

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

Complaint Date	Odour Date	Address	Details
WK/201012085			
04/01/2011	28/12/2010	Feltrim Avenue	Call in from complainant regarding smell.
Case Actions:			
Phone call made	Call to the factory about the breakdown over the Christmas period. They confirmed that they had received two calls direct to the factory around the time of our recorded complaint, one from an anonymous complainant and one call from our control centre. The factory had numerous problems with water pipes bursting over the cold period, the complaint may have coincided with the factory trying to defrost some of the pipe work however it was not processing at the time of the complaint.		
Phone call made	Call to the complainant to discuss the problems over Christmas, explained that the problems were down to the factory having issues with water pipes. The complainant said that it was what they had put it down to, however the smell was quite bad at the time.		
WK/201012228			
07/01/2011	07/01/2011	Trews Weir Reach	Factory Complaint - weather cloudy with rain
Case Actions:			
Phone call made	Complainant said the smell is not the normal factory smell and is not pleasant. RS will investigate.		
EPSU Officer Visit	RS walked the area Towers were noticeable in the area (not the cleanest but not offensive), however the wind was shifting and the odour was moving around. Some of the odour was not from the site it was from the green waste site, however the most dominant smell was the towers.		
Phone call made	Call to the factory, They are running flat out, nothing on the yard and towers are running ok. They will check the towers again. Wind in the right direction for the complaint.		
WK/201012377			
12/01/2011	12/01/2011	Bagshot Avenue	Factory complaint - weather mild and overcast
Case Actions:			
Case Comments	Complaint made direct to factory. Large parts of Exeter suffered series of brief power failures early this morning including one at 0710. Towers etc need to be restarted after this so would have been temporary loss of some abatement. Called complainant to explain situation.		
WK/201012653			
17/01/2011	15/01/2011	Bagshot Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory over weekend. Factory not processing at time of call - JLT tower running normally and all OK. No stock in factory. Wind SW		
WK/201012773			
20/01/2011	20/01/2011	Marsh Green Road North	Factory complaint - weather clear and cool
Case Actions:			
Case Comments	Call regarding smell which has been bad all day - described as 'acid smell' AB investigated - no odour at complainant's property, slight clean tower smell beside Exeter Power. Factory closing down at time of call, no process problems all day. Towers smelt good.		
WK/201014537			
11/03/2011	11/03/2011	Rivermead Road	Factory Complaint: Wind SW slight overcast and 10o c
Case Actions:			

Complaint Date	Odour Date	Address	Details
Phone call received			Call about the smell from the factory, complainant has come home and says that its stinking. Not the tower smell, described as just a really bad smell.
Phone call made			RS made call to TG at the factory Process all running ok at the factory at the moment, one lorry being loaded with tallow currently RS will investigate the area.
EPSU Officer Visit			RS walked the area - nothing in Rivermead Rd, walked to the Port Royal, occasional tower smell and tallow odour in Belle Isle Park.

WK/201014942

24/03/2011 24/03/2011 Knightley Road Factory complaint - weather warm and still

Case Actions:

Case Comments Complaint made direct to factory regarding 'foul odour'.
Factory processing at time of call, no problems and towers all on set points.
Wind very slight and variable.
AB investigated - no odour detectable in Knightley Road/Rivermead Road area.