



Martin Hamilton
Chief Executive
Newcastle-under-Lyme Borough Council
Castle House
Newcastle-under-Lyme
Staffordshire ST5 1 BL

Sent via email: martin.hamilton@newcastle-staffs.gov.uk

17 March 2021

Dear Martin,

Walleys Quarry Landfill Site, Cemetery Road, Silverdale

Aspire Housing provides social housing accommodation to approximately 8,000 households within the Borough of Newcastle-under-Lyme. I write to present the recent feedback that we have received from our customers regarding the above landfill site.

While we have not received any formal complaints, a number of customers have raised concerns during telephone calls with our Contact Centre colleagues and with our Locality Teams during site visits, a summary of which is below:

Contact Centre update

- A customer mentioned that they would not open the windows in the property due to the smell when an operative attended.
- A customer said that the smell was making her feel really sick, she was struggling to cope with it and had reported the issue to the council.
- A few customers have recently mentioned during telephone conversations that they could smell the quarry.

Locality team update

We manage a Travelling Community site located next to Walleys Quarry. We consulted with the residents in the summer of 2020 to gain an understanding of the issues that they experience. At this time our customers main concerns were:

- The number of rats present on the site which were being attracted to the Landfill Site. This information was reported into a Scrutiny Panel Review of the Landfill Site hosted by Newcastle Borough Council.
- The odour from the site was also mentioned with many residents reporting that they found it unpleasant, but they had grown used to it.

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In February 2021 we were contacted by Newcastle-under-Lyme's Borough Council's Environmental Health Team asking if we could help to engage with our Travelling Community to explore if they had any further issues or concerns regarding the quarry. A consultation exercise was therefore carried out by phone, with residents reporting:

- The odour from the site was getting worse and was affecting residents breathing.
- There was still an issue with rats.
- A couple of residents stated that they could not discuss it because of a 'pay off'. This has been fed back to Environmental Health.

Latest enquiries

We are directing new customer enquiries to the council's web page so that they are able to obtain the most up to date information regarding the site and report any further concerns or complaints.

Yours sincerely,



Sinéad Butters
Group Chief Executive

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