

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

| Complaint Date | Odour Date | Address | Details |
|-----------------------|---|-------------------------------|---|
| WK/201001400 | | | |
| 21/04/2010 | 21/04/2010 | Marsh Green Road East | Factory complaint - weather warm and sunny with slight N/NE wind |
| Case Actions: | | | |
| Case Comments | Unable to investigate at time of call as all officers out/in meetings. Rang complainant back at 1200 - smell still bad so AB visited site. Odour on Marsh Green Road very variable and generally slight. Sometimes clean neutral treated air smell and sometimes slight process/greaves-type smell. No process problems at factory, towers all OK and no obvious source of fugitive emission of process-type smells. | | |
| WK/201001712 | | | |
| 27/04/2010 | 27/04/2010 | Marsh Green Road North | Complaint about smell from factory. Weather warm & sunny with a slight breeze. |
| Case Actions: | | | |
| EPSU Officer Visit | RS visit One Land Rover with loaded trailer parked up on Water Lane adjacent to Cotfield Street taking a break, smelling very strong, Reported to NP who had it moved. The Marsh Green Road area had a strong tower odour which was clean but strong. However in the yard area of the complainants there was a smell of effluent. The complainant was very cross and will in the future ring directly in rather than put up with the smell. Towers on site within spec, effluent tank area smelling a bit strong but no problems. | | |
| Phone call received | Complainant stated that the smell from the factory is quite bad as it is permeating the office. It is a warm and sunny day with very little breeze | | |
| WK/201001730 | | | |
| 27/04/2010 | 27/04/2010 | Matford Avenue | Factory complaint - weather warm and sunny with some cloud and a slight breeze |
| Case Actions: | | | |
| Case Comments | Investigated and found it not to be factory complaint but a bush near complainant house. Complainant stated that the odour has been bad for the last 4 days. (factory closed down over the weekend early sat morning). RS at factory at the time of the complaint with the wind blowing down Marsh Green Road, not towards Topsham Road. | | |
| WK/201001792 | | | |
| 29/04/2010 | 28/04/2010 | Water Lane | Vehicle complaint - lorry |
| Case Actions: | | | |
| Phone call received | Call from Steve at the factory, They had a complaint last night about a lorry going up Water Lane. This does tie in with an empty lorry leaving the factory at that time. I reiterated the need for the lorries to travel slowly through the area, Steve pointed out that the road was in a poor state of repair but would relay the message to the drivers. | | |
| WK/201001911 | | | |
| 04/05/2010 | 30/04/2010 | Barrack Road | Complaint regarding the above factory - overcast with slight breeze |
| Case Actions: | | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|-------------------|-------------------------------|---|
| Case Comments | | | called complainant on number given but number not recognised |
| Case Comments | | | Spoke to NH at factory. Had been boiler failure between 16.50 and 17.10 and standby incinerator had not started at first attempt. Would therefore have been loss of incineration before the incinerator did start up correctly on second attempt. |
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| WK/201001918 | | | |
| 04/05/2010 | 30/04/2010 | Barrack Road | Factory complaint |
| Case Actions: | | | |
| Case Comments | | | Complaint made direct to factory out of hours. AB spoke to NH - had lost No2 boiler prior to complaint and had been problems in starting incinerator. This may have contributed to complaint. |
| Case Comments | | | Called complainant on number given - number not recognised |
| <hr/> | | | |
| WK/201001931 | | | |
| 04/05/2010 | 04/05/2010 | Marsh Green Road East | Factory complaint - weather sunny but windy |
| Case Actions: | | | |
| Case Comments | | | Call re odour this morning. AB investigated - was slight occasional process-type smell on some parts of Marsh Green Road. Was also very slight small flakt odour. Factory not processing at time of complaint. Seals to inspection doors on SF being replaced, which may explain that odour. No problems with effluent etc so no obvious source of other odours. |
| <hr/> | | | |
| WK/201002066 | | | |
| 07/05/2010 | 07/05/2010 | Marsh Green Road North | Factory Complaint - Weather overcast with a breeze |
| Case Actions: | | | |
| Case Comments | | | Complaint made when no officers available to investigate. Business Support section therefore rang factory to advise them of complaint. NH reported that no process problems and towers all OK. Slight clean treated air smell on Marsh Green Road. |
| <hr/> | | | |
| WK/201002202 | | | |
| 11/05/2010 | 11/05/2010 | Marsh Green Road East | Factory complaint - weather cool and overcast |
| Case Actions: | | | |
| Case Comments | | | AB in area at 0900 - was noticeable tower smell across Marsh Barton area - particularly small flakt. Visited factory - processing normally and towers all on set points. All towers smelling good. Unable to explain why odour on Marsh Barton so noticeable. Complainant reported that had got better since 0800. Agreed that would call in again later in day if still bad. |
| <hr/> | | | |
| WK/201002265 | | | |
| 12/05/2010 | 12/05/2010 | Marsh Green Road East | Factory complaint- warm with light NW wind. |
| Case Actions: | | | |
| Phone call received | | | call from the complainant about the smell from the factory, its been bad all morning and is causing problems for the workers, RS will attend and investigate |
| EPSU Officer Visit | | | RS walked the area, strong tower odour at the far end of Marsh Green Road, the complainant said that the wind has swung round in the last half hour and was not coming into the premise at this time however it had been a problem earlier and been very strong over the last few days. On site investigation, Towers all running within set levels with no reported problems on site, had been spillage around the effluent tank which was odorous, this was in the process of being cleaned up. The factory will be shutting down shortly due to lack of material. |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|------------------------------|--|
| WK/201002924 | | | |
| 25/05/2010 | 25/05/2010 | Kenton Place | Factory complaint - weather hot and sunny |
| Case Actions: | | | |
| Case Comments | <p>Call that odour very bad indeed. Immediately after had received complaint also had call from NP at JLT - there were problems with the process last night which means that two lorries are parked on the yard currently. Process now running normally however. AB investigated - by the time had reached site, one lorry was inside the factory and the other was in the process of being moved. Was very occasional raw material smell on Marsh Green Road plus treated air smell. Towers all on set points but (possibly due to hot weather) did not smell as good as they have done in the past. There should be no further raw material on the yard today, but NP will let us know if that changes.</p> | | |
| WK/201002925 | | | |
| 25/05/2010 | 25/05/2010 | Marsh Green Road East | Factory complaint - weather hot and sunny |
| Case Actions: | | | |
| Case Comments | <p>Call that odour very bad indeed. Immediately after had received complaint also had call from NP at JLT - there were problems with the process last night which means that two lorries are parked on the yard currently. Process now running normally however. AB investigated - by the time had reached site, one lorry was inside the factory and the other was in the process of being moved. Was very occasional raw material smell on Marsh Green Road plus treated air smell. Towers all on set points but (possibly due to hot weather) did not smell as good as they have done in the past. There should be no further raw material on the yard today, but NP will let us know if that changes.</p> | | |
| WK/201002957 | | | |
| 25/05/2010 | 25/05/2010 | Edwin Road | Factory complaint - weather sunny and hot but wind increasing |
| Case Actions: | | | |
| Case Comments | <p>Complaint that smell bad when complainant got home from work today and yesterday. Factory had suffered breakdown last night which meant one lorry of cows was parked on the yard briefly this afternoon however was inside by time of call. Now processing normally and towers all on set points. Quality of raw material is low due to weather, so more odour being generated than normal. AB and RS investigated - towers smelt OK but not as good as they have been, this is possibly due to the hot weather. No odour detectable on Edwin Road. On Haven Road and Water Lane as approached factory was quite strong odour. This was not as clean as would normally expect but no obvious source of problem on site. All control systems operating and checks show that process is running as it should be.</p> | | |
| WK/201003106 | | | |
| 28/05/2010 | 28/05/2010 | Knightley Road | factory complaint, warm overcast ssw fresh wind |
| Case Actions: | | | |
| Phone call received | complaint about the smell from the factory – complainant has just noticed it. | | |
| Phone call made | call to the factory, all sniffer points were ok however the JLT and small flakt were running low on water due to maintenance. Should be better within the hour | | |
| EPSU Officer Visit | walked the area strong smell in the area (processing type of smell), towers were also noticeable but not unpleasant. Rivermead Rd area most noticeable for the processing smell. called back to AB when out to report findings and to notify JLT. | | |
| WK/201003246 | | | |
| 01/06/2010 | 27/05/2010 | Rivermead Road | Factory complaint - weather warm |
| Case Actions: | | | |
| Case Comments | <p>Complaint made direct to factory out of hours. Factory was processing at time of call but had ongoing fault with water supply to JLT and SF towers. This may explain the complaint as the towers were not working as well as they normally would. RS had investigated earlier complaint and said that the treated air smell was not as clean as normal.</p> | | |
| WK/201003248 | | | |
| 01/06/2010 | 28/05/2010 | Rivermead Road | Factory complaint - weather cool and windy |
| Case Actions: | | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|-------------------------------|--|
| Case Comments | Complaint made direct to factory out of hours. No number left so unable to call complainant back. | | |
| | Factory processing at time of call but still not resolved problems with water supply to JLT and SF towers which means that chemical levels not as well controlled as normal. This may have affected the odour detectable downwind. | | |
| WK/201003250 | | | |
| 01/06/2010 | 28/05/2010 | | Factory complaint - weather cool and windy |
| Case Actions: | | | |
| Case Comments | Complaint made direct to factory out of hours. Anonymous complaint and no number left so unable to call complainant back. | | |
| | Factory processing at time of call but still not resolved problems with water supply to JLT and SF towers which means that chemical levels not as well controlled as normal. This may have affected the odour detectable downwind. | | |
| WK/201003280 | | | |
| 02/06/2010 | 02/06/2010 | Marsh Green Road East | Factory complaint - weather overcast and cool |
| Case Actions: | | | |
| Case Comments | Complaint that smell has been bad since 08.45. AB investigated - was strong but neutral/clean tower smell. All operating normally on site and towers working well after water supply problems of past few days. | | |
| WK/201003704 | | | |
| 10/06/2010 | 10/06/2010 | Marsh Green Road North | Strong odour coming from the above factory - weather overcast and windy |
| Case Actions: | | | |
| Case Comments | Complainant reported that odour has been bad all day but a bit better this afternoon. AB investigated - was slight clean treated air smell on Marsh Green Road plus very occasional process-type smell. No problems at factory. SF smelt particularly good. | | |
| WK/201004308 | | | |
| 22/06/2010 | 21/06/2010 | | Vehicle complaint |
| Case Actions: | | | |
| Case Comments | Call from JLT - vehicle complaint reported to them last night. Complainant had followed lorry into town and objected to odour from it. Vehicle identified - carrying cat 2 material - that day's kill from abattoir. Material fresh and should be least odorous load received by factory. Nothing abnormal with that load so hard to explain complaint. | | |
| WK/201004564 | | | |
| 28/06/2010 | 28/06/2010 | Marsh Green Road North | Factory Complaint - weather very warm and sunny no breeze. |
| Case Actions: | | | |
| Case Comments | Complaint that smell bad all morning - had also noticed it at weekend. Factory not processing at time of call - had shut down 0900 on Saturday. Only JLT tower running. First stage de-misters on SF being pressure washed, which could generate odour, but likely to be very localised. AB investigated - was very slight smell at complainant's property - ?raw material but hard to tell. Only localised odour around SF - press-type smell. JLT tower smelt good and no other obvious odour sources. | | |
| WK/201004636 | | | |
| 29/06/2010 | 29/06/2010 | Barrack Road | Factory smell - strong odour this morning |
| Case Actions: | | | |
| Case Comments | Unable to attend site due to staffing constraints. Rang factory - wind SW and factory processing at time of call. Routine check of towers at 07.50 identified that one probe on LF tower blocked, which would have affected the chemical balance in the tower. This was rectified immediately but could be cause of complaint. | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|---|------------------------------|--|
| WK/201004644 | | | |
| 29/06/2010 | 29/06/2010 | Feltrim Avenue | Factory complaint - weather overcast and warm |
| Case Actions: | | | |
| Case Comments | Complaint made direct to factory Unable to attend site due to staffing constraints. Rang factory - wind SW and factory processing at time of call. Routine check of towers at 07.50 identified that one probe on LF tower blocked, which would have affected the chemical balance in the tower. This was rectified immediately but could be cause of complaint Called complainant - no answer and no answerphone | | |
| WK/201004678 | | | |
| 29/06/2010 | 29/06/2010 | Rivermead Road | Factory complaint- Warm and humid weather |
| Case Actions: | | | |
| Case Comments | Notified of complaint by Business Support Section. Unable to investigate due to other commitments, but rang JLT to inform them of details and ask them to investigate. Called complainant - number not recognised. | | |
| Phone call received | A call from Neil from JL Thomas, in response to complaint they tested the processes and couldn't identify any problems. | | |
| WK/201004693 | | | |
| 29/06/2010 | 29/06/2010 | Barrack Road | Factory Complaint - Weather overcast with sunny spells and a slight breeze |
| Case Actions: | | | |
| Case Comments | No process problems at factory and towers all OK. Unable to investigate because of other staffing commitments. | | |
| WK/201004758 | | | |
| 30/06/2010 | 29/06/2010 | Rivermead Road | Factory complaint - weather warm and overcast |
| Case Actions: | | | |
| Case Comments | Complaint made direct to factory out of hours. No process problems and towers all OK. Rang complainant - no answer, message left | | |
| WK/201004779 | | | |
| 01/07/2010 | 01/07/2010 | Feltrim Avenue | complaint about noise from steam release valve |
| Case Actions: | | | |
| Case Comments | Call direct to factory over night. Boiler steam release valve had blown, cause currently unknown. Neil will speak to night shift to get more details. Called complainant to explain what steps being taken. | | |
| Case Comments | explanation from Neil: non-condensables from dryer normally cooled in press scrubber before going to boiler - normal temp 20-22 degrees, but on this occasion were 40 degrees - resulted in increase in steam pressure and safety valve blowing. Have increased water flow to press scrubber again and added an alarm to system to ensure that if flow drops again, they will identify this | | |
| WK/201004817 | | | |
| 01/07/2010 | 30/06/2010 | Bagshot Avenue | Factory complaint - weather warm and muggy |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out of hours. Factory starting up at time of call - LF and JLT towers running and all OK. SF not running at time. | | |
| WK/201004860 | | | |
| 02/07/2010 | 02/07/2010 | Marsh Green Road West | Strong odour coming from the above factory - hot humid day with slight breeze |
| Case Actions: | | | |
| Case Comments | AB investigated - was strong clean chemical tower smell at complainant's premises. Explained that although fairly strong on this occasion, this residual odour could not be avoided altogether. Factory shutting down at time of call - only JLT tower running. | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|-----------------------|--|
| WK/201004944 | | | |
| 05/07/2010 | 02/07/2010 | Bagshot Avenue | Factory complaint - weather warm |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out of hours. Were processing well at time of call but received 7 loads of abattoir waste between 1615 and 1830, some of which had to wait to tip. This may have resulted in a raw material odour. NP will look into how this can be avoided, but seems to be more of a problem on a Friday when all the abattoirs try to finish up early. | | |
| WK/201004945 | | | |
| 05/07/2010 | 02/07/2010 | Norwood Avenue | Factory complaint - weather warm |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out of hours. Were processing well at time of call but received 7 loads of abattoir waste between 1615 and 1830, some of which had to wait to tip. This may have resulted in a raw material odour. NP will look into how this can be avoided, but seems to be more of a problem on a Friday when all the abattoirs try to finish up early. | | |
| WK/201005156 | | | |
| 07/07/2010 | 06/07/2010 | Bagshot Avenue | Factory complaint - weather warm with some breeze |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out of hours. Factory processing normally at time of call - no lorries on yard and towers all OK. Rang comp - spoke to his wife who took my details. She will ask complainant to call me back if he would like to discuss further. | | |
| WK/201005383 | | | |
| 12/07/2010 | 09/07/2010 | Bagshot Avenue | Factory complaint - weather warm and windy |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out-of-hours. Factory processing at time of call, towers all OK and no problems reported. | | |
| Case Comments | Called complainant at home in case he wanted to discuss - left message with his wife - had message from complainant with mobile number, which I rang - no answer, message left on 08 and 09.07.10. Called again on 12.07 following two complaints over weekend - no answer. | | |
| WK/201005384 | | | |
| 12/07/2010 | 09/07/2010 | Bagshot Avenue | Factory complaint - weather warm and windy |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out-of-hours. Factory processing at time of call, towers all OK and no problems reported. | | |
| WK/201005590 | | | |
| 15/07/2010 | 15/07/2010 | Bagshot Avenue | Factory complaint- out of hours, wind SSW overcast with showers |
| Case Actions: | | | |
| Case Comments | Complaint about odour made out of hours direct to the factory. | | |
| Phone call made | Call to the factory Wind SSW, weather overcast with showers. The factory are processing although at the time of the complaint there were no reported problems, pH on the small flack is a bit high but is being reduced. All sniffer points were ok according to Neil. RS will go out and investigate. | | |
| EPSU Officer Visit | RS walked the area the wind has shifted and the tower odour is now in the Norwood Avenue area, The wind direction is SW-SSW but blustery. The towers are smelling slightly strong off site however the sniffer points are all ok and on site investigations showed that the towers were all running within set points. No reported problems on site but they will keep investigating into the cause of any problem as we have received a few complainants today. | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|---|-----------------------|---|
| WK/201005593 | | | |
| 15/07/2010 | 15/07/2010 | Feltrim Avenue | Strong odour coming from the above factory |
| Case Actions: | | | |
| E-Mail | I received a call regarding factory smell. The lady refused to give me her contact number and she was very rude on the phone. I told her that I would need to pass her details on to an officer. She told me she lived in Feltrim Avenue (no number given) and said that she would be calling back tomorrow to speak to an officer. | | |
| Case Comments | RS in the area at the time of the complaint investigating another complaint. Occasional chemical tower odour in the area wind is swinging round and quite blustery. On site investigation: All towers running within permitted limits sniffer points smell ok, with no further reported problems on site. No details left so unable to contact complainant. | | |
| WK/201005603 | | | |
| 15/07/2010 | 15/07/2010 | Norwood Avenue | Factory smell very strong |
| Case Actions: | | | |
| Phone call made | RS in the area at the time of the call and had been to the factory to investigate the problem. The complainant was quite pleased that we were on site at the time and said that the odour this summer was not as bad as last year. She described the smell as a dog biscuit smell, and was having to close all the windows in the house as it was stinking the house out. She will call again if the smell gets any worse | | |
| WK/201005607 | | | |
| 15/07/2010 | 15/07/2010 | Feltrim Avenue | Factory complaint- strong odour in the area. |
| Case Actions: | | | |
| Phone call received | call about the odour in the area, described as the 'normal smell' - not as bad as in previous years but getting stronger. Informed the complainant that I had been to the site today as we had received other complaints, and we would be looking in to this one as well. RS will call the factory to investigate further. | | |
| Phone call made | Call to the factory to report the problem and enquire if they have found anything. They have found that the large flakt had elevated pH on the 3rd stage not the 2nd as they were thinking earlier so they are now addressing the problem and hope to have the levels back to something normal later today, Neil has been out to the sniffer points and they are still smelling ok. | | |
| Phone call made | call to the complainant to up date them about the investigation. They will call back if the problem recurs later. | | |
| WK/201005614 | | | |
| 15/07/2010 | 15/07/2010 | Feltrim Avenue | Factory complaint- strong odour in the area |
| Case Actions: | | | |
| Phone call received | call about the odour in the area, complainant said that it has been fine for most of the summer but today its really bad. Explained the situation about the problem on site with the 3rd stage of the treatment tower, and will go out again this afternoon and investigate. | | |
| EPSU Officer Visit | RS in the area for 60 mins, Wind is picking up and there is an occasional strong tower smell. Feltrim Ave, Norwood Avenue areas particularly noticeable. On walkabout also identified occasional strong yard smell. Reported back to JLT, they had nothing parked up on the yard, but would look into it. | | |
| WK/201005648 | | | |
| 16/07/2010 | 16/07/2010 | Norwood Avenue | Factory complaint - weather overcast |
| Case Actions: | | | |
| Case Comments | Complaint made direct to factory regarding smell over last couple of days. NP spoke to complainant and explained process and control etc. | | |
| WK/201005807 | | | |
| 20/07/2010 | 20/07/2010 | Willeys Avenue | Factory Complaint - weather overcast with rain |
| Case Actions: | | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--------------------------------|----------------|---|
| EPSU Officer Visit | RS walked the area 09.40-10.00 | | occasional clean tower smell, complainant not in. Spoke to the postman who informed me that there had been an unusual smell in the area yesterday but it was the normal factory smell around today. |
| | | | Site visit; all the towers running within there set limits and sniffer points smell ok. Nothing on the yard and the pit is only ¼ full. They had not received any deliveries today. |
| | | | The site will undertake an investigation and report back any findings. |
| Phone call made | | | call to the complainant : incorrect number given |

WK/201006059

23/07/2010 **23/07/2010** **Marsh Green Road** **smells particularly bad- cloudy/ little wind**
North

Case Actions:

EPSU Officer Visit RS site visit and walked the area. Strong clean tower smell in the far end of Marsh Green Road, the complainant stated that the smell in the last few weeks had been on the whole very good and that today the smell just before the complaint was logged was "terrible, not just the standard smell, but something dead".
On site at JLT, site running within set levels. The factory started up at approximately 12.00 after a breakdown this morning. After consultation with the weighbridge about deliveries it transpired that at 12.25 a lorry entered site and the weighbridge clerk described it as smelly, it was one lorry which he said even smelt when it left site. This is being investigated by Neal on site and will be discussed with the transport officer.

WK/201006130

26/07/2010 **24/07/2010** **Bagshot Avenue** **Factory complaint - weather warm**

Case Actions:

Case Comments Call made direct to factory out of hours - no process problems, towers all OK

WK/201006133

26/07/2010 **24/07/2010** **factory complaint - weather warm**

Case Actions:

Case Comments Complaint made direct to factory out of hours - were shutting down at time but all towers still running

WK/201006205

27/07/2010 **27/07/2010** **Knightley Road** **Factory complaint - Weather overcast and warm**

Case Actions:

Case Comments Complainant that returned home to find smell very strong.
AB investigated - was unable to detect any odour except very very faint (? small flakt) smell on Knightley Road.
No process problems at factory, towers all on set points and smelling fair.

WK/201006244

28/07/2010 **28/07/2010** **Salmonpool Lane** **Factory complaint, material not chemical, warm day, slight breeze**

Case Actions:

Case Comments Call made direct to factory - raw material type odour.
AB and RS investigated - at complaints property was initially a slight but noticeable raw material smell. As walked area, was also an occasional boiler room/process odour. No obviously chemical tower smell detected.
At factory found that towers all on set points and sniffer points smelt reasonable. Were processing very old and liquid material at the time which meant that steam demand was very variable - had had to switch to incinerator several times throughout morning. This may explain odour as there is some loss of incineration and extraction around presses etc during the switch over. No other problems evident at site.
NH from factory also visited area about 45 minutes later - was slight tower smell, but not very fresh. Increased the free chlorine on the JLT tower slightly to try to improve this.

WK/201006267

28/07/2010 **28/07/2010** **Feltrim Avenue** **Factory complaint - weather warm and sunny**

Case Actions:

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|--------------------------|--|
| Case Comments | Complainant came into civic to make complaint but no one available to speak to him at the time. Called him back - no answer, message left | | |
| Case Comments | Complainant called back - general complaint about odour over last few weeks. Also concerned about health impact. I explained the permit process and the equipment they have installed. I said that we were not aware of any health impacts and had consulted the HPA on the permit application. I asked the complainant to contact us whenever he regarded the odour as unacceptable. He said that whenever he smelt it (no matter how briefly or how faint) he regarded it as unacceptable. | | |
| WK/201006356 | | | |
| 30/07/2010 | 30/07/2010 | Salmonpool Lane | Factory complaint - weather overcast but not cold |
| Case Actions: | | | |
| Case Comments | Call made direct to factory re strong smell (process-type odour, not chemical). Complainant drove to factory and spoke to team leader to advise him of problem. When complainant returned home (0730) there was no odour. AB investigated at 0900 - factory was processing at time of call but stock levels were very low. Material was relatively fresh and towers were all OK. Wind very slight but increased throughout morning and settled to ~SW. Assessment from Riverside Valley Park found occasional towers smell. | | |
| WK/201006376 | | | |
| 30/07/2010 | 30/07/2010 | St Bernards Close | Factory complaint - weather overcast but warm |
| Case Actions: | | | |
| Case Comments | Call about smell, which has been bad all day. Describes as 'the usual smell'. AB investigated - was strong localised odour on Trews Weir Reach. Not obviously chemical or tower-type smell. Not raw material, possibly could be process odour due to loss of incineration. At factory, towers all smelt very good and computer system showed 100% firing rate on boiler all day. No obvious source of odour therefore. TG and NH also made observations from Riverside Valley Park where smell was purely a chemical tower smell, not overly strong. Called complainant to update him - no answer, message left. | | |
| WK/201006377 | | | |
| 30/07/2010 | 30/07/2010 | Feltrim Avenue | Factory complaint - weather overcast and warm |
| Case Actions: | | | |
| Case Comments | Call about smell, which was first noticed at 10am, but is worse now. Described as chemically smell. AB investigated - was strong localised odour on Trews Weir Reach. Not obviously chemical or tower-type smell. Not raw material, possibly could be process odour due to loss of incineration. At factory, towers all smelt very good and computer system showed 100% firing rate on boiler all day. No obvious source of odour therefore. TG and NH also made observations from Riverside Valley Park where smell was purely a chemical tower smell, not overly strong. | | |
| WK/201006437 | | | |
| 02/08/2010 | 30/07/2010 | | Factory complaint - weather damp |
| Case Actions: | | | |
| Case Comments | Call made to out of hours service re strong odour. Factory processing normally at time, towers all on set points and smelling good. | | |
| WK/201006439 | | | |
| 02/08/2010 | 30/07/2010 | Bagshot Avenue | Factory complaint - weather damp |
| Case Actions: | | | |
| Case Comments | Call made direct to factory out of hours. Factory processing normally at time, towers all on set points and smelling good. | | |
| WK/201006532 | | | |
| 03/08/2010 | 03/08/2010 | Feltrim Avenue | Factory Complaint - weather overcast but warm |
| Case Actions: | | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|---|----------------|----------------|
| Case Comments | <p>AB was in area at time of call - was quite evident tower smell along most of Rivermead Road. Not very strong odour, but noticeable. Smelt of chemical, but not very fresh.</p> <p>At factory, all processing normally. Towers on set points but LF towards bottom of range for free chlorine. NH will increase this slightly.</p> <p>Rang complainant to explain action being taken but number given is 'not recognised'</p> | | |

WK/201006539

03/08/2010 03/08/2010 Feltrim Avenue Factory complaint- over cast and warm

Case Actions:

Phone call received call from the complainant about the ongoing problem in the area. Complainant was very upset and volatile about the perceived lack of action on behalf of the council in 'getting rid of the problem or closing down the factory'. I attempted to explain about how the process worked however the complainant was by this time quite irate.

In the future the complainant does not wish to be called back when they make a complaint as they feel that they will explode again at whoever makes the call.

RS will go out and investigate.

Phone call made call to the factory, TG no problems on site however they will investigate.

RS and AB walked the area, wind had swung round and was more noticeable on the Trews Wear Reach, towers occasionally noticeable however not that strong.

WK/201006569

03/08/2010 03/08/2010 Feltrim Avenue Factory complaint - weather overcast and fairly still

Case Actions:

Case Comments Call that smell has been bad all day. AB and RS had investigated previous complaints - odour quite strong but increasingly localised in afternoon. Chemical tower smell, but not fresh. No process problems at factory and towers all good on site.

WK/201006581

04/08/2010 04/08/2010 Knightley Road Factory Complaint - weather drizzly

Case Actions:

Case Comments Call about small first thing this morning. No process problems at factory - closed down shortly after call due to shortage of raw material. Towers all OK.

AB and RS in area later in morning - no odour detectable

WK/201006751

09/08/2010 06/08/2010 Rivermead Road Factory complaint - weather overcast

Case Actions:

Case Comments Complaint made direct to factory out of hours.

No process problem, no material on yard, towers all on set points and smelling good.

WK/201006752

09/08/2010 06/08/2010 Rivermead Road factory complaint - weather overcast

Case Actions:

Case Comments Complaint made direct to factory out of hours.

No process problem, no material on yard, towers all on set points and smelling good.

WK/201006798

09/08/2010 09/08/2010 Feltrim Avenue Factory complaint - weather overcast and heavy

Case Actions:

Case Comments Call re smell in Riverside Valley Park - noticed it on Canal Bank and cycle path. Wind SW but cannot smell it at home on Feltrim Avenue.

Factory not processing. No deliveries or lorries on yard at time of event. Only JLT tower running.

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|-------------------------------|---|
| WK/201007347 | | | |
| 20/08/2010 | 20/08/2010 | Gabriels Wharf | Strong odour coming from the above factory |
| Case Actions: | | | |
| Case Comments | Complaint that smell has been inside the complainant's buildings all day. It is noticeable when a lorry passes, but can smell it all the time. Wind direction means that any odour is blown through the building straight from the JLT site. No process problems and all operating normally. No obvious source of any fugitive odours. | | |
| WK/201007348 | | | |
| 20/08/2010 | 20/08/2010 | Feltrim Avenue | Factory complaint - weather windy and humid |
| Case Actions: | | | |
| Case Comments | Complaint that smell was bad at about 0710 this morning and again at 1300. RS and AB investigated. Was noticeable process-type smell on Topsham Road. In Belle Isle you could smell the towers, which did not smell as good as they can do. At the factory, all operating normally and towers all smelt good. No process problems and nothing untoward. No obvious source of odour which we could smell on Topsham Road. | | |
| WK/201007383 | | | |
| 23/08/2010 | 21/08/2010 | Bagshot Avenue | Factory complaint - weather warm |
| Case Actions: | | | |
| Case Comments | Complaint made direct to factory out of hours. Factory suffered breakdown at approximately time of call - fault with conveyor so process not running. Running stand-by incinerator for foul gasses, which may have caused short-term emission during switch-over. Otherwise towers all OK. | | |
| WK/201007557 | | | |
| 26/08/2010 | 26/08/2010 | Marsh Green Road North | factory complaint - weather overcast |
| Case Actions: | | | |
| Case Comments | Complaint that odour from factory has been bad this afternoon. AB investigated - factory not processing at time of call as no stock. JLT towers operating on set points and smelling good. Treated air smell on Marsh Green Road. | | |
| WK/201007980 | | | |
| 07/09/2010 | 07/09/2010 | Barnardo Road | Factory complaint, weather overcast with a slight breeze |
| Case Actions: | | | |
| Case Comments | AB and RS in area - fairly strong but clean treated air smell. No problems at factory. | | |
| Phone call received | The complainant stated that the smell was very bad and they have had to shut all their windows. | | |
| WK/201007986 | | | |
| 07/09/2010 | 07/09/2010 | St Bernards Close | Factory complaint- wind strong SW overcast with showers |
| Case Actions: | | | |
| Phone call made | call to the factory, talked to Neil from the factory although they are incinerating they have nothing major going on in the factory, sniffer point all good. Investigation of previous complaint by AB and RS - fairly strong but clean treated air smell. | | |
| Case Comments | Spoke to TG - incinerator had been running because they anticipated low steam demand but this did not materialise. Called complainant to report - no answer, message left | | |
| WK/201008207 | | | |
| 13/09/2010 | 13/09/2010 | Feltrim Avenue | Factory complaint weather overcast, cool, with slight breeze |
| Case Actions: | | | |
| Case Comments | Complaint received while AB investigating previous complaint - Factory not processing, only JLT tower running and this all on set points. Was very slight treated air smell on Bagshot Avenue. On footpath at back of Belle Isle was slightly stronger clean chemical smell, otherwise could not detect any odour from factory. | | |

| Complaint Date | Odour Date | Address | Details |
|------------------------|---|-------------------------|--|
| WK/201008209 | | | |
| 13/09/2010 | 13/09/2010 | Bagshot Avenue | Factory complaint - weather overcast, cool with slight breeze |
| Case Actions: | | | |
| Case Comments | Complaint that smell this morning was the 'worst ever' AB investigated. Factory not processing, only JLT tower running and this all on set points. Was very slight treated air smell on Bagshot Avenue. On footpath at back of Belle Isle was slightly stronger, clean chemical smell, otherwise could not detect any odour from factory. | | |
| WK/201008248 | | | |
| 13/09/2010 | 13/09/2010 | Salmonpool Lane | Factory complaint - weather cool and overcast |
| Case Actions: | | | |
| Case Comments | Call direct to factory re odour. JLT had started processing by time of call but all operating well, including towers. Investigation of previous complaint had identified clean tower smell. | | |
| WK/201008249 | | | |
| 13/09/2010 | 13/09/2010 | Rivermead Road | Factory complaint - weather cool and overcast |
| Case Actions: | | | |
| Case Comments | Call re odour, which has apparently been bad since this morning. | | |
| EPSU Officer Visit | RS walked the area Rivermead Rd, Salmonpool Lane, Belle Isle, Topsham Rd and Barrack Road. Strong tower smell in the far end of Rivermead Road leading up to Topsham Road and along Barrack Road. | | |
| WK/201008250 | | | |
| 13/09/2010 | 13/09/2010 | Knightley Road | Factory complaint - weather cool and overcast |
| Case Actions: | | | |
| Case Comments | Call re odour, which has apparently been bad since 8am | | |
| EPSU Officer Visit | RS walked the area Rivermead Rd, Salmonpool Lane, Belle Isle, Topsham Rd and Barrack Road. Strong tower smell in the far end of Rivermead Road leading up to Topsham Road and along Barrack Road. | | |
| WK/201009065 | | | |
| 05/10/2010 | 04/10/2010 | Feltrim Avenue | Factory complaint - passed to Community Patrol - weather mild |
| Case Actions: | | | |
| Community Patrol Visit | Complaint made out of hours and was passed to Community patrol. They called out to Feltrim Avenue to witness the reported smell from J.L. Thomas, no odour detected during visit. | | |
| Case Comments | AB called factory on the next working day to inform them of complaint. They were processing at time of call and all processes were operating normally. | | |
| WK/201009078 | | | |
| 05/10/2010 | 05/10/2010 | Feltrim Avenue | Complaint regarding the factory smell |
| Case Actions: | | | |
| EPSU Officer Visit | RS and AB walked the area and visited the site, Strong tower smell in the area mainly strong treated air smell however there was, from time to time, a process smell as well. On site they had had a trailer with a leak this morning on the yard which may have contributed to the smell off site for a time. All the tower sniffer points are smelling ok and the towers are running within set points. One trailer of cows on the yard waiting to be tipped which had just been parked up as we walked round the site. | | |
| Phone call received | Return call from the complainant, who said the smell last night was really bad, when the cps attended the smell had gone however the smell this morning was terrible approx 10.00, very different to the normal smell. The smell has gone at the moment. She did comment on the fact that it had not been as bad as past years. | | |
| WK/201009128 | | | |
| 06/10/2010 | 06/10/2010 | Trews Weir Reach | Factory complaint weather warm and breezy. Complainant walking by Trews Weir at time of call. |
| Case Actions: | | | |

| Complaint Date | Odour Date | Address | Details |
|-----------------------|--|----------------|----------------|
| Case Comments | Complaint regarding smell from factory. AB and JL already in area because had been advised by JLT that there were three lorries of material parked on the yard. There were problems processing yesterday and so there would not be space to tip all these until lunchtime. The lorries were all yesterday's abattoir kill and so relatively fresh. Occasional treated air smell in Belle Isle and Rivermead Road areas. This was slight. One occasion where possible raw material odour detected, but again this was not strong. | | |

WK/201009140

06/10/2010 **06/10/2010** **Rivermead Road** **Factory complaint - weather fine and breezy**

Case Actions:

Case Comments Complaint regarding smell from factory.
AB and JL already in area because had been advised by JLT that there were three lorries of material parked on the yard. There were problems processing yesterday and so there would not be space to tip all these until lunchtime. The lorries were all yesterday's abattoir kill and so relatively fresh.
Occasional treated air smell in Belle Isle and Rivermead Road areas. This was slight. One occasion where possible raw material odour detected, but again this was not strong.

WK/201009141

06/10/2010 **06/10/2010** **Topsham Road** **Factory complaint - weather sunny and breezy**

Case Actions:

Case Comments Complaint regarding smell from factory.
AB and JL already in area because had been advised by JLT that there were three lorries of material parked on the yard. There were problems processing yesterday and so there would not be space to tip all these until lunchtime. The lorries were all yesterday's abattoir kill and so relatively fresh.
Occasional treated air smell in Belle Isle and Rivermead Road areas. This was slight. One occasion where possible raw material odour detected, but again this was not strong.

WK/201009343

11/10/2010 **11/10/2010** **Marsh Green Road West** **Smell coming from the above factory**

Case Actions:

Phone call received Call from the complainant about strong smell from the factory, described as bad all day but stinking now. Community Patrol Officer in area at time – reported that was strong smell at far end of Marsh Green Road

Phone call made call to the factory, they are not operating yet and have nothing on the yard. Nick will undertake an investigation on site and report any findings back.
Towers were all off this morning due to maintenance during the morning. However, this was only for an hour and all are back up and working now.

Phone call received Call from Neil at the factory regarding the onsite investigation. Towers all running ok, Neil walked the area and could pick up the towers at Jewsons however it was very brief. Odour very slight.

WK/201009369

12/10/2010 **12/10/2010** **Marsh Green Road** **factory complaint - warm NNE light wind**

Case Actions:

Had been advised earlier in day of breakdown, but that there were (at that time) no lorries on the yard because they had been diverted elsewhere.

EPSU Officer Visit RS investigated complaint - Strong raw material smell in the area. The factory have 6 lorries parked up on the yard as result of breakdown earlier. They are going to prioritise the strongest smelling material first however there are still lorries coming in. Explained that parking lorries on yard was last resort and should only be done if all other options had been exhausted.

WK/201009385

13/10/2010 **13/10/2010** **Marsh Green Road East** **factory complaint- NNW very light wind clear**

Case Actions:

| Complaint Date | Odour Date | Address | Details |
|-----------------------|-------------------|----------------|---|
| Phone call received | | | Call received from a very angry complainant. He reported that he 'is sick to the back teeth of the stench from the factory'. He used very strong language. RS tried to explain that the factory had a breakdown and that they were doing all they could to catch up with the material on site. The complainant was not interested in what ever was going on he just would like it closed down. |
| Phone call made | | | call to the factory, The factory still have one lorry on the yard from yesterday and will do all they can to get it inside as soon as possible. RS will investigate the odour. |
| EPSU Officer Visit | | | RS on site, very strong raw material smell at the complainant's property, who was very agitated about the situation. The complainant was so upset at the situation he removed himself and let others on site continue the conversation. He said that they have put up with the smell for many years however it has been to an unacceptable level over the last few days. I did explain that the site had a breakdown the day before and was struggling to catch up with material. On site the towers were running within set limits, however not smelling particularly fresh. This is possibly due to the age of the material being processed and will be monitored closely. Two lorries were parked up awaiting tipping. These should be inside within the next couple of hours. The site is now back up and running and shouldn't have any further stock issues today. |

WK/201009518

| | | | |
|------------------------|--|-------------------------------|--|
| 18/10/2010 | 16/10/2010 | Marsh Green Road North | Smell coming from the above location-Can be smelt in the area of callers location |
| Case Actions: | | | |
| Community Patrol Visit | Checked around area and there was a strong smell near property complaining. No description of nature of odour. | | |
| Case Comments | spoke to factory - they were processing at time and towers were all OK. Two lorries arrived at around time of call, but these went straight into factory to tip. | | |

WK/201009858

| | | | |
|----------------------|---|--------------------|---|
| 22/10/2010 | 21/10/2010 | Norwood Ave | Noise complaint about the factory. |
| Case Actions: | | | |
| Phone call received | call from the factory with regard to a call that they had received about a howling noise from the factory last night. The boiler was on full fire last night however the site were not aware of any noise being emitted from site. | | |
| Phone call made | call to the complainant. No answer message left. | | |
| Phone call received | call from the complainant about the noise last night, the complainant described the noise as a hum I gave the complainant the community patrol out-of-hours number. The complainant was happy to call the CPs out if the noise reoccurred. | | |