

Residents' Liaison Meeting



Minutes of Meeting

07 February 2019, Conference Room, Mogden STW
at 6pm

| Attendees | |
|----------------------------|------------------------|
| Organisation | Name |
| Thames Water | Richard Aylard (Chair) |
| | John Penicud |
| | Ian Ruffell |
| | Gayle Thomas |
| | Paul Mallows |
| | Barbara Ismay |
| | Jane Clark |
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| London Borough of Hounslow | Leroy Phillips |
| | Zaheer Kadri |
| | |
| Residents | Murray Edwards |
| | Keith Knight |
| | Rob Gray |
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| No. | Content | Action | Due date of Action |
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| | <p>At the request of the chair (R Aylard TW) residents were welcomed and attendees introduced themselves.</p> <p>The chair outlined the agenda for the evening's meeting.</p> | | |
| 1 | Review of previous minutes | | |
| 1.1 | <p>Actions of previous meeting</p> <p>B Edwards (MRAG) asked for an update from the council as well as the drain near the bus top near Kew bridge to be investigated.</p> <p>G Thomas (TW) confirmed that their network team attended but no foul or surface water drain was found, she said that if it is the roadside gully that is blocked it will be the responsibility of the LA.</p> <p>L Phillips (LBH) gave an update on the council inspection; he said there is a massive improvement on site. He said the storm tanks are at its lowest level ever. He also confirmed that the area around the digesters in in good shape. He said that confirms why they haven't been receiving any complaints coming through to them about the site and is definitely down to the amount of improvements being carried out on site. Z Kadri (LBH) confirmed that the channel has been clear of any rag buildup. I Ruffell (TW) confirmed that a tanker clears the channel twice a week.</p> | | |

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| 2 | Operations Update | | |
| 2.1 | New Sludge Thickening Building P Mallows (TW) provided an update as per the slide pack. He confirmed that the steel frame of the building has been completed in November 2018 and that construction is due for completion in August 2019. R Aylard (Chair) asked how the new building will be of benefit to the site. I Ruffell (TW) said that more sludge from the final settlement tanks can be processed, which will improve the quality of final R Aylard (Chair) also asked about the odour implications. I Ruffell (TW) said that it will be odour neutral as it is in an enclosed building and odour controlled. | | |
| 2.2 | New Security Fence P Mallows (TW) said that the fence work is complete and the only remaining work is the fencing within the site. He also confirmed that the resurfacing of the footpath is the responsibility of the council and will be carried out by the Hounslow Highways. R Gray (FORCE) asked why the bins disappeared. L Phillips (LBH) confirmed that it has been removed by Hounslow Highways due to fly tipping and that the litter then builds up. He said that he will refer the issue to the Hounslow Highways. | | |

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| 2.2 | <p>Mogden Update:</p> <p>Storm Tank Hopper Improvements</p> <p>I Ruffell (TW) explained the purpose and use of the storm tank hoppers. He said that due to the location of the pump and valves, a small amount of storm water remains in the tank after use. He explained that a trial was underway to drain the hoppers further. L Phillips (LBH) asked about the shallow hoppers. I Ruffell (TW) said that they will have to use a different approach to trial removing the residual hoppers from these tanks.</p> <p>Refurbish and enhancement of Odour Control Units</p> <p>I Ruffell (TW) confirmed that they've replaced the carbon on the west side and will also soon be replacing the carbon on the sludge control unit. He also said that changes are being made to the chemical dosing on the west side unit to improve performance. He confirmed that he has now received the costing and scoping of the every little helps project phase 2 and will be covering up more of the assets particularly around the inlet works. He also said that trials are being carried out on the aeration lanes to find ways of reducing odour. R Aylard (CHAIR) asked if the replacement period of the Carbons have been reviewed. I Ruffell (TW) confirmed that samples are taken which indicates when the carbon needs replacing. M Edwards (MRAG) asked how often TW sample the carbons. I Ruffell (TW) confirmed every 6 months. J Penicud (TW) said that TW employ odour experts' onsite.</p> | | |
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| 3 | Customer communication & Engagement | | |
| 3.1 | <p>Complaints update</p> <p>G Thomas (TW) said that the number complaints reduced since 2016. She confirmed that from October to December they received 4 complaints, the last one in December being due to an air release from the digesters. I Ruffell (TW) confirmed that it shouldn't happen again due to a 2nd pump now in operation.</p> <p>Z Kahdri (LBH) said that the council hasn't had any complaints for 2019 and asked that residents contact them. G Thomas (TW) said that when residents contact TW directly they investigate and update the residents accordingly; however they can assist by publishing the councils contact details in the next Mogden newsletter. She also confirmed that the Hounslow and Richmond Borough's contact details are published on the Mosquito leaflet.</p> | Action June 2019 | |
| 3.2 | <p>Mosquito Update.</p> <p>B Ismay (TW) presented the slides showing the number of sites surveyed. She explained the reasons for the peaks on the graphs are because of a higher number of sites are being surveyed. She said in winter they only survey indoor sites because mosquitos need the heat. R Aylard (Chair) said that they survey about 500 sites in summer and 120 in winter.</p> | | |

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| 3.3 | Mogden Biodiversity Update J Clarke (TW) explained the survey and how she got to the numbers. She said that weirs are a major threat to the eel migration and that the numbers in London are increasing according to the current project. She confirmed that funding has now been approved to make the eel pass permanent. She said that the wildlife board and bench enhancement works will be delivered by Force. R Gray (FORCE) said that the conservation volunteers do cleanups on the river which is sponsored by the EA. J Penicud (TW) mentioned that it could be a volunteering opportunity for the team on site and will be coordinated through J Clarke (TW). | | |
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| 4 | AOB | | |
| | <p>M Edwards (MRAG) wanted to know how LBH carries out their site inspections.</p> <p>Z Kadri (LBH) confirmed that they a team of 5 officers who do the weekly inspections. He said they visit site every Thursday and produce a report that gets sent to TW and also gets uploaded onto the webpage. Z Kadri (LBH) also explained the process and format of their inspections. M Edwards (MRAG) asked if the inspections are still done in the same depth as previous years. Z Kadri (LBH) confirmed that it is still the same as per Gerry McCarthy and the odour management plan. R Aylard (CHAIR) said that nothings been lost when G McCarthy (LBH)left and those standards are still the same.</p> | | |
| | <p>Next Meeting: The next Resident Meeting will be held in April 2019</p> | | |