

JL Thomas & Co. Ltd, Canal Banks, Exeter
Complaints since the last meeting

Complaint Date	Odour Date	Address	Details
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WK/200901368

24/04/2009	24/04/2009	Hillcrest Park	Strong factory smell in the area- Wind blustery and swinging weather fine and dry
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Case Actions:

Case Comments Walked the area of the complaint and could occasionally catch the smell of the towers. Not very strong or unpleasant but identifiable.

No problems on site.

Second monitoring visit made later in day – no odour detectable

WK/200901555

28/04/2009	28/04/2009	Marsh Green Road	Factory complaint - weather warm but overcast
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Case Actions:

Case Comments Call received from JLT in morning before complaint to advise us that had suffered break down last night resulting in two lorries being parked on yard.

All other deliveries over night had been diverted to alternative factories for processing.

AB and RS therefore made proactive monitoring visit at 1100 - was raw material smell as well as clean tower smells on Marsh Green Road. Visited factory - one lorry had been sent off site and the other was moved into the airlock during visit.

Complaint received at 1225 - no lorries on yard at that time.

AB made further investigation at 1600 - was a slight treated air smell on Kenton Place - not very clean but acceptable.

Factory catching up and processing old material so load on towers higher than normal. Anticipate that will have caught up by tomorrow morning.

WK/200902499

18/05/2009	18/05/2009	Feltrim Avenue	Smell is coming from the Factory
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Case Actions:

Phone call made Rang factory - Not running at the moment will call back in a bit to confirm if they have anything on the yard.

EPSU Officer Visit Walked the area. Yard-type odour noticeable as well as the tower odour around Belle Isle and Norwood Avenue, nothing in Feltrim Ave or Rivermead Rd.
 Visit to the factory:
 At the time of the complaint one lorry was parked up on the yard, which was a little odorous according to factory operatives. One lorry was inside factory waiting to be tipped.
 The yard was a little odorous with a fallen stock lorry being washed down and a stronger than normal odour around the press room.
 The factory is due to start up at 16.00
 All lorries will be moved inside as soon as possible

Phone call received Call from today's complainant, He said that the smell had been around since about 09.30 when he was picked up to go out, he reported it when he got back in at lunch time. He said that it has not been that bad for some time and he has been out for a walk this afternoon and can smell it all round the area today.

WK/200902753

22/05/2009	22/05/2009	St Bernards Close	factory complaint - weather warm and sunny
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Case Actions:

Case Comments Call received by JL - is the 'usual smell' and has been noticeable for the past 2 hours.
 No process problems at factory and towers all OK.
 Wind SW

WK/200902754

22/05/2009	22/05/2009	Old Abbey Court	Factory complaint - weather sunny and breezy
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Case Actions:

Case Comments Complaint that smell has been bad since last night and complainant hopes that it will not spoil the weekend.
 No process problems and towers all OK.
 AB investigated - was strong but localised smell from towers - probably SF due to nature of smell.

Case Comments Tried to call complainant back but number 'not recognised' - ?false details given by complainant

WK/200902943

27/05/2009	26/05/2009	Salmonpool Lane	Factory complaint - weather overcast
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Case Actions:

Call received from TG:
 Complainant visited factory last night (26th) at approximately 7pm to complain about smell that he had witnessed at his property and to find out what had caused the odour.

Plant just starting up at the time and no problems with process. Pit was full however, and therefore a load of knacker had been waiting on yard between approx 1730 and 1750. This was then parked in the airlock prior to being tipped. This material was odorous by its very nature but was also older than normal because of the bank holiday. It may have been the cause of the problem. The complainant questioned the driver, who told him that he had scented the lorry but was not clear as to where this had been done.

Complainant also reported that had noticed the smell on the two previous weekends.

Case Comments AB reminded TG of H&S responsibilities and should therefore keep site secure. Also asked him to remind drivers of their responsibilities re scenting etc.

Received call from complainant - smell was the worst he had experienced (raw material type smell). He was not satisfied with the answers that he received regarding how long the lorry had been on the yard and whether it had been scented. I explained that I would like to avoid lorries ever being on yard and this would (to an extent) mitigate the risk that the scent may not be effective (or may not have been applied). The complainant had noticed a lorry leaving the site at the same time that he did (approx 7.15pm) which he described as stinking.

Called TG - Asked how arrivals are co-ordinated to ensure that lorries don't wait outside and what had gone wrong with this process last night. 'Risk' loads are identified on a daily basis and co-ordinated where possible so that they don't come in during rush hours and there is room for them to tip. This did not work yesterday because the previous loads had been larger than expected, including one from Canterbury which they had to tip in the pit as it was wet. (Only dry material can be stored on the floor in the raw material area). Asked TG to check on lorry leaving site at 7.15pm.

Call from TG - lorry leaving was the empty knacker lorry that may have caused the original problem. This was washed out inside the factory but there may still have been some odour associated with it. This would have been foul in nature, but should not be strong. I asked him to remind drivers of need to wash thoroughly.

WK/200903180

01/06/2009	01/06/2009	Marsh Green Road	Odour from factory , noticeable all day and worse now. Weather dry/hot wind E/NE
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Case Actions:

Case Comments Contacted TG - factory not processing, due to start up between 16:00 and 18:00.

TG to investigate if there are any problems. JLT operating.

Case Comments Complainant rang in again confirming that the odour was affecting his staff.

Case Comments TG visited the area 15:40 - very slight treated odour detected in Marsh Green Rd adjacent to Jewsons

No problem with the JLT tower

WK/200903208

02/06/2009	02/06/2009	Marsh Green Road	factory complaint - Hot with no wind
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Case Actions:

Phone call made Call made to the factory.
No problems reported, towers running within set parameters.
Will visit the area and see what's happening.

EPSU Officer Visit Towers noticeable in the area but not smelling unpleasant. Very little to no wind in the area. Any odours are hanging in the area longer than normal.

Towers are running within set limits however on the low side. Due to the hot weather TG is reluctant to increase the free chlorine levels. They will monitor and keep an eye on the levels as the day progresses.
The towers are working hard due to the nature of the material they are processing (lots of fumes in the press room). The factory is still processing yesterdays material but should have that cleared shortly.

WK/200903227

02/06/2009	02/06/2009	Marsh Green Road	factory complaint- very warm and very little wind.
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Case Actions:

Complaint Date	Odour Date	Address	Details
Phone call received			Complaint about a smell in the area. The company has been in the address for 18 months and has never noticed this smell. The smell has been in and around the area for the last 2days and "smells like road kill in the sun" RS will attend as the complainant has no idea where this smell is coming from.
Phone call made			Call to TG: no problems at the factory, towers running better then were at time of earlier complaint, nothing on the yard.
EPSU Officer Visit			Towers are noticeable in the area with a slightly yard smell, Visit to the site, nothing on the yard factory running without any problems.

WK/200903231

02/06/2009 02/06/2009 Marsh Green Road factory complaint- warm with no wind

Case Actions:

Phone call received Received another call again from the earlier complainant as the smell is still dire.
Case Comments Rang factory - no change in the processing, nothing on the yard.
Will not attending as have investigated two previous complaints and not found any odour which is breach of condition

WK/200903346

04/06/2009 04/06/2009 Gabriels Wharf Complaint regarding the factory smell this morning

Case Actions:

Phone call made call to the complainant then the factory
RS will attend

EPSU Officer Visit The complainant has 20 staff who take their breaks in the yard at the rear of the commercial premises. The wind today is blowing into the yard and is unpleasant.

The complainant also is concerned about the JLT lorries which park up outside the premises after unloading and washing out, These smell, and as they pull away they leave drips all over the road and this is very odours.

Factory not processing.
Only the JLT tower running and smells ok.

The factory is not processing and there is nothing on the yard, The problems last night and this morning may be attributed to a delivery that they could not tip last night which had to be stored in the airlock. There was also a strong smelling delivery this morning.

Lorries washed out before leaving factory and should be no significant odour. Fallen stock lorries are the only ones which tend to park up immediately outside factory site after tipping. TG will remind these drivers of their responsibility re cleaning etc. (Nb drips may be of water/cleaning chemicals/scent)

WK/200903354

04/06/2009 03/06/2009 Chandlers Walk Factory complaint - warm and overcast

Case Actions:

Phone call made RS will attend - complainant is unhappy with the smell last night.

Phone call made Call to the factory.
Factory not running at the moment and is not due to start up until 14.00.
Nothing in the yard

EPSU Officer Visit Problem last night with a lorry that they could not tip due to hydraulic problems. Was kept in the air lock over night and sorted out this morning.

WK/200903611

09/06/2009 09/06/2009 Marsh Green Road Factory Complaint - weather cloudy with a slight breeze

Case Actions:

Complaint Date	Odour Date	Address	Details
Case Comments			Complainant stated that the odour was detected first thing this morning. The smell has now become stronger hence the call.
Case Comments			AB and RS were in area doing routine, proactive inspection at the time when the complaint was received. Was strong tower smell - mostly clean although on one occasional was also a slight raw material odour. Generally was very strong chlorine smell. Visited factory and spoke to NP. Complainant had also rung factory direct. No process problems and stock levels very low. They had received a lorry of material at approximately time of RS/AB visit, which may explain slight raw material odour on yard. Free chlorine level on Large Flakt High - will reduce this to reduce strength of residual odour.

WK/200903631

09/06/2009 09/06/2009 Marsh Green Road Factory complaint - weather cool

Case Actions:

- Phone call received Call from the complainant to say that the odour had deteriorated over the day. RS will investigate
- EPSU Officer Visit Was very little odour on Marsh Green Road until past Jewsons where towers were noticeable. Smell was clean but quite strong. Was also yard-type odour although generally masked by tower smell.
- On site, the small flakt did not smell as good as has been recently. The levels are being observed closely and any changes will be reported.
- No obvious cause for yard-type smells. No spills or lorries etc.

WK/200904380

18/06/2009 18/06/2009 Salmonpool Lane Factory complaint - weather overcast but warm

Case Actions:

- Case Comments Complainant reported that was slight process or raw material smell at 0800. Was then a very strong chemical smell at 0820, which caused him to complain.
No process problems at factory and no deliveries. Free chlorine levels high on JLT and LF towers. Will reduce these slowly although not indicative of fault in dosing system.

WK/200904792

25/06/2009 25/06/2009 Marsh Green Road Factory complaint - weather overcast and muggy

Case Actions:

- Case Comments Call to say that smell bad since 8am.
AB investigated - was initial fairly strong yard smell on Marsh Green Road although this changed to a clean chemical smell which then persisted for remainder of period.
No process problems and towers all on set points. SF smelt very good, LF and JLT towers good. Nothing on yard and no explanation of 'yard' type smell.
Agreed to monitor again later in day. At that time no longer any yard-type smell.

WK/200904903

29/06/2009 26/06/2009 Salmonpool Lane Smell from factory

Case Actions:

- E-Mail received Alex
- You should already be aware, but just to make sure; we received an odour complaint Friday night (26.6.09) just before 8.00pm via your out of hours service re Salmon Pool Lane – we don't have any further details.
- The factory was processing normally without any problems and all towers were ok. There had been two raw material deliveries prior to the complaint (19.30 & 19.45), both tipped in the factory promptly. No vehicles were parked on the yard.
- Case Comments called complainant - number does not exist (?false details given)

Complaint Date	Odour Date	Address	Details
WK/200905101			
30/06/2009	30/06/2009	Willey's Avenue	Factory complaint- Wind strong SE weather- Hot
Case Actions:			
Phone call received	Complaint passed on from BST - complainant reports that the factory is smelling today.		
Phone call made	Call to Terry Green at the factory. They have had problems with an overdose on the small flakt which they are taking steps to remedy. The free chlorine is now down to 1000. They will continue to monitor closely.		
WK/200905255			
03/07/2009	02/07/2009	Radford Road	Factory complaint - weather hot, humid and still
Case Actions:			
Case Comments	Called complainant - no answer - message left Factory processing normally and towers all OK RS investigated - was very slight clean tower smell		
WK/200905387			
14/07/2009	05/07/2009	Bagshot Avenue	See actions
Case Actions:			
Case comments	Complaint made via email regarding odour generally. Suggested that meet to discuss but complainant did not contact us with date/time		
WK/200905392			
06/07/2009	05/07/2009	Rivermead Road	Strong odour coming from the above factory
Case Actions:			
EPSU Officer Visit	RS and AB investigating earlier complaints at the time of the call and on site at JLT when the call details were sent through. Odour assessment in the area between 11.00 and 11.30 detected yard and raw material type odours which resulted in an on site visit to further investigate the matter. The factory is not running at present and is carrying out maintenance on the small flakt which involved taking the ducting down, pressure washing the and deep cleaning the sections of ducting. This work has generated a quantity of very greasy water which has a strong odour. Although odorous the personnel on site did thought this would only be a very localised issue, however it could be an attributing factor to the odour off site. Meeting with the site management, at which it was decided that today's works would be finished asap and the works intended for later today would be put on hold for a less sensitive day, The odours water would be cleaned up and that future works of this nature would be done inside the factory if possible.		
WK/200905405			
06/07/2009	06/07/2009	Rivermead Road	Factory Complaint - weather warm cloudy with outbreaks of rain and a breeze.
Case Actions:			
EPSU Officer Visit	RS and AB investigating at the time of the call Odour assessment in the area between 11.00 and 11.30 detected a yard like smell with a raw material like odour which resulted in an on site visit to further investigate the matter. The factory is not running at present and is carrying out maintenance on the small flakt which involved taking the ducting down, pressure washing the and deep cleaning the sections of ducting. This work has generated a quantity of very greasy water which has a strong odour. Although odorous the personnel on site did thought this would only be a very localised issue, however it could be an attributing factor to the odour off site. Meeting with the site management, at which it was decided that today's works would be finished asap and the works intended for later today would be put on hold for a less sensitive day, The odours water would be cleaned up and that future works of this nature would be done inside the factory if possible.		
WK/200911859			
06/07/2009	06/07/2009	St Bernards Close	Factory complaint
Case Actions:			
Case Comments	See actions for previous complaints on same date		

Complaint Date	Odour Date	Address	Details
WK/200905406			
06/07/2009	06/07/2009	Bagshot Avenue	Factory Complaint - weather warm cloudy with outbreaks of rain and a breeze.
Case Actions:			
EPSU Officer Visit	RS and AB investigating earlier complaints at the time of the call and on site at jlt when the call details were sent through.		
	Odour assessment in the area between 11.00 and 11.30 detected a yard like smell with a raw material like odour which resulted in an on site visit to further investigate the matter.		
	The factory is not running at present and is carrying out maintenance on the small flakt which involved taking the ducting down, pressure washing the and deep cleaning the sections of ducting. This work has generated a quantity of very greasy water which has a strong odour. Although odorous the personnel on site did thought this would only be a very localised issue, however it could be an attributing factor to the odour off site.		
	Meeting with the site management, at which it was decided that today's works would be finished asap and the works intended for later today would be put on hold for a less sensitive day, The odours water would be cleaned up and that future works of this nature would be done inside the factory if possible.		
WK/200905408			
06/07/2009	05/07/2009	Feltrim Avenue	Factory complaint - weather hot, humid
Case Actions:			
Phone call received	Call from the complainant about the odour from the factory yesterday.		
	Call to the factory, they were not running yesterday and all was ok on site.		
WK/200905416			
06/07/2009	06/07/2009	Old Abbey Court	Factory complaint - weather warm and sunny but with strong breeze
Case Actions:			
Case Comments	Complaint that smell this afternoon has been disgusting. Wind WNW Factory not processing at time of call. JLT tower running - all OK AB and RS had investigated earlier complaint and found that tower smell was clean. Was occasional 'press room' type smell attributed to cleaning out ducting to SF. This activity had been stopped however.		
WK/200905431			
07/07/2009	06/07/2009	Rivermead Road	Factory complaint - weather mild with occasional heavy downpours
Case Actions:			
Phone call made	Rang complainant - Odour first noticed at 3pm and then at 8 - usual smell (although worse at 8). Duration uncertain as was leaving at the time when noticed it.		
Case Comments	complaint made out of hours - factory processing normally, no problems.		
WK/200905432			
07/07/2009	06/07/2009	Rivermead Road	Factory complaint - weather mild with occasional heavy downpours
Case Actions:			
Case Comments	complaint made out of hours - factory processing normally, no problems		
Phone call made	spoke to complainant - odour noticeable inside property - usual type of smell		
WK/200905433			
07/07/2009	06/07/2009	Rivermead Road	Factory complaint - weather mild with occasional heavy downpours
Case Actions:			
Case Comments	Complaint made out of hours. No address or telephone number provided. Factory processing normally and towers all OK.		

Complaint Date	Odour Date	Address	Details
WK/200905512			
08/07/2009	07/07/2009	Queens Road	Factory complainant - overcast and showers with strong NW wind
Case Actions:			
Phone call received	Complainant called in about the odour from the factory in the canal area yesterday between 16.00 and 18.00. Described the smell as a cross between rotting meat and bleach.		
Phone call made	Call to the factory to inform them of the complainant, TG said that although not on site yesterday at the time he was not aware of any problems at the factory.		
WK/200905697			
13/07/2009	12/07/2009	Bagshot Avenue	Factory complaint - weather showers
Case Actions:			
Community Patrol Visit	Complaint made out of hours - passed to Community Patrol Community Patrol monitored from Bagshot Ave no smells detected.		
Case Comments	Factory not processing at time of call. Had been problem when shutting down JLT tower on Saturday and so it switched itself off at some point on Sunday night or Monday morning. This was caused by operator error - TG will speak to operative involved and ensure that this does not happen again.		
WK/200905737			
13/07/2009	11/07/2009	Feltrim Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory via Cllr Winterbottom. Factory processing normally at time of call, towers all OK. Rang complainant to discuss - had been noticeable on Thursday and Friday as well.		
WK/200905745			
13/07/2009	13/07/2009	Queens Road	Factory complaint - weather warm with showers
Case Actions:			
Case Comments	Complaint of raw material smell. Factory not processing at time of call. JLT tower now running normally however had been problem when shutting down on Saturday and so it switched itself off at some point on Sunday night or Monday morning. This was caused by operator error - TG will speak to operative involved and ensure that this does not happen again.. AB investigated - could not detect odour in area.		
WK/200905748			
13/07/2009	13/07/2009	St Leonards Avenue	Factory complaint - weather warm with showers
Case Actions:			
Phone call received	Call from the complainant who has not complained before, described the smell as dead socks/animal smell. RS to investigate		
Case Comments	Call to the factory - no problems at the time of the complaint, Walked the area. JLT tower is noticeable in the area however it is smelling clean (chemical smell). There are other odours in the wind at present (composting site and a occasional JLT yard type of smell also noticeable).		
WK/200905749			
13/07/2009	13/07/2009	St Leonards Avenue	factory odour complaint - weather warm with showers, wind southerly
Case Actions:			
Phone call received	Factory odour complaint - weather warm with showers, wind southerly The smell has been bad all weekend but has now just walked back along Topsham road and can smell it all over the area. It is especially bad in her road.		
Case Comments	Call to the factory, no problems, not running. Only the JLT tower running. RS was in the area earlier and could smell the tower which was not unpleasant so will not investigate further.		

Complaint Date	Odour Date	Address	Details
WK/200905769			
13/07/2009	13/07/2009	Cotfield Street	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	Complaint about smell from Thursday until Monday. Factory shut down at 1800 on Saturday. Was problem when shutting down JLT tower and so it switched itself off at some point on Sunday night or Monday morning. This was caused by operator error - TG will speak to operative involved and ensure that this does not happen again. Otherwise, no process or tower problems throughout period. RS and AB investigated - was occasional and short-lived but fairly strong raw material smell beside canal. No obvious source at factory however and could not detect odour again.		
WK/200905832			
14/07/2009	14/07/2009	Topsham Road	Factory complaint - showers with sunny spells
Case Actions:			
Case Comments	Complaint made by councillors via receptionist at County Hall - odour from factory. AB and RS investigated - was very slight and occasional clean treated air smell on Topsham Road. Was also stronger but localised odour around Trews Weir footbridge. Again, this was a clean treated air type smell. No process problems at factory and raw material stocks low. Towers all running OK but SF free chlorine higher than normal. TG asked that this be reduced although AB/RS recommended caution as would prefer smell to be more chemical than process-type odour.		
WK/200905881			
15/07/2009	15/07/2009	Bagshot Avenue	Factory complaint- Overcast warm with occasional showers, wind SW fresh
Case Actions:			
Case Comments	Call from NP at the factory informing us of a complaint received at 07.36 this morning. The factory was running and did not have any reported problems at the time of the complaint. Towers running within set limits and smelling good, nothing on the yard. The factory now shut down and will not be processing today as they do not have sufficient material in at the moment. No contact back from the complainant despite message left.		
WK/200905968			
16/07/2009	15/07/2009	Bagshot Avenue	Factory complaint - weather warm
Case Actions:			
Case Comments	Complaint made direct to factory. Were just starting up at time of call - JLT and LF running but not SF. No process problems.		
WK/200906091			
20/07/2009	18/07/2009	Rivermead Road	Factory complaint - weather cool with occasional showers
Case Actions:			
Case Comments	Complaint made direct to factory. No process problems at factory and towers all running OK. Delivery received at 1030, but went straight in to factory and unlikely to have resulted in complaint.		
WK/200906458			
28/07/2009	28/07/2009	West Grove Road	factory complaint - weather overcast and windy
Case Actions:			
Case Comments	AB in area of Feltrim Avenue, Rivermead Road, Belle Isle and Trews Weir Reach at time of call: Was occasional and localised odour. Was identifiable as 'treated air' although not as clean as usual. Rang factory to check towers - TG reported all on set points and smelling good. RS to visit site later today on inspection so will check again then.		
Case Comments	Visit to the site and inspection of the process. The towers were on the lower end of the set limits however within the parameters.		

Complaint Date	Odour Date	Address	Details
WK/200906460			
28/07/2009	28/07/2009		factory complaint - wind SSW light and overcast.
Case Actions:			
Phone call received	Call from resident of Feltrim Ave saying that the smell was bad at the moment. They have complained in the past however not for a long time. Did not wish to give personal details.		
Phone call made	Call to the factory - no problems reported on site. They will investigate and get back to us. AB will go out and investigate.		
Case Comments	AB walked area of Feltrim Avenue, Rivermead Road, Belle Isle and Trews Weir Reach: Was occasional and localised odour. Was identifiable as 'treated air' but not as clean as it usually smells. Rang factory to check towers - TG reported all on set points and smelling good. RS to visit site later today on inspection so will check again then.		
Case Comments	Visit to the site and inspection of the process. The towers were on the lower end of the set limits however within the parameters.		
WK/200906462			
28/07/2009	28/07/2009	Feltrim Avenue	factory complaint - strong smell, over cast wind SWW
Case Actions:			
Phone call received	The complaint rang to complain about the smell in the area today. Normally wouldn't call, however is not very happy at the moment about the smell. AB will go out and investigate.		
Phone call made	Call to the factory to inform them of the complaint. They will carry out an investigation.		
Case Comments	AB walked area of Feltrim Avenue, Rivermead Road, Belle Isle and Trews Weir Reach: Was occasional and localised odour. Was identifiable as 'treated air' but not as clean as it usually smells. Rang factory to check towers - TG reported all on set points and smelling good. RS to visit site later today on inspection so will check again then.		
EPSU Officer Visit	Visit to the site - Towers were running within set limits however were on the lower end of the limits. Subjectively smelling ok. Was occasional process smell at the boundary of the factory however it was very occasional and drifting on the wind. It was not possible to locate the point of origin of this smell. The factory was running with vey little in the way of material coming in and will be closed down again in the early hours and kept off on Wednesday for maintenance.		
WK/200906475			
28/07/2009	28/07/2009	Trews Weir Reach	Factory Complaint - weather warm, with sunny spells
Case Actions:			
Case Comments	RS on site at the time of the complainant, occasional processing smell in the area, towers running at the lower end of the set limits however smelling ok. No processing problems on site.		
WK/200906477			
28/07/2009	28/07/2009	St Leonards Road	factory complaint - wind SSW, weather overcast
Case Actions:			
Case Comments	Call from complainant about the factory. Not noticed it for some time but has been there all day today - described as unpleasant odour/ acidic		
Case Comments	Site visit earlier , no problems on the site towers running on the low side of the settings but still within the set perimeters!. Called factory - no problems or changes since then.		
WK/200906478			
29/07/2009	28/07/2009	Feltrim Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments	Call made out of hours and details passed to factory No process problems at time of call and towers all ok TG investigated in area - found very localised and slight clean treated air smell Rang complainant to explain and discuss. She will call again if she regards smell as unacceptable.		
WK/200911864			
29/07/2009	28/07/2009	Feltrim Avenue	Factory complaint
Case Actions:			
Case comments	No process problems and towers all OK.		

Complaint Date	Odour Date	Address	Details
WK/200907374			
04/08/2009	04/08/2009	Friars Walk	factory complaint
Case Actions:			
Attachment	text of complaint made by email:		
	<p>I walk my dog twice a day along the river and canal and have been increasingly upset by the disgusting smell from the animal recycling factory. It doesn't seem to matter what day, time it is, nor what the weather conditions are, the smell is almost always there and increasingly unpleasant. This is such bad publicity for Exeter!! I have witnessed many visitors physically affected by the odour - and have overheard comments about not wanting to continue their walks or paddle along the canal because the smell makes them retch. I feel the same. I cannot understand how the City Council can tolerate such a factory so close to the Riverside and what is one of Exeter's biggest attractions. Why can't this factory be closed down and relocated further out of town? I have also suffered the stench left in the wake of trucks delivering the carcasses - and witnessed the effect on other people. Even more disgusting although more temporary. On a sunny evening when families are out for a summer evening walk, the last thing you want is to experience the unbearable stench left in the air as one of the animal delivery trucks drive past.</p>		
Phone call made	<p>No specific instance of odour - unable to investigate. Rang complainant to discuss and explain procedure for making complaints about factory and vehicles.</p>		
WK/200907831			
06/08/2009	06/08/2009	Marsh Green Road	Factory complaint - warm and overcast, wind NE
Case Actions:			
Case Comments	<p>Complaint about the factory, RS had visited the area earlier in the day (12.30) on routine inspection. The wind direction earlier was NNE blowing any odour further down the canal. The smell downwind was a strong but clean chemical smell. RS walked the area again at 15.05 and could pick up a strong clean tower smell towards the recycling centre end of Marsh Green Road. The wind had shifted towards the east. RS visited the site and checked the towers, which were all smelling clean and running within set limits, the records showed that the small flack tower was running at 750 ie at the upper end of the limit. This had increased over the last 2 hrs. The option of reducing the level was discussed, however with the weather improving and the time delay associated with any change to the towers this was dismissed. RS went out to the complainants and discussed the findings of the investigation and explained the process at the factory. The complainants did say that the smell had not been as bad as it had been in the past.</p>		
WK/200908004			
10/08/2009	10/08/2009	Feltrim Avenue	Factory complaint - overcast and warm
Case Actions:			
Phone call received	Complaint about the factory, described as a soupy smell.		
Phone call made	Factory not processing at the moment and will not start until early hours of tomorrow. JLT tower is running and TG will check that they have no unreported problems on site at the moment. Very little stock on site at present.		
EPSU Officer Visit	AB checked Feltrim Avenue/Rivermead Road area. Very slight and very occasional clean treated air smell.		
WK/200908358			
14/08/2009	14/08/2009	St Bernards Close	Factory complaint - weather very warm
Case Actions:			
Case Comments	<p>AB investigated - treated air smell, clean but not fresh No process problems at factory and towers all OK</p>		
WK/200908375			
17/08/2009	15/08/2009	Feltrim Avenue	Smell coming from factory - weather warm and sunny
Case Actions:			
Case Comments	<p>Complaint made out of hours Factory not processing at time of call - shut down during Saturday morning. Only JLT tower running, all OK 1t of material delivered shortly before 12 but otherwise no stock.</p>		

WK/200908430

17/08/2009	14/08/2009	Feltrim Avenue	Factory complaint - weather warm and sunny
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Case Actions:

Case Comments Complaint regarding smell from factory
 AB investigated - treated air smell, clean but not fresh
 No process problems at factory and towers all OK

WK/200908576

18/08/2009	18/08/2009	St Leonards Avenue	Dark smoke complaint
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Case Actions:

Case Comments AB witnessed smoke - visible from office at time of call.
 Had been notified day before by JLT of fault with No3 boiler resulting in occasional and brief dark smoke emissions.
 Replacement part was on order.
 Rang JLT for update - part arrived and will be fitted late morning. Then will be approx 1 hour period when may be occasional brief emissions whilst valve is adjusted to correct flow rate.

WK/200908599

18/08/2009	18/08/2009	Glenwood Rise	Factory complaint - weather warm cloudy breezy
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Case Actions:

Case Comments Call received while JL, RS and AB at factory for meeting.
 Towers all on set points and processing normally.

Phone call received Complainant was walking up Glenwood Rise and noticed a strong smell coming from the factory

WK/200908609

18/08/2009	18/08/2009	Water Lane	Vehicle complaint - odour from parked lorries at depot
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Case Actions:

Case Comments Complaint that lorries parked in depot are causing odour problems to workers. Problem is less when lorries are sheeted.
 Rang TG - agreed to keep all lorries sheeted except when they are being worked on in workshops.
 Called complainant back to advise - agreed to call again if problem still occurs.

WK/200908649

19/08/2009	19/08/2009	Willeys Avenue	Factory complaint - weather overcast and cool
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Case Actions:

Case Comments Call received regarding strong chlorine odour.
 AB and JL investigated - was strong clean chemical smell in area of Haven Road and Willeys Avenue.
 Visited factory - were in process of shutting down but towers all smelt good. JLT tower was different type of odour to usual. Had changed water supply from mains to waste water from cooling tower - this contains no chemicals or additives but is warmer than mains, which may explain the different nature of the residual odour. Agreed that would continue with test and monitor.

Tried to call complainant to discuss but number unavailable

WK/200908710

19/08/2009	19/08/2009	Feltrim Avenue	factory complaint - overcast and warm.
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Case Actions:

Complaint Date	Odour Date	Address	Details
Case Comments			Discussed the odour with the complainant who described the smell as an acrid smell. They were quite distressed about the problem. RS called the factory and talked to TG, The factory is processing and started up about 13.00 today. They will carry out an internal investigation and report any findings tomorrow. RS will go out and try and witness the smell.
EPSU Officer Visit			RS walked the area from 18.00-18.45 JLT was noticeable from St Leonards church, Belle Isle, Norwood Ave, Feltrim Ave and Rivermead Rd. The odour was very different to the normal clean tower odour. RS will investigate further this morning as to what was going on at the factory and walk the area again.
Phone call made			Call to TG at the factory about the complaint last night. The findings of the investigation last night were that the towers were all running ok with nothing on the yard. As far as they could tell nothing was untoward at all.

WK/200908759

20/08/2009 20/08/2009 Rivermead Road Factory complaint - weather warm, overcast with a slight breeze

Case Actions:

Case Comments	Could not call the complainant as no number given
Case Comments	Complainant has just noticed the smell as she has just returned home.
EPSU Officer Visit	AB and RS investigated the area and then went to the factory. Rivermead Road had a strong, clean odour which was not unpleasant. The factory was running and towers operating within the set limits.

WK/200908784

20/08/2009 20/08/2009 Feltrim Avenue Factory complaint - weather very warm but overcast

Case Actions:

EPSU Officer Visit	AB and RS in the area earlier in the day, Rivermead Rd had a strong, clean tower smell. The wind was swinging more to the west throughout day. The factory is running and has reported no problems at the moment, however they are investigating the matter and will report any findings.
Case Comments	The complainant did not want a call back.

WK/200908785

20/08/2009 20/08/2009 Old Abbey Court Factory complainant - warm and overcast

Case Actions:

Case Comments	Complaint passed to Environmental Health from TG at the factory.
Phone call made	Number incorrect – unable to contact complainant
Case Comments	AB and RS walked the area earlier in the morning. JLT was noticeable with a slightly strong clean tower odour. At the factory the towers were smelling clean and running within set limits.

WK/200908786

20/08/2009 20/08/2009 Salmonpool Lane factory complaint- warm and overcast

Case Actions:

Case Comments	Complaint about the odour from the factory this morning. Complaint has been passed on to the factory. No problems at the factory at the time of the visit today 11.00-11.30 Over night levels on one of the towers had dropped, however this had been rectified. Will continue to monitor over the course of the day.
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WK/200908790

20/08/2009	20/08/2009	Feltrim Avenue	factory complaint - weather sunny but breezy
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Case Actions:

Case Comments email received from switchboard:

Hello,

I have just taken a call on switchboard from an extremely angry customer, Mrs XXXXX of 47 Feltrim Avenue who was literally screaming down the phone that she wanted a complaint passed to Environmental Health about "the disgusting stench where she lives". I offered to transfer her call but she just went on screaming about how awful it was that nothing has been done and that she wanted me to tell you how disgusting it was. I managed to get her name and address but that was all I managed to get as she hung up and therefore her tel. number disappeared from screen. I just wanted to let you know.

Customer Service Officer

Case Comments Address given by complainant does not exist

AB and RS in area during morning. Was strong clean chemical smell. Towers all smelt good although small flakt free chlorine slightly high. This had returned to normal levels by time of this complaint however.

No process problems.

WK/200908846

21/08/2009	20/08/2009	Knightley Road	Factory complaint - weather dry but windy
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Case Actions:

Case Comments Complaint made on morning of 21/08 regarding smell on previous evening. Described as 'process rather than chemical' smell.

No process problems at factory. Shut down at 0100 on 21st.

Towers all on set points, free chlorine levels OK.

WK/200908932

24/08/2009	21/08/2009	Bagshot Avenue	Factory smell - unpleasant odour
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Case Actions:

Attachment complaint made via website - disgusting smell at 21.30 on 21st August

Case Comments Factory were processing at time of complaint. No problems with process and towers all on set points. Emailed complainant with findings of investigation and offered to meet to discuss further.

Complainant did not want to meet

Complaint Date	Odour Date	Address	Details
WK/200909002			
24/08/2009	22/08/2009	St Leonards Avenue	Factory complaint - weather breezy with occasional showers
Case Actions:			
Case Comments	Complaint made direct to factory over weekend. Were still processing at time of call, but no problems and towers all OK.		
WK/200909052			
25/08/2009	24/08/2009	Feltrim Avenue	Factory complaint - weather wet
Case Actions:			
Community Patrol Visit	Call made out-of-hours: Odour of rotting animals first noticed by caller at 19:10 call received at 19:30 Community Patrollers telephoned complainant - odour now gone.		
Case Comments	Rang factory - started up at 1700. No process problems identified at time but subsequently found that process fan was running at too low a speed when feeding the incinerator. This would have increased the load on the LF by increasing odour concentration in dryer room. This may have affected odour beyond process boundary. Towers all on set points although SF not yet running.		
WK/200909094			
25/08/2009	25/08/2009	Bagshot Avenue	Factory complaint -weather cool and breezy
Case Actions:			
Case Comments	Complainant also called factory direct. AB, RS and JL in area at time of call - were two localised but quite strong smells. One was purely chemical, the other was treated air but not clean. Visited factory. Were processing normally and towers all OK. Sniffer points smelt as normal so no explanation of why odour downwind was not fully 'clean'.		
WK/200909110			
25/08/2009	24/08/2009	Rivermead Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made directly to factory out of hours. Started up at 1700. No process problems identified at time but subsequently found that process fan was running at too low a speed when feeding the incinerator. This would have increased the load on the LF by increasing odour concentration in dryer room. This may have affected odour beyond process boundary. Towers all on set points although SF not yet running. Community Patrollers attended another complaint at approx this time. Were told that odour ceased after 10 minutes.		
WK/200909111			
25/08/2009	24/08/2009	Old Abbey Court	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made directly to factory out of hours. Started up at 1700. No process problems identified at time but subsequently found that process fan was running at too low a speed when feeding the incinerator. This would have increased the load on the LF by increasing odour concentration in dryer room. This may have affected odour beyond process boundary. Towers all on set points although SF not yet running. Community Patrollers attended another complaint at approx this time. Were told that odour ceased after 10 minutes. Called complainant - false number given.		
WK/200909112			
25/08/2009	24/08/2009	Gras Lawn	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. No process problems at time of call and towers all on set points		

Complaint Date	Odour Date	Address	Details
WK/200909136			
26/08/2009	24/08/2009	Barrack Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint regarding smell between 1930 at 2000. Call made to ECC on following day. No process problems at time of call although had been fault with process fan on start up.		
WK/200909190			
27/08/2009	27/08/2009	Norwood Avenue	factory complaint-overcast and warm with SW wind
Case Actions:			
Phone call received	Complaint about the smell from the factory - smell described as a dry dog food type smell, rather than the normal smell that they get. It was bad most of the night.		
Phone call made	Call to NP at the factory - no reported problems at the factory although they are changing or working on a probe on the small flakt		
	RS will investigate the area.		
EPSU Officer Visit	RS walked the area around Belle Isle Norwood Ave, Feltrim Ave and Rivermead Road. The wind is a light SW. The towers are noticeable and are smelling slightly chemical but clean.		
	The factory had a problem overnight with the small flakt - free chlorine is now at 1500. The offending probe has been replaced. All the towers smell very good at the sniffer points.		
WK/200909201			
27/08/2009	27/08/2009	St Bernards Close	Factory complaint - weather warm but cloudy
Case Actions:			
Case Comments	Complaint that smell bad since 0900.		
	RS walked the area around Belle Isle, Norwood Ave, Feltrim Ave and Rivermead Road. The wind is a light SW. The towers are noticeable and are smelling slightly chemical but clean.		
	No problems at the factory at the time of the call and all the towers smell very good at the sniffer points.		
	The factory had a problem overnight with the small flakt - free chlorine is now at 1500. The offending probe has been replaced. All the towers smell very good at the sniffer points.		
WK/200909202			
27/08/2009	27/08/2009	Magdalen Road	Factory complaint - weather cloudy but warm
Case Actions:			
Case Comments	RS walked the area around Belle Isle, Norwood Ave, Feltrim Ave and Rivermead Road. The wind is a light SW. The towers are noticeable and are smelling slightly chemical but clean.		
	No problems at the factory at the time of the call and all the towers smell very good at the sniffer points.		
	The factory had a problem overnight with the small flakt - free chlorine is now at 1500. The offending probe has been replaced. All the towers smell very good at the sniffer points.		
WK/200909206			
27/08/2009	27/08/2009	Feltrim Avenue	Factory Smell - strong odour
Case Actions:			
Case Comments	RS in area earlier in day - clean treated air smell although quite strong in places. No process problems at factory and towers all OK. Wind strong SW		

Complaint Date	Odour Date	Address	Details
WK/200909217			
27/08/2009	27/08/2009	St Bernards Close	Factory smell - very strong odour
Case Actions:			
Case Comments	RS in area earlier in day - clean treated air smell although quite strong in places. No process problems at factory and towers all OK. Wind strong SW		
WK/200909246			
28/08/2009	28/08/2009	Feltrim Avenue	Factory complaint - weather sunny intervals with breeze
Case Actions:			
Phone call made	Call to the factory to report the complaint. Factory is not running at present but will be starting up this afternoon, no problems reported at the factory with just the one tower running. Neil will have a look at the tower levels and report back.		
EPSU Officer Visit	RS walked the area - wind is very strong and blustery. Has swung now blowing down the canal. No odour detected in the area. Only one tower running at the time of the visit as the factory is not processing. Odour at the tower sniffer point is very good. The factory will start processing at approximately 14.00 today.		
WK/200909574			
03/09/2009	03/09/2009	Salmonpool Lane	factory complaint - Wind strong overcast with showers
Case Actions:			
Case Comments	Call from complainant describing a strong chemical smell in the area noticeable in the mornings however in the area now at 16.30. Call to the factory informing them of the complaint, Wind is in the right direction for the Salmonpool Lane area. The factory is not running at present, only the JLT tower is on. They will start an investigation and report any findings tomorrow.		
Case Comments	No problems reported back from the factory.		
WK/200909886			
10/09/2009	10/09/2009	Marsh Green Road North	Factory complaint-weather warm, dry with light breeze
Case Actions:			
Phone call made	Call to the factory, No reported problems at the factory. They have just had a delivery of fallen stock, RS will investigate		
EPSU Officer Visit	RS walked the area and called on the complainant. The complainant said that the smell was repulsive this morning. Not that bad at the time that I was there however at the time of the call this morning it was really bad. Walking up Marsh Green Road the towers were noticeable. There was also a noticeable odour that was not a tower odour but it was untraceable by the time I got back to the factory. The towers were all running within set parameters. NP from the factory said that they were going to disinfect the yard area either today or tomorrow. No problems on site at the time of the visit.		
WK/200910079			
14/09/2009	14/09/2009	Marsh Green Road North	Factory complaint - Overcast warm with light NE wind
Case Actions:			

Complaint Date	Odour Date	Address	Details
Case Comments			Call from the complainant, saying that the smell from the factory has been bad all morning. RS will investigate
EPSU Officer Visit			RS walked the area . Odour at the far end of Marsh Green Road, could be a combination of the effluent tank, yard smell and a delivery of fallen stock , not a tower smell Factory not running, JLT tower running and smelling very good. NP from the factory walked the area with RS and identified a number of things that the odour could be. Further investigation to take place on site to look at the temperature of the effluent tanks and to use disinfectant along the back of the factory.

WK/200910105

15/09/2009 15/09/2009 Marsh Green Road Factory smell really bad this morning

Case Actions:

Phone call received Received call from the complainant informing me that the smell was getting worse.

Phone call made Contacted TG and notified him that we had received a factory complaint. I told him that AMB would be in touch with him.

Phone call made Call to the factory to investigate.

 Problem with the dosing system on the small flakt this morning which resulted with them hand dosing the tower. From having very little free chlorine they then over-dosed the tower.

 Operatives from the factory visited area and reported a very strong chemical odour in the Marsh Green Road area.

 This is being monitored at the moment and any further problems will be reported.

 RS to visit.

EPSU Officer Visit The wind has swung round and is now blowing down the canal.

 The complainant said that this morning was the worst that it had been in months, the smell had changed from when they first came in around 10ish to a very strong chemical smell.

 At the time of the investigation there was no odour detectable in the area. Advised the complainant to contact us if they have any further problems.

WK/200911868

15/09/2009 15/09/2009 Marsh Green Road Factory complaint

Case actions:

Case comments Complaint that smell still bad.
Fault with small flakt now resolved. On previous visit by ECC was no odour. Investigation by factory staff did not identify odour.

WK/200910238

17/09/2009 17/09/2009 Marsh Green Road Factory complaint - weather fine and sunny

Case Actions:

Complaint Date	Odour Date	Address	Details
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Case Comments Call received - odour bad and getting worse.
Passed to RS, who is in area, for investigation

EPSU Officer Visit RS visited the complainant, on entering the complainants property there was a very noticeable smell. The complainant said that the smell this morning was very bad but it was getting better.
The smell in the area outside of the complainants was a strong but clean chemical tower smell, however there were occasional fugitive emissions noticeable as well.

Factory visit towers smelling ok. Large flakt has smelt better but not unpleasant. The effluent tank pump had failed and had been switched over to a mobile pump in order to stop the tank going anaerobic. There was a spill evident around the area of the tanks, which was odours and may have been responsible for the fugitive emissions off site. Works to the pump had just taken place and the area was going to be cleaned down and sprayed with disinfectant.

WK/200910314

18/09/2009 18/09/2009 Marsh Green Road Factory complaint -cloudy not much breeze

Case Actions:

Phone call received Complainant reports that smell has just started.

Phone call made RS and AB were at the factory prior to complaint being received for a meeting. The JLT tower was running but the factory was not processing. At the time the tower smelt ok.
Call to the factory to investigate following complaint.
They are just starting up and NH will go out and have a sniff to see if he can pick up a problem.

Phone call received Call from NH
Has walked the Marsh Green Road area and can pick up the tower smell at the far end of the road. He said that the smell was strong chemical. He will let the tower settle down as they have just started up and then re-adjust the levels as required.

WK/200910466

22/09/2009 22/09/2009 Bagshot Avenue Factory complaint - weather cool and clear

Case Actions:

Case Comments Complaint received by email of smell earlier this morning.
No process problems at factory and towers all OK.

WK/200911871

22/09/2009 22/09/2009 Bagshot Avenue Factory complaint

Case Actions:

Case comments Complaint that odour still noticeable.
No process problems and towers all OK
Slight, clean treated air smell

WK/200911082

30/09/2009 30/09/2009 Marsh Green Road factory complaint - weather overcast and muggy

Case Actions:

Case Comments Unable to attend complaints due to staff leave and other commitments.

Passed details to factory - towers all operating normally and smelling good. Load on them is low because only processing at reduced capacity. No2 (main) boiler is out of action so running at reduced throughput using only No3 boiler and stand-by incinerator. Raw material is being diverted to other sites as a result.

Factory staff could not detect any odour on Marsh Green Road although wind very slight and variable. May have been caused by transient source e.g. raw material delivery.

WK/200911397

07/10/2009 07/10/2009 Marsh Green Road Complaint regarding factory odour - weather very wet

Case Actions:

Case Comments Complaint received re smell from factory.
Due to time of call, no officers available to attend.
Information from factory - now processing normally although started up earlier in afternoon. Towers all OK. No odour detectable on Marsh Green Road.
Weather VERY wet.

Complaint Date	Odour Date	Address	Details
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WK/200911416

08/10/2009	08/10/2009	Marsh Green Road	clear day, no cloud, light breeze
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Case Actions:

Phone call received Complainant states that the stench is so bad that an inspection at his garage had to be cancelled

Phone call made Call to the factory.

TG went around the towers an hour ago and said that they did not smell as good as he would like. The towers are being adjusted at the moment, the levels are being increased slowly so that the levels don't bounce.

The factory is processing currently with no other reported problems. Terry will investigate the complaint and report any further findings.

WK/200911872

08/10/2009	08/10/2009	Marsh Green Road	Factory Complaint
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Case Actions:

Phone call received Call - the smell is getting worse.

RS will visit.

EPSU Officer Visit RS and AB visit to the area - strong chemical tower smell in the Marsh Green Road area. On-site investigation revealed JLT and small flakt towers smell strong, chemical but clean. Free chlorine levels are being observed closely, and adjusted as required.

WK/200911604

13/10/2009	13/10/2009	Marsh Green Road	Factory complaint - weather sunny but cool
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Case Actions:

Case Comments Complaint of strong chemical odour all day.
AB investigated - was strong clean tower smell on Marsh Green Road. Towers all on set points and smelling good.