

Compliance Assessment Report CAR_NRW0049168

Permit being assessed: WB3293HB

For: TY NEWYDD COUNTRY HOTEL, held by Lumina Investments Limited

At: PENDERYN ROAD, HIRWAUN, ABERDARE, RHONDDA CYNON TAFF, CF44 9SX.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 12/08/2025, between 11:15 and 13:15.

Parts of permit assessed: All relevant sections

NRW Lead Officer: Callum Murray, accompanied by: Emily Roe01.

Report sent to: Nila Juara, Hotel Manager, on 20/08/2025.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	C3 Minor	4.1.2 The operator shall keep on site all records, plans and the management system required to be maintained by this permit, unless otherwise agreed in writing by Natural Resources Wales.
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C2 Significant	S3.1 Point Source emissions to land – emission limits and monitoring requirements

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Make available the management plan, and maintenance records on site	03/09/2025
WQ-C2	Investigate reason for failure, and carry out remedial actions to improve discharge quality	03/09/2025

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

12/08/25

Environment Officers Callum Murray and Emily Roe carried out a compliance inspection visit at the Ty Newydd Country Hotel, Penderyn Road, Hirwaun, Aberdare. The weather was warm, sunny and dry.

Upon arrival, reception staff advised us that the hotel was currently without active management, with previous management having left before a replacement had been appointed. There was nobody on site who had knowledge of the Package Treatment Plant (PTP).

No written management plan, monitoring or maintenance records were supplied at the time of the visit, breaching section 4.1.2 of this permit.

The hotel's groundskeeper was able to provide access to the final effluent sample point at NGR 94658 06833. There was no visible oil or grease present in the PTP. It was apparent the PTP was not operational as there was no movement or noise coming from the air pump that feeds the system. We were told that this had been the case for the previous 4 weeks. The discharge had a strong smell and was cloudy and discoloured. Officer Callum Murray took a 2L Gen sample from the sample point of the PTP for analysis. This was split equally into 2 x 1L Gen bottles, and reception staff chose to keep one bottle at random, should Ty Newydd wish to conduct their own independent analysis.

Results from NRW's analysis show the sample to contain **49.5mg/L** of Ammoniacal Nitrogen, which is in breach of the 20mg/L limit stated in table S3.1 of the permit.

Actions:

- Make available on site the management plan, and all maintenance and monitoring records.
- Conduct a root cause analysis for the failure of the PTP.
- Put in place fail safe measures to prevent this failure from happening again.
- Investigate the Ammoniacal Nitrogen limit failure on the point sample and carry out remedial action to improve the quality of the discharge.

The above actions need to be completed by **03/09/25**.

- Provide independent final effluent analysis to show the system is treating effluent to an acceptable level, with all limits below that stated in table S3.1 of the permit.

The above actions need to be completed by **17/09/25**.

This CAR form has been issued with a warning at this time but further enforcement action will be considered if the situation does not improve.

If you have any questions about this CAR form, please contact Callum Murray at callum.murray@cyfoethnaturiolcymru.gov.uk

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

Full list of water quality action criteria (used in section 1 and 2):**WQ A: Management**

- WQ-A1 General management

WQ B: Operations

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.