

Compliance Assessment Report CAR_NRW0049257

Permit being assessed: VP3526XB
 For: 7 PROPERTIES AT TWYN OAKS, held by TWYN OAKS PROPERTY MANAGEMWNT LIMITED
 At: CAERLEON, NEWPORT, GWENT, ., NP18 1LY.

Type of assessment carried out: Site Inspection, Reason: Routine.
 On 01/09/2025, between 10:50 and 12:00.
 Parts of permit assessed: All Permit

NRW Lead Officer: Gavin Summerhill.
Report sent to: Richard Hastings, Property Owner, on 02/09/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	Assessed (A)	

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

2. What action is required?

No action required.

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.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Site Report

On Monday 1st September 2025 I visited Twyn Oaks, Caerleon Newport NP18 1LY to carry out a permit inspection on their Package Treatment Plant. Permit Number VP3526XB . I arrived on site at 10.50am. The weather conditions were warm with heavy rain showers. My Site inspection commenced at 11.00am.

Observations

I proceeded to identify the location of the Package Treatment Plant. Please see Fig 1 below.

Package Treatment Plant (Fig 1)



After identifying the location of the Package Treatment Plant I checked the varied permit's new sample point. I confirmed this to be accurate (to approximately 6 metres) as stipulated by the permit at National Grid Reference ST 34493 91236.

I lifted the lid on the first chamber and identified a lot of solid waste within the chamber. This is expected as it is the primary chamber. A slight odour was present. Please see Fig 2 below.

First Chamber (Fig 2)



I lifted the lid on the second chamber and could see that the amount of solid waste had reduced from the first chamber but there was still a carry over of solid waste. The treatment within this chamber appeared to be working as designed. There was still a slight odour present. Please see Fig 3 below.

Second Chamber (Fig 3)



I lifted the lid on the third chamber and could see the waste water was free from solids and clear. There were no odours present. Please see Fig 4 below.

Third Chamber (Fig 4)



I spoke with the permit holder via telephone at 15.38 on the 01/09/2025. The permit holder advised there has been no breakdowns or issues with the package treatment plant. I asked the permit holder if there were any current waste transfer notes available to view, the permit holder advised he would send the current waste transfer note via email to myself.

16.23 01/09/2025 -Email received from permit holder with attached waste transfer note. Please see Fig 5 below.

Waste Transfer Note (Fig 5)

Outstanding bills 371.80 GBP Log in to view invoice as a bill

371.80 GBP Options

TAX INVOICE **DRAINROD**

To: Kevin Williams
2 Tany Celyn, Cardfen
NEWPORT
Carden
NP18 1LY

Account number: WELLOS
Invoice number: 17867
Issue date: Jul 9, 2025

From: DRAINROD LIMITED
Wern Trading Estate, Rogerstone
ROGERSTONE NEWPORT
Carden
NP18 9FQ
GBR

VAT Number: 315278959

Description	Quantity	Unit Price	VAT	Amount
2000 Tanker 2000 GL Fixed chassis tanker high waste £141.80 Waste Water Fees had an increase of up to 50% on disposal depending on address	1.00	359.80	Zero Rated	359.80
Sewage disposal cost DCWW charged cost for emptying WTS	1.00	12.00	Zero Rated	12.00
Subtotal				371.80
Total Zero Rated				0.00

Breaches of permit condition:

- No breaches observed.

Action required by date specified:

- No actions required.

Other advisory comments:

- The permit holder advised the permit is currently being transferred to a new owner and all relevant paperwork has been submitted to Natural Resources Wales.

Contact details:

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details:

Gavin Summerhill (Environment Officer)

gavin.summerhill@cyfoethnaturiolcymru.gov.uk

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

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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.