

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:47

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: IVM - Visit made  
SOURCE DATABASE: REQUESTS  
Record number 133349  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: MLA - Mike La Rose

DATE ACTION OPENED: 26/03/2009  
DATE ACTION CLOSED: 26/03/2009

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	E35	Telephone call from complainant @ 14.55, comp reported being disturbed by noise during permitted hours from works being undertaken in the compound of the recycling plant. He essentially wanted to find out how much longer the work will last.		25/03/2009	MLA	
2	C02	Visit following complaint @ 15.55, spoke to [REDACTED] Manager. He advised works will be completed in 3 weeks but will start scaling down from tomorrow as a		25/03/2009	MLA	

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		section of the work was completed today, therefore, some of the noisy equiptment will be removed.				
3	C12	Inform complainant re. progress @ 17.00, comp welcomed the information.		25/03/2009	MLA	
4	C13	Close complaint - inform complainant		25/03/2009	MLA	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:47

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 133736  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JOS - John Sibson

DATE ACTION OPENED: 09/04/2009  
DATE ACTION CLOSED: 01/06/2009

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	E32	Telephone complainant - message left @ 15.02, saying to call back the N/L and discuss the situation regarding the noise.		08/04/2009	WJ	
2	C13	Close complaint - inform complainant as no other contact		01/06/2009	JOS	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:48

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 136356  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JLP - Jill Phillips

DATE ACTION OPENED: 01/07/2009  
DATE ACTION CLOSED: 09/07/2009

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	C26	E-mail received from [REDACTED], he reported noise from the recycling plant and refuse.		30/06/2009	DGR	
2	E32	Telephone complainant - message left @ 10.15.		01/07/2009	JLP	
3	C19	Telephone call from [REDACTED] 10.45.Concerns - operational noise from fork lift compacting at CA site before 9am, new little yellow truck beeping alarm, staff noise at CA site, evening noise from cranes		01/07/2009	JLP	



ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		although quieter since new crane installed. I explained times and constraints of WTS/CA/crane/MRF. Advised would raise his concerns with Cory mangmt, agreed visits to assess noise 2/7 2pm, call his mobile just before to confirm, Sat pm visit proposed.				
4	C19	Telephone call to [REDACTED], Cory Senior Ops Manager, CA site no operations before 9am, requests more detail on small yellow truck with bleeper as unable to ID, MRF workers adhere to construction site hours - had started earlier but stopped, will speak to CA staff re noise.		01/07/2009	JLP	
5	C02	Visit with JS to 432 following complaint. Serious noise from compacter operating on CA site, esp. crushing container contents and then pulling contents towards back of container - loud clangs as container moved when pulled and hit metal stops, and RORO lorries driving around perimeter road. Crane alarm heard - broad band. Did not see small yellow truck on site. Expained different time constraints re operational activities and implications of future improvements. If comp disturbed again he will try to ID source and contact me.		02/07/2009	JLP	
6	C24	E-mail sent to comp giving Cory website to see CA site plans and Cory phone number to complain immediately about noise from CA site workers.		02/07/2009	JLP	
7	C24	E-mail sent to [REDACTED] re container compaction noise and requesting guided tour of all areas to update knowledge of current activities on whole site.		03/07/2009	JLP	
8	C02	Visit to site with JS, observed procedures at CA site, construction of MRF, Feathers Wharf bulking bays. Issues discussed with [REDACTED] and [REDACTED]. They agreed to relocate 2 containers taking WEE at end of line closest to Anchor House and river to far side at Smugglers Way end and replace with containers for general waste to reduce compaction		06/07/2009	JLP	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		noise. They will speak to drivers re radio in compaction cab, the yellow truck will have broad band alarm fitted. Both asked complainant to contact them direct so they could immediately investigate excessive noise, including CA work starting before 9am and construction work before 8am.				
9	C24	E-mail sent to [REDACTED], confirming visit and actions agreed by Cory, plus contact details for [REDACTED] and [REDACTED].		06/07/2009	JLP	
10	C26	E-mail received from [REDACTED] - thanks for help, containers moved yesterday.		08/07/2009	JLP	
11	C13	Close complaint - email sent to complainant to contact us again if further disturbances occur.		09/07/2009	JLP	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:49

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 141111  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JOS - John Sibson

DATE ACTION OPENED: 10/11/2009  
DATE ACTION CLOSED: 13/01/2010

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	E32	Telephone complainant - message left @ 15.45, re call back to discuss.		02/11/2009	JOS	
2	E35	Telephone call from complainant @ 16.30, explained procedure, complainant will call tomorrow night for us to witness.		02/11/2009	JOS	
3	E36	Further incident reported @ 20.55.		04/11/2009	RNW	
4	C01	Contacted complainant @ 21.10, on way.		04/11/2009	RNW	
5	C02	Visit following complaint @ 21.25, in		04/11/2009	RNW	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		complainant's flat there is a strong white light visable on the side of the site opposite which appears to point straight out. Although complainant is higher than the light ([REDACTED] floor) the light costs strong shadows on his walls. On that side of building is complainant's bedroom light not noticeable when curtains drawn but withthen open it cost very strong shaddors against for wall and you are able to read by the strength of the light if you hold note book to face source. Complainant puzzled by need for such a strong light to be on all night. It is clearly not directed or screened in anyway either. In my opinion light is causing a nuisance as is intrusive into complainant's home.				
6	C19	Telephone call @1030 to [REDACTED] at cory, he said he will get an electrician to look ata it today, it is required for security, he was a little perplexed as it has been there for over a year.		05/11/2009	JOS	
7	E32	Telephone complainant - message left @1200 to update		05/11/2009	JOS	
8	E32	Telephone complainant - message left @10.00 for update if no contact in 2 weeks close		09/12/2009	JOS	
9	C13	Close complaint - inform complainant as no further contact		13/01/2010	JOS	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:50

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

TELNO: 08445499549;07734740  
UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 146712  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: CTI - Charles Timblich

DATE ACTION OPENED: 02/06/2010  
DATE ACTION CLOSED: 02/06/2010

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	C01	Contacted complainant @ 23.15, complainant believed that the site was Council owned and that we would have access. I explained WRWA was a private company and we would need to follow the usual procedures of witness, notice, warrant before, we could disconnect. Complainant said if that was the case he wanted his complaint logged and requested day team follow up.		01/06/2010	CTI	
2	C02	Visit following complaint @ 23.35,		01/06/2010	CTI	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		visit to the area outside Western Riverside Waste Authority on Smugglers Way. I could hear a high pitched beeping coming from within the sites. It sounded too far away to be able to pin point the location. I do not believe that if this was witnessed from complainant's home it would have caused a significant problem. While walking around the site perimeter, I noticed a security sign attached to the fence. AIA Guards Ltd [REDACTED]				
3	C19	Telephone call @ 23.45, [REDACTED] SIA Guards Ltd. I spoke with the Central Control room officer who confirmed they were responsible for the security at the site. I explained the problem with the alarm and asked if they had a mobile officer who could visit to investigate. He said he could do better than that as there was a guard based there on site. I asked if he had reported anything as our complainant said the alarm had started around 19.00. He confirmed that his guard had not reported any problems but agreed to contact his officer to check it out.		01/06/2010	CTI	
4	E32	Telephone complainant - message left @ 23.50, advising complainant that I had made contact with site security and they were going to investigate. I advised an officer would update him in the morning.		01/06/2010	CTI	
5	C19	Telephone call @ 10.15 to [REDACTED] [REDACTED] spoke to the operations manager [REDACTED]. He claimed the sound was from an alarm which was triggered when a container was opened. Second contact number - [REDACTED] The situation has been resolved.		02/06/2010	MLA	
6	E32	Telephone complainant - message left @ 10.30, updating complainant.		02/06/2010	MLA	
7	C13	Close complaint - inform complainant		02/06/2010	MLA	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:51

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 147268  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JLP - Jill Phillips

DATE ACTION OPENED: 18/06/2010  
DATE ACTION CLOSED: 18/06/2010

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	C01	Contacted complainant - he is woken up by noise from gates opening and the hears HGVs in WTS area/tipping hall and trucks in CA site rear area 5.15 onwards. He spoke to [REDACTED] WRWA last week and formally logged complaint with them this week. They originally thought was new driver. I told him planning permission, WML permitted, and actual operational hours - this activity clearly outside all. I will speak to WRWA and let him know outcome asap. He		18/06/2010	JLP	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		agreed to early morning visit for obs if necessary next week.				
2	C19	Telephone call to [REDACTED] WRWA. [REDACTED] waiting response from Cory this morning. She will update me this pm. Wasn't aware of gate noise and WTS site noise comp issues. Cory originally thought was just new driver at CA site.		18/06/2010	JLP	
3	C19	Telephone call from [REDACTED]. [REDACTED] from Cory has now spoken directly to comp. Cory will be investigating gate problem. Other issue only concerned driver on Monday - new. Cory will provide WRWA with full report on gate and believe it will be straightforward to resolve.		18/06/2010	JLP	
4	C13	Close complaint - inform complainant on voicemail. As Cory are investigating to resolve gate problem and are in direct contact with him I will close case. Gave my direct number with request to call me if problem not resolved		18/06/2010	JLP	
5	C28	Letter received from WRWA explaining action taken to rectify gate screech, and monthly monitoring to be unstigated, and working outside permitted hours.		02/07/2010	JLP	



# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:52

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 150884  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: MLA - Mike La Rose

DATE ACTION OPENED: 29/09/2010  
DATE ACTION CLOSED: 25/10/2010

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	E32	Telephone complainant - message left 2314 advising we are dealing with an alarm complaint and will visit the waste amenity centre when finished.		27/09/2010	MLA	
2	C02	Visit following complaint 2345 no sound heard.		27/09/2010	MLA	
3	C19	Telephone call [REDACTED] to [REDACTED] security control room for the waste transfer station. I spoke with the manager responsible for the site and he advised he wasn't aware of an alarm		28/09/2010	CTI	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		issue, he would investigate and call me back, his name was [REDACTED]				
4	C19	Telephone call 1000 from [REDACTED] he advised that alarm had been triggered by a power failure in one of the buildings and a key holder was called to reset alarm.		28/09/2010	CTI	
5	C12	Inform complainant re. progress		28/09/2010	CTI	
6	E32	Telephone complainant - message left @ 11.50 advising file will be closed as the complaint was reported to the waste transfer centre officials and no further complaints were received.		25/10/2010	MLA	
7	C13	Close complaint - inform complainant		25/10/2010	MLA	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:53

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

UPRN/USRN:100023587401

EASTING: 525688

NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 152510  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: BLA - Benedicta Lawson

DATE ACTION OPENED: 17/11/2010  
DATE ACTION CLOSED: 15/11/2010

## ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	C26	E-mail received from [REDACTED] @ 08.05.		15/11/2010	DGR	
2	C19	Telephone call @ 09.35, to B & Q, 8875 8000, no answer.		15/11/2010	BLA	
3	C19	Telephone call @ 09.40 to comp, adv. will speak to Store Management & request leaf blowing be done a bit later.		15/11/2010	BLA	
4	C19	Telephone call @ 10.16, to [REDACTED] [REDACTED] (one of the duty manager) B & Q.		15/11/2010	BLA	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		He said he wasn't aware of this. Adv. would be preferable if doing from 08.30 onwards. He will pass on to other managers.				
5	C19	Telephone call @ 10.35 from [REDACTED] (B & Q). He said he has spoken to other managers and was informed leaf blowing done every weekend by Western Riverside Waste Authority, who manage recycling centre on Smugglers Way.		15/11/2010	BLA	
6	C19	Telephone call @ 10.45 to [REDACTED], spoke to [REDACTED] requesting if leaf blowing could be done later, i.e. from 8.30. She'll inform Cory who deals with this.		15/11/2010	BLA	
7	C12	Inform complainant re. progress @ 10.50.		15/11/2010	BLA	
8	C19	Telephone call @ 13.10 from [REDACTED] saying Western Riverside are not responsible. She adv. WBC Waste Management responsible & to speak to [REDACTED], message left informing her of complaint & requesting later start (ie @ 08.30).		15/11/2010	BLA	
9	C12	Inform complainant re. progress		15/11/2010	BLA	
10	C13	Close complaint - inform complainant		15/11/2010	BLA	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:55

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN: 100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 160796  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: APH - Angela Taylor

DATE ACTION OPENED: 02/09/2011  
DATE ACTION CLOSED: 22/12/2011

## ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	C19	Telephone call to Ascot Environmental - Message left explaining complaint (after 08.00hrs) but not giving Id of comp		30/08/2011	APH	
2	C01	Contacted complainant @ 17.25hrs - I said we could visit to see if they are using "best practice". Advised comp to call when a problem. Comp mentioned dust levels. He may call on Wednesday. The noise he witnessed		30/08/2011	APH	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		today was from the actual building works/vibration				
3	E36	Further incident reported @ 12.10 - Comp reported drilling from site is causing vibration to his flat and creating dust nuisance. Advised of permitted hours and will speak to manager regarding "best practice management"		31/08/2011	BLA	
4	C11	Review action required - Spoke to JP who said visit be to check if "best practice management" is in use		31/08/2011	BLA	
5	C19	Telephone call @ 12.55 - [REDACTED] Discussed complaint and she said [REDACTED] is on a H & S course but will ge him to ring me		31/08/2011	BLA	
6	C02	Visit following complaint @ 12.48 - I noticed an orange JCB with a pick on the end digging into the concrete. A small volume of dust coming up. Near the river a small yellow JCB doing the same, no dust seen. Also a green dumper nearby moving around. No damping down seen. I went to B & Q car park and the noise was heard, then walked down Waterside Path to the river, no dust seen high in the air, no vibration felt on the path		31/08/2011	WJ	
7	C01	Contacted complainant @ 13.09 - He said "ok to come up"		31/08/2011	WJ	
8	C02	Visit following complaint @ 13.13 - No dust seen inside comps flat, no vibration felt also. The patio door was open and the noise could be heard. Comp and myself went onto the balcony facing the site and I touched a window, it felf like a (gritty) dust. Comp just got back from Egypt, he works at night and sleeps in the day. Comp was asking should it be that noisy and could they have a tarpaulin barrier round the site to stop the dust and not see the site. How long the digging is going on for?		31/08/2011	WJ	
9	C01	Contacted complainant @ 19.00 (Regarding Note from CTI) I apoogised no further action has been taken due to the investigating officer		10/11/2011	WJ	

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		is off work/unwell. Comp understood and will call Friday for another visit to witness the dust				
10	C11	Review action required APH discussed complaint with WJ and APH informed that the comp was going to call us last Friday. If not heard from comp by Friday 18/11 I will call him.		15/11/2011	APH	
11	C01	Contacted complainant @ by comp slip How have things been lately, he was going to call on Friday 11th November but did not. Await contact.		15/12/2011	APH	
12	C13	Close complaint - inform complainant as no contact from comp, reopen if further complaint made.		22/12/2011	APH	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:55

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Noise and Complaints Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN: 100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 161736  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: WJ - Bill Johns

DATE ACTION OPENED: 03/10/2011  
DATE ACTION CLOSED: 20/10/2011

## ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	E29	Telephone complainant - phone o/order @ 19.03.		28/09/2011	CTI	
2	C19	Telephone call @ 19.10, to WEC, to check number WEC officer advised number incorrectly recorded, should be [REDACTED]		28/09/2011	CTI	
3	E31	Telephone complainant - situation quieter now @ 19.15, comp advised JCB's in operation until 18.45.		28/09/2011	CTI	



ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		Most nights noisy works go on until well after 18.00. I advised comp I would request day shift officers visit & give feedback after visit.				
4	C02	Visit following complaint @ 13.30, spoke to site foreman [REDACTED] - [REDACTED] They had a late concrete pour, lorry left at 17.35 - (showed me ticket, 7 workmen finished off the concrete by (hand)float - no noisy works or JCB moving around site. [REDACTED] said it's the same [REDACTED] every night, shouts at them to finish.		29/09/2011		WJ
5	C12	Inform complainant re. progress on A/P.		29/09/2011		WJ
6	C13	Close complaint - inform complainant on a/p		20/10/2011		WJ

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:57

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Safety and Standards Team  
WARD: Fairfield

TELNO: 8871 2788

WEB ADDRESS: www.wrwa.gov.uk

UPRN/USRN:100023587401

EASTING: 525688

NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 169569  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JOS - John Sibson

DATE ACTION OPENED: 30/07/2012  
DATE ACTION CLOSED: 30/11/2012

## ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	E35	Telephone call from complainant @ 10.30, comp has concern that work to screen the public drop off area will not lessen noise and wants to know if we are involved or will be monitoring the outcome.		17/07/2012	RNW	
2	C19	Telephone call to [REDACTED] @ 5.25, concerned that current structure not stopping noise from activities below - still hearing bangs & chinks from flat		17/07/2012	JLP	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		back lorries loading yellow skips, and high pitched bleeping reversing alarms audible. Advised would investigate current state of construction & activities & get back to him.				
3	C02	Visit following complaint, visit to site to see progress on CA site with JOS, toured with [REDACTED] WRWA General Manager. Construction complete, final elements being done by Cory as contractor went bust two & half weeks before completion. Faint bleeping noise from alarm panel audible, in CA area, also heard reversing alarm tracked to site washer vehicle, new to site & broadband alarm not fitted.  WRWA aware of early am (5.30), comps from [REDACTED] but unable to ID source.		18/07/2012	JLP	
4	C26	E-mail received from [REDACTED] confirming reversing alarm now replaced.		19/07/2012	JLP	
5	E32	Telephone complainant - message left @ 10.25 for update now that WRWA is now operational		13/09/2012	JOS	
6	C13	Close complaint - inform complainant as no further contact		30/11/2012	JOS	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:57

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Safety and Standards Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 177153  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: JOS - John Sibson

DATE ACTION OPENED: 06/06/2013  
DATE ACTION CLOSED: 21/06/2013

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	E35	Telephone call from complainant @ 12.15, comp is new resident in newly built property and complaining about activity on Waste Transfer site nearest to [REDACTED]. This seems to be a transfer and loading of cardboard boxes and is intermittent throughout the day (depending on demand), is daily activity and starts as early as 07.30 (although comp is a little unsure as		05/06/2013	RNW	

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		to exact times). ■■■ is hoping this activity can be moved to another location.				
2	C19	Telephone call @ 12.30, spoke to ■■■ ■■■ From WRWA. Permissions for extending the use of Feathers till end of October '13 due to issues with MRF. He will email me with full details.		05/06/2013	JOS	
3	E32	Telephone complainant - message left @ 13.20, asked comp to call back to discuss comp in greater detail.		05/06/2013	JOS	
4	C01	Contacted complainant @1420 comp happy to cloase as there is a finish date in Novembner		21/06/2013	JOS	
5	C13	Close complaint - inform complainant		21/06/2013	JOS	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:58

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Safety and Standards Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 179519  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: AHU - Antonio Hunte

DATE ACTION OPENED: 22/08/2013  
DATE ACTION CLOSED: 16/10/2013

## ACTION EVENT DETAILS

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	E36	Further incident reported @ 16.50hrs comp is complaining of noise coming from the recycling plant before 7am in the morning glass smashing and other noise coming from site.		20/08/2013	AHU	
2	C19	Telephone call @ 10.05hrs to W.R.W.A they will examine complaint and call back.		20/08/2013	AHU	
3	C19	Telephone call @ 14.35hrs from		20/08/2013	AHU	

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		██████@ W.R.W. Any more work to be carried out at that time all noisy work will be after 08.00hrs, work on that part of site is only from 22nd July 5-6 weeks and lease runs out in October.				
4	C12	Inform complainant re. progress @ 14.42hrs.		20/08/2013	AHU	
5	E28	Telephone complainant - no answer		24/09/2013	AHU	
6	C13	Close complaint - inform complainant		16/10/2013	AHU	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:58

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Safety and Standards Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 180149  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: WJ - Bill Johns

DATE ACTION OPENED: 11/09/2013  
DATE ACTION CLOSED: 09/09/2013

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	C01	Contacted complainant @ 12.20hrs on the west side, lorrie come in unload the rubbish which makes a noise, then a dumper truck picks up the rubbish and puts it into another lorry and drives away. This started at 09.00hrs this morning and goes on all day. Comp asked are they allowed to do this activity on a Sunday. I said "I dont know" and will pass the complaint onto Monday to		08/09/2013	WJ	



<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		follow up. If they are - we have no powers to stop them. Comp will also call the N/L on monday.				
2	C01	Contacted complainant @ 14.53hrs adv comp not actionable by us as nature of wast transfer means there will be some noise during the opening time of the site, including sundays. Comp wanted details of planning permission so gave contact details for planningsection.		09/09/2013	BLA	
3	C13	Close complaint - inform complainant.		09/09/2013	BLA	

# Environmental Services

PRU V8.2.x.1

REPORT PREPARED ON 4/ 8/15 AT 11:59

## NAME AND ADDRESS DETAILS

Western Riverside Wst.Auth  
PREMISES REF: J19FSSSMUG/1

TRADER: Western Riverside Waste Authority

ADDRESS: Western Riverside Transfer Sta  
Smugglers Way  
London  
SW18 1EG

AREA: Safety and Standards Team  
WARD: Fairfield

TELNO: 8871 2788  
WEB ADDRESS: www.wrwa.gov.uk  
UPRN/USRN:100023587401  
EASTING: 525688  
NORTHING: 175098

PRINCIPAL USAGE: J19 - Waste Transfer Station  
PREMISES TYPE: F - Depot/Yard

## ACTION DETAILS

ACTION TYPE: ITL - No visit: telephone call  
SOURCE DATABASE: REQUESTS  
Record number 182904  
UNIT: EH - Environmental Health  
INVESTIGATING OFFICER: CTI - Charles Timblick

DATE ACTION OPENED: 21/01/2014  
DATE ACTION CLOSED: 18/02/2014

## ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	C01	Contacted complainant @20.29 comp adv' that new lighting was installed about 2 weeks ago in the yard of WRWA, she advised that she lives on the 6th floor and the bright glare from the lights is preventing the enjoyment of her home.		17/01/2014	CTI	
2	C02	Visit following complaint @20.48 In comps living room area on the [REDACTED] floor of Kennet house looking out		17/01/2014	CTI	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

over the yard area of WRWA I could see a very tall street light with 2 lights at the top, there were 2 bright sodium yellow lights that were in direct line of sight from comp's window. I then witnessed in comp's bedroom which is adjacent to the living room and also looks out towards the lights. With the thick blackout curtains closed there was a bright halo of yellow light coming in around the edges of the curtains. I advised comp that in my opinion it was not a Stat Nuisance, however I did agree that it was a problem and would WRWA on Monday to see if I could negotiate a resolution with them to fit some kind of shading to prevent overspill of lighting into her property, comp was OK with this.

3	C19	Telephone call to [REDACTED] Manager of WRWA [REDACTED] I discussed the issue of overspill light glare. He agreed to get his staff to look into the problem over the next couple of days and then get back to me. He asked if I would confirm my request via email.		20/01/2014		CTI
---	-----	---	--	------------	--	-----

4	C24	E-mail sent to [REDACTED]@wrwa.gog.uk Hi [REDACTED], Just a quick line to confirm our earlier telephone conversation. I have received complaints about the new lighting on the tall light pole with the twin lights from residents on the [REDACTED] floor of Kennet House Enterprise Way. I have visited them and I can confirm that they are indeed adversely affected by overspill light glare. This is causing problems in both living rooms and bedrooms. I would ask if at all possible that some form of directional shading is fitted to the lights to resolve this problem.		20/01/2014		CTI
---	-----	--	--	------------	--	-----

I thank you for your help and assistance in resolving this issue and look forward to hearing from you soon.

Kind Regards

Chaz Timblich

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
5	C26	E-mail received from [REDACTED] [REDACTED] Thanks for the e-mail.  Someone will get back to you in a day or two. Regards [REDACTED] DD: [REDACTED] Mob: [REDACTED]		20/01/2014	CTI	
6	C12	Inform complainant re. progress @10.56 via a/p message.		20/01/2014	CTI	
7	C24	E-mail sent to [REDACTED]  Hi [REDACTED]  I haven't received any feedback as yet, are you aware of what progress has been made as I promised to keep my complainant updated.  Kind Regards  Chaz		23/01/2014	CTI	
8	C26	E-mail received from [REDACTED] [REDACTED] Cory has got its sub-contractor on site tomorrow to discuss ways in which the lighting might be improved for the new residents.  We'll be in touch early next week.  Regards [REDACTED]		23/01/2014	CTI	
9	C12	Inform complainant re. progress @09.42 via a/p message.		24/01/2014	CTI	
10	C19	Telephone call @ 12:08 comp called in to say thank you to officer who visited last friday cti		24/01/2014	AHU	
11	C26	E-mail received from [REDACTED] of [REDACTED] Dear [REDACTED]  In order to rectify this problem Cory Environmental Limited (the contractor who operate the site on behalf of the		24/01/2014	CTI	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

Authority) have put black tape over the lights partially as a temporary measure so the light should reflect downwards and away from the residential properties to the south of Feathers Wharf.

Longer term Cory have ordered shutters which will go on the offending lights in order to ensure they stay reflecting away from Feathers (yet maintain a light source at the transfer station) but the delivery estimate for these is two weeks. They are also looking to change the timer device on the lights so that they can switch off automatically at a reasonable time at night and then come on again in the morning just prior to operations - at present the timer only allows the lights to switch on and then off once a day which would mean no lighting in the mornings.

If you would like to relay this information back to the residents of Kennet House, when the permanent alterations have been made I can provide you with a comprehensive response.

Regards

[REDACTED]

[REDACTED]

Operations Manager  
Western Riverside Waste Authority  
Smugglers Way  
Wandsworth  
SW18 1JS

12 C24

E-mail sent to [REDACTED]  
Dear [REDACTED]

24/01/2014 CTI

I am very grateful for your assistance in resolving this issue. I will pass this on to our complainants and look forward to hearing from you again in due course.

Kind Regards

[REDACTED]

13 C12

Inform complainant re. progress

24/01/2014 CTI

14 E32

Telephone complainant - message left

31/01/2014 CTI

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		@09.00 req' u/d on tempary messures to reduce light overspill.				
15	E35	Telephone call from complainant to advise that the tempary messures taken have made a vast improvement. She also asked me to pass on her thanks to WRWA.		31/01/2014	CTI	
16	C24	E-mail sent to [REDACTED] WRWA. Hi [REDACTED],  Sorry for the delay in getting back to you with an update on the effectiveness of your temporary measures. My complainant has asked me to pass on her sincere thanks as even the temporary fix has made a vast improvement. I would also like to add my personal thanks for your positive and speedy solution to this problem.  I look forward to hearing from you with a date when the permanent shading and the new timer are to be installed.  Kind Regards  Chaz		31/01/2014	CTI	
17	C13	Close complaint - as not formaly actionable and steps taken to resolve problem with more perminent resolution still to come		18/02/2014	CTI	