

# Residents' Liaison Meeting



## **Minutes of Meeting**

26 September 2019, Conference Room, Mogden  
STW at 6pm

Attendees	
Organisation	Name
Thames Water	Nigel Watts(Chair)
	John Penicud
	Dina Gillespie
	Gayle Thomas
	Mark Colvin
	John Ismay
	Stewart Matthews
	Paul Mallows
London Borough of Hounslow	Leroy Phillips
	Zaheer Kadri
	Tony Bull
Residents	Maggie Thorburn

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No.	Content	Action	Due date of Action
	<p>At the request of the chair (N Watts TW) residents were welcomed and attendees introduced themselves.</p> <p>The chair outlined the agenda for the evening's meeting.</p>		
1	<b>Review of previous minutes</b>		
1.1	<p><b>Actions of previous meeting</b></p> <p>Tour of the site cancelled due to attendance. This was agreed by everyone in the room</p> <p>J Penicud (TW) confirmed that he has emailed the Out of Hours Co-coordinator's number to MRAG to call when issues of odour needs to be reported out of hours.</p> <p>D Gillespie(TW) confirmed that the project "every little help" continues and that she will give an update during the Mogden update.</p>		

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2	<b>Operations Update</b>		
2.1	<b>Mogden Update</b>		
	<p>D Gillespie(TW) said that as part of the "Every little help" project they are refurbishing the Primary Settlement tanks doors. She also said that a 14<sup>th</sup> odour monitor will be installed on the north west corner and that the skips will be removed from site more regularly going forward.</p> <p>M Thorburn(resident) wanted to know what goes into the skips and D Gillespie(TW) explained the sewage treatment process of the rag being removed by the screens. T Bull (LBH) wanted to know if the doors are being modified? D Gillespie(TW) confirmed no modification but due to corrosion better materials will be used to ensure it shuts properly</p> <p>M Thorburn (resident) wanted to know if the quantity of rag onsite has decreased over the years. D Gillespie(TW) confirmed that they've seen an increase as more and more people are flushing wet wipes etc. She also said that TW regularly targets areas with high blockages to educate resident's as what not to put down the drains.</p> <p>T Bull (LBH) asked if the skips are still being covered and D Gillespie (TW) confirmed that they are. N Watts (TW) confirmed that it is part of the Thursday inspection by the LBH</p>		
2.2	<b>Lower Thames Abstraction Mitigation Scheme</b>		
	<p>S Matthews (TW)gave an update on the project as per the slide pack.</p> <p>D Gillespie (TW) asked for a background as to the aim of the project. S Matthews(TW) said that is to ensure more oxygen are pumped into the affluent that goes into the Thames River. He said the aerators will not be on 24/7and that it will only be used on instruction from the EA as they monitor the amount of oxygen in the river. T Bull (LBH)asked what affect a heavy weather event will have? S Matthews (TW) said it wouldn't have any affect as the normal storm discharge will apply.</p>		

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3	<b>Customer communication &amp; Engagement</b>		
3.1	<p><b>Complaints update</b></p> <p>G Thomas (TW) presented the complaint graphs as per the presentation. She said the some of the complaints are duplicated as the complaints are very often sent to TW as well as LBH. She also confirmed that planned work was carried out during July.</p> <p>Z Kadri (LBH) said that they get the same complaints as TW regarding odour. He also said that when they receive complaints via email it doesn't specify time or date of the incident so when they attend site on Thursdays they will look at the data of the monitors onsite as it is difficult to pinpoint an issue without more information from the complainants. He said that it is impossible to follow up with the resident as they do not receive the location or contact details with the emails received.</p> <p>M Thorburn (resident) asked if TW can identify if it is the same person complaining repeatably? N Watts (TW) said together with LBH they are working through the complaints received to identify valid complaints.</p>		
3.2	<p><b>Mosquito Update.</b></p> <p>J Ismay (TW) presented the slides.. He explained the reasons for the peaks on the graphs are because of a higher number of sites are being surveyed. He said in winter they only survey indoor sites because mosquitos need the heat. He said during the summer more mosquito activity is present as they like the warmer weather. He said that the reason for the spike at the end of the graph is due to the bird biting mosquito that goes into hibernation during the winter. He said that it is much easier to control larvae than to control adults.</p>		

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	<p>N Watts (TW) said that Mogden had an audit the beginning of the week and asked for feedback from T Bull (LBH).</p> <p>T Bull (LBH)said that during the audit he identified areas on site where access was a problem and the areas could not be surveyed. He said that this was highlighted to the management team to address and it will be revisited at the next audit. He said that besides a few issues that he found generally the control and effective surveys as well as treatment has been effective on continuing to manage mosquitos at Mogden.</p> <p>J Ismay(TW) said that things have been implemented like sealing the leaks in the galleries which made a big difference by reducing the breeding areas for mosquitos. D Gillespie (TW) said that access to certain areas are made up of a combination of things, she said it could be an overgrowth of vegetation or safety concerns, but she is confidant at the next audit that most of the access issues will be resolved.</p> <p>M Thorburn(resident) asked if there has been a shift in the balance of mosquito species? J Ismay (TW) he said there is only 1 specie across the site, However I type bites humans and 1 bites birds. He also explained the temperatures of the water indicates when to shift to summer or winter schedules.</p>		
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4	AOB		
	Z Kadri(LBH) confirmed that he sent an email to Hounslow Highways to install barriers on the foot path running through site as requested by the management team.		
	<b>Next Meeting:</b> The next Resident Meeting will be held in January 2020		