Improvement Works commencing. If they need to be improved now. Why were they not included from the start as part of the Odour Improvement Programme?</p> <p>Keith Gardner explained that the improvements that we are planning for the Storm Tanks will enhance the results of the Capital Investment Project. The Odour Improvement Plan is funded as a Capital Project whereas these are additional, minor improvements funded from a mixture of an Operational budget and Capital funding.</p> <p>Michael Mehta asked when the next Odournet Survey will be carried out.</p> <p>Keith Gardner and Nick Fawcett explained that this is due to happen on completion of the Odour Improvement Programme.</p> <p>Jane Talbot queried if there is a complaints procedure for London Borough of Richmond, similar to that of London Borough of Hounslow. Michael Mehta and Gerry McCarthy responded that they were unsure if there was a specific telephone number to call with a complaint. Richard Aylard requested that this be noted as an action to find out if London Borough of Richmond has a complaints telephone number and procedure.</p> <p>Keith Gardner went on to explain that, while all complaints are recorded, if a customer complained to both London Borough of Houslow and Thames Water, for example, then the complaint would only be recorded once.</p> <p>Cllr Paul Fisher asked how the Storm Tank improvement work would be funded. Keith Gardner</p>	<p>LB of R/RA</p>
--	---	-------------------



explained that as previously mentioned, this would be funded through a mixture of capital funding and operational budget expenditure.

Cllr Paul Fisher queried the use of Storm Tanks once the extension works was complete, asking if they will be used more once the extension works are finished. Richard Aylard explained the extension will allow Mogden Sewage Treatment Works to treat a greater flow, thereby also reducing storage of storm-water in the Storm Tanks and reducing storm discharges to the River Thames.

Cllr Paul Fisher also asked if the completion of Terminal 5 at Heathrow would mean Mogden will be treating a greater capacity. Richard Aylard stated that Terminal 5 would not have an impact on Mogden. The only increase would be from houses that are built in the area in the future, which we will be obliged to take the sewage flow from.

Cllr Andrew Dakers asked if Thames Water have a mechanism for measuring the flow. Keith Gardner replied that there is a mechanism and all information regarding this is available in the public domain.

Michael Mehta referred back to the update on the Odour Improvement Works given by Nick Fawcett and asked what was left to complete on the Storm Tanks as the update stated that these were 95% complete.

Nick Fawcett replied that all there is left to complete in this area is some snagging issues.

Cllr Jaeger asked how many Storm Tanks are at Mogden altogether.

Keith Gardner replied that there are eight in total and two of these have been covered as part of the Odour Improvement Programme. Cllr Jaeger then queried why only two of these are being covered.

Keith Gardner explained that the ones being covered are first two to fill following heavy rainfall. If there has not been any rainfall for a while, then these two tanks take the first flush from the combined sewer system, this is the most odorous stage, which means this will enter the covered tanks into a odour controlled area. When the storm water enters the other Storm Tanks the sewage is much more dilute and therefore



	<p>less odorous.</p> <p>Cllr Jaeger said that this was very helpful as she wondered if there was an argument for covering the others, but this does not really seem necessary considering this explanation of the Storm Tank process and with the planned extension works, the use of Storm Tanks is expected to reduce too, which would also assist with odour reduction in this area. Richard Aylard said that this is the information that the independent experts have given us, but we will continue to assess the situation going forward.</p> <p>Michael Mehta asked if we have a list of Odour Monitor readings. Keith Gardner explained that the Odour Monitor Readings are taken on a weekly basis and are loaded onto the Thames Water website.</p> <p>Jane Talbot asked if a noise survey would be carried out on the latest Odour Control Unit to be installed, similar the equipment that was installed to reduce noise on the first Odour Control Unit. Nick Fawcett explained that a noise attenuator was fitted to the first unit following complaints from local residents. Since this has been fitted we have not had any complaints about noise from this unit. We will however be carrying out a noise survey once the Odour Control Unit is taking the Odorous air from all of the covered areas of the plant.</p> <p>Jane Talbot also queried if noise from the second Biological Odour Control Unit will be considered. Nick Fawcett replied that this will be considered, although we are not aware of any noise issues at the moment and the unit has been running for some time.</p> <p>Jane Talbot asked what would be happening to the decommissioned tanks. Nick Fawcett explained that these will be converted to Final Settlement Tanks to assist the whole treatment process though Mogden.</p>	
<p>4.</p>	<p><b>Mogden Extension Works- Working for a cleaner Thames- Nick Fawcett.</b></p> <p>Nick Fawcett gave an update of the planned extension works for Mogden. Explaining that there has been a delay to the submission of the Planning Application due to the need to finalise plans and take into consideration the consents required by the Environment Agency. The Planning Application is expected to be completed by the end of January, ready</p>	



for submission to the council.

Jane Talbot asked if the area of work at the bottom of the displayed plans is above or below ground. Nick Fawcett explained that this is an operational area, which treats our solid waste, making it acceptable for disposal for agricultural land. Also, this generates Methane, which is used to generate electricity.

Jane Talbot asked if the white areas around the re-profiled embankment could be explained. Nick Fawcett explained that these will be left as they are currently but the embankment will be re-profiled to make best use of the area and allow trees and shrubs to be planted.

Jane Talbot asked if these areas are likely to be developed in the future. Nick Fawcett and Richard Aylard explained that it is not known if development will be required in this area in the future and this would depend on any change to operating standards, which are imposed on Thames Water.

Barbara Reid asked if any discussions had taken place with the local council. Nick Fawcett explained that discussions have taken place, however we are yet to fully agree an approach. In the Summer of 2007, we held a pre-consultative exercise at local Libraries and Community Centres, where stands were set up containing information about the plans for the works. Thames Water staff that are working on the project manned the stands so that any questions could be answered. A leaflet drop to local residents preceded this. Nick explained that although there have been no changes since this exercise, we would still like to refresh residents memories prior to submission of the planning application. We have contacted the local council and plan to set a meeting in the near future to discuss the arrangements for this. We want to ensure that the council are fully informed and give as many people as possible the opportunity to comment.

Cllr Barbara Reid stated that pre-application to officers and residents are very important to ensure that everyone is fully informed and all views are considered.

Cllr Jaeger queried if this delay in submitting the planning application could mean that the extension works will not commence until the Odour Improvement Programme is completed, as this has



	<p>been a concern for local residents in the past. Nick Fawcett replied that the timescales will depend on the council procedures but it is likely the planning application will be submitted before the improvement works are finished, however construction will most likely start after completion of the odour improvement works in August.</p> <p>Simon Eaton-Walker asked if the allotment area would have to be cleared before the extension works can start. Nick Fawcett and Tony Bull explained that these have already been cleared, several years ago.</p> <p>Tony Bull asked what would be happening with the digester area. Keith Gardner explained that there is no intention to bring any further digesters back on line.</p>	
5.	<p><b>Mosquitoes- Keith Gardner</b></p> <p>Keith Gardner presented the updated graphs on the Mosquito surveys and gave an overview of the Mosquito Programme at Mogden, explaining that the Winter Programme commenced in November, which was earlier than usual due to the colder weather arriving at this time.</p> <p>Tony Bull asked if it would be possible to organise a meeting with Keith Gardner and Martin Foster following recent correspondence on this issue.</p> <p>Jane Talbot queried why the Winter Programme had started earlier than usual. Keith Gardner explained that the mosquito specialists that visit the site have a number of triggers, such as the onset of colder weather, which was the trigger to start in November with the early frosts that occurred at this time.</p> <p>Cllr Phil Andrews asked if the spikes on the graph could be explained and the period of growth for the Mosquitoes. Keith Gardner explained the peaks on the graphs and Tony Bull advised that the period of growth is normally 14 days.</p>	KG
	<p><b>Any Other Business- All</b></p> <p>Its was requested by Cllr Barbara Reid that the Mogden Newsletter is e-mailed as well as posted to ensure that everyone has the opportunity to read the latest news about Mogden.</p> <p>Simon Eaton-Walker- asked if the Environmental</p>	NW



	<p>Health Officer reports can be added to the Thames Water website. Gerry McCarthy explained that this is still under discussion. Cllr Barbara Reid stated that London Borough of Hounslow are happy for them to be posted on the website.</p> <p>Nicola Savage asked if any of the meeting attendees would like to see any improvements made to the Mogden pages of the Thames Water website to let us know so that these can be incorporated.</p> <p>Michael Mehta asked that a meeting note is made that site visits are taking place during the day and night by London Borough of Hounslow as previously requested at the Residents Liaison Meetings.</p> <p>Cllr Paul Fisher asked why large, screened gates had been put up on part of the site boundary. Keith Gardner explained that there has recently been a number of equipment thefts from the site. As the previous gates were not sufficient to shield the equipment on site. Simon Eaton-Walker added that these gates were an eyesore and should be looked at and adjusted to make them more acceptable to local residents. Keith Gardner agreed to look into how the appearance of the gates can be improved.</p> <p>Jane Talbot asked when the Summer Mosquito Programme will begin. Keith Gardner explained that we rely on the Mosquito experts to decide and this will be weather dependent.</p>	<p>KG</p> <p>KG</p>
	<p><b>Proposed date of next meeting 23<sup>rd</sup> April 2008. Site tour at 5pm followed by meeting at 6pm in the Conference Room at Mogden.</b></p>	