United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID1054
Date: 12/11/2026
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

Arup are undertaking an odour assessment for potential Homes England residential development near to the WwTW at Emnie Lane in Leyland. This is a request for complaints records associated with odour at the WwTW. Complaints should be suitably anonymised and include the nature and character of the odour experienced and ideally the general direction of the complaint relative to the WwTW. If it is not possible to release this data we would very much like to discuss what can be released to allow us to take complaints information into account in the odour assessment.

Our response:

We are not aware of any current, recent or historical odour issues associated with Leyland WwTW. As such we do not hold odour complaint information. As no relevant information is held, we are unable to provide complaint records, complaint summaries and/or associated complaint location information. In accordance with Regulation 12(4)(a) of the Environmental Information Regulations 2004, information not held.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [redacted], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this

response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks