

## Area Manager visits Highmoor



Area Manager, Keith Ashcroft, visited the Highmoor Landfill Site with Environment Manager, Gordon Whitaker. Keith saw some of the measures that Infinis and Veolia have put in place to reduce the odour impact on neighbours.

During a frank and open discussion Keith expressed his concern to Veolia Management that the site had caused so many problems to residents. Keith said " We want Veolia to turn the site around from being a problem site with a poor reputation to a success story, an example of best practice, good site management and excellent community relations".

### Meeting residents

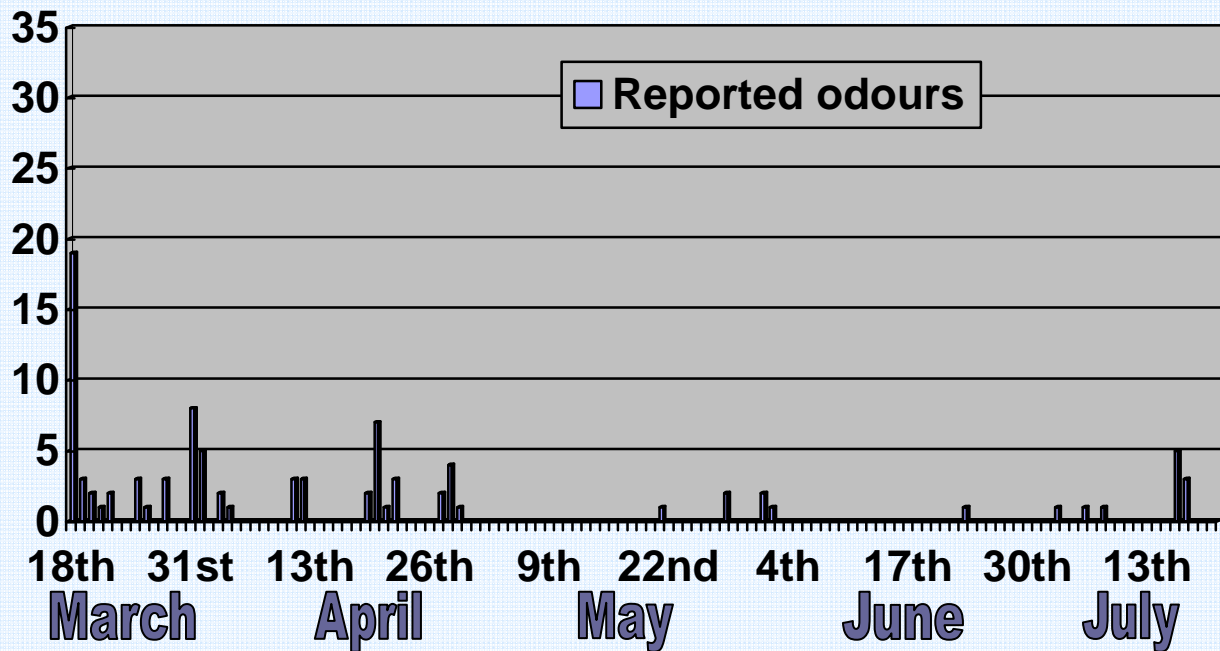
At the end of June three Environment Agency staff spent an evening "door knocking" in the Highmoor area. We wanted to get out and spend time listening to residents concerns on the landfill site and explain our work as the regulator. It was also a great opportunity for us to give some feedback too. We spoke to about a dozen residents who contact us regularly, or have particular concerns. It was good to hear that the bulletins have been useful and all the residents wanted us to carry on with them.

Gordon Whitaker said "It was good for me to be able to put faces to names. As Environment Manager I want to ensure that our work is useful and our time is well spent. We are listening because if there are changes that we can make to improve how we work, we will. Although there has been a big drop in odour complaints at the site, Highmoor remains a priority and I was able to assure residents that it will continue to get our time and effort for some time to come".

### Log on and register to receive regular updates from Veolia

Veolia want to ensure you are kept up to date with the latest news and information from Highmoor Landfill site. If you log on to their web site, [www.veolia.co.uk/highmoor](http://www.veolia.co.uk/highmoor), you will find a monthly update and other information about the activities happening on site. You can submit your e-mail address to receive email notifications when new information is added to the site, which may include operational updates such as short-term work which may result in impact on the community – for example drilling of new landfill gas wells which could result in odour.

## Reported odours mid March to July



On 16th July there was a temporary reduction of gas extraction from part of the site, due to pipework being crushed. We received eight complaints but unfortunately the company were not made aware until we telephoned them, passing on the complaints made to us. Our advice, in the first instance, is to ring Veolia on **0800 048 2704** to make them aware of the problem, as it may be something they can quickly put right. You can ask them to log your call and if you want, provide feedback. If you are not happy with the response, or if there is a significant problem, you can contact us on 0800 80 70 60.

We have received a number of complaints about flies during June and July. We recently inspected the site and have made recommendations which Veolia have started to carry out. We will keep an eye on the situation and continue talking with residents who live nearby.

Thank you for taking the time to read the latest bulletin, as always if you have any queries that Veolia or Infinis cannot answer please do not hesitate to forward them to [Antony.Poole@environment-agency.gov.uk](mailto:Antony.Poole@environment-agency.gov.uk)