

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

Complaint	Odour Date	Address	Details
WK/200913095			
16/11/200	16/11/2009	Rivermead Road	Complaint direct to factory 16/11/09
Case Actions:			
Case Comments	Complaint direct to factory at 08:37 16/11/09.		
	TG confirmed factory not processing - 10 minutes before the complaint odour treatment had been switched from the large Flakt tower to the JLT tower - this could have placed the factory at risk as the towers were switched over.		
WK/200913141			
17/11/200	17/11/2009	Feltrim Avenue	Factory complaint : Weather sunny with a very slight breeze
Case Actions:			
Phone call made	DK phoned TG at JLT to let him know about the complaint.		
Phone call	From Neil @ Factory to say that the wind is blowing in the direction of Feltrim Avenue. There is no fault with the processes and everything in working correctly. The towers are smelling 'chemical' but normal.		
WK/200913153			
17/11/200	17/11/2009	Knightley Road	Factory Complaint - weather sunny, cold with a slight breeze.
Case Actions:			
Case Comments	JL in area 12:30 - 13:00 met NH from factory - very slight treated air odour detected in Rivermead Rd - no odour in Knightley Rd at time of visit. Odour not offensive. There was also an odour of smoke in the area from a small bonfire on the allotments on the other side of the river.		
	The wind was slight and variable W/SW.		
	No process problems.		
WK/200913557			
24/11/200	24/11/2009	Bagshot Avenue	Factory complaint, wind very strong SW, wet and over cast. Factory had reported earlier a breakdown.
Case Actions:			
EPSU Officer Visit	Following a call from the factory RS went out to investigate if there was a problem being generated from the breakdown. RS walked the Belle Isle area, Feltrim, Norwood and Rivermead Road area. Detection of any odour was difficult due to the blustery conditions. There was a slight odour present in the Belle Isle park area and the Rivermead Road area however the wind was shifting all the time and any odours detected were dispersed relatively quickly.		
	In discussion with NP from the factory, the break down will take approximately 8 hrs to fix. Due to the location of the problem the crane is going to have to be in the factory all day. As a result lorries containing fallen stock are being held on the yard. All deliveries that are possible to delay or cancel have been contacted; however, this is proving problematic due to operational factors within the PDM group. NP will keep Exeter City Council Env Health updated.		
Phone call	Complaint about the smell from the factory, described as acrid - sulphurous chemical odour. Explained that there was a breakdown on site at present RS has gone to the area prior to the complaint coming in and will report back.		
WK/200913573			
25/11/200	25/11/2009	Bagshot Avenue	Factory complaint- Windy, clear now but has been cloudy and wet
Case Actions:			
Case Comments	AB investigated. Was strong, localised odour (?tallow) at junction of Rivermead Road and Topsham Road. This lasted approx 5 minutes. For remainder of investigation (approx 40 minutes), was slight, clean tower smell. Two raw material lorries parked in factory and in airlock following breakdown yesterday - nothing on yard at time of call however. Was brief loss of incineration at 0935, however boiler firing rate returned to normal before stand-by incinerator started up. This could have resulted in a brief period of odour and may be what was detected by AB.		

Complaint	Odour Date	Address	Details
WK/200913579			
25/11/200	25/11/2009	Rivermead Road	Strong odour coming from the above factory
Case Actions:			
Case Comments	<p>AB in area at time of call. Had been strong, localised odour (?tallow) prior to call being received however at time of call and subsequently was slight, clean tower smell.</p> <p>Two raw material lorries parked in factory and in airlock following breakdown yesterday - nothing on yard at time of call however.</p> <p>Was brief loss of incineration at 0935, however boiler firing rate returned to normal before stand-by incinerator started up. This could have resulted in a brief period of odour and may be what was detected by AB.</p>		
WK/200913642			
26/11/200	26/11/2009	Gras Lawn	Factory complaint - weather sunny and mild
Case Actions:			
Case Comments	<p>AB investigated in area - was noticeable tower smell - probably from small flakt.</p> <p>RS visited site - towers all OK and processing normally. One lorry of cows parked on yard temporarily because access to fallen stock area blocked by crane. This will be inside factory within 30 minutes.</p>		
WK/200913643			
26/11/200	26/11/2009	Rivermead Road	Factory complaint - weather mild and sunny
Case Actions:			
Case Comments	<p>AB investigated in area - was noticeable tower smell - probably from small flakt.</p> <p>RS visited site - towers all OK and processing normally. One lorry of cows parked on yard temporarily because access to fallen stock area blocked by crane. This will be inside factory within 30 minutes.</p>		
WK/200913691			
30/11/200	27/11/2009	Rivermead Road	Factory complaint- wind wsw, overcast with showers
Case Actions:			
Phone call	<p>Call from the factory informing us that they had received a complaint from Rivermead Rd, The factory was processing and the towers were running within set parameters. No problems were reported at the time of the complaint.</p> <p>RS and AB will go out and investigate.</p>		
EPSU Officer Visit	<p>RS and AB walked the area from Belle Isle to Salmon Pool Lane. Odour from the towers was detectable around the end of Rivermead Rd and Salmon Pool Lane. Towers were noticeable but clean and not strong.</p>		
WK/200914225			
08/12/200	04/12/2009	16 Feltrim Avenue	Loud noise coming from the above factory during the night
Case Actions:			

Complaint	Odour Date	Address	Details
Case Comments	call from JLT to report complaints received by them over the weekend: 2345 04/12/09 1350 05/12/09 1420 05/12/09		Boiler was 'howling' as result of running on gas - reduced the volume by manually controlling the firing rate however problem not resolved until shut down. Will restart today (07/12) on gas and will monitor situation. Have engineer coming out on Wednesday to assess.
Case Comments	Call from factory - complaint received at 2115 on 07/12/09 - therefore switched to tallow Will restart on gas today when RS and AB are on site to assess		
Phone call made	Another complaint received, regarding last night - RS made call to the complainant, no answer and no messaging facility .		
Phone call made	Call to the factory to inform them of the complaint about the noise last night. NP was interested to find out the time of the problem last night as they switched back from the gas last night after a complaint. They have no details for the complaint last night and are wondering if this is the same person. RS was in the area last night between 4 and 5.30 (was SW wind, overcast and raining). The factory was running on gas and there was an audible tone. This was audible from Belle Isle all along Rivermead Road. Due to road traffic noise the tone was not audible on Topsham Road however in the side streets off Topsham Rd it was. At the time of the walk around RS called the factory to see what could be done to reduce the noise and they would look into the problem, as they could find no solution the factory switched back to tallow later in the evening.		
EPSU Officer Visit	site visit by AB and RS noise clearly audible on site and noticeable on the far side of the river eg Norwood Avenue. Not resolved unless firing rate dropped to ~60% Factory are running on gas because it is significantly cheaper than tallow at the moment and are processing at 100% firing rate because have lots of material.		Agreed to run on tallow until Thursday when have boiler engineer visiting. Will then reassess but accept that may need to implement noise insulation works to area of noise source and/or run on tallow in the meantime.

WK/200918316

10/03/201 10/03/2010 Marsh Green Road Factory complaint-weather clear with strong breeze

Case Actions:

Phone call Call received of strong smell coming from JLT

Case Comments Phone call received from NP earlier in day to inform us that were commissioning new equipment on number 2 boiler and, although the incinerator was being run, the main process room had become quite fumey at times as a result of interruptions to the dryer.

AB investigated complaint - when went into complainant's premises, odour was strongly chemical but when left there was more of a process-type odour. At site, all three towers smelt very clean. Works to boiler going well and nearly finished. Repairs were being undertaken on effluent settlement tank pipework however. This may have been cause of transient process type smell witnessed. These works will be completed today.

Complaint	Odour Date	Address	Details
WK/200918352			
11/03/201	11/03/2010	Water Lane	Complaint regarding strong odour coming from lorries coming and going from the above factory
Case Actions:			
Attachment	email received		
Attachment	Letter from Ben Bradshaw		
Attachment	Response to Ben Bradshaw letter.		
Case Comments	Called complainant, explained situation as per letter and gave him contact details in event of a complaint		
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WK/200918985			
24/03/201	23/03/2010	Matford Lane	Factory complaint - weather wet and windy
Case Actions:			
Case Comments	Call received as AB and JL returning from routine downwind assessment. Fault with process at factory resulted in poor combustion in boiler and fume in process room. Incinerator started up and plant restarted ASAP. Odour downwind was combination of clean tower smell plus occasional process/press type smell. Not strong however or very constant so not considered breach of conditions in the circumstances.		
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WK/200919037			
25/03/201	25/03/2010	Marsh Barton	Factory complaint - weather wet
Case Actions:			
Case Comments	AB investigated - was occasional and slight, clean treated air smell on Marsh Green Road. Was stronger odour on Willeys Avenue/Water Lane - probably small flakt. No process problems and towers all OK.		
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WK/201000048			
06/04/201	01/04/2010	Feltrim Avenue	factory complaint - cloudy and a bit breezey
Case Actions:			
Phone call made	Call to factory to report complaint - no officers available to investigate		
Case Comments	SF first stage dosing probe fault identified at mid day. Re-Calibrated probe but would have taken a couple of hours to stabilise acid dosing at correct level.		
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WK/201000148			
06/04/201	03/04/2010	St Leonards Avenue	Complaint made direct to factory - weather wet and windy
Case Actions:			
Case Comments	Received complaint details from factory. Site was shutting down at time of call and all towers etc operating normally. Wind slight southerly. Called complainant to inform of outcome of investigation but no answer. Message left.		