

## Community Liaison Group - Woolston

**28<sup>th</sup> January, 2015, 6.30pm – 7.30pm**  
**Woolston Project Office, Woolston Wastewater Works, Victoria Road**

**Attendees:**

Chair – Cllr Warwick Payne  
 Southern Water – Julie Anne Stokes (JAS), Jorge Rodriguez (JR)  
 4Delivery – Chris Roberts (CR), Laura Harvey (LH) Colin Kirk (CK)  
 Woolston Community Association – Barry Wake (BW)  
 Southampton City Council Environmental Health– Peter Wainright  
 Resident- - Mr Thane

**Apologies:**

SW – Madeline Stoneman (MS)  
 4D- Mike Homer (MH)  
 Southampton City Council Planning – Stephen Harrison  
 Woolston Community Association – Katie Atkins –(was unable to locate meeting)  
 Environment Agency – Bill Scott

**Abbreviations:**

SCC – Southampton County Council  
 SW – Southern Water  
 4D – 4Delivery  
 CNR – Crest Nicholson Regeneration

Minutes	Action
<p><b>1. Introductions</b>                      Introductions were made around the table.                      Chair – Cllr Warwick Payne                      Project team:                      Southern Water: Julie Anne Stokes – Senior Project Manager                      4Delivery: Chris Roberts Project Manager                      Laura Harvey – Customer and PR Manager                      Southampton City Council Environmental Health– Peter Wainright                      Woolston Community Association: Barry Wake</p>	
<p><b>2. Project Update</b>                      Chris Roberts gave an update on the project. Cllr Payne queried the transfer period from the old to the temporary works including the levels of odour that could be expected during the project. It was explained by the project team that there will be stepwise improvements as the new process comes on line due late summer early autumn – it won't be an overnight change. There may be temporary dis-improvements during the commissioning period. Our commitment is not to make the situation with regards to odour worse overall.</p> <p>It was agreed that there would be an open day/ residents drop in to be held once the temporary works are in action</p>	CR

<p><b>3. Project communications discussion</b></p> <p>The issues of residents not receiving information was discussed LH reported that this had been thoroughly investigated. The company used to print and distribute the letter has confirmed it received the correct address list and has posted the letters however not all residents have received a letter.</p> <p>While we have had challenges due to not all customers receiving letters we have established good relationships with the majority of our neighbours. Laura has now taken to hand-dropping letters without envelopes where getting information across is critical.</p>	LH
<p><b>4. Resident Feedback</b></p> <p>Mr Thane, local resident, noted that the approach and behaviour of Laura and the operatives working in Victoria Road was great and that if we continued with this approach he, as a resident, wouldn't have a problem with the works.</p> <p><i>Post meeting note – Positive feedback given to operatives, received with thanks.</i></p> <p>Review of website. Cllr. Payne – we need to make clear where images are of an artists' impression of the future – imagines so good people might think they are real and work completed.</p> <p>P Wainwright – can we have contact numbers directly on the webpage/ live chat link.</p> <p>Mr Thane queried as to what comeback he had should his property be damaged as a result of works. He confirmed that he had had a survey via SWS done. It was confirmed that if the damage was attributable to SWS works then he would be entitled to seek compensation. Having had the survey done would make it easier to establish that/ what damage had been done.</p> <p>There was an opinion shared by the B.Wake and Mr Thane that they would like more greenery in the area, including more trees along the perimeter of the works. Mr Thane enquired over the possibility over a green roof, it was explained that this was not possible due to planning restrictions. It was confirmed that further street landscaping may be completed in the area adjacent to the main entrance as part of the S278 agreement with Highways.</p>	
<p><b>6. AOB</b></p>	
<p>We will put a sign at the site to confirm that the community liaison meeting is here the next time to make it easier</p>	LH
<p><b>Date of next meeting:</b> April 15<sup>th</sup> At the Project Office Woolston Wastewater Treatment Works Site Entrance</p>	