



22 July 2013

Update on fly issues at Westbury

Hills Waste Solutions operates the newly built Northacre Resource Recovery Centre (the "NRRC") at Westbury, for the purposes of waste recovery and landfill diversion. The NRRC is a project in partnership with Wiltshire Council with the objective of managing 60,000 tonnes per annum of household residual 'black bag' waste using mechanical biological treatment technology.

The NRRC is currently in its commissioning phase and as such is operating in a slightly different way to its intended operating plan.

Over the past week, Hills has been notified of and is directly aware of increased fly populations at the NRRC and in surrounding locations. Following thorough investigations it is apparent that the NRRC is possibly one of the contributory factors along with other potential sources to the levels of flies in the vicinity. This issue has developed quickly and is being compounded by the very warm weather conditions currently being experienced.

Hills sincerely apologise for any contribution that the commissioning of the NRRC may be adding to this problem.

What we are doing

At the NRRC we have, for the last week, and will continue to take the measures outlined below:

- Routine industrial fly spraying and pest control
- 'Fogging' of internal areas - a method of dispersing fly spray to kill flies on the wing
- Provision of a resident's contact number - 07747791386. We will attempt to answer all calls, but in the event that we can't please leave details so we can log the complaint.
- Installation of chemical spray on the 'in feed' conveyor to target fly larvae imported to the site.
- Changing the colour of lamps within the fly capture system to increase effectiveness.
- Acquisition of mobile atomisers (these spray a very fine mist that inhibits fly and odour movement) for the use at doors where appropriate.
- Commissioning of the in-built door mist system.

The next stage of the NRRC testing was due to start week commencing, but in co-operation with Wiltshire Council and the Environment Agency, we have delayed this until we are confident that the measures in place are functioning and effective.

Advice to Residents

The flies are 'normal' flies, typically the 'Lesser House fly' that exist naturally, as such there are a number of measures residents can take, and these include the following:

- Promptly bagging and binning food waste.
- Ensuring bins lids are closed and if possible bagged food waste is double bagged within the bin to avoid the potential for flies to multiply (advice can be sought from Wiltshire Council via their website www.wiltshire.gov.uk - see section on pest control).
- Use of fly paper and domestic fly sprays. As a gesture of goodwill Hills can provide those affected with a supply of fly papers – please call the resident's contact number to arrange this.
- Use the residents contact number to inform us of the situation. We have received some mixed information regarding fly problems at individual locations, which may be down to unique differences at each location. It is important for us to understand what is happening beyond the site, as we have seen fly numbers at the NRRC reduce.



Timescales

We appreciate that any amount of time with flies buzzing around is too long. We are working hard to minimise any impact the NRRC may be causing and we will continue to be pro-active in resolving the issues. The measures we are putting in place at the NRRC will limit the chances of this re-occurring. We also recognise that there is not an instant fix to fly populations as their food source is wide spread, so we hope you can recognise this and consider the advice above.

Hills Waste Solutions is part of The Hills Group that has been operating in Wiltshire for over 112 years. The Hills Group operates to the highest standards and prides itself in the vital role it plays in the County's life and its involvement in the community.

Information on the Northacre RRC can be found at www.northacrerrc.co.uk

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