



Mr. T. Gnanalingam  
Manager  
Murco Service Station  
Harnall Lane East  
Coventry  
CV1 5DX

Your reference PPC/012  
Our reference PPC/012  
3 August 2011

Dear Mr. Gnanalingam

**Environmental Permitting (England and Wales) Regulations 2010  
Permit to operate a Prescribed Installation: Permit Ref. PPC/102**

**Operator Address: Murco Service Station, Harnall Lane, Coventry CV3 6EF**

Further to my visit on the 28<sup>th</sup> July and my compliance inspection on the 1<sup>st</sup> August I write to confirm the following.

During the inspection that there were a number of contraventions of the conditions in your Environmental Permit regarding maintenance and training issues. I enclose a copy of my inspection report for your information. All the items which require your attention are detailed in the report with the dates for completion.

At present, you are in breach of your Permit; arrangements must be made immediately to undertake the actions detailed in the inspection report. It may be necessary for this office to serve an enforcement notice for breach of conditions if the works required are not undertaken. Failure to comply with an enforcement notice may result in a fine of up to £50,000 and/or up to 6 months in prison and/or an unlimited fine and up to 5 years in prison on indictment.

I have completed a risk assessment score sheet to assess your operator's performance for the site and to determine the regulatory effort category, as required by central Government. Due to the number of non-compliance issues the score is 90 points which places you in the **high** risk category. Therefore, unless the issues are resolved then the annual subsistence fee for your Permit will **increase** in the next financial year for 2011-12.

The Environmental Protection Team is continually seeking to improve the services we provide. In order to do this we would value your feedback on what you thought of the service, and improvements you think we could make.

**Public Safety**  
Community Services

Environmental Protection  
Room 314  
Broadgate House  
Broadgate  
Coventry  
CV1 1NH

**Please contact Steven Dewar**  
Direct line 02476 834944  
Fax 02476 831840  
Steve.Dewar@Coventry.gov.uk



*Director of Community Services*  
Brian Walsh  
*Head of Service*  
Sara Roach  
Assistant Director - Public Safety and  
Housing

3 August 2011

I have therefore enclosed a customer comments card, which I hope you can find a few moments to complete. All responses will be treated in confidence. Any information received will be used for the purposes of identifying areas of the service which work well, and those which may need changing, and may be used in the compilation of statistics. You are of course under no obligation to complete the form, however, please remember we can only meet our customers needs if we know what they are.

If you have any questions or need to discuss anything then please do not hesitate to contact me.

Yours sincerely

Steven Dewar  
**Environmental Health Officer**