

Residents Liaison Meeting

Date/Time: 6 March 2013 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 Brad Fisher	BF	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Shaun Case	SC	London Borough of Richmond upon Thames
* Ian Speed	IS	Independent Community Group
* Murray Edwards	ME	Mogden Residents Action Group (MRAG)
* Keith Knight	KK	St John's Road Residents Association
* Clare Montgomery	CM	Cole Park Residents Association
* Richard Johnston	RJ	Queensbridge (North) Residents Company
* Brian Pailin	BP	Queensbridge (South) Residents Company
* PC Sanjeev Rudki	SR	Metropolitan Police
^ Lelaine Higgins	LH	Ivybridge Primary School
* Paul Stocker	PS	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Matt Warburton	MW	Thames Water – Complex Delivery Manager
* Sonia Rana	SR	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications
Richard Johnston		Queensbridge (North) Residents Company

Apologies received from:

Cllr Ed Mayne	London Borough of Hounslow
Cllr Linda Davies	London Borough of Hounslow
Cllr Colin Ellar	London Borough of Hounslow
Michael Osborne	WERFA (Woodlands Estate Residents Association)
Tony Bull	London Borough of Hounslow
Richard Aylard	Thames Water – External Affairs Director
John Sullivan	Thames Water – Quality & Compliance 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	
1.1	1.20 Arranging a follow-up meeting between GM, ZEC, EG, BE, Alison Vincent and Entec is ongoing. EG will contact Entec regarding the report.	EG
1.2	1.30 EG reported that John Ismay hopes to have the outside mosquito survey report finished before the mosquito audit next week.	Jl/EG
1.3	1.40 EG advised that Barry Edwards has received written confirmation that Thames Water has no issue with the unsealing of the tender document for the S106 odour elimination project.	Note
1.4	1.50 EG confirmed that the odour monitor trend data is now up-to-date on the Thames Water website. It was noted that the second AG should have read EG.	Note
1.5	1.55 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 June. EG will contact LS for extra resources if this deadline is a problem.	EG
1.6	3.3 EG to contact Thames Water's Planning department regarding the population growth figures we have used to calculate the capacity required for Mogden's catchment in the future.	EG
1.7	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
2.0	Operations and Communications	
2.1	<p>EG ran through the communications update, including:</p> <ul style="list-style-type: none"> The latest on the partnership between Thames Water and the Ivybridge Primary School. Lelaine Higgins, the teacher of the class we have adopted spoke about the experience so far. <p>EG ran through the operations update, including:</p> <ul style="list-style-type: none"> Paul Stocker has taken over from Mark Ruinet as Area Operations Manager, which includes Mogden. We are planning to hold an Open Day on Saturday 22 June to mark the end of the upgrade project. <p>EG also spoke about the operational correspondence graph showing the complaints received:</p> <ul style="list-style-type: none"> 6 complaints so far this year, with 2 odour complaints and 1 grounds maintenance complaint in January, 2 odour complaints and 1 grounds maintenance complaint in February and none for March so far <p>EG then went through the notifications issued from December to March via the Mogden notification mailing list.</p>	
2.2	SR and EG to include an invite to the Open Day in the next Mogden Update newsletter, which is due to go out in May.	SR/EG
2.3	LS to coordinate with GM to include the Open Day in LBH's magazine and website.	SR/GM
2.4	GM reported that LBH have had more complaints than Thames Water over the same time period.	Note

Item	Description	Action	
5.2	<p>settlement tanks / Odour control units / Sludge stream / Power upgrade / Western embankment</p> <p>BF asked if we would be producing more renewable energy? MW that it is estimated that there will be up to 40% more biogas produced, but this hasn't been confirmed yet.</p>		
5.3	<p>GM asked if the screens will work better because they are steeper? ZEC replied yes, because the build-up of rag balls will be less and they will be more efficient.</p> <p>ME asked if the rag was still deposited into skips? ZEC said yes, after dewatering the rag would be loaded into covered and sealed skips known as bulk carriers. GM asked if ME was thinking of the grit skips? ME said he might and asked if the process was the same for grit? ZEC replied that the grit skip is in an odour controlled building. ZEC added that any overflow is cleared up by skid steer and cleaned.</p>		
5.4	<p>RJ asked about when the sludge pasteurisation would be turned on and when it was turned off? ZEC said that it would be turned back on shortly, and was turned off back in 2009. GM added that this was because LBH prohibited its use due to odour.</p> <p>RJ then asked what the final destination of the sludge is? ZEC said the sludge goes to Iver South Sludge Dewatering Centre 11 miles away from Mogden. Once the dried sludge cake is bacterially compliant it goes onto farmers' land as fertiliser.</p>		
6.0	AOB		
6.1	<p>GM said that LBH were planning a joint clean-up of the Duke of Northumberland river and would like Thames Water to support it in the form of volunteers. LS asked SR to get in contact with our Community Investment team on behalf of GM. LS asked if a date had been set. GM replied not yet.</p>		SR
6.2	<p>TB asked about the upgrade of the east side primary settlement tanks. ZEC said that they were complete and working well, with ongoing remedial work.</p>		

Dates of future meetings	<p>Wednesday 5 June 2013</p> <p>Wednesday 4 September 2013</p> <p>Wednesday 4 December 2013</p>	Time	6pm
Location	Conference Room, Mogden STW		