

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

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201110102</b>			
<b>17/11/2011</b>	<b>17/11/2011 10:17</b>	<b>Marsh Green Road C1</b>	<b>Factory Complaint / weather - mild, no wind.</b>
<b>Case Actions:</b>			
Phone call received	Phone call received about 'a smell of dead animals' which started at 9 this morning.		
EPSU Officer Visit	RS investigated:		
	No noticeable odour in Marsh Green Road. Could pick up the JLT tower in Water Lane, but very faint and clean.		
	The complainant became very agitated about the odour. RS explained that the council took all complaints about the factory seriously and investigated them as soon as we could (we had received the complaint and responded within 15 minutes on this occasion). However the complainants said that every time they make a complaint the odour has gone by the time we arrive.		
	They reported that the smell this morning was the worst that they had ever experienced and became quite aggressive and abusive. RS explained the factory process to the complainant.		
	RS visited the site and discovered that they had received 4 lorries from Pointon's factory all within an hour this morning. These were all quite odourous which may have generated the complaint. All had now been tipped. The factory was not processing and only the JLT tower was running.		
	Detailed observation of the JLT tower parameters showed that the tower operating within the limits and with very little fluctuation in the levels over the morning. This suggests that the odour may indeed have been generated from the lorries.		

<b>WK/201110191</b>			
<b>21/11/2011</b>	<b>21/11/2011 09:26</b>	<b>Marsh Green Road C1</b>	<b>Factory Complaint - Overcast</b>
<b>Case Actions:</b>			
Phone call received	Phone call received complaining about the strong smell. It started at 08:45am.		
Case Comments	AB and RS investigated - noticeable process-type odour at complainant's property. Not strong. Factory not processing. JLT tower shut down for maintenance but LF running. No obvious odour sources on site. Not possible to identify source of odour detected off site.		

<b>WK/201110221</b>			
<b>21/11/2011</b>	<b>21/11/2011 14:30</b>	<b>Marsh Green Road C1</b>	<b>Factory complaint overcast</b>
<b>Case Actions:</b>			
Phone call made	The factory is not processing, the LF is running because there is ongoing maintenance being done on the JLT tower.		
	Slight odour on Marsh Green Road.		

<b>WK/201110304</b>			
<b>23/11/2011</b>	<b>23/11/2011 11:30</b>	<b>Magdalen Road C1</b>	<b>Factory complaint - weather clear and warm</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory. AB visited Magdalen Road - no odour detectable there.		

<b>WK/201110355</b>			
<b>25/11/2011</b>	<b>24/11/2011 08:00</b>	<b>Barnardo Road C1</b>	<b>Factory complaint - weather mild</b>
<b>Case Actions:</b>			
Case Comments	Complaint received in afternoon regarding odour in morning. No process problems at factory, towers all operating normally.		

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201110416</b>			
<b>28/11/2011</b>	<b>28/11/2011 12:28</b>	<b>Barnfield Hill C1</b>	<b>Overcast, slight breeze, quite cold.</b>
<b>Case Actions:</b>			
Phone call received	Call regarding a strong odour which has been ongoing for the last 4 or 5 days. Complainant stated they have reported this issue 20 times or more and that the wind is blowing the odour towards town.		
Case Comments	AB investigated - barely noticeable clean tower smell on Southernhay. Not offensive. Factory not processing, JLT tower running all OK.		
<b>WK/201110423</b>			
<b>28/11/2011</b>	<b>25/11/2011 17:50</b>	<b>Bagshot Avenue C1</b>	<b>Factory complaint - weather mild</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory out of hours. Factory was processing at time of call, no problems with process or towers.		
<b>WK/201110504</b>			
<b>01/12/2011</b>	<b>29/11/2011 22:30</b>	<b>Rivermead Road C1</b>	<b>Factory complaint - weather wet and windy</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory out of hours - described as 'bad smell'. No process problems, towers all on set points.		
<b>WK/201110522</b>			
<b>01/12/2011</b>	<b>30/11/2011 23:10</b>	<b>Rivermead Road C1</b>	<b>Factory complaint - weather wet and windy</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory out of hours. Factory was processing at time of call - no problems. Towers all on set points and free chlorine levels within parameters.		
<b>WK/201110523</b>			
<b>01/12/2011</b>	<b>01/12/2011 09:30</b>	<b>Rivermead Road C1</b>	<b>Factory complaint - weather mild and overcast</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory. All operating normally at factory, towers all on set points and smelling good. AB investigated - Treated air smell - fairly strong but localised.		
<b>WK/201111446</b>			
<b>11/01/2012</b>	<b>10/01/2012 22:25</b>	<b>Rivermead Road C1</b>	<b>Factory Complaint - weather cool and still</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory out of hours.  Factory was running at time of complaint, towers all good. One lorry was parked on yard with raw material due to high stock levels nationally. This was tipped soon after the complaint was received.  No lorries on yard at start of next day.		
<b>WK/201111587</b>			
<b>16/01/2012</b>	<b>14/01/2012 15:36</b>	<b>Cowick Street C1</b>	<b>Factory complaint - weather cold</b>
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory out of hours. Complainant wished to record fact that he was able to detect the odour from the factory (no description of nature of odour) whilst shopping at Exe Bridges retail centre. Factory processing well at time of call, no problems and towers all on set points.		

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201112658</b>			
20/02/2012	17/02/2012 21:35	Rivermead Road C2	Factory complaint - weather overcast
<b>Case Actions:</b>			
Case Comments	<p>Complaint made direct to factory out of hours.  Wind NW at time of call - ie blowing in opposite direction to Rivermead Road. Therefore extremely unlikely to have been factory odour that caused complaint.  Unable to investigate other potential sources because complaint was made out of hours and no contact tel. no. provided for complainant.  Towers all operating normally at time of call.</p>		

<b>WK/201112672</b>			
20/02/2012	20/02/2012 16:45	Bagshot Avenue C1	Factory Complaint - Cold

<b>Case Actions:</b>			
Phone call made	<p>Phone call received complaining about bad smell. Been ongoing since 11:00am. Smells like dead animals  Factory not running at time of call.  Have problem with the effluent treatment plant - BOC are coming out tomorrow to repair the system.</p>		
EPSU Officer Visit	<p>Wind SSW  RS walked the Rivermead Rd, Salmonpool Lane, Bagshot Ave, Feltrim Ave and Norwood Ave area.  Very strong odour in Rivermead Rd/ Bagshot Ave – effluent-type odour, not very pleasant.  RS contacted AB to inform her of the situation and will discuss findings with the site tomorrow.</p>		
Case Comments	<p>AB spoke to NP at factory:  The broken O2 line is being repaired by BOC this morning. It is a difficult repair but factory staff are providing all the support they need.  As soon as it is fixed (2 hrs ish), they will put maximum O2 onto the effluent plant.  NP carried out an assessment this morning along Topsham Road and could detect an effluent odour in the area.  NP assured AB that they are doing all they can to resolve the problem.    AB undertook further assessment of odour – wind more NE, effluent type odour detectable on bottom of Salmonpool Lane and in Riverside Valley Park.</p>		
Case Comments	<p>Call from NP to report that the break down on site has now been fixed – 21/02/2012    AB wrote to NP to request that the Odour Management Plan be updated to describe how this situation would be handled in future.</p>		

<b>WK/201112912</b>			
24/02/2012	20/02/2012 23:00	Rivermead Road C1	Factory complaint
<b>Case Actions:</b>			

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
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Case Comments	Complaint made direct to factory out of hours. Factory was suffering from fault with effluent treatment plant at time of call. Engineer had been called out for specialist repair. (see details above)		
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**WK/201113232**

<b>05/03/2012</b>	<b>03/03/2012 08:30</b>	<b>Bagshot Avenue C1</b>	<b>Factory complaint - weather clear and mild</b>
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**Case Actions:**

Case Comments	Complaint made direct to factory out of hours. Wind SW. Towers all OK. Incinerator running as in process was shutting down at time of call.		
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**WK/201113899**

<b>26/03/2012</b>	<b>24/03/2012 09:20</b>	<b>Rivermead Road C1</b>	<b>Factory complaint – weather sunny and clear</b>
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**Case Actions:**

Case Comments	Call made direct to factory out of hours. Odour described as 'slight'.  Factory was operating at time of call. All towers were on set points and the process was running well.		
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