

CASE STUDY

Improved communications and simple solutions reduce complaints for construction company



4Recycling Ltd (4R) were contracted to complete a process of soil restoration on the £20 million Swadlincote Golf Course development, which involved the importation of compost, lime and biosolids to be spread across almost half of the 47 hectares of the former landfill site.

Biosolids are great for plant growth, but it has a very pungent smell. So when 4R started spreading just before Christmas, complaints started coming in to South Derbyshire District Council. In two days the Council received nearly 30 complaints covering an area populated by an estimated 5,000 households.

Council officers identified with 4R managers some simple additional odour reduction methods beyond those which 4R were already using. There was also an agreed communications strategy put in place to ensure the local community was kept fully informed with an emphasis on the positives of the project. The complaints soon dropped off and the project continued without interruption.

“ Working with the Council EHOs we were able to reassure the community that we were keeping nuisance to an absolute minimum. As a result our soil creation phase of the project was completed on time, with site seeding to follow. Residents will soon be looking out on a lush green landscape rather than a wasteland.

- MIKE HOLT, Managing Director, 4R

KEY POINTS

- Early co-operation with regulators prevented legal conflicts.
- Council regulators can help manage relations between businesses and the local community and prevent project delays.
- Regulators can offer free, practical advice on cost effective solutions.

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