I am writing in response to your Information request:

**ER66288**

To inform the odour assessment, we would need to know whether the Council received odour complaints from nearby residents / other parties (for example we note that the Maidenhead Golf Centre and the Braywick Sports & Recreation Ground are located south of the STW, within 500m). Formal complaints are key to understand the risk of odour nuisance for future developments, and would be reported in the odour assessment. If such information is available, it would be helpful if you could provide:

- The address/location of complainants (so we can determine the distance and direction from the STW and potentially map these)
- The date of complaint (which may help understand the seasonal variation of odour events)

**Response:**

There are a number of complaints regarding the sewage treatment works at Stafferton Way including noise as well as odour so I have given all the information.

24/07/2007 – Noise from vehicles affecting Rushington Avenue

27/05/2009 – Continuous humming from site affecting Rushington Avenue

26/04/2009 – Foul sewage odour affecting Swanbrook Court, Bridge Avenue

30/04/2011 – Foul sewage odour affecting Chauntry Road and Oldfield area

26/05/2011 – Foul sewage odour affecting Chauntry Road

21/01/2014 – Noise from pumps affecting Alpine Close

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF