

## Compliance Assessment Report CAR\_NRW0050699

**Permit being assessed:** CG0119601

**For:** THE GAZELLE HOTEL GLYNGARTH, **held by:** THE MANAGING DIRECTOR OF FREDERIC ROBINSON LTD

**At:** THE GAZELLE HOTEL, GLYNGARTH MENAI BRIDGE, ANGLESEY, GWYNEDD, .

**Type of assessment carried out:** Site Inspection,

**Reason:** Routine.

**On** 04/11/2025, between 10:00 and 11:05.

**Parts of permit assessed:** 4,5,6,7

**NRW Lead Officer:** Ceris Evans.

**Report sent to:** The Managing Director of Frederic Robinson Limited, The Managing Director of Frederic Robinson Limited, on 24/04/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	C4 No impact	Condition 4 Sampling Points: "A sample point shall be provided and maintained .....".

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

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-B2	Ensure that all contractors material/equipment is removed to allow unobstructed access to the sampling point at all times.	Already completed

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.

**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**

**Dear Permit Holder,**

**Introduction**

The site inspection was undertaken as part of the 2025/26 Work Plan to carry out inspections of permitted sites. The inspection was attended by the Gazelle Hotel General Manager, representing both the permit holder and the tenant.

**Hotel Usage**

The hotel currently has one permanent resident. There are 11 guest rooms, with a maximum accommodation capacity of 24 people. Staffing levels range up to a maximum of 10 staff members, with a minimum of 3 on site at any given time. In addition, the hotel is used by non-residential visitors.

**Hotel Sewage System**

The hotel is served by a biological sewage treatment plant, and grease traps are installed within the kitchen.

The sewage system is emptied every three months, with additional emptying during the summer period, resulting in two services during that time. The contractor undertakes three trips per emptying cycle. The General Manager reported no previous issues with the biological sewage treatment plant. It was noted that bacteria tablets are routinely flushed down the toilets to supplement bacterial activity within the system, which has reportedly resolved previous odour issues.

**General Management**

Overall, elements of the site associated with the permit were found to be satisfactory, with the exception of an issue relating to accessibility to the sampling point.

On the day of inspection, the public access road to the site was undergoing repairs by contractors not associated with the Gazelle Hotel. The works involved realignment and replacement of pipework due to subsidence of the road. These issues and associated repair works have been ongoing for approximately eight months prior to the inspection.

**Sampling Point**

The sampling point was obstructed by construction materials related to the road repair works. The General Manager was advised that the sampling point must be cleared immediately and kept accessible at all times.

**Emissions to Water**

No further action is required in relation to the following as both conditions were found to be compliant:

- **Condition 2:** *“The discharge shall consist solely of biologically treated sewage and trade effluent from The Gazelle Hotel.”*
- **Condition 3:** *“The discharge shall be made in the manner and at the place specified as (a) discharging via a 63-millimetre pipe and (b) discharging to the Menai Strait.”*

**Non-Conformance Summary****Sampling Point:**

The sampling point was obstructed by contractors' materials and equipment. All materials have since been removed. Ensure the sampling point is kept clear and accessible at all times. This was a breach of permit condition 4 and has been scored as CCS4.

Thank you for your cooperation during the inspection.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

**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 Monitoring
- WQ-C5 Installation of monitoring boreholes

**WQ D: Information**

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

**Enforcement response**

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

**Disputing the Content of this Compliance Assessment Report Form**

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

**Concerns Not Related to the Content of this Compliance Assessment Report Form**

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [ask@ombudsman.wales](mailto: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.