

# Residents Liaison Meeting

Date/Time: 15 June 2011 6pm

Venue: Conference Room, Mogden STW

Chair: Richard Aylard, Thames Water



## Attendance

Name		Representing
* Richard Aylard	RA	Thames Water (Chair)
* Cllr Linda Davies	LD	London Borough of Hounslow
* Cllr Ed Mayne	EM	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
* PC Jan Thomson	JT	Metropolitan Police Service
* Claire Montgomery	CM	Cole Park Residents Association
* Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Simon Eaton-Walker	SEW	Mogden Residents Action Group (MRAG)
* Richard Johnston	RJ	Queensbridge (North) Residents Company
* Mark Grimshaw	MG	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Adrian Jack	AJ	Thames Water – Project Manager
* Hilary Murgatroyd	HM	Thames Water –
* Sonia Rana	SR	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications

### Apologies received from:

Cllr Arnie Gibbons	London Borough of Richmond Upon Thames
Cllr Corinna Smart	London Borough of Hounslow
Cllr Sue Sampson	London Borough of Hounslow
Cllr Brad Fisher	London Borough of Hounslow
Cathy Gallagher	London Borough of Hounslow
Brian Pailin	Queensbridge (South) Residents Company
Rachel Hawes	Resident
Steve Taylor	Mogden Residents Action Group (MRAG)

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

<b>Item</b>	<b>Description</b>	<b>Action</b>
<b>1.0</b>	<b>Review of previous minutes</b>	
1.1	EG said that the email notification for the Mogden newsletter would be sent out to the Mogden mailing list for the next issue.	EG/SR
1.2	TB reported that he had received the preliminary report for the 2009 off site summer survey but would like to know when he will receive the final version. EG is to chase this.	EG
1.3	MG said that TW are still unable to source enough dry ice machines for the smoke test of the covered storm tanks. RA said to let him know if he can assist.	MG/ZEC
1.4	EM reported that gritting the Mogden footpath was unlikely to occur during icy conditions, as it would have to be done manually. ZEC said that we could supply manpower to help out, if needed.	Note
1.5	RA asked EG getting the EA data for storm discharges retrospectively to send to BE.	EG
1.6	BE is to meet TW's Commercial Director next Wednesday (22 June) to discuss his ideas regarding the ASP odour investigation study currently being carried out.	Note
1.7	BE reported that Richmond Environmental Information Centre are having a talk presented to them about the Thames Tunnel.	
1.8	GM has not followed up about the environmental improvements payment that TW made to LBH as part of the Section 106 agreement, but he doesn't think that it has been spent yet. <b>Post meeting note:</b> GM has emailed SEW this information.	
1.8	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
<b>2.0</b>	<b>Simon Eaton-Walker (MRAG)</b>	
2.1	SEW said that EG and ZEC had sort out the problem that he had regarding grounds maintenance. He added that Sodexo have been paid 3 times to sort out the embankment and that TW must check the work being carried out by contractors.	Note
2.2	SEW also mentioned that the Mogden boundary fence is not being checked properly because the operative is not walking it on the inside. ZEC is looking into possible solutions for this.	ZEC
<b>3.0</b>	<b>Operations and correspondence</b>	
3.1	EG spoke about the operational correspondence graph showing the complaints that have been received so far this year: <ul style="list-style-type: none"> <li>• 76 complaints have been received so far in 2011, with 38 in March and 25 in April.</li> <li>• A few complaints also mentioned mosquitoes in houses, but at the time of year they were received our entomological consultants confirmed that they couldn't have been <i>Culex pipiens molestus</i> as the night time temperature was not over 10°C. Due to the large size mentioned they believe it was what is commonly known as a tiger mosquito.</li> </ul>	
3.2	EG then went through the notifications issued from March to June via the Mogden notification mailing list. RA said regarding the retrospective notification about blocked drains that we should have notified as soon as we knew we had a problem. EG said that we had waited until we knew what the problem was but accepted RA's recommendation for the future.	EG
<b>4.0</b>	<b>ASP investigation draft report</b>	
4.1	ZEC ran through what has been carried out so far for the ASP investigation draft	

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	report and what we are doing to mitigate odour in the short term.	
4.2	MG added that we are using our storm tanks a lot. The wastewater has to be returned to the east side of the works for processing and if septic, air blown through it in the aeration lanes would give rise to odour.	
4.3	BE said that this doesn't address the findings of the Entec report, as the aeration lanes are producing much more odour than they should. Therefore, BE feels they should be covered.	
4.4	EM asked if there were any bottlenecks in the process. ZEC replied no, as the system works on gravitational flow.	
4.5	RA asked if the redoming of the aeration lanes had helped. ZEC answered yes. MG added that Entec are coming back in September to do another odour survey.	
4.6	GM said that he feels the odour issue is due to the sludge retention time in the covered east side primary settlement tanks, which goes septic and then flows into the aeration lanes, rather than storm returns. ZEC replied that the sludge in those tanks has been reduced over the last few weeks and MG added that increased sludge stocks was part of pushing more flow through the works for treatment. GM added that he has asked and not been provided yet, the daily flow capacity in MLD. ZEC is to email this data.  <b>Post meeting note:</b> This information has been provided to GM as requested.  GM also asked what the hydrogen sulphide levels were in the covered tanks. ZEC replied that as the tanks are odour controlled, it is not measured, but the performance of the OCUs (odour control units) is measured yearly by an independent company and that a maintenance service provider checks the units on a monthly basis. GM asked why the H2S levels were high in the aeration lanes/PSTs even though the storm tanks had not been in use for a long while. ZEC responded that the time when the H2S levels were last measured by Entec was when the storm tanks were in frequent use. RA proposed that we ask Entec to test the tanks when they return.	MG
4.7	RJ asked what an anoxic zone was? ZEC replied, that it is an area of reduced air content. MG added that the biological growth in the aeration lanes is dependent on the percentage of air they are exposed to. RJ then asked how these areas were maintained. MG replied by controlling the amount of air pumped into the lanes. RA added that they are fascinating bugs.	
<b>5.0</b>	<b>Communications</b>	
5.1	EG ran through the slide including: <ul style="list-style-type: none"> <li>• The next issue of the Mogden Update newsletter</li> <li>• The joint interpretation boards being produced in conjunction with the London Borough of Hounslow</li> <li>• The mosquito awareness campaign leaflet</li> </ul>	
5.2	CM received the mosquito awareness campaign leaflet and liked that it was in colour and had the possibility of being used as a poster.	
<b>6.0</b>	<b>Mosquitoes</b>	
6.1	EG ran through the mosquito update, including: <ul style="list-style-type: none"> <li>• Updated graphs showing mosquito activity</li> </ul>	
6.2	EG asked if the audience would perhaps like a talk about mosquitoes, as she wasn't an expert in the subject. The general consensus was yes.	EG
6.3	TB(?) asked if there was a map of the sites that are inspected at Mogden. EG answered, no, but would look into asking the entomologists to annotate a site plan, if possible.	EG
6.4	EM asked for clarification on gully cleansing. He also asked how much the payment from TW to LBH for gully cleansing was? TB explained that roadside gratings collect rain water, which then sits there until the next storm. This standing	MG/ZEC

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	<p>water can be used by mosquitoes as a breeding site, therefore LBH flush the gullies, around 1,100 within a 400m radius of Mogden's boundary, every 2-3 weeks. Work has shown that mosquito breeding is substantially reduced, with only early stage larvae being seen.</p> <p><b>Post meeting note:</b> The order for this year's gully cleansing from TW has been received by LBH.</p>	
<b>7.0</b>	<b>Sewage Treatment Works Upgrade Project – an update</b>	
7.1	<p>AJ and SR ran through the extension project update, including:</p> <ul style="list-style-type: none"> <li>• Key progress to date</li> <li>• Inlet works / PSTs / Aeration lanes / FSTs / Sludge stream</li> <li>• Considerate Constructors Scheme</li> <li>• Recent events &amp; Events coming up</li> </ul>	
7.2	<p><u>Key progress to date</u></p> <ul style="list-style-type: none"> <li>• The temporary stockpiled earth is now being reduced and no soil is being transported off site.</li> <li>• The foundations for the primary settlement tanks (PSTs) are finished.</li> <li>• Mogden's entomological consultants are engaged in designing out any possible mosquito breeding site.</li> <li>• We have used 2,000 tonnes of steel for reinforcement and 29,000 tonnes of concrete in the work so far.</li> </ul>	
7.3	<p><u>Inlet works / PSTs / Aeration lanes / FSTs / Sludge stream</u></p> <ul style="list-style-type: none"> <li>• Construction of the new inlet works and sewer are almost complete ready for the installation of the machinery.</li> <li>• The temporary piles around the new PSTs will soon be removed. The walls dividing the separate tanks are 7m high.</li> <li>• The foundations for the aerations lanes are about 60% complete. Some of the reinforcement (steel rebar) is in place, but the concrete pouring has not yet started.</li> <li>• Have started building the hoppers and laying the connecting pipework for the final settlement tanks (FSTs) and are about 70% through building the new earth retaining wall (15m high). There will be about 10 weeks of active piling.</li> </ul> <p>BE asked about the piling schedule and how it will impact on the school holidays when families are likely to be home? AJ responded that there will be an impact, but only Monday to Friday during working hours. AJ added that we have already delayed the schedule to avoid the exam period when students would be studying.</p> <ul style="list-style-type: none"> <li>• The gas compressors for the sludge stream will be commissioned later this month and the decommissioning of the old ones will then begin. The compressors are enclosed in acoustic buildings to ensure that they cannot be heard by residents.</li> </ul>	
7.4	<p><u>Considerate Constructors Scheme</u></p> <ul style="list-style-type: none"> <li>• Only 8% of sites registered with the Considerate Constructors Scheme won a prize, and B&amp;V got bronze for the work they are doing at Mogden. However, they want to do better and gold is the target for next year.</li> </ul>	
7.5	<p><u>Recent events &amp; Events coming up</u></p> <ul style="list-style-type: none"> <li>• The event to plant wild flowers along the bank of the Duke of Northumberland river with the Friends of the River Crane Environment (FORCE) took place and was enjoyed by all who took part.</li> <li>• A careers fair is to take place later in the year.</li> </ul>	

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	<ul style="list-style-type: none"> <li>There is to be a network challenge event at the end of June at the Kew Steam Bridge Museum being held in conjunction with Hounslow's Education Business Partnership, where local schools compete against each other to build the best water network, on time and on budget!</li> </ul> <p>HM added that council members would be welcome to attend the event if they wanted to.</p> <ul style="list-style-type: none"> <li>The drop-in sessions about the extension project are continuing at Twickenham despite low numbers of attendees.</li> </ul> <p>CM suggested changing the time to later to give more people a chance to get home from work. EM disagreed saying that the timing was okay.</p> <p>LD then suggested that it might be the location, as Twickenham stadium is in Richmond, not Hounslow. EM agreed, and suggested using the Bridge Link Centre instead. RA asked AJ and SR to arrange for October and November to be held at the Bridge Link Centre. AJ agreed and SR said that we would write to residents to let them know the change in venue well ahead of schedule.</p>	AJ/SR
7.6	AJ said that we are considering running a site tour of the construction site at the start of the next residents meeting in September. The plan is to have the tour at 6pm and then the meeting at 7pm. BE suggested having a cut down meeting, to which everyone agreed. AJ will arrange a coach and so attendees will need to RSVP to confirm their seat, EG will send the formal invite out in August.	EG
<b>8.0</b>	<b>AOB</b>	
8.1	CM asked for the slides to be printed as handouts. EG will do this for people who confirm their attendance to the meeting to save paper.	EG
8.2	BE reported that he thinks that the high pitched noise from the stack for the east side odour control unit (OCU) is back. ZEC said that the problem was with the pasteurisation plant before and that isn't currently operating.	
8.3	BE asked if TW would support the dredging of the River Thames? As it is currently 4 ft at low tide level. RA said that he would look into it.	RA
8.4	??? said that there is a regular odour issue at Station Approach in Twickenham, which isn't anything to do with Mogden, but may be a blockage and can we look into it? MG said that he would contact the local network team to check it out. EM added that there was a similar problem at Memorial Square, Isleworth.	MG
8.5	BE asked for the data on how much sulphur TW use in our clean water systems? All the TW operational staff at the meeting agreed that we don't use sulphur. BE is to check.	BE

<b>Dates of future meetings</b>	<b>Time</b>
Wednesday 7 September 2011	6pm
Wednesday 7 December 2011	
Wednesday 7 March 2012	

<b>Location</b>
Conference Room, Mogden STW