

Compliance Assessment Report CAR_NRW0051974

Permit being assessed: CG0354401

For: PENMAENUCHAF HALL HOTEL, **held by:** Penmaenuchaf Dollegllau Ltd

At: PENMAENUCHAF HALL PENMAENPOOL D, PENMAENPOOL DOLGELLAU, DOLGELLAU, GWYNEDD, LL40 1YB.

Type of assessment carried out: Site Inspection,

Reason: Incident Response (Incident number: 2605398).

On 26/05/2026, between 09:30 and 12:00.

Parts of permit assessed: Condition 1, 2 & 7 a,b

NRW Lead Officer: James Raymond.

Report sent to: Hotel Owner, Hotel Owner, on 27/05/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	Condition 1,2 & 7 a, b
WQ-B2 - Water Quality - Operations - The site	C3 Minor	Condition 6
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	Action only (X)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Ensure that effluent from the foul waste system does not cause pollution or adversely affect the quality of the receiving watercourse.	30/06/2026
WQ-B2	Arrange for a comprehensive inspection of the foul waste system by a suitably qualified person. Provide NRW with a written report that: Describes how the system operates; Confirms whether the system is performing as designed and to the required treatment standard; and	30/06/2026

Criteria	Action needed	Complete by
	Identifies any defects, failures, or maintenance issues. Ensure that the system is free from leaks and that all flows are fully contained and directed to the designated discharge point.	
WQ-A1	Provide NRW with copies of waste transfer documentation demonstrating that waste from the foul system is being removed and disposed of appropriately and at a suitable frequency.	30/06/2026
WQ-B1	Provide a long-term management plan detailing any intended upgrades and maintenance schedules, including clear timescales, setting out how foul waste will be managed at the site moving forward. The plan must demonstrate how compliance will be achieved and how impacts on the receiving watercourse will be prevented.	30/06/2026

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.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

CARS form generated following investigation into WIRS 2605398.

Following a report of sewage-related milky grey water, supported by photographic evidence received on **21/05/2026**, Natural Resources Wales (NRW) attended the site on **26/05/2026** to investigate and identify the source of the pollution.

Prior to the site visit, communication took place between NRW and representatives of Penmaenuchaf Hall Hotel over the bank holiday weekend. This communication advised that the foul waste system should be inspected to ensure it was operating as designed.

During the site inspection on **26/05/2026**, the outfall and the foul waste system were both inspected. The NRW Environment Officer identified the source of pollution as the outfall pipe located at **SH 69824 18510**, discharging into a stream (an unnamed tributary of the River Mawddach). The discharge was confirmed to originate from the foul waste system serving Penmaenuchaf Hall Hotel.

Visual evidence at the time of the inspection included:

- Discolouration within the pool immediately downstream of the discharge point; and
- The presence of plastic treatment media that had migrated from the foul waste system and was visible both at the outfall and on the ground surrounding the treatment system.
- Signs of fungus in pool near outfall pipe.

This indicates that the system may not be operating effectively or in accordance with good operational practice. Looking at the history recorded on our Compliance assessment reporting system (CARS) it was also noted that the foul waste system was failing back in 2013 when CARS 202080 was issued for similar issues with the foul waste system.

Required Actions

1. Prevent Pollution

- Ensure that effluent from the foul waste system does not cause pollution or adversely affect the quality of the receiving watercourse.

2. System Inspection and Verification

- Arrange for a comprehensive inspection of the foul waste system by a suitably qualified person.
- Provide NRW with a written report that:
 - Describes how the system operates;
 - Confirms whether the system is performing as designed and to the required treatment standard; and
 - Identifies any defects, failures, or maintenance issues.
- Ensure that the system is free from leaks and that all flows are fully contained and directed to the designated discharge point.

3. Waste Management Records

- Provide NRW with copies of waste transfer documentation demonstrating that waste from the foul system is being removed and disposed of appropriately and at a suitable frequency.

4. Long-Term Management Plan

- Provide a long-term management plan detailing any intended upgrades and maintenance schedules, including clear timescales, setting out how foul waste will be managed at the site moving forward.
- The plan must demonstrate how compliance will be achieved and how impacts on the receiving watercourse will be prevented.

Deadline

A full written response, including all requested information, must be provided to NRW by **30/06/2026**.

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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 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

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

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.