

Compliance Assessment Report CAR_NRW0039039

Permit being assessed: CG0109201

For: WOODLANDS HALL HOTEL EDERN PWLLHEL, held by GRIMES
At: WOODLANDS HALL HOTEL EDERN PWLL, EDERN PWLLHELI, PWLLHELI,
PWLLHELI, PWLLHELI.

Type of assessment carried out: Site Inspection, Reason: Incident Response (Incident number: 2107704).

On 02/12/2021, between 11:00 and 11:30.

Parts of permit assessed: Permitted Activities

NRW Lead Officer: Simon Roberts, accompanied by: Leon Williams.

Report sent to: Nick Grimes, Permit Operator, on 03/03/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Management - General management	C4 No impact	Date of Non-compliance 02/12/2021 with permit condition 2. The discharge shall be made from an outlet at National Grid Reference SH 2813 3950 into Afon Geirch as shown marked "Discharge Point" on the attached plan number CG0109201

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	Undertake maintenance on septic tank in order to comply with permit condition, or replace septic tank with a more suitable Package Sewage Treatment Plant. Amendment to current permit may be required by variation if existing tank should be replaced.	30/04/2022

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

This Compliance Assessment Report (CAR) Form is issued in regards to a non-compliance of Permit Condition 2. - The discharge shall be made from an outlet at National Grid Reference SH 2813 3950 into Afon Geirch as shown marked "Discharge Point" on the attached plan number CG0109201.

On the 2nd of December 2021 NRW undertook a site visit to Woodlands Hall Hotel, Ederm, to inspect the septic tank and discharge point (permit CG0109201) following a pollution incident report (WIRS2107704) of sewerage discharge.

During the site visit the pollution incident was substantiated, with grey water being observed discharging to land near the septic tank. The grey water effluent was then making its way down towards Afon Geirch.

The odour of sewage effluent was strong around the discharged grey water near the septic tank, and traces of sewage fungus could be seen in the discharge.

During our conversation on the 02/12/2021 it was explained by yourself that the incident has been caused by an issue with your septic tank.

We are therefore issuing you with this CAR form as Advice and Guidance in order to prevent any future pollution occurrences. Please ensure that the system is rectified or replaced so that you comply with your permit conditions. An amendment to current permit may be required by variation should existing septic tank be replaced.

A amendment to the current permit may also be required if the actual discharge volumes are not compliant with the permit conditions (5m³ per day).

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.