



Shackleton Village Residents Association

Community Update

Environmental Health Visit

14th September 2026

Foul- Smelling Drains

You will recall that in recent months there have been several reports of foul-smelling drains and the need to call on VISTRY to get the drains cleared.

As a consequence, we reported the issue to Environmental Health; they have listened to our concerns that there appears to be something fundamentally 'wrong' with the drainage network that potentially causes the drains to block and 'smell'

A member of the Environmental Health Team visited the Village on Monday 14th September 2026

They spoke with several residents who shared their personal experiences and concerns

What next:

Environmental Health have explained that they can investigate matters where there may be a risk to public health or where an issue may constitute a statutory nuisance.

Unfortunately, on 14th September 2026 the 'odour' was not present; therefore, they were NOT in the position to assess whether this issue amounts to a statutory nuisance. However, they did appreciate that our concerns have raised potential wider issues regarding the drainage system, including whether it has been constructed in accordance with approved plans and whether sufficient measures are being put in place to prevent the problem from recurring.

As a result, Environmental Health have contacted VISTRY to request information on their investigation and what they intend to do to stop this problem from happening again in the future.

(you may recall VISTRY advised that during w/c 24th August 26 a CCTV survey of the drain network they were responsible for would be undertaken- this is the investigation)

In addition, residents raised concerns regarding the construction of the drainage system, these do not fall within Environmental Health remit.

Environmental Health have forwarded the information provided by residents to the Planning Enforcement team at Stratford District Council to consider whether this requires further investigation.

The Residents Association has also written to Severn Trent Water expressing our concerns.

CALA

As we understand it CALA have now completed the spine road (Lancaster Way) and are subsequently preparing the 'drains' for adoption.

You will have seen over recent months Drain Technologies Technicians around the Village. They are undertaking surveys of the 'drains' to ensure compliance with agreed plans. This includes clearance of 'rubble' and 'waste' and any remedial works as a result of these surveys. This work has to be completed before adoption of the drains.

We have asked CALA for site if these surveys and reports but have been met with 'silence'.

The Pumping Station

At the moment, we understand this remains the responsibility of CALA but the intention is to get this adopted

What We Need from You.

If the issues relate to your Property (i.e within your boundaries)

- Report any drainage issues, inside or outside (i.e. excessive pooling of rainwater) odours or blockages.
- Provide us with dates and locations of the issue and keep your own record.
- Provide photographs where possible.
- Advise whether your property remains within the builder warranty period.
- Report the issue to VISTRY or CALA.

If the issue relates to a drain outside of your Property (i.e not within your boundaries)

- Report the issue to the Residents Association
- Provide us with dates and locations of the issue and keep your own record.
- Provide photographs where possible.
- Report the issue to VISTRY or CALA.

(we will also raise the issue)

PLEASE SEND ANY REQUESTED DETAILS VIA E-MAIL

Our Message

The Association is actively pursuing the drainage issues through the appropriate regulatory and statutory channels.

We are seeking clarification of sewer adoption arrangements, investigating whether the drainage network has been constructed in accordance with approved plans, and requesting formal investigation of the recurring foul odour issues.

To help us, we need residents experiencing any drainage-related problems to notify the Association and maintain records of incidents for us to pursue.

Contact Details

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