

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

Complaint Date	Odour Date	Address	Details
WK/201100920			
26/04/2011	26/04/2011	Grace Road Central	Factory Complaint - Weather sunny with breeze
Case Actions:			
Case Comments	<p>Call to say smell from factory bad since 0730 this morning. AB investigated. No odour at complainant's property but was occasional slight clean treated air smell in area. Also one incidence of a short-lived but quite strong raw material smell. Factory not processing at time of complaint. Had received some material over hot four day Easter weekend, some of which now quite odorous. JLT tower had been running but shutdown late Sunday because of fault. Now restarted but odour in raw material room stronger than normal. Anticipate that odour levels will return to normal once tower has run for a few hours and start processing shortly.</p>		
WK/201100935			
26/04/2011	26/04/2011	Marsh Green Road North	Factory complaint - weather sunny but still cool
Case Actions:			
Case Comments	<p>AB investigated. Was occasional slight clean treated air smell in area. Also one incidence of a short-lived but quite strong raw material smell. Factory not processing at time of complaint. Had received some material over hot four day Easter weekend, some of which now quite odorous. JLT tower had been running but shutdown late Sunday because of fault. Now restarted but odour in raw material room stronger than normal. Anticipate that odour levels will return to normal once tower has run for a few hours and start processing shortly.</p>		
WK/201100977			
26/04/2011	26/04/2011	Marsh Green Road North	Factory complaint - weather hazy sunshine with moderate breeze
Case Actions:			
Phone call received	Call from complainant to say that smell had been bad on and off all day (has complained already today at 08.50). Smell described as raw material rather than treated air.		
Case Comments	Spoke to NH at JLT - factory not yet processing but will be starting up imminently. JLT tower now running normally. No obvious problems or source of odour.		
WK/201100991			
27/04/2011	27/04/2011	Kenton Place	Factory Complaint - weather warm and sunny with slight breeze
Case Actions:			
Case Comments	<p>AB in area at time of call - strong clean tower smell in places but also raw material type odour. Visited factory - were processing normally. JLT tower very low free chlorine however and sniffer point did not smell good - NH checked probes and hopefully resolved problem.</p>		
WK/201100996			
27/04/2011	27/04/2011	Grace Road Central	Factory complaint- Weather warm and sunny with a light breeze
Case Actions:			
Phone call received	Complainant called at 09:19 to say that the smell was very bad this morning, they had complained yesterday as well.		
Case Comments	<p>AB in area at time of call - strong clean tower smell in places but also raw material type odour. Visited factory - were processing normally. JLT tower very low free chlorine however and sniffer point did not smell good - NH checked probes and hopefully resolved problem.</p>		
WK/201100999			
27/04/2011	27/04/2011	Marsh Green Road North	Factory Complaint - Weather warm and sunny with slight breeze
Case Actions:			
Phone call received	Further call from complainant stating smell is still bad.		
Case Comments	<p>Call to factory - towers now all stable and smelling good. Unable to visit site due to staffing constraints.</p>		

Complaint Date	Odour Date	Address	Details
WK/201101037			
28/04/2011	27/04/2011	Marsh Green Road North	Factory complaint - weather sunny but breezy
Case Actions:			
Case Comments	Further call from complainant - reporting that odour still present. Call to factory - towers now all stable and smelling good. Unable to visit site due to staffing constraints.		
WK/201101051			
28/04/2011	28/04/2011	Grace Road Central	Factory complaint - weather warm and windy
Case Actions:			
Case Comments	Call to say that smell was bad yesterday evening and again this morning - tends to be most noticeable in morning and evening. AB spoke to factory - no process problems and towers all smelling good this morning. Weather conditions in early morning can tend to concentrate the tower odour.		
WK/201101360			
10/05/2011	10/05/2011	Feltrim Avenue	Factory complaint weather overcast/changeable and quite windy.
Case Actions:			
Phone call received	Complainant stated that factory smell was particularly bad at the moment and they had to close all their windows, it was noticeable last night also but not so pungent.		
Case Comments	Complaint not passed on to officers until next day so unable to investigate fully. Checked with factory - no process problems at time of call and towers all OK.		
WK/201101530			
13/05/2011	13/05/2011	Norwood Avenue	Factory complaint - weather overcast but warm
Case Actions:			
Case Comments	Complaint that odour had been noticeable all day. AB investigated - factory shut down at 0800, only JLT tower running all day. Sniffer point and parameters OK.		
WK/201101729			
18/05/2011	18/05/2011	Rivermead Road	Factory complaint - weather overcast and windy
Case Actions:			
Case Comments	Complaint made direct to factory. AB in area soon after complaint - strong clean tower smell. No process problems at factory, towers all operating within set points.		
WK/201101767			
19/05/2011	19/05/2011	Alphington Road	Factory or vehicle complaint - weather sunny and still
Case Actions:			
Case Comments	Complainant left message that odour was bad on Alphington Road around B&Q junction. No mention of any vehicle in area but wind northerly so source of odour uncertain. Factory not processing at time of call. AB visited area - no odour detectable.		
WK/201101916			
23/05/2011	23/05/2011	Feltrim Avenue	factory complaint - wind very strong SW, overcast with occasional light rain
Case Actions:			

Complaint Date	Odour Date	Address	Details
Phone call made			Call to the factory to inform them that a complainant had been received,
EPSU Officer Visit			Walked the area, occasional odour mix of tower and yard ... very occasional due to the nature and strength of the wind. No breach of condition.
Phone call made			Call to the complainant to explain what I had found, the complainant said that she had been out this afternoon again and not noticed the smell. The complainant will call if they notice the odour again.

WK/201109284

24/10/2011 07/06/2011 Topsham Road Factory complaint

Case actions:

Case Comments Complaint made direct to factory. Factory shut down at time of complaint. JLT tower running normally.

WK/201102520

07/06/2011 07/06/2011 Salmonpool Lane Factory complaint - weather overcast with occasional showers, breezy

Case Actions:

Case Comments Complaint made direct to factory - 'stale blood odour'
AB investigated - was slight raw material type odour on Salmonpool Lane/Old Abbey Close. This was occasional, but noticeable. No process problems at factory, towers all smell good and on set points. Raw material is quite odorous but JLT tower appears to be handling it well. No external problems apparent. Source of raw material odour at complainant's property not determined.

WK/201103298

21/06/2011 21/06/2011 Marsh Green Road North Factory complaint

Case Actions:

EPSU Officer Visit RS in the area and was just about to go in to the factory at the time of the complaint. Very strong raw material smell due to a full trailer being parked by the weighbridge. The lorry had problems with its hydraulics and had left its load by the weighbridge. Neil was in the process of having the trailer moved inside.
Discussed the problem with the complainants who seemed happy.

WK/201109285

24/10/2011 16/16/2011 Rivermead Road Factory complaint

Case actions:

Case Comments Complaint made direct to factory. No process problems at time of call.

WK/201103725

01/07/2011 01/07/2011 Marsh Green Road North Factory smell

Case Actions:

Case Comments Rang NP at the factory - they are not processing and don't have much material on site and no material on the yard. Expecting material later in the day and will process over night.
At the moment only the JLT tower is operating and what little wind there is, is blowing in the direction of the complainant.
NP confirmed he would arrange for an assessment to be carried out and let me know if there are any problems.
No one available to visit the area.
Weather dry/hot very little wind - wind direction N/NE towards complainant.

Case Comments NH confirmed no problems on site, all doors shut. Still not processing.

WK/201104238

11/07/2011 11/07/2011 Marsh Green Road North Factory complaint - weather warm and close, very slight breeze

Case Actions:

Case Comments Complaint that odour has been unpleasant for last hour or so.
AB investigated - occasional clean but strongly chemically tower smell in complainant's yard
Factory not processing, only JLT tower running. Free chlorine rather high, but agreed that will leave dosing as it is (as would prefer to have high levels than low on hot day).

Complaint Date	Odour Date	Address	Details
WK/201104607			
18/07/2011	16/07/2011	Bagshot Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments	Call made direct to factory over weekend. Factory was processing at time of call. No problems and towers all on set points.		
WK/201104608			
18/07/2011	16/07/2011	Salmonpool Lane	Factory complaint - weather wet and windy
Case Actions:			
Case Comments	Complaint made direct to factory at weekend - factory processing at time of call, no problems		
WK/201104801			
20/07/2011	20/07/2011	Marsh Green Road North	Factory complaint - drizzling
Case Actions:			
Case Comments	Call about smell having been bad all morning (particularly at 11am) and then bad again at time of call. Complainant described smell as raw material at 1300. AB investigated - factory not processing during day. JLT tower running and all OK (smelling good). Had received delivery at 1305 which may have caused complaint. NP will investigate why this delivery came in during the day rather than during the evening.		
WK/201105132			
26/07/2011	26/07/2011	Marsh Green Road North	Factory complaint. Overcast with very still air.
Case Actions:			
Case Comments	AB investigated - very occasional process-type odour Factory was processing at time of call. JLT and SF towers good, but LF low on free chlorine. NH will investigate. Some odour externally around effluent tanks although no obvious source. This area will be washed down and disinfected.		
WK/201105137			
26/07/2011	26/07/2011	Marsh Green Road North	Factory complaint, overcast and still
Case Actions:			
Case Comments	AB investigated - very occasional process-type odour Factory was processing at time of call. JLT and SF towers good, but LF low on free chlorine. NH will investigate. Some odour externally around effluent tanks although no obvious source. This area will be washed down and disinfected.		
WK/201105472			
29/07/2011	29/07/2011	Marsh Green Road North	Factory complaint - weather warm and humid
Case Actions:			
Case Comments	Complaint about bad smell at lunchtime, for approx 1 hour. AB and RS investigated - no odour at complainant's property but elsewhere on Marsh Green Road was a slight tower smell. Did not smell particularly fresh, but not very noticeable odour. Factory processing at time of call, all OK although hot weather makes towers less effective.		
WK/201105537			
01/08/2011	01/08/2011	Marsh Green Road North	Factory complaint - weather coolish and breezy
Case Actions:			
Case Comments	Complainant rang to say the factory smell was very strong and had been so for an hour at least. Called factory - not processing today. JLT tower running on set points. Wind SSE		
WK/201105573			
02/08/2011	01/08/2011	Feltrim Avenue	Factory complaint - weather humid
Case Actions:			

Complaint Date	Odour Date	Address	Details
Case Comments	Complaint made out of hours. Factory not processing at time of call. JLT tower running on set points. Wind SSW. AB contacted complainant - smell was slight yesterday but had built up in house overnight so very noticeable this morning.		
WK/201105657			
02/08/2011	02/08/2011	Marsh Green Road North	Factory complaint - weather warm and still
Case Actions:			
Case Comments	Complaint about bad smell all afternoon, received at 1700. Factory has been running all day, but not smoothly. Towers unaffected by process problems though - all on set points and smelling good.		
WK/201105703			
03/08/2011	03/08/2011	Marsh Green Road North	Factory complaint - weather sunny and fairly still
Case Actions:			
Case Comments	Call from complainant who described smell as more 'natural' than chemical. I explained that due to staffing issues I would be unable to come out to investigate as normal. Complainant was happy with that.		
	Rang factory - they are processing. Towers all OK. NP walked area and reported no problems, slight tower odour on Marsh Green Road.		
WK/201105767			
04/08/2011	03/08/2011	Feltrim Avenue	Factory complaint - weather hot
Case Actions:			
Case Comments	Complaint of 'noxious' smell. (same complainant as previously today)		
	AB investigated - see WK/201105785		
	called complainant back to feedback		
WK/201105785			
04/08/2011	03/08/2011	Canal Banks	Factory complaint - weather hot
Case Actions:			

Complaint Date	Odour Date	Address	Details
Case Comments			<p>Call to say that smell bad outside factory on canal, noticed it while he was cycling past.</p> <p>AB investigated - Very faint tower smell on Feltrim Road, slight but good SF smell on Topsham Road. Clean chemical tower smell on Bagshot Avenue (?LF). No unacceptable odour witnessed in St Leonards area.</p> <p>Walked over to factory - was noticeable, possibly effluent-type, localised odour in Belle Isle. In Riverside Valley Park was process type smells, becoming stronger closer to factory.</p> <p>Spoke to NP. Towers and process all running well, but AB witnessed some problems with fugitive odours. No obvious source for these on site. Doors all closed, no lorries on yard, effluent temperature good, no spillages. NP will check air flow rates to towers and ensure all housekeeping/cleaning program is up to date.</p>
E-Mail			<p>email to complainant:</p> <p>Thank you for your call yesterday. I went out to the area and witnessed the smell by the river and canal. There was an odour from the rendering factory, which did not appear to have been treated by their odour abatement systems. There were no apparent sources of this odour (eg no spillages, problems with the process etc). I have spoken to the factory management about this matter and agreed some checks that they will make to try to identify the cause of the odour on this occasion.</p> <p>If you have any questions, please call me to discuss this further.</p> <p>Alex Bulleid (Miss)</p>
E-Mail			<p>email from complainant:</p> <p>Dear Alex</p> <p>Thanks for following this up so promptly. Good to know that the problem has been recognised.</p> <p>For your information, the smell has been present regularly (but not every day) for the several months that I have lived in the area. It has often been worse than yesterday, and I have seen people wearing hankies over their noses as they walk near the plant. So this was not a one-off event but an example of an ongoing systematic failure of their odour abatement systems.</p> <p>I would be grateful if you could let me know the outcome of their/your investigations.</p>
Case Comments			<p>call from NH - flow meter giving unreliable results. Will borrow one from Silvertown and do these on Wednesday. Cleaning Program - will update and resubmit.</p>

E-Mail

Sent: 10 August 2011 13:13
To: Bulleid, Alex
Subject: Airflows

Alex
As requested airflows carried out today, no obvious problems
LF = Circa 67,000 m3/hr
SF = Circa 47,000m3
JLT = circa 50,000m3

Regards
Neil

E-Mail

email to complainant:

I wanted to update you on my discussions with JL Thomas. I asked them to check the air flow rates to their odour abatement systems to see if these were high enough. They were all above or close to specifications, so it seems that extraction from the factory is working as it should. I have also asked them to review their Cleaning Program.

Unfortunately with this type of process there are rarely any quick solutions, but I will be arranging a meeting with the factory management shortly to discuss the complaints as well as future reviews of odour control systems.

Please give me a call if you would like to discuss this further.

Thanks,
Alex Bulleid (Miss)

Case Comments

Met with NP to do odour assessment following complaints previously.

Wind SSW.

Factory processing, towers all on set points. All three smelt good.

One slight incidence of odour on cycle path - tower smell.

Otherwise unable to detect any odour off site.

No obvious reason why today is any different to the date of this complaint when off site odour was very different. NP will check process records again to see if they have missed anything.

Emailed NP on return to office to confirm:

Just to confirm - we are awaiting the reviewed Cleaning Program, summary of flow rates to towers and any comments you have on the process conditions on the 3rd August.

I will propose including a review of fugitive odours in the revised permit, but we can discuss this further later in the year.

Thank you for your time this morning.

Alex

E-Mail

From: Neil Hannaford
Sent: 17 August 2011 14:58
To: Bulleid, Alex
Cc: 'Nick Parsons'
Subject: Airflows

Afternoon Alex

Please find attached copy of Summary of airflows back to 2008,

As you can see not a significant difference in results, would only react on a drastic drop or increase in airflows,

1m3/s difference in readings is the difference of 3600m3/hr to the results, our meter and method of analysis not accurate enough to detect small changes,

I would say it is accurate up to change of about 2m3/s thus circa 7200m3/hr

Regards

Neil

WK/201105794

04/08/2011 03/08/2011 Feltrim Avenue Factory complaint - weather hot

Case Actions:

Case Comments Complaint of smell, noticed on way home from work.

AB investigated - see notes on WK/201105785

WK/201105795

04/08/2011 03/08/2011 Bagshot Avenue Factory complaint - weather hot

Case Actions:

Case Comments Complaint of smell from factory.

AB investigated - see notes on WK/201105785

WK/201105796

04/08/2011 03/08/2011 Bagshot Avenue Factory complaint - weather hot

Case Actions:

Case Comments Complaint received:

"Reported smell earlier. Alex was just going to visit the factory, however at 18.00 there is still an awful smell that means we are unable to have any windows open, and have abandoned plan for a BBQ tonight. I have just phoned the factory again. This can not be allowed to continue. Please advise how a resident can take this complaint further".

Called complainant back to discuss. He wants to start a campaign, and asked how many people the factory employed.

AB investigated complaint - see WK/201105785

Complaint Date	Odour Date	Address	Details
WK/201106042			
08/08/2011	06/08/2011	Rivermead Road	Factory complaint - weather warm
Case Actions:			
Case Comments	Complaint made direct to factory out of hours Factory processing, no process problems, relatively high stock levels		
WK/201106168			
10/08/2011	10/08/2011	Magdalen Road	Factory complaint - weather cool and clear
Case Actions:			
Case Comments	Complaint of odour noticed while hanging out washing. AB investigated - occasional slight clean tower smell. No process problems. JLT tower slightly low free chlorine, which has been rectified.		
WK/201106169			
10/08/2011	10/08/2011	Magdalen Road	Factory complaint - weather cool and clear
Case Actions:			
Case Comments	Complaint of odour noticed while walking to work. Describes as 'not disgusting'. AB in area shortly before call - occasional slight clean tower smell. No process problems. JLT tower slightly low free chlorine, which has been rectified.		
WK/201106326			
15/08/2011	13/08/2011	Feltrim Avenue	Factory complaint - weather sunny
Case Actions:			
Case Comments	Complaint of 'smell from factory when gusty.' Complaint made out of hours. AB investigated - Factory not processing at time of call. JLT tower running and all OK.		
WK/201106407			
16/08/2011	15/08/2011	Bagshot Avenue	Factory complaint - weather drizzly
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Not processing at time of call. JLT tower running well.		
WK/201106888			
24/08/2011	23/08/2011	Salmonpool Lane	Factory complaint
Case Actions:			
Case comments	Complaint made out of hours direct to factory All towers were operating although one of the towers was at 1500 which is a little higher than they would like to operate at.		
WK/201106882			
24/08/2011	24/08/2011	Barnfield Hill	Factory complaint – weather overcast and humid
Case Actions:			
Case Comments	received regarding an unpleasant odour, which smelt like glue, coming from the factory and travelling a long distance. Visited area, no odour detectable RS in the area of the factory The factory had no operational problems and was just in the process of closing down. Towers all operating within set limits. On approach to the factory from Water Lane there was a tallow odour in the area which was quite strong but localised		

Complaint Date	Odour Date	Address	Details
WK/201107333			
01/09/2011	01/09/2011	Buller Road	Factory complaint - weather very warm
Case Actions:			
E-Mail	<p>“The smell from the PDM rendering factory at Haven Banks, Exeter has always been bad, but today it is worse than ever. We live in Buller Road, which is at least a mile from the factory, and the smell is intolerable - God knows what it must be like for the poor people who live closer. A google reveals stories about residents' complaints from 2008, but absolutely nothing has been done to remedy the situation. I imagine that the factory 'complies with its statutory obligations' and this will be the gist of your response, however I note that the article on the Exeter City Council website http://www.exeter.gov.uk/index.aspx?articleid=9496 implies that you're committed to maintaining good air quality in the city. With this in mind, can you please reassure me that you have this matter in hand, and will do everything in your power to remedy this intolerable situation?”</p>		
Case Comments	<p>AB and RS in area at time when email sent. No odour detectable. Factory not processing - only JLT tower running, all OK.</p> <p>AB called complainant to discuss issues raised in email. He was not happy.</p>		
WK/201107524			
22/09/2011	03/09/2011	Bagshot Avenue	Factory complaint
Case Actions:			
Case Comments	<p>Complaint over the weekend – made direct to the factory</p> <p>The factory was in the process of shutting down when the complaint came in and all towers were operating within permitted levels.</p> <p>Wind SW.</p>		
WK/201107525			
22/09/2011	05/09/2011	Bagshot Avenue	Factory complaint overcast and windy
Case Actions:			
Phone call received	<p>Complaint made direct to the factory.</p> <p>Factory was not operating, just the JLT tower was running, which was within normal operating limits.</p>		
WK/201107545			
22/09/2011	06/09/2011	Bagshot Avenue	Factory complaint - overcast and wet - WSW wind
Case Actions:			
Phone call received	<p>Factory complaint – “stinking/ usual odour” The factory was not operating Only JLT tower running</p>		
EPSU Officer Visit	<p>RS walked the area Very windy and overcast, nothing picked up but the wind is moving round quite a lot.</p>		
WK/201107607			
08/09/2011	08/09/2011	Bagshot Avenue	Factory complaint weather cool with a slight breeze
Case Actions:			
Phone call received	<p>Complaint about the smell this morning – complainant reported that when he left home it almost made him physically sick it was so odorous.</p>		
Case Comments	<p>RS investigated - strong clean tower smell in the Rivermead Road, Topsham Road area however nothing detected on Feltrim Av or Bagshot Av. (Possibly smell had shifted on the wind). Visited the factory, they are operating at the moment with the towers all within normal levels, sniffer points all smell clean, the site did have a strong smell of tallow when walking around due to some work in the tallow tank area, this was however quite localised.</p>		

Complaint Date	Odour Date	Address	Details
WK/201107772			
13/09/2011	13/09/2011	Knightley Road	Factory complaint, weather sunny with a brisk breeze - wind S/SW
Case Actions:			
Case Comments	Phoned JLT. Was informed by them that they had received another complaint and that the boiler had failed briefly around 09:35, although this was unlikely to be the cause of the complaint.		
Case Comments	NP confirmed boiler only failed for a brief period - 1-2 mins. Therefore unlikely to have given rise to the complaint. No one available from ECC to visit the area. Factory stopped processing at 10:00		
WK/201107798			
22/09/2011	13/09/2011	Bagshot Avenue	Dry, sunny. Wind veering S/SW
Case Actions:			
Case Comments	Call from NP at factory, complaint received at 07:31. Factory processing but no process problems, towers on set points. No one available from ECC to visits the area. Factory stopped processing at 10:00		
WK/201107802			
22/09/2011	13/09/2011	Norwood Avenue	Dry, sunny. Wind veering S/SW
Case Actions:			
Case Comments	Complaint direct to factory at 09:35. Problem with No. 2 boiler which only lasted about 2 minutes and therefore unlikely to have given rise to this complaint. No one available from ECC to visit the area. Factory stopped processing at 10:00		
WK/201107808			
22/09/2011	13/09/2011	Trews Weir Reach	Dry, sunny. Wind - S/SW
Case Actions:			
Case Comments	Call from NP at factory, complaint received at 08:25. Factory processing but no process problems, towers on set points. No one available from ECC to visit the area. Factory stopped processing at 10:00		
WK/201108036			
20/09/2011	19/09/2011	Bagshot Avenue	Unpleasant Odour
Case Actions:			

E-Mail “Awful smell from the factory for probably the 10th time this month. I had to close doors and windows. I have requested that the MD of the company provides a written explanation as to why they can’t control the smell from the factory.”

Further email received:

“reported factory smelling at 9pm, it is still smelling at 10pm”

Case Comments RS discussed the complaint with factory manager. The factory was operating last night, the boiler was firing at 100%, all towers were operating within set parameters and no reported operational problems.

WK/201108039

21/09/2011 20/09/2011 Bagshot Avenue Factory complaint - Dry/cool/windy

Case Actions:

Complaint Date	Odour Date	Address	Details
Case Comments			<p>Complainant confirmed that he had made a complaint online to the Council last night and also rang the factory.</p> <p>Complainant was not happy and requested details of who he could complain to. I explained that the factory is permitted in line with Defra guidance - he said he would be writing to Defra.</p> <p>JL rang the factory - NP confirmed that a complaint had been received last night. The factory is not currently processing and has been shut down between 09:30 and 09:45 this morning. The JLT tower is running.</p>
Case Comments			<p>RS visited the site, not operational at the time of the visit. Just the JLT tower running, sniffer point smelt ok and running between set operational limits. They were doing preventive maintenance on the condenser unit in the factory which has a potential problem .</p> <p>Wind NE overcast and blustery</p> <p>Walked the area down wind of the factory. Tower smell noticeable in Belle Isle (transient treated tower odour – no breach of condition). Rivermead Rd, Bagshot Av and Feltrim Av had occasional treated tower odour however this was being moved around in the area on the wind which is blustery NE.</p>

WK/201108063

21/09/2011 21/09/2011 Gras Lawn Factory Complaint - Sunny with a slight breeze.

Case Actions:

Case Comments Phone call received from complainant regarding smell travelling all the way from J L Thomas to Gras Lawn (near County Hall)

RS rang factory to inform them of the complaint. No reported problems at that time, they were processing then but have now stopped due to an internal breakdown (not related to anything which could contribute to an odour complaint).

ECC unable to attend site until 11.00.

RS walked the area along Rivermead Road, Salmonpool Lane and Bagshot Ave. The factory was not operating but the JLT tower was noticeable in the area. Although not offensive it was noticeable in the Salmonpool Lane area.

Conditions were overcast with a blustery SE wind

RS rang complainant and explained findings. Discussed how the factory operates and the nature of chemical treatment towers, residual odour etc

The complainant was happy and had only called in as odour was not normally detectable in her road.

WK/201108155

22/09/2011 21/09/2011 Salmonpool Lane Complaint made direct to the factory.

Case Actions:

Case Comments Call from the factory passing on details of complaint made direct to them. No reported problems, factory running and towers within set limits

WK/201108275

27/09/2011 27/09/2011 Union Street Factory complaint - overcast and warm, wind light SW

Case Actions:

Complaint Date	Odour Date	Address	Details
Phone call received			Call about the smell in the area - complainant has been around the factory area over the weekend and recognises the smell as "the factory smell at the end with the tanks." It has been around the area a few times over the last couple of days and has been around since 9 ish this morning.
Phone call made			Rang factory - no problems at present, they are processing and will investigate.
EPSU Officer Visit			RS walked the area, residual tower odour detectable although mainly now blowing down river. (Strong but clean chemical smell). Called complainant - odour has been around on-and-off all day, being more apparent at the rear of the building.

WK/201108296

27/09/2011 **27/09/2011** **Marsh Green Road North** **Factory Complaint - Weather is warm but cloudy**

Case Actions:

Phone call received Phone call recieved from complainant at 12:06pm. Smell (Chemical) has been very strong since 9:15am this morning. Complainant described the smell as 'unbearable' at the moment. Weather is warm but cloudy.

EPSU Officer Visit RS and LC walked the area and went in to see the complainant, strong smell in the area which is strong clean tower. At the factory all towers running within set points and nothing on the yard.

WK/201108297

27/09/2011 **27/09/2011** **Exton Road** **Smell has been on-going for a few hours but gradually getting worse. Over-cast weather.**

Case Actions:

EPSU Officer Visit RS walked that area with LC before going onto site for an inspection, strong but clean tower smell all along Marsh Green Road.

Sniffer points on the towers all ok and towers running within set points

WK/201109283

24/10/2011 **27/09/2011** **Cotfield Street** **Factory complaint**

Case actions:

Case comments Complaint reported direct to factory. No process problems at time of complaint.

WK/201108350

28/09/2011 **28/09/2011** **Willeys Avenue** **Unseasonably warm, wind SE**

Case Actions:

Case Comments Complainant had noticed an odour yesterday 27/9 and today (28/9) between 11:00-14:25. Very strong chlorine odour - very warm, wind SE. I explained that there would be a residual chemical odour which is probably what she had detected. Confirmed I would ring the factory to check the status of the process.

Case Comments Rang factory. NP confirmed that they were not processing and the JLT tower was operating.

WK/201108488

03/10/2011 **03/10/2011** **Bagshot Avenue** **factory complaint**

Case Actions:

EPSU Officer Visit RS walked the area.
Strong smell on Rivermead Road and JLT tower could be picked up in Belle Isle. Towers not smelling as clean as they can do but not offensive. Reported back to the factory that they need to ck the towers and see if they have anything on the yard.

Phone call received Received call from the factory:
- the JLT tower is running at 500 and they are going to increase the CL to 750;
- they have had a couple of lorries in, one of which did smell a little strong;
- nothing on the yard;
- they are planning to start up at 18:00 and not run tomorrow;
- they will keep a close eye on the towers as it has been so hot today.

Complaint Date	Odour Date	Address	Details
WK/201108506			
04/10/2011	03/10/2011	Bagshot Avenue	Factory complaint - wind SW
Case Actions:			
Case Comments	Complaint of odour.		
	Rang factory - they have found a split in one of the flexible connectors to towers. This is being fixed and should take about an hour.		
	Factory not processing		
WK/201108566			
05/10/2011	04/10/2011	Rivermead Road	Factory Complaint - wind SW and warm
Case Actions:			
Phone call received	Call from NH saying that they had received a complaint direct to the factory at 16:00		
	Wind SW, no problems on site.		
EPSU Officer Visit	RS walked Belle Isle, Feltrim Ave, Rivermead Road, Topsham Road areas - occasional tower smell however there was also a large smoky bonfire in the area which was not very pleasant .		
	Reported findings back to the factory which was operating within normal permitted limits		
WK/201108555			
05/10/2011	05/10/2011	Feltrim Avenue	Factory complaint - Warmish with slight overcast.
Case Actions:			
Phone call made	Smell started this morning at 7:30am		
	Called JLT – no reported problems on site, towers running within set limits. The factory will be running all day. Wind SW light, overcast and mild		
EPSU Officer Visit	RS investigated - Tower odour in noticeable but not breach of condition. Explained the process and how odours are treated. The complainant is new to the area and was wondering what the process involved. The complainant did say that they have noticed it several times in the past but not called in as it wasn't as noticeable or as strong as it has been today. She seemed happy with the explanation and will call again if the odour is bad		
WK/201108585			
05/10/2011	05/10/2011	Gras Lawn	Factory complaint - wind SW light to moderate
Case Actions:			
Phone call received	call from the complainant about the smell in the area today, it has been bad all day and is making the complainant feel sick. Very strong this morning 09:30 - 10:00 but still in the area now.		
Phone call made	Call to the factory - they are processing. Towers within set limits, no reported problems but they will do an investigation.		
Phone call received	Call from the factory reporting their findings - towers are within set limits, no problems on site, sniffer points all smell ok and they have noting on the yard.		
Case Comments	Called the complainant and gave them email contact for liaison committee member which they had requested.		
WK/201108604			
06/10/2011	05/10/2011	Bagshot Avenue	Factory Complaint - Warm but overcast.
Case Actions:			
Case Comments	Phone call received regarding “the awful smell that she noticed at 14:00. It is now 15:47 and it is even worse”		
	Call to the factory. They are operating and have no reported problems on site. Towers all within permitted limits.		
	Wind fresh SW.		
	Unable to investigate further due to staffing constraints.		

Complaint Date	Odour Date	Address	Details
WK/201108747			
10/10/2011	08/10/2011	Rivermead Road	Factory Complaint - weather overcast and mild
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory processing at time of call but no problems, towers all OK.		
WK/201109060			
18/10/2011	18/10/2011	Bagshot Avenue	Factory complaint - weather cool
Case Actions:			
Case Comments	Complaint made direct to factory. No process problems at time of call. Wind SW. AB investigated - wind more NW at time. No odour on Rivermead Road/Bagshot Avenue. Noticeable sewage-type smell in Belle Isle (not JLT).		
WK/201109062			
18/10/2011	18/10/2011	Rivermead Road	Factory complaint - weather cool
Case Actions:			
Case Comments	Complaint made direct to factory. No process problems at time of call. Wind SW. AB investigated - wind more NW at time. No odour on Rivermead Road/Bagshot Avenue. Noticeable sewage-type smell in Belle Isle (not JLT).		
WK/201109136			
19/10/2011	18/10/2011	Rivermead Road	Factory complaint - weather cold
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. No process problems at time of call - towers all operating normally.		
Case Comments	RS spoke to complainant - smell has been slight but noticeable over past few weeks.		
WK/201109153			
20/10/2011	20/10/2011	Rivermead Road	Factory Complaint - weather cold and overcast
Case Actions:			
Case Comments	Complaint made direct to factory - report that complainant could detect tower smell as he left his house this morning No process problems and towers all good.		
WK/201109354			
26/10/2011	26/10/2011	Compass Quay, Haven Road	Factory complaint – clear sky, mild
Case Actions:			
Case Comments	Call received regarding a strong smell coming from JL Thomas, complainant witnessed it on way to work. AB and RS investigated - no odour detectable. Factory not processing, JLT tower running as normal. Called complainant - no answer and no answerphone		