

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

Complaint Date	Odour Date / Time	Address	Details
WK/201200874			
01/05/2012	26/04/2012 19:52	Bagshot Avenue (1)	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory out of hours.		
	Factory processing at time of call. Small electrical fault with LF which resulted in tower being switched off for 50 minutes during repair. Otherwise all operating normally.		
WK/201201188			
11/05/2012	10/05/2012 20:00	Bagshot Avenue (1)	Factory Complaint - weather cloudy with sunny spells
Case Actions:			
Case Comments	Complaint made direct to factory out of hours.		
	Odour description from complainant was 'bad'		
	Site processing normally, no tower problems, + boiler 2 running at 100% fire rate		
WK/201201238			
14/05/2012	14/05/2012 12:52	Feltrim Avenue (1)	Factory complaint - weather raining wind direction W/SW (towards Feltrim Ave)
Case Actions:			
Case Comments	Rang complainant - they had noticed an odour as they left the house at 11:00 and again when they returned home at 12:30. Described it as the 'factory odour'.		
	Noticed an odour yesterday (13/5) but was not very strong.		
	Confirmed that she felt that the situation had been much better in recent weeks.		
Case Comments	Rang factory - NP confirmed that the factory was shut down and only the JLT tower was running.		
	Confirmed that they had very little stock at the factory as they had undertaken maintenance work over the weekend and all stock was inside the factory.		
	NP will check tower and contact JL if there was a problem with the tower.		
Case Comments	In area of Feltrim Ave / Belle Isle / Salmonpool Lane - 14:10 - 14:35 no odour detected. Wind had veered more W/NW down the river / canal		
WK/201201400			
21/05/2012	19/05/2012 16:20	Woodville Road (1)	Factory complaint - weather warm
Case Actions:			
Case Comments	Complaint made direct to factory out of hours.		
	Wind direction does not match, was consistently NNE at time of complaint.		
	Process shut down and no tower problems.		
WK/201201681			
28/05/2012	28/05/2012 10:45	Marsh Green Road North (1)	Factory Complaint - Weather warm
Case Actions:			
Phone call received	Call received complaining about smell. Noticed around 10:30. Weather is warm.		
EPSU Officer Visit	Visited complainant - no odour at their premises at that time. They described smell as like 'rotting vegetables.'		
	Visited factory. Not processing at time of complaint. One lorry of fairly odourous raw material had arrived at approx 1115, but this had gone straight into factory and tipped. JLT tower running and smelling good. Effluent settlement tanks quite odourous locally on site, because of hot weather. This may have contributed to complaint.		

Complaint Date	Odour Date / Time	Address	Details
WK/201201686			
28/05/2012	28/05/2012 11:27	Woodville Road (1)	Factory complaint - weather moderate
Case Actions:			
Phone call received	Call received regarding odour from JL Thomas. Complainant states this is only an issue when the weather is nice and stated she has been in contact with them but the issue has not improved. There was a mention that she believed the fans were turned off but she cannot verify if this is true or not.		
Case Comments	Visited complainant - no odour at their property at that time. They described smell as like drains. I explained that there were no fans which the factory could turn on or off to make the smell just disappear as the complainant seems to believe there were. Visited factory. Not processing at time of complaint. One lorry of fairly odourous raw material had arrived at approx 1115, but this had gone straight into factory and tipped. JLT tower running and smelling good. Effluent settlement tanks quite odourous locally, on site because of hot weather. This may have contributed to complaint.		
WK/201201698			
28/05/2012	25/05/2012 16:40	Woodville Road (1)	Factory complaint - weather hot and windy
Case Actions:			
Case Comments	Complaint made direct to factory and not passed on to ECC until following Monday. No process problems at time of call although hot weather means that towers were not as fresh as normal.		
WK/201201705			
29/05/2012	28/05/2012 19:05	Feltrim Avenue (1)	Factory complaint - weather warm
Case Actions:			
Case Comments	Call made to Control Centre out of hours. Investigation by Community Patrol 'Drove around area and could smell something quite strong in the area.' No description of odour provided by Community Patrol and investigation was not made until some time after complaint initially received (factory would have just been starting up at time of investigation).		
Case Comments	Factory not processing at time of call. JLT tower running with no problems. Wind SW Rang complainant back to discuss situation and explain findings of investigations.		
WK/201201722			
29/05/2012	28/05/2012 21:00	Abbeville Close (1)	Factory complaint - weather warm
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory was starting up at time of call. The incinerator was running and no problems with normal procedure. Wind SW		
Case Comments	Complainant rang to confirm call to factory last night. He said the odour was more of a burnt smell rather than a slightly chlorine smell he has noticed in the past. He did not want any feedback on our investigation but wanted the complaint logged.		
WK/201201740			
29/05/2012	29/05/2012 13:40	Marsh Green Road North (1)	Factory complaint - weather hot
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Case Comments	<p>Complaint about strong smell for last hour - described as organic smell, rather than chemical.</p> <p>Factory not processing at time of call. JLT tower running and smelling very good. Effluent tanks (which had been a potential source of odour yesterday) now reported to be good.</p> <p>One lorry arrived in hour before complaint - this could have been a contributing factor as the site staff reported that it was smelly. NP to ensure that this load does not arrive during the day in future if possible.</p> <p>Called complainant to update them of situation.</p> <p>ECC staff unable to visit area due to staffing constraints. Investigation by JLT staff found no detectable odours downwind of factory.</p>		
WK/201201772			
30/05/2012	30/05/2012 10:00	Marsh Green Road North (1)	Factory Complaint - cloudy overcast but warm, wind slight.
Case Actions:			
Phone call received	Call regarding a smell from the factory. It has been evident since 8:30 and complainant states 'it is as if a lorry has been left out with products in it'		
Case Comments	<p>AB investigated - clean treated air smell at complainant's property and in surrounding area. Given the warm temperatures recently the smell was very good.</p> <p>No problems on site, although much of material being delivered is very odorous and liquid (and therefore harder to process)</p>		
WK/201201880			
06/06/2012	06/06/2012 10:00	St Bernards Close (1)	Factory complaint - weather overcast and showers
Case Actions:			
	AB investigated - no odour at complainants property or in St Leonards area at time of investigation.		
Case Comments	Towers all OK and factory processing well.		
WK/201201918			
07/06/2012	06/06/2012 17:20	Penleonard Close (1)	Factory complaint - weather overcast
Case Actions:			
Case Comments	<p>Complaint made direct to factory out of hours.</p> <p>Complainant was out walking and smelt the factory.</p> <p>No processing problems, towers all OK.</p> <p>Tel. number given to factory was unrecognised when I tried to call it to talk to the complainant.</p>		
WK/201201922			
07/06/2012	06/06/2012 18:55	Bagshot Avenue (1)	Factory complaint - weather overcast
Case Actions:			
Case Comments	<p>Complaint made direct to factory out of hours.</p> <p>Factory processing at time of call. No process problems and towers all OK.</p>		
WK/201201938			
08/06/2012	08/06/2012 09:00	County Hall (1)	Factory complaint, weather overcast, with strong westerly wind
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Phone call received	Complaint made direct to factory by member of public, about the smell around Exe Bridge and along to County Hall. The factory was not operating at the time of the complaint. Only the JLT tower was running, which was operating within set limits. The factory will start up shortly.		
EPSU Officer Visit	AB visited the area and could not detect any odour. However the wind is gusting more north westerly and now very strong.		
WK/201201964			
11/06/2012	08/06/2012 12:00	Rivermead Road (1)	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory. No processing problems at time of call and all towers operating on set points.		
WK/201201983			
11/06/2012	09/06/2012 09:50	Rivermead Road (1)	Factory complaint - overcast with rain
Case Actions:			
Case Comments	Complaint made directly to the factory on Saturday. Weather was overcast with showers Factory was operating with out any reported problems. Towers operating within set levels.		
WK/201201984			
11/06/2012	09/06/2012 15:03	Bagshot Avenue (1)	Factory complaint - weather overcast with showers
Case Actions:			
Case Comments	Complaint made directly to the factory on Saturday. Weather was overcast with showers Factory was operating with out any reported problems. Towers operating within set levels.		
WK/201202141			
18/06/2012	18/06/2012 14:00	Trews Weir Reach (1)	Factory complaint: Wind SW, warm and dry
Case Actions:			
EPSU Officer Visit	RS investigated. Occasional strong yard smell with lingering tower odour in the area but transient as the wind was swinging around a bit. Visited the complainant who said that that the smell had gone now but described it as ‘most unpleasant’. Called the factory who will investigate to see if they have had anything come in which may have been the cause of the complaint. However the factory is not processing and the JLT tower is running within set limits.		
Case Comments	Response from NP stating that they did not find anything at the factory which was or appeared to be wrong. They were shutdown with minimal stock levels.		
WK/201202173			
19/06/2012	19/06/2012 13:36	Water Lane (1)	General complaint regarding smell over past few weeks
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Case Comments	email received:		
	'I live at River Meadows, Water Lane, unfortunately recently the odour from the nearby factory has increased greatly, with the strong smell making it unpleasant to open windows in the flat on summer days. Does this come under your jurisdiction?'		
Case Comments	email sent in reply:		
	Thank you for your email. Complaints about odour from the animal rendering factory (JL Thomas) do fall within our jurisdiction.		
	If we receive a complaint we endeavour to investigate as soon as possible. This includes making an assessment of the odour at the complainant's property and visiting the factory to check whether they are complying with the requirements which we have placed upon them.		
	It is therefore best if you can call us whenever you regard the odour to be unacceptable so that we can investigate thoroughly. Please call 01392 265148 during office hours or 0845 351 10 60 during the evenings/at weekends.		
	If you have any further questions about this matter, please contact me on 01392 265474.		
Case Comments	email received:		
	'Thanks for the quick reply, the odour at the flat is somewhat variable depending on the weather/wind etc. You should be able to make a v straightforward assessment just by walking past, this may be a bit better as I tend not to be home til late on weekdays.'		

WK/201202207

20/06/2012 20/06/2012 11:26 Marsh Green Road North Factory complaint - weather warm but cloudy with a slight breeze (1)

Case Actions:

Complaint made about smell which has been getting worse over the past 2 hours.

Case Comments

AB investigated. Was occasional but noticeable odour at complainant's property. Possibly slight effluent odour. Factory not running at time, effluent system running well and JLT tower smelling good. No obvious explanation for effluent type odour downwind.
Returned to complainant's property to update them with findings.

WK/201202257

22/06/2012 21/06/2012 20:00 Abbeville Close (1) Factory complaint - weather wet and windy

Case Actions:
Case Comments

Complaint made direct to factory out of hours.

At time of call the factory had just started up and so only the LF and JLT towers were running. As they started up, the No2 boiler developed a fault. This occurred suddenly and so there was no time to get the incinerator started before the boiler firing rate dropped below 25%.

There could have been an emission associated with this break-down, which happened at approximately the time of the call.

There was also one lorry which had just arrived on the yard waiting to enter the factory at the time of the call.

Unable to call complainant back to update because tel. number incorrect.

WK/201202294

25/06/2012 23/06/2012 18:18 Marlborough Road (1) Factory complaint - weather warm

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
E-Mail received	<p>Your link doesn't work unfortunately:</p> <p>http://eforms.exeter.gov.uk/Ef3/InitXML.action?form=Report_It&reporttype=envhealth</p> <p>I was hoping log a complaint regarding the really unpleasant smell in the air coming from the rendering plant in Marsh Barton.</p> <p>I live in Exeter (Marlborough Road) and also work in Marsh Barton, and during this week, in particular today (Saturday) the smell coming from the plant is really unpleasant, to the point of making you gag.</p> <p>It seems to getting regular now, and no effort being made to hid it. If they do run filters they don't work, or get by passed apart from when inspected.</p> <p>This is a single business that effects the air quality of several thousands homes, a handful of schools and everyone else running business in Marsh Barton. Who gets affected is simply a lottery based on the direction of the wind.</p> <p>Please can you do something about this, it's an awful smell and I do not see why we all have to put up with it given the promises of both ECC and even the MP to do something about it a few years back.</p>		
E-Mail sent:	<p>Thank you for your email. I'm sorry that the link did not work for you. We have tested it and it seems OK, so it may have been a temporary glitch with the website.</p> <p>Thank you for letting us know that the odour from JL Thomas has been disturbing you recently. I know that they suffered a major plant breakdown on Friday which may have contributed to the odour which you experienced on Friday and Saturday.</p> <p>In order to make a full investigation of any complaints, we endeavour to investigate as soon as possible. This includes making an assessment of the odour at the complainant's property and visiting the factory to check whether they are complying with the requirements which we have placed upon them. Because our visits are often unannounced, there is no possibility of them bypassing the odour treatment systems apart from when inspected.</p> <p>It is therefore best if you can call us whenever you regard the odour to be unacceptable so that we can investigate thoroughly. Please call 01392 265148 during office hours or 0845 351 10 60 during the evenings/at weekends.</p> <p>If you have any further questions about this matter, please contact me on 01392 265474.</p>		
Case Comments	Factory had major fault with No2 Boiler on Friday. This was fixed at 2200 on Friday night. Factory was processing normally all day Saturday prior to complaint - no problems and towers all OK.		
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WK/201202295			
25/06/2012	25/06/2012 10:10	Rivermead Road (2)	Factory complaint - weather overcast and still
Case Actions:			
Case Comments	Complaint received via Customer Services:		
	Rivermead Road resident called to complain that the smell from the above is horrendous this morning - customer doesn't really need a call but he would like it logged re the smell		
Case Comments	Factory not processing at time of call.		
	JLT tower running, all OK.		
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WK/201202353			
26/06/2012	26/06/2012 15:44	Rivermead Road (3)	Factory complaint - humid but overcast
Case Actions:			
Phone call received	Call received regarding smell from JL Thomas. It was also apparently bad at the weekend. Complainant believes issue is caused by 'leaving the trucks out'.		

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS investigated - no detectable odour in the Rivermead Road area however there was a strong, clean tower odour around Belle Isle.		
	Called the factory, who have found nothing wrong on site.		
Phone call made	Call to the complainant about the odour.		
	The complainant said that the odour had been very bad over the weekend however it has been bad today as well.		
	We discussed the issue and I explained that I had been out today and that the factory is currently operating within its set limits. There are no lorries parked outside as the complainant had suggested.		
	The complainant was happy with the odour at present as the wind has moved, but will call again if it returns.		
WK/201202359			
26/06/2012	26/06/2012 16:30	Feltrim Avenue (1)	Factory Complaint - overcast and humid.
Case Actions:			
EPSU Officer Visit	RS in the area at time of call, investigating an earlier complaint.		
	There was a strong clean tower smell in the Belle Isle area. Factory processing normally, towers all OK.		
WK/201202380			
27/06/2012	27/06/2012 13:14	Marsh Green Road North (1)	Factory complaint - humid and overcast.
Case Actions:			
Phone call received	Call regarding a smell although complainant couldn't confirm whether it was from the rendering plant or Devon Contract Waste. Smell is of rotting vegetables.		
Case Comments	Wind direction mainly SE although very slight. Occasional clean treated air smell in area of complainant. No odour along boundary of Devon Contract Waste.		
	Complaint therefore attributed to JLT although description of 'rotting vegetables' is unusual.		
	No process problems at factory, towers all good.		
WK/201202383			
27/06/2012	26/06/2012 22:16	Rivermead Road (1)	Factory complaint - weather overcast and drizzling
Case Actions:			
Case Comments	Complaint made direct to factory out of hours.		
	No process problems at time of call. Factory running well and towers all on set points.		
WK/201202416			
28/06/2012	28/06/2012 08:30	Chandlers Walk (1)	Factory complaint - weather humid, overcast and still
Case Actions:			
Case Comments	Call at 0930 to say that smell is bad in the mornings, evenings and weekends. Complainant had noticed it on way to work at 0830.		
	AB investigated - but wind had freshened and moved SW by 0930 so no odour at complainant's property. Had noticed a slight but fairly widespread, stale, treated air smell on Southernhay at around 0800 however.		
	No faults on site, process running well and air inside factory exceptionally clear. SF smelt strongly chemical, but OK.		
WK/201202429			
28/06/2012	28/06/2012 15:00	St Bernards Close (1)	Factory complaint - weather sunny and humid
Case Actions:			
Case Comments	AB in area not long before call - slight small flakt tower smell. Not particularly fresh but not unacceptable. Factory running normally at time of call, but will shut down soon because of low stocks.		

Complaint Date	Odour Date / Time	Address	Details
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WK/201202432			
28/06/2012	28/06/2012 16:00	Feltrim Avenue (1)	Factory complaint - weather cloudy and humid
Case Actions:			
Case Comments	AB in area earlier in afternoon - slight small flakt tower smell. Not particularly fresh but not unacceptable. Factory shutting down at time of call, because of low stocks.		
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WK/201202433			
28/06/2012	28/06/2012 13:20	Rivermead Road (4)	Factory complaint - weather humid
Case Actions:			
Case Comments	AB investigated - slight small flakt tower smell. Not particularly fresh but not unacceptable. Factory running normally at time of call, but will shut down soon because of low stocks.		
	AB called complainant to get further details - left message for her but no reply		
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WK/201202454			
29/06/2012	29/06/2012 09:00	Radford Road (1)	Factory complaint - weather cloudy and warm
Case Actions:			
Case Comments	AB investigated. Was no odour at complainant's property however I had noticed stale treated air type smell on Southernhay a little earlier in morning. This may have been type of odour which caused complaint.		
	No problems at factory - towers on set points although SF and LF smelt less fresh than normally.		
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WK/201202455			
29/06/2012	29/06/2012 10:29	St Bernards Close (1)	Factory complaint - weather cloudy
Case Actions:			
Case Comments	AB investigating another complaint at time of call.		
	No odour in area patrolled at time, however I had noticed stale treated air type smell on Southernhay a little earlier in morning. This may have been type of odour which caused complaint.		
	No problems at factory - towers on set points although SF and LF smelt less fresh than normally.		
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WK/201202478			
02/07/2012	30/06/2012 14:51	Feltrim Avenue (1)	Factory complaint - weather warm & overcast
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - no process problems at time of call and towers all OK.		
	Plant was processing poor quality material. Had been problem overnight with piece of metal stuck in conveyor, but were running again by early hours of morning. This did mean that they were processing later during day on Saturday than had expected to be.		
Case Comments	Spoke to complainant - she thought smell was excessive on Saturday (does not call if it does not really bother her)		
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WK/201202494			
02/07/2012	30/06/2012 10:15	Bagshot Avenue (1)	Factory complaint - weather sunny with clouds and strong SW wind
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - no process problems at time of call and towers all OK.		
	Plant was processing poor quality material. Had been problem overnight with piece of metal stuck in conveyor, but were running again by early hours of morning. This did mean that they were processing later during day on Saturday than had expected to be.		

Complaint Date	Odour Date / Time	Address	Details
WK/201202496			
02/07/2012	30/06/2012 11:15	Bagshot Avenue (1)	Factory complaint - weather sunny with clouds and strong SW wind
Case Actions:			
Case Comments	Complaint by email to Council out of hours: 'It is a sunny day and we can't sit outside due to the smell. I have reported them several times to you, and have phoned the factory several times over the last couple of months' No. 2 boiler had failed shortly before complaint - unknown cause, restarted again within two minutes. No other process problems and towers all OK. AB rang complainant - he is increasingly frustrated with the situation. He asked how he could take the matter further. I explained about corporate complaints, ombudsman and his right to take private action under S.82 EPA '90.		
Attachment	Letter sent with Private Action leaflet enclosed		
WK/201202497			
02/07/2012	30/06/2012 12:35	Norwood Avenue (1)	Factory complaint - weather sunny with clouds and strong SW wind
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - no process problems at time of call and towers all OK. Plant was processing poor quality material. Had been problem overnight with piece of metal stuck in conveyor, but were running again by early hours of morning. This did mean that they were processing later during day on Saturday than had expected to be.		
WK/201202499			
02/07/2012	30/06/2012 16:05	Rivermead Road (1)	Factory complaint - weather sunny with clouds and strong SW wind
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - no process problems at time of call and towers all OK. Plant was processing poor quality material. Had been problem overnight with piece of metal stuck in conveyor, but were running again by early hours of morning. This did mean that they were processing later during day on Saturday than had expected to be.		
WK/201202523			
02/07/2012	02/07/2012 15:45	St Bernards Close (1)	Factory complaint - weather warm and overcast, strong breeze
Case Actions:			
Case Comments	Call to say that smell had been bad Friday, Saturday and today (Monday). AB and JL investigated - was slight chemical smell in Belle Isle and St Bernards Road area. Not strong or particularly noticeable, but also not a particularly fresh, clean tower smell. No process problems at factory and towers all on set points.		
WK/201202736			
04/07/2012	04/07/2012 14:15	Marsh Green Road North (1)	Factory complaint - weather cloudy and fairly still
Case Actions:			
Case Comments	AB investigated - no odour at complainant's property or in area at time of investigation. Wind quite slight and variable though. Factory processing well at time of complaint. Towers all on set points. LF and JLT smelling good. SF was OK but not excellent.		
WK/201202765			
05/07/2012	04/07/2012 19:05	Marlborough Road (1)	Factory complaint - weather warm
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Case Comments	Email received:		
	<p>"I arrived home from work after having picked up my son with the idea of the family taking advantage of the small glimpse of summer, only to greeted by an overpowering odour once again from the J L Thomas plant. The wind is coming up from Marsh Barton (I think that would make it South Easterly), and smell tonight is raw; yes I think that's a pretty good description. I had to walk past J L Thomas last week on my way to work, and the smell close quarters is close the smell being carried in the wind tonight.</p> <p>Needless to say, we are eating inside, as it seems are quite a few of our neighbours."</p>		
Case Comments	Complaint received out of hours.		
	AB investigated - factory was processing normally and towers all on set points.		

WK/201202805

06/07/2012 05/07/2012 18:00 Water Lane (2) Factory complaint - weather warm

Case Actions:

Case Comments complaint made out of hours by email:

"The disgusting smell from the PDM Group plant has been getting steadily worse over recent months. There have been occasions, including today, where it can be smelled best part of a kilometre away at the Custom House on the Quay. As the weather (finally warms up) I would like to open my windows but this does not seem to be an option at the moment as the miasma from the end of the road engulfs everything. The smell seem to be present 24 hours a day 7 days a week at the moment and given the direction of the prevailing wind in this country it isn't going to go away on its own. I hope that you can help resolve this issue."

E-Mail sent Thank you for letting us know that the odour from JL Thomas has been disturbing you recently.

In order to make a full investigation of any complaints, we endeavour to investigate as soon as possible. This includes making an assessment of the odour at the complainant's property and visiting the factory to check whether they are complying with the requirements which we have placed upon them.

It is therefore best if you can call us whenever you regard the odour to be unacceptable so that we can investigate thoroughly. Please call 01392 265148 during office hours or 0845 351 10 60 during the evenings/at weekends.

If you have any further questions about this matter, please contact me on 01392 265474.

WK/201202874

10/07/2012 06/07/2012 17:00 Abbeville Close (2) Factory complaint - weather wet

Case Actions:

Case Comments Complaint made direct to factory.

Factory was processing at time of call. All towers on set points and smelling OK.

WK/201202963

13/07/2012 13/07/2012 09:27 Feltrim Avenue (2) factory complaint, overcast light SW wind

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Case			<p>Received call from the public complaining about the smell in the Feltrim Avenue area, described as ‘rotten boiling flesh and bones. The normal smell in the area when they are operating’.</p> <p>RS asked if the complainant would like an update as to the findings of the investigation to which the complainant said no.</p>
EPSU Officer Visit			<p>RS visited the area, No noticeable odour in the Feltrim Avenue area, however the towers could be smelt in the Rivermead Road area. The odour was a relatively strong, chemical, slightly stale smell.</p> <p>On site the factory is running within set perimeters, sniffing points smell ok. However the JLT tower has a hint of something in the background which is not smelling as good as normal.</p> <p>NP will increase the chemical dosage on the tower slightly and keep a closer eye on the tower as the day goes on.</p> <p>The factory has about 120 tonnes of stock on site currently and will operate all day. The quality of the stock is normal.</p> <p>Boiler is firing at 100%</p> <p>Strong effluent smell on site. The tank was warm but not septic.</p>

WK/201202969

13/07/2012 13/07/2012 09:45 Rivermead Road (1) Factory complaint - wind SW

Case Actions:

EPSU Officer Visit RS was in the area at the time of the complaint investigating an earlier complaint. Findings were as follows.

No noticeable odour in the Feltrim Avenue area, however the treatment towers were picked up in the Rivermead Road area. The odour was a relatively strong, chemical, slightly stale smell.

On site the factory is running within set perimeters, sniffing points smell OK however the JLT tower has a hint of something in the background which is not smelling as good as normal.

NP will increase the chemical dosage on the tower slightly and keep a closer eye on the tower as the day goes on.

The factory has about 120 tonnes of stock on site currently and will operate all day. The quality of the stock is normal.

Boiler is firing at 100%

Strong effluent smell on site, tank warm but not septic.

WK/201202970

13/07/2012 11/07/2012 17:50 Rivermead Road (5) Factory complaint - weather drizzly

Case Actions:

Complaint made direct to factory out of hours.

Case Comments Factory starting up at time of call.

JLT tower running but not the other towers.

Boiler running on 100% fire rate plus incinerator running. All operating according to start-up procedure.

WK/201202979

13/07/2012 13/07/2012 11:55 Feltrim Avenue (1) Factory complaint - weather overcast with occasional showers

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Case Comments	<p>RS was in the area shortly before call. Findings were as follows.</p> <p>No noticeable odour in the Feltrim Ave area, however the towers were picked up in the Rivermead Road area. The odour was a relatively strong chemical slightly stale smell.</p> <p>On site the factory is running within set parameters, sniffing points smell ok however the JLT tower has a hint of something in the background which is not smelling as good as normal.</p> <p>NP will increase the chemical dosage on the tower slightly and keep a closer eye on the tower as the day goes on.</p> <p>The factory has about 120 tonnes of stock on site currently and will operate all day. The quality of the stock is normal.</p> <p>Boiler is firing at 100%</p> <p>Strong effluent smell on site, tank warm but not septic.</p>		

WK/201203316

25/07/2012 25/07/2012 15:05 Marsh Green Road North Factory complaint - weather hot and sunny (1)

Case Actions:

Case Comments Call received when no officers available to attend because of meetings.

NP reported that on his assessment of the area he did not detect any odour on Marsh Green Road, although there was a slight stale raw material odour in the walkway through to Marsh Barton. The wind was in the correct direction for the complainant.

NP was informed by the team leader that there were a couple of vehicles which arrived at the same time and there was a delay in tipping them, therefore they were parked up longer than normal, just prior to the complaint. Vehicles all tipped by 15:15.

AB called complainant to explain situation.

WK/201203332

26/07/2012 26/07/2012 10:17 Marsh Green Road North Factory complaint - Weather is very hot and humid. (1)

Case Actions:

EPSU Officer Visit Call regarding an 'agricultural smell' coming from JL Thomas again.

RS visit to the site.

No noticeable odour of JLT at the rear of the premise at the time of the visit. However outside on the main road Hide and Skin was quite odourous. (RS advised them to close the main doors) The complainant stated that the smell was the same as yesterday - an agricultural type smell.

Driving down Alphington Road RS passed a JLT lorry leaving the site which was extremely odourous. This smell was noticeable all the way back to the factory. This was pointed out to the site who confirmed that the lorry had delivered some fallen stock at around 10:30 which may have corresponded with the time of the complaint.

On site the towers were all smelling clean and running within the set limits. The boiler was firing at 100%
Some smell round the effluent tank which given the temp is expected. The material being processed currently is not of a very high quality but the site has no reported problems.

WK/201203364

26/07/2012 26/07/2012 16:45 Water Lane (2) Factory complaint - weather hot and sunny

Case Actions:

Case Comments Call to say that the odour was very bad on complainant's return to work.

AB rang factory - no process problems and towers all operating well. One lorry had arrived shortly before call, which may have contributed.

RS in area earlier in day - strong odour in some parts of Haven Road etc. Very hot weather is making raw material more odorous although process and towers appear on site to be coping well. No obvious problem to cause complaints.

Complaint Date	Odour Date / Time	Address	Details
WK/201203365			
26/07/2012	26/07/2012 16:13	Haven Road (1)	Factory complaint - Warm with slight wind.
Case Actions:			
Phone call made	Complainant is not happy about the smell being around and described it as a rotten corpse smell.		
	RS explained that he had been on site earlier in the day and had witnessed an odour in the area. The complainant didn't think that it was the lorries but was not sure as the smell was only occasional.		
Phone call made	NP stated that they were currently running however no reported problems. He will initiate the internal investigation. All towers are currently operating within the set parameters and no lorries parked on the yard.		
WK/201203423			
30/07/2012	29/07/2012 09:20	Knightley Road (1)	Factory complaint - Warm with showers
Case Actions:			
Case Comments	Complaint received by factory over the weekend. The site had 110 tonne of material in stock yesterday which may have contributed to the complaint. The complainant called the factory again an hour later to say that the smell had gone.		
	The factory has started operating earlier today in order to clear the back log.		
	wind SW		
WK/201203431			
30/07/2012	30/07/2012 12:35	Old Mill Close (1)	Factory complaint – mild day, warm wind
Case Actions:			
EPSU Officer Visit	RS investigating complaints about the odour from the factory from 14:30- 17:00		
	A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.		
	RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.		
	The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.		
	The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.		
	The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.		
	The plan was to try and clear the backlog of poor material by the following day.		
Phone call received	The factory is running, towers operating within set limits.		
	Warm with SW wind.		
WK/201203432			
30/07/2012	30/07/2012 12:54	Knightley Road (2)	Factory complaint - mild day, warm wind
Case Actions:			
Phone call received	Call received regarding smell from JL Thomas. It was not pleasant last night apparently and has been particularly bad the last hour or so. Apparently the smell was 'standard' for JL Thomas, complainant did not wish to go into much more detail.		

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS investigating complaints about the odour from the factory from 14:30- 17:00		
	A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.		
	RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.		
	The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.		
	The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.		
	The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.		
	The plan was to try and clear the backlog of poor material by the following day.		

WK/201203437

30/07/2012 30/07/2012 15:12 Topsham Road (1) Factory complaint - mild

Case Actions:

Phone call received Call received regarding JL Thomas and odour which has reportedly been 'on and off' all weekend and is particularly bad now. Apparently the conditions make leaving windows open very difficult.

Phone call made Call to the complainant - message left

WK/201203438

30/07/2012 30/07/2012 15:19 Buckerell Avenue (1) Factory complaint - mild

Case Actions:

Phone call received Call received regarding pungent/rotting smell in the air, causing complainant to gag. There was also an issue at weekend and is particularly bad again at time of call.

Case Comments RS investigating complaints about the odour from the factory from 14:30- 17:00

A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.

RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.

The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.

The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.

The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.

The plan was to try and clear the backlog of poor material by the following day.

Phone call made RS called the complainant to discuss yesterday's complaint.

Explained the problem to the complainant who was very understanding and would not normally call in about the smell however yesterday was "very stinky!"

Complaint Date	Odour Date / Time	Address	Details
WK/201203441			
30/07/2012	30/07/2012 15:30	Salmonpool Lane (1)	Factory complaint
Case Actions:			
Phone call made	RS made call to the complainant who is very knowledgeable about the process and said that is was the worse it has ever been.		
EPSU Officer Visit	<p>RS investigating complaints about the odour from the factory from 14:30- 17:00</p> <p>A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.</p> <p>RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.</p> <p>The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.</p> <p>The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.</p> <p>The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.</p> <p>The plan was to try and clear the backlog of poor material by the following day.</p>		

WK/201203443

30/07/2012 30/07/2012 15:08 Topsham Road (2) Factory complaint – wind SW, weather mild and warm

Case Actions:

Case Comments	<p>Complaint made directly to the factory and passed to the council.</p> <p>Complaint about the odour in the area, no further details provided</p>
EPSU Officer Visit	<p>RS investigating complaints about the odour from the factory from 14:30- 17:00</p> <p>A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.</p> <p>RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.</p> <p>The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.</p> <p>The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.</p> <p>The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.</p> <p>The plan was to try and clear the backlog of poor material by the following day.</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201203444			
30/07/2012	30/07/2012 15:16	Rivermead Road (1)	factory complaint- wind sw mild and warm
Case Actions:			
Case Comments	Complaint made to directly to the factory		
Case Comments	RS investigating complaints about the odour from the factory from 14:30- 17:00		
	A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.		
	RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.		
	The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.		
	The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.		
	The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.		
	The plan was to try and clear the backlog of poor material by the following day.		
Phone call made	Call to the complainant to explain and update with the situation.		
	The complainant said that he only calls when the odour is bad and it was particularly bad Saturday night however Monday was exceptional.		

WK/201203445

30/07/2012 30/07/2012 16:45 Bagshot Avenue (1) Factory complaint - SW wind and warm

Case Actions:

Phone call made Call to the complainant to discuss his complaints today. He has put in a corporate complaint and written to Ben Bradshaw.

WK/201203454

31/07/2012 30/07/2012 20:25 Bagshot Avenue (1) Factory complaint - overcast.

Case Actions:

E-Mail The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk. This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk.

Please respond to the customer by telephone

Customer Address: - Bagshot Avenue, Exeter, EX2 4RN.

Report details: -

Offender : - J L thomas

Issue type : - Unpleasant Odour

Issue location: -

Issue details : - Disgusting smell at 20.22, has been there for several hours now

Issue time : - 20:20

Issue date : - 30/07/12

Witness : - yes

Comments: - I complained hours ago about this and yet there is still the same smell in the air. One of your officers visited the factory earlier this afternoon to no avail!! Please let me know exactly what your officer instructed them to do that they appear to have ignored!!!

Phone call made Call to the complainant to discuss his complaints today. He has put in a corporate complaint and written to Ben Bradshaw.

Complaint Date	Odour Date / Time	Address	Details
WK/201203455			
31/07/2012	30/07/2012 18:40	Gras Lawn (1)	Factory Complaint - overcast.
Case Actions:			
E-Mail received	<p>The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk. This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk.</p> <p>Please respond to the customer by email</p> <p>Customer Address: - Gras Lawn, Exeter, EX2 4ST. View Map</p> <p>Report details: - Offender : - PDM Group Issue type : - Unpleasant Odour Issue location: - From the Canal up to Barrack Road Issue details : - Issue time : - 18:00 Issue date : - 29/07/2012 Witness : -</p> <p>Comments: - I am writing to let you know that the foul smell from the PDM group is regularly smelt up in Gras Lawn which must be at least a mile from their premises on the Canal Bank. The stench was so bad at 6pm that we couldn't be outside in our garden. I'm sure there is a procedure for preventing the smell getting so bad and travelling so far. It really is a sickening smell. I hope you will be able to take some action.</p> <p>Best wishes.</p>		
E-Mail sent	<p>Thank you for your email regarding the odour emitted from the PDM factory. Exeter City Council regulates the facility under the Environmental Permitting (England and Wales) Regulations.</p> <p>The factory is subject to regular inspections by ECC officers as well as additional visits as part of the Council's procedure for investigating complaints. During these inspections and investigations ECC officers check the operational parameters of the factory and compliance with the conditions of the permit issued under the above legislation.</p> <p>An ECC officer investigated the complaints from Monday by visiting the area and the factory. The factory was processing very poor quality raw material as a result of the warm weather the week before. This was more difficult for the factory to process as well as being inherently more odorous, which places additional load on the odour treatment systems. The quality of the raw material is a national problem not just a local issue and is something which ECC will raise with DEFRA as a serious concern. Despite the poor material quality, the operations on site were all within the operational limits set in the conditions of the permit.</p> <p>ECC will continue to monitor the site to ensure that they comply with the conditions of their permit.</p> <p>Kind regards</p>		
E-Mail received	<p>Thank you so much for your reply. The odour from the PDM factory seems to be getting worse in the 8 years that we've lived in Exeter. Maybe the operational limits have changed during that time? The odour was particularly bad again on Tuesday 31st in the evening, and today during the afternoon (14.30), so much so that I had to come inside and close the doors and windows.</p> <p>I very much appreciate that Exeter City Council will raise this with DEFRA as a serious issue. It's unreasonable to smell the factory so far away, and it is commented upon by our visitors. If it would be helpful for me to write to DEFRA then I am happy to do so if you are able to let me know who the relevant person is.</p> <p>Thank you again for your reply.</p>		
E-Mail sent	<p>Thank you for your email. We will add the additional times that you noticed the odour to our records, however if it is at all possible please call the council at the time of the problem so that we can investigate. The office number is 01392 2655148 08.30 -17:00 weekdays or you can ring 0845 351 1060 out of hours to register a complaint.</p> <p>We will investigate the raw material situation further and will pass on the concerns of our complainants to DEFRA.</p>		

WK/201203456

31/07/2012 30/07/2012 17:49 Gras Lawn (1) Factory Complaint - overcast.

Case Actions:

E-Mail received The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk.
This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk.

Please respond to the customer by email

Customer Address: - Gras Lawn, Exeter, EX2 4SZ. [View Map](#)

Report details: -
Offender : - JL Thomas
Issue type : - Unpleasant Odour
Issue location: - 49 Gras Lawn
Issue details : - odour
Issue time : - 17:30
Issue date : - 30/7/12
Witness : - no

Comments: - arriving home in my car an odour became apparent as I drove into Gras Lawn, my windows were closed. On exiting the car the full odour was most unpleasant. I have smelled the JL Thomas plant on other occasions but usually slight and transient but this time its quite strong.

E-Mail sent Thank you for your email regarding the odour emitted from the PDM factory. Exeter City Council regulates the facility under the Environmental Permitting (England and Wales) Regulations.

The factory is subject to regular inspections by ECC officers as well as additional visits as part of the Council's procedure for investigating complaints. During these inspections and investigations ECC officers check the operational parameters of the factory and compliance with the conditions of the permit issued under the above legislation.

An ECC officer investigated the complaints from Monday by visiting the area and the factory. The factory was processing very poor quality raw material as a result of the warm weather the week before. This was more difficult for the factory to process as well as being inherently more odorous, which places additional load on the odour treatment systems. The quality of the raw material is a national problem not just a local issue and is something which ECC will raise with DEFRA as a serious concern. Despite the poor material quality, the operations on site were all within the operational limits set in the conditions of the permit.

ECC will continue to monitor the site to ensure that they comply with the conditions of their permit.

Kind regards

WK/201203457

31/07/2012 30/07/2012 16:45 Rivermead Road (6) Factory Complaint - Mild

Case Actions:

Phone call received Call regarding strong odour.

Complainant cannot verify whether this is coming from JL Thomas.

The issue is constant and this afternoon 'has not been great'. However complainant was particularly unhappy regarding the issue last night.

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS investigating complaints about the odour from the factory from 14:30- 17:00		<p>A strong tower odour from the factory detected in the Rivermead Road, Salmonpool Lane area. Although distinctly a tower smell, it was not the cleanest tower smell.</p> <p>RS spent considerable time on site with the management of the factory discussing the problem. The factory is experiencing difficulties due to the quality of the material that they are receiving.</p> <p>The factory closed down on Sunday with 110 tonnes of material in stock and started up early on Monday in order to try and clear the material.</p> <p>The sniffer points on the towers all smelt clean and the atmosphere in the plant was clear. However the some of the material was of exceptionally poor quality and was causing considerable processing difficulties.</p> <p>The management were keeping a close eye on the towers and the processing of the material. The management were also undertaking odour assessments off site.</p> <p>The plan was to try and clear the backlog of poor material by the following day.</p>
Phone call made	RS made call to the complainant.		<p>The complainant was very upset about the odour, and will contact the council if the odour returns.</p>

WK/201203461

31/07/2012 31/07/2012 10:17 Bagshot Avenue (1) Factory complaint - overcast and slight breeze

Case Actions:

Case Comments	Complainant wanted to report there is still a small in the air. Not as bad as yesterday but can still be smelt.
EPSU Officer Visit	<p>RS and NP from the factory out to assess the odour together, the factory has cleared the backlog of material from yesterday and will not be running for the rest of the day.</p> <p>Towers were picked up in the Feltrim Avenue, Rivermead Road and Bagshot Avenue areas. They smelt clean.</p> <p>Tower sniffing points are ok and operating within the set limits.</p>
Phone call made	<p>RS made call to complainant</p> <p>The complainant is still very unhappy with the odour associated with the process. However did say that compared with yesterday the smell is not as bad.</p> <p>The complainant has put in a corporate complaint and written to Ben Bradshaw.</p>

WK/201203464

31/07/2012 31/07/2012 10:25 Feltrim Avenue (3) Factory Complaint - overcast, breeze.

Case Actions:	RS and NP from the factory out to assess the odour together, the factory has cleared the backlog of material from yesterday and will be not running for the rest of the day.
EPSU Officer Visit	<p>Towers were picked up in the Feltrim Avenue, Rivermead Road and Bagshot Avenue areas. They smelt clean.</p> <p>Tower sniffing points are ok and operating within the set limits.</p>

WK/201203475

31/07/2012 30/07/2012 17:45 Abbeville Close (1) Factory complaint - wind sw, warm and dry

Case Actions:

Case Comments	<p>Complaint made direct to the factory and passed to Council.</p> <p>Factory not processing, JLT tower good.</p>
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Complaint Date	Odour Date / Time	Address	Details
WK/201203477			
31/07/2012	27/07/2012 14:30	Water Lane (3)	Vehicle Complaint - Hot & Humid
Case Actions:			
Phone call received	Regarding the lorries entering and leaving JL Thomas and the odour coming from them. Friday was the worst day. Slight issues mentioned with regards to Saturday also.		
Phone call made	RS made call to the complainant, who was very confused. RS checked the number dialled, which was the number given by the person who rang in. The occupier of the property that RS spoke to has not made a complaint and does not consider it to be a problem.		
WK/201203504			
01/08/2012	01/08/2012 09:31	Marsh Green Road North (1)	Factory complaint - overcast
Case Actions:			
EPSU Officer Visit	At the time of the complaint the wind was blowing towards the complainants from JLT however the wind had changed direction by the time the investigating officer was able to attend. The complainant described the smell as "a dog bone smell which was lingering in the backyard of the premises". At the time of the visit to the site there was a very distinct smell coming from Hide and Skin adjacent to the complainant's premises. This was pointed out to the complainants who were adamant that the smell from there didn't bother them and was not the smell that caused the problem earlier. RS went to the factory to sniff the towers and discuss the complaint. The factory was in the process of shutting down at the time of the complaint although the shut down was only temporary and started operating again shortly after. All the towers smelt ok and were operating within the set parameters.		
Case Comments	Call to the complainant to inform them of what has happened regarding their corporate complaint. The response has been drafted and is with the Assistant Director. It will be sent out to them on Monday. The complainant seemed happy with this and will wait for the response.		
WK/201203531			
02/08/2012	01/08/2012 16:30	Bishop Westall Road (1)	Factory Complaint - weather mild
Case Actions:			
E-Mail received	The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk . This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk . Please respond to the customer by email Customer Address: - Mortimer Court Bishop Westall Road, Exeter, EX2 6NN. View Map Report details: - Offender : - Issue type : - Unpleasant Odour Issue location: - Glue Factory, Exeter Issue details : - Smell from the factory Issue time : - 16:30 Issue date : - 01/08/12 Witness : - Comments: - The smell from the glue factory seemed to be even worse than normal today, probably just because of the wind direction. I work at County Hall and the smell began wafting in through our open window a few minutes ago. After work I'm going for a run along the river where I'm sure it will be even worse. Can you tell me why the factory is allowed to omit these kinds of odours? Do Exeter CC monitor these emissions? I understand that the problem used to be much worse, but to me it is still a significant problem. I know nothing about Environmental Health restrictions on such things, but it just seems a far to built up an area to have this kind of factory. Many thanks,		

E-Mail sent

Thank you for your email regarding the odour emitted from the PDM factory. Exeter City Council regulates the facility under the Environmental Permitting (England and Wales) Regulations.

The factory is subject to regular inspections by ECC officers as well as additional visits as part of the Council's procedure for investigating complaints. During these inspections and investigations ECC officers check the operational parameters of the factory and compliance with the conditions of the permit issued under the above legislation.

An ECC officer investigated the complaints from Wednesday by visiting the area and the factory. The factory was processing very poor quality raw material as a result of the warm weather the week before. This was more difficult for the factory to process as well as being inherently more odorous, which places additional load on the odour treatment systems. The quality of the raw material is a national problem not just a local issue and is something which ECC will raise with DEFRA as a serious concern. Despite the poor material quality, the operations on site were all within the operational limits set in the conditions of the permit.

ECC will continue to monitor the site to ensure that they comply with the conditions of their permit.

Kind regards

WK/201203540

02/08/2012	02/08/2012 12:15	Feltrim Avenue (3)	Factory Complaint - Mild, slightly overcast
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Case Actions:

Phone call received

Call received regarding the odour from JLT. It has been ongoing for about half an hour.

EPSU Officer Visit

RS walked the areas of Belle Isle, Rivermead Road, Feltrim Avenue, Norwood Avenue and Trews Wear Reach between the hours of 10:45 and 11:45.

A clean tower odour was detected at the far end of Trews Wear Reach along by the Port Royal.

The wind was very light with overcast warm conditions.

WK/201203544

02/08/2012	02/08/2012 14:25	St Bernards Close (1)	Factory complaint - mild, slightly overcast with strong wind
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Case Actions:

Case Comments

AB in area at time of call - was occasional and generally slight, clean treated air smell.

I would regard this to be an acceptable residual odour from the factory and not indicative of a fault with the process.

WK/201203546

02/08/2012	01/08/2012 16:30	Feltrim Avenue (3)	Factory Complaint - Mild
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Case Actions:

Case Comments

Factory processing normally at time of call. Towers all on set points.

Unable to attend area due to officer constraints unfortunately.

Complaint Date	Odour Date / Time	Address	Details
WK/201203548			
02/08/2012	01/08/2012 17:55	Rivermead Road (1)	Factory Complaint - Mild
Case Actions:			
Case Comments	Complaint made direct to the factory and passed to the council the following day. Factory operating at the time of the complaint with no reported problems.		
WK/201203549			
02/08/2012	02/08/2012 13:20	Bagshot Avenue (1)	Factory Complaint - warm and windy weather
Case Actions:			
Case Comments	Call regarding odour at 1320. The complainant also called NP at the factory directly. A later call also received from same complainant at 15.40. The complainant has previous told us that he will call 'whenever he smells anything from the factory.' AB investigated - was occasional and generally slight, clean treated air smell. I would regard this to be an acceptable residual odour from the factory and not indicative of a fault with the process. In conversation with the complainant NP invited him for a tour of the factory. The complainant declined, saying that it 'would only make him more angry.'		
WK/201203550			
02/08/2012	01/08/2012 18:30	Bagshot Avenue (1)	Factory Complaint - Mild
Case Actions:			
Case Comments	Complaint made direct to the factory and passed to the council the following day. Factory operating at the time of the complaint with no reported problems.		
WK/201203553			
02/08/2012	01/08/2012 21:25	Rivermead Road (1)	Factory Complaint - Mild
Case Actions:			
Case Comments	Complaint made direct to the factory and passed to the council the following day. Factory operating at the time of the complaint with no reported problems.		
WK/201203593			
03/08/2012	03/08/2012 10:20	Feltrim Avenue (1)	Factory complaint - weather warm and overcast
Case Actions:			
Case Comments	AB investigated. The odour in Feltrim Avenue area was an occasional clean treated air smell plus occasional, possibly process-type smell. This was not strong but when it occurred it was noticeable. Visited factory, where towers were all OK and process was running well. No obvious source of the odour which was observed on Feltrim Avenue. A full meal lorry was being sheeted on the rear yard at the time of the inspection. This should not be taking place and an investigation by NP discovered that it happens occasionally because one particular type of trailer cannot be sheeted inside the factory (it is too tall and the cover rolls on the wrong side). The factory management were unaware of this issue but will now ensure that it does not happen again. This could not have been the cause of the odour detected in Feltrim Avenue however because the lorry had only just left the factory at the time of the site visit. AB will request NP to check process conditions and all site activity to indentify what is different on the factory site that could explain the difference in the nature of the odour between 02/08 and 03/08/12.		

Complaint Date	Odour Date / Time	Address	Details
WK/201203595			
03/08/2012	02/08/2012 18:45	Rivermead Road (1)	Factory complaint - weather warm and sunny
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory processing normally at time of call and all towers on set points.		
WK/201203596			
03/08/2012	02/08/2012 21:05	Bagshot Avenue (1)	Factory complaint - weather warm and sunny
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory processing normally at time of call and all towers on set points.		
WK/201203597			
03/08/2012	02/08/2012 22:15	Bagshot Avenue (1)	Factory complaint - weather warm
Case Actions:			
Case Comments	<p>Call made direct to factory out of hours, and email received by ECC (see below).</p> <p>Factory suffered a brief No2 boiler failure shortly before complaint. The cause of this is unknown and it occurred too quickly to start up the incinerator before the boiler firing rate fell. The boiler was restarted without further problems within a few minutes.</p>		
E-Mail	<p>email received:</p> <p>'My son arrived home this evening at 10.15pm. The first thing he said as he came through the door was "I feel sick, the factory stinks, as soon as I get out of the car, it is awful".</p> <p>I phoned the factory again and spoke with a Brian Glover. He says all their readings are OK and there should be no odour escaping from the towers.</p> <p>They only check the towers once every two hours. It takes about 25 mins to do the check apparently. As we discussed earlier this afternoon, one additional thing you could ask them to do would be to check the towers every 30 minutes.</p> <p>You and your colleagues are welcome to come and stand in our garden from 9.00am to 11.00pm (this is a 24 hour a day problem, not just 9.00am to 5.00pm) to properly experience the factory odour. Perhaps Nick Parsons could also attend.'</p>		
Case Comments	<p>email sent:</p> <p>'Thank you for your emails. The City Council will address the issues that you have raised in the response to your formal complaint.</p> <p>I will also record the time of the odour incident which you have referred to.'</p> <p>nb this complainant has also made a formal corporate complaint regarding the regulation of the factory.</p>		
WK/201203615			
06/08/2012	06/08/2012 10:49	Knightley Road (3)	Factory Complaint - Warm & Cloudy
Case Actions:			
Phone call received	Call received regarding the JL Thomas plant and the smell which has been getting worse over the last few weeks and particularly just noticeable whilst putting her washing out.		

EPSU Officer Visit	<p>RS walked from Belle Isle to Salmonpool Lane via Knightly Road and Rivermead Road.</p> <p>A slight residual tower smell which was very faint in Rivermead Road No odour in Salmonpool Lane or Knightly Road.</p> <p>Because other complaints had been received, RS was joined by NP for further odour assessment in the area. (The area covered was Swan Court back to Rivermead Road because the wind had shifted westerly).</p> <p>Nothing detected at all in the area although the wind continued to shift towards Countess Wear.</p> <p>The factory was shut down and had approximately 30 tonnes of stock on site.</p> <p>Only one tower running (JLT) which smelt clean, and was operating within the set limits.</p> <p>On site it was noted that a loading shovel and a 360 swing shovel normally used inside the factory were parked up outside (one at the front of the factory and the other at the rear). These had not been washed down.</p> <p>It is doubtful whether the odour from these would carry as far as the complainants, although the odour locally was quite strong. NP spoke to members of staff to get the loading shovels stored correctly inside the factory.</p> <p>A strong odour was also noticed adjacent to the vents in the boiler room wall beside the canal. NP instructed a member of staff to wash the boiler room down.</p> <p>On leaving the site RS observed that the loading shovel and the swing shovel had been put inside the factory.</p>		
Phone call made	<p>The complainant is very unhappy about the smell from the factory this morning. They described it as the "chemical smell". They have lived in the house for 14 years and consider it to be getting worse. They have never complained about the smell before but they have now had enough.</p> <p>The complainant asked if the factory could be made to operate just at night. I explained that they operate day and night dependent on what material stocks that they have to process.</p> <p>The complaint said that they had spoken to others in the area and understood that others had complained about the factory. The complainant said that they had been told that the factory only took care about what they were doing when ECC have been down to investigate.</p> <p>I explained that as the operations at the factory were computer controlled and as part of this nearly everything was monitored and recorded. If a complaint is received, ECC can check what was going on at the time of the complaint so the factory are very careful with operational parameters.</p> <p>The complainant will call again to complain now that they know who to call.</p>		

WK/201203636

06/08/2012	06/08/2012 11:55	Old Mill Close (1)	Factory complaint, weather warm and overcast, occasional showers.
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	<p>RS walked from Bell Isle to Salmonpool Lane via Knightly Road and Rivermead Road.</p> <p>A slight residual tower smell which was very faint in Rivermead Road No odour in Salmonpool Lane or Knightly Road.</p> <p>Because other complaints had been received, RS was joined by NP for further odour assessment in the area. (The area covered was Swan Court back to Rivermead Road because the wind had shifted westerly).</p> <p>Nothing detected at all in the area although the wind continued to shift towards Countess Wear.</p> <p>The factory was shut down and had approximately 30 tonnes of stock on site.</p> <p>Only one tower running (JLT) which smelt clean, and was operating within the set limits.</p> <p>On site it was noted that a loading shovel and a 360 swing shovel normally used inside the factory were parked up outside (one at the front of the factory and the other at the rear). These had not been washed down.</p> <p>It is doubtful whether the odour from these would carry as far as the complainants, although the odour locally was quite strong. NP spoke to members of staff to get the loading shovels stored correctly inside the factory.</p> <p>A strong odour was also noticed adjacent to the vents in the boiler room wall beside the canal. NP instructed a member of staff to wash the boiler room down.</p> <p>On leaving the site RS observed that the loading shovel and the swing shovel had been put inside the factory.</p>		

WK/201203637

06/08/2012	06/08/2012 12:00	Norwood Avenue (2)	Factory Complaint, weather warm and overcast westerly wind.
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Case Actions:

EPSU Officer Visit RS walked from Bell Isle to Salmonpool Lane via Knightly Road and Rivermead Road.

A slight residual tower smell which was very faint in Rivermead Road
No odour in Salmonpool Lane or Knightly Road.

Because other complaints had been received, RS was joined by NP for further odour assessment in the area. (The area covered was Swan Court back to Rivermead Road because the wind had shifted westerly).

Nothing detected at all in the area although the wind continued to shift towards Countess Wear.

The factory was shut down and had approximately 30 tonnes of stock on site.

Only one tower running (JLT) which smelt clean, and was operating within the set limits.

On site it was noted that a loading shovel and a 360 swing shovel normally used inside the factory were parked up outside (one at the front of the factory and the other at the rear). These had not been washed down.

It is doubtful whether the odour from these would carry as far as the complainants, although the odour locally was quite strong. NP spoke to members of staff to get the loading shovels stored correctly inside the factory.

A strong odour was also noticed adjacent to the vents in the boiler room wall beside the canal. NP instructed a member of staff to wash the boiler room down.

On leaving the site RS observed that the loading shovel and the swing shovel had been put inside the factory.

WK/201203727

08/08/2012	08/08/2012 15:04	Marsh Green Road North (1)	Factory Complaint - Overcast, humid
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Case Comments	Call regarding smell this afternoon.		
	AB investigated - factory started up around midday. Towers on set points but SF and LF did not smell as fresh as they do at their best. NP had pH levels checked as well and these were also OK. He will arrange for the towers to be opened and checked at the next maintenance shut down (tomorrow or Monday).		
	No odour detected in area of complainant.		

WK/201203766

09/08/2012 09/08/2012 12:27 Alphington Road (1) Vehicle Complaint - Hot & Humid

Case Actions:

Phone call received	Call received regarding a vehicle complaint heading to the JL Thomas Factory. Complainant mentioned the odour was particularly strong when the vehicle went past in Alphington Road. She expressed concerns regarding pedestrians walking by such vehicles.
Case Comments	email from JLT: I have been asked to contact you reference the load that came in at lunch time today and caused a complaint, the details are as follows. Vehicle Reg K55TAS Trailer Number T458 Load Weight 13.640 Kg Movement Doc No 2293197 Time 12.16 This is a weekly collection and weighed less than half of the vehicle's capacity, the load originated from J V Richards at Perranwell Station Truro. I will arrange for this load to come into the city outside of daylight hours.
Case Comments	called complainant and left message to explain action taken

WK/201203830

13/08/2012 10/08/2012 14:12 Water Lane (2) Factory complaint - weather warm and breezy

Case Actions:

E-Mail	email received: 'As of around 13:30 today the smell from the JP Thomas plant became unacceptable and has stayed that way for 40 minutes now. Once again I find myself at home today with 25 degrees C outside and I have to close my windows. Surely this sort of thing cannot be allowed to continue. '
EPSU Officer Visit	AB investigated - was strong but clean tower smell along Water Lane. Factory processing well and all towers on set points and smelling good.
E-Mail	email sent: Thank you for your email on Friday. As a result I made an investigation in the Water Lane area and checked the systems in place at the factory. I found that there was a locally strong odour in parts of Water Lane. This was from the chemical treatment towers which are used to destroy the odours from the rendering process. The residual odour from these towers is minimised by adjusting the chemical inputs to them, but cannot be avoided all together. It was stronger than usual on Friday and the factory are carrying out additional checks on the towers today to see if they can identify a cause for this. Thanks again and please call me on 265474 if you wish to discuss this further.

Complaint Date	Odour Date / Time	Address	Details
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WK/201203831

13/08/2012 12/08/2012 12:00 Cotfield Street (1) Factory complaint - weather warm but showery

Case Actions:

E-Mail complaint received by email:

Yes the residents in the locality have had enough of the disgusting obnoxious bile forming reek that comes from this factory on a regular basis. Yes the head of this "carbuncle on the face of a much loved friend"; said the factory is working within EU permitted remits, but then he does not live here does he and neither do the entire compliment of the EU MEP's. When the wind is in your direction there is nothing you can do to stop the smell, except to go indoors and close all the windows, which is very annoying on a sunny day when you want to sit in your garden and enjoy the sunshine or have a BBQ. The other option is to go to the Army surplus and buy yourself and the family a gas mask each, because the smell just makes you sick. If you are very lucky you can have the delight to follow one of the many lorries in to Exeter to Haven Banks (which is full and spilling over with rotting animal bodies) and urge all the way along Alphington corridor. Thank God for the recycle air button in my car, Sorry for you if you don't have one, because you will ne trapped in the stink. So as one of the residents of Haven Banks I say "yes move the damn factory". More and more people use the canal basin now as it is a draw as a beautiful spot. There are activity centers, cafe's and shops its just a shame about the three things which have to spoil it 1. Thomas's factory and its stink (which you can actually taste in the air) 2. Lack of dog bins and lazy dog owners that either do not pick up their dog waste or worse still do bother to bag it but then leave it on the path or dangling from foliage like a Christmas bauble. 3. Lazy slob's who throw rubbish from their cars or do not pick up their litter after enjoying time by the canal bank, Additional bins might stop this! More dog bins, more litter bins, a keep Exeter tidy promotion in schools and the relocation of Thomas's factory could transform this already upcoming and potentially pleasant area for all to enjoy

Case Comments email response sent:

Thank you for your email about the odour from JL Thomas.
In order to make a full investigation of any complaints, we endeavour to investigate as soon as possible. This includes making an assessment of the odour at the complainant's property and visiting the factory to check whether they are complying with the requirements which we have placed upon them.
It is therefore best if you can call us whenever you regard the odour to be unacceptable so that we can investigate thoroughly. Please call 01392 265148 during office hours or 0845 351 10 60 during the evenings/at weekends.
If you have any further questions about this matter, please contact me on 01392 265474.

WK/201203879

13/08/2012 13/08/2012 16:39 Marsh Green Road North (1) Factory complaint; overcast warm.

Case Actions:

Phone call made Call to NP at the factory - the plant is just starting up and the complaint will be investigated.

EPSU Officer Visit RS went to the complainant's property. The complainant said that the smell had shifted round and moved now. The complainant had been in their rear yard when they noticed the smell and had checked the wind direction which at the time was coming from the factory.

At the time of the visit the wind was blowing towards Water Lane rather than Marsh Green Road North.

On site at the factory the plant was just in the process of starting up. Only two towers operating at present as the press room is not running yet. Both JLT and the Large Flakt tower smell very clean. (The best that RS has smelt them in a while).

On approach to the factory down Water Lane the odour was quite strong, although this may have been caused by a lorry .

WK/201203888

14/08/2012 13/08/2012 16:45 St Bernards Close (1) Factory complaint - weather sunny

Case Actions:

Case Comments Complaint that smell has started to get bad the last half hour or so.

AB investigated - was quite strong tower smell (probably Small Flakt) in places on Trews Weir Drive, Glenwood Rise and Norwood Avenue.

All operating normally at factory. Towers good.

Complaint Date	Odour Date / Time	Address	Details
WK/201203889			
14/08/2012	13/08/2012 17:00	Glenwood Rise (1)	Factory complaint - weather sunny
Case Actions:			
Case Comments	AB investigated - was quite strong tower smell (probably Small Flakt) in places on Trews Weir Drive, Glenwood Rise and Norwood Avenue.		
	All operating normally at factory, Towers good.		
WK/201203890			
14/08/2012	13/08/2012 17:35	Feltrim Avenue (4)	Factory complaint - weather sunny
Case Actions:			
E-Mail	email complaint received - "Unable to open windows of house due to smell"		
Case Comments	AB investigated - was quite strong tower smell (probably Small Flakt) in places on Trews Weir Drive, Glenwood Rise and Norwood Avenue.		
	All operating normally at factory, Towers good.		
WK/201203897			
14/08/2012	14/08/2012 10:00	Marsh Green Road North (1)	Factory complaint - weather overcast but humid
Case Actions:			
Case Comments	Call to say that the smell was very bad around 20-30 minutes ago but they have been too busy to call. It is still noticeable now.		
	AB investigated: the wind was more southerly so no odour on Marsh Green Road or Tan Lane. On Water Lane there were two discreet areas where there was a noticeable tower smell. Neither was particularly strong and both were quite clean.		
	On site the towers all smelt good and there was less odour on the yard area than there can be on some occasions.		
WK/201203961			
15/08/2012	15/08/2012 11:15	Willeys Avenue (1)	Factory and vehicle complaint - overcast showers and warm.
Case Actions:			
Phone call received	Call about the tower smell and the smell from the lorries moving along Alphington Rd to and from site.		
	The complainant described the smell as two different things, " the chemical smell which catches her in the back of the throat and then the smell of Bovril"		
	The complainant did ask if the lorries could be redirected into the site from another direction. I explained that there is no other way to get them to the site.		
EPSU Officer Visit	RS walked the area.		
	A clean tower smell was noticeable but nothing that was offensive. When walking towards the factory RS was passed on Water Lane by a lorry coming from the site which was very odorous.		
	On site the towers were all running within set limits, and smelling clean. The factory was running but planning to shut down over night and remain shut down tomorrow.		
WK/201203982			
16/08/2012	16/08/2012 12:35	Barnardo Road (1)	Factory complaint - weather warm but very breezy
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	AB in the area at the time of the complaint. Described the smell as a fairly clean tower odour.		
Phone call made	Factory running and will be running until Saturday. No reported problems on site. The factory will undertake an onsite investigation and report any problems to us if found.		
Phone call made	Call to the complainant, who said that the smell was not as bad today as it had been earlier in the week and has now gone from their property. I explained that an officer had been in the area at the time of the complaint and described it as a strong tower odour. The complainant agreed.		
	Described the odour as the same as normal, nothing too strong, but would like to report it.		
WK/201204024			
17/08/2012	17/08/2012 17:03	Water Lane (3)	Vehicle complaint - weather muggy
Case Actions:			
Case Comments	Call to complain generally about odour from vehicles which seems to have got worse recently.		
	I explained the situation regarding the regulation of odour from lorries and the actions that the factory take to control them. I asked the complainant to note any registration numbers so that we can investigate specific instances in future.		
WK/201204064			
20/08/2012	20/08/2012 15:40	Rivermead Road (1)	Factory complaint - weather warm and sunny
Case Actions:			
Case Comments	Complaint made direct to factory and no ECC officers available to respond.		
	Factory had been running for approx 1 hour at time of call. No process problems and towers all OK.		
WK/201204091			
21/08/2012	21/08/2012 12:49	Feltrim Avenue (1)	Factory Complaint - Overcast, gusty, quite humid
Case Actions:			
Phone call received	Call received from complainant regarding the 'on/off' odour, dependent on the wind. Has been an issue all morning and was also noticeable down by the Quay.		
Case Comments	AB and RS in area at time of call - was occasional, but quite strong, treated air smell.		
	Factory processing normally, no problems with towers.		
WK/201204096			
21/08/2012	21/08/2012 11:15	Barnardo Road (2)	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	Call to say that noticed smell at 11:15 this morning, it was very strong		
Case Comments	AB and RS investigated - was occasional, but quite strong, treated air smell.		
	Factory processing normally, no problems with towers.		
WK/201204097			
21/08/2012	21/08/2012 12:00	Norwood Avenue (3)	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	Call to complain about the smell today.		
	AB and RS in area at time of call - was occasional but quite strong treated air smell.		
	Factory processing normally, no problems with towers.		

Complaint Date	Odour Date / Time	Address	Details
WK/201204100			
21/08/2012	21/08/2012 14:38	Topsham Road (3)	Factory complaint - Overcast, humid
Case Actions:			
Phone call received	Call regarding the regular odour from JL Thomas, has been an issue all day.		
Case Comments	AB and JL investigated. At 1500 wind had swung to more NW and no odour detectable at complainant's property.		
	On playing fields in Riverside Valley Park there was an occasional faint odour. Not offensive.		
WK/201204110			
21/08/2012	21/08/2012 14:37	Bagshot Avenue (1)	Factory complaint - weather warm and humid, breezy
Case Actions:			
Case Comments	AB and JL investigated. At 1500 wind had swung to more NW and no odour detectable at complainant's property.		
	On playing fields in Riverside Valley Park there was an occasional faint odour. Not offensive.		
WK/201204130			
22/08/2012	21/08/2012 16:50	Rivermead Road (1)	Factory complaint - weather humid and breezy
Case Actions:			
Case Comments	Complaint made direct to factory.		
	Factory was processing at time of call. All operating well except Large Flakt, which had been switched off so that a broken pump could be replaced.		
	JL and AB were downwind of the factory earlier in the day shortly after the LF was switched off. Was only a slight tower smell at that time.		
WK/201204131			
22/08/2012	21/08/2012 17:30	Feltrim Avenue (5)	Factory complaint - weather humid and breezy
Case Actions:			
Case Comments	Complaint made direct to factory.		
	Factory was processing at time of call. All operating well except Large Flakt, which had been switched off so that a broken pump could be replaced.		
	JL and AB were downwind of the factory earlier in the day shortly after the LF was switched off. Was only a slight tower smell at that time.		
WK/201204143			
22/08/2012	22/08/2012 08:52	Rivermead Road (1)	factory complaint warm with SW wind
Case Actions:			
EPSU Officer Visit	RS and NP walked the area from 9:50-10:40		
	From Belle Isle to Salmonpool Lane along the footpath at the rear of the properties there was no odour detected.		
	At the junction of Salmonpool Lane and Abbey Court we could smell the towers which were clean and not very strong.		
	We walked back via Rivermead Road where there was a very faint, transient, clean tower odour.		
	We stopped in Feltirm Avenue as we had received notification of a complaint whilst out in the area. Nothing was detected at the time in Feltrim Avenue.		
	On site at the factory, no reported problems, all sniffer points were fresh and clean. Some localised odour from the effluent tank.		

Complaint Date	Odour Date / Time	Address	Details
WK/201204144			
22/08/2012	22/08/2012 10:00	Feltrim Avenue (6)	Factory complaint warm with SW wind
Case Actions:			
Case Comments	RS and NP walked the area from 9:50-10:40		
	From Belle Isle to Salmonpool Lane along the footpath at the rear of the properties there was no odour detected.		
	At the junction of Salmonpool Lane and Abbey Court we could smell the towers which were clean and not very strong.		
	We walked back via Rivermead Road where there was a very faint, transient, clean tower odour.		
	We stopped in Feltirm Avenue as we had received notification of a complaint whilst out in the area. Nothing was detected at the time in Feltrim Avenue.		
	On site at the factory, no reported problems, all sniffer points were fresh and clean. Some localised odour from the effluent tank		
WK/201204147			
22/08/2012	22/08/2012 10:33	Salmonpool Lane (2)	Factory complaint - warm with SW wind
Case Actions:			
Case Comments	RS and NP walked the area from 9:50-10:40		
	From Belle Isle to Salmonpool Lane along the footpath at the rear of the properties there was no odour detected.		
	At the junction of Salmonpool Lane and Abbey Court we could smell the towers which were clean and not very strong.		
	We walked back via Rivermead Road where there was a very faint, transient, clean tower odour.		
	We stopped in Feltirm Avenue as we had received notification of a complaint whilst out in the area. Nothing was detected at the time in Feltrim Avenue.		
	On site at the factory, no reported problems, all sniffer points were fresh and clean. Some localised odour from the effluent tank.		
WK/201204246			
24/08/2012	24/08/2012 08:50	Chandlers Walk (2)	Factory complaint - weather wet and blustry
Case Actions:			
E-Mail	email received:		
	As a local resident, i feel It has now got to a point where my quality of life is being seriously affected by the activities at the PDM meat rendering plant. The repulsive smell lingers both day and even at night on a regular basis. Despite hot weather i can't open the windows in my flat because of the stench. It's very intrusive. I am also 7 months pregnant, so my sense of smell is heightened which makes what is already a putrid stench even worse. It stops me from eating and sleeping at times. I think it is extremely inappropriate that this facility even be anywhere near a busy residential and leisure area. It makes me not want to live here any more. Please help!		

Complaint Date	Odour Date / Time	Address	Details
Case Comments			<p>AB investigated - factory running well and towers all OK.</p> <p>Occasionally strong treated air smell. Very turbulent and gusty wind so hard to find odour over a large area of quayside etc.</p> <p>Smell only ever lasted a very short period in one place.</p>
E-Mail			<p>email sent:</p> <p>Hello,</p> <p>I am sorry that the odour has disturbed you so much. When I received your complaint on Friday I went out to investigate. There was a noticeable smell from the factory in the Water Lane/quay area although it started to pour with rain while I was out and the smell went then.</p> <p>Unfortunately the nature of the odour abatement systems that they use means that some residual chemical-type odour remains. The factory try to keep this to a minimum but it can be noticeable downwind of the site.</p> <p>If we receive a complaint we try to investigate straight away and check whether there are any problems at the factory. If they are doing something wrong, or there are problems that they need to fix then we will make them do this. It is easier to respond quickly if complaints are made by telephone at the time when the odour is a problem. Please call 01392 265474 (working day) or 0845 351 1060 (evenings and weekends).</p> <p>We are currently talking to the factory about longer term changes in their abatement systems to improve the situation but we do not yet know what the outcome of those discussion will be. If we identify that different technologies are available and would be effective then we can make them invest in these.</p> <p>Please give me a call if you would like to discuss this matter further.</p>

WK/201204247

24/08/2012 24/08/2012 11:00 Waterside (1) Factory complaint - weather wet and blusty

Case Actions:

E-Mail	<p>"I can't open the windows in my flat in Haven Road because of the foul smell coming from the PDM meat rendering plant in Water Lane. The smell has been particularly bad over the past 2 days."</p>
Case Comments	<p>AB investigated - factory running well and towers all OK.</p> <p>Occasionally strong treated air smell. Very turbulent and gusty wind so hard to find odour over a large area of quayside etc.</p> <p>Smell only ever lasted a very short period in one place.</p>
E-Mail	<p>Hello,</p> <p>I am sorry that the odour has disturbed you so much. When I received your complaint on Friday I went out to investigate. There was a noticeable smell from the factory in the Water Lane/quay area although it started to pour with rain while I was out and the smell went then.</p> <p>Unfortunately the nature of the odour abatement systems that they use means that some residual chemical-type odour remains. The factory try to keep this to a minimum but it can be noticeable downwind of the site.</p> <p>If we receive a complaint we try to investigate straight away and check whether there are any problems at the factory. If they are doing something wrong, or there are problems that they need to fix then we will make them do this. It is easier to respond quickly if complaints are made by telephone at the time when the odour is a problem. Please call 01392 265474 (working day) or 0845 351 1060 (evenings and weekends).</p> <p>We are currently talking to the factory about longer term changes in their abatement systems to improve the situation but we do not yet know what the outcome of those discussion will be. If we identify that different technologies are available and would be effective then we can make them invest in these.</p> <p>Please give me a call if you would like to discuss this matter further.</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201204266			
28/08/2012	26/08/2012 21:50	Barnardo Road (2)	Factory complaint - weather windy
Case Actions:			
Case Comments	Complaint of foul smell. Caller states that there was a problem on Friday evening (24/08/12) as well, but he did not call us then.		
	Complaint was made to Control Centre out of hours.		
	Control Centre tried phoning factory at 21:55hrs - Long ring, no reply.		
	The Community Patrol spoke to complainant at 22.30 and the smell had gone.		
	AB investigated on next working day. Factory was not processing at time of call. JLT tower running normally.		
WK/201204290			
28/08/2012	28/08/2012 13:15	Feltrim Avenue (1)	Factory complaint- wind SW warm and slightly overcast.
Case Actions:			
Phone call received	Received call from the complainant who has just returned to his house and is unable to open any of the windows or doors due to the stench from the factory. Described the odour as an organic smell unlike the normal chemical stench. He did notice it down in the canal basin area earlier when out walking but it appears to be worse at his property.		
Phone call made	The factory is operating and will undertake an internal investigation.		
EPSU Officer Visit	RS walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue.		
	The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell		
	On site towers all smell ok.		
WK/201204292			
28/08/2012	25/08/2012 08:45	Bagshot Avenue (1)	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory out of hours		
	Factory running normally at time of call. No process problems and towers all OK		
WK/201204293			
28/08/2012	25/08/2012 13:44	Rivermead Road (1)	Factory Complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory out of hours		
	Factory running normally at time of call. No process problems and towers all OK		
WK/201204294			
28/08/2012	25/08/2012 11:50	Barrack Road (1)	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory out of hours		
	Factory running normally at time of call. No process problems and towers all OK		

Complaint Date	Odour Date / Time	Address	Details
WK/201204295			
28/08/2012	28/08/2012 13:58	Bagshot Avenue (1)	Factory complaint weather warm slight breeze
Case Actions:			
Phone call received	Complainant rang to say the factory smell was really bad today, so much so that she was unable to sit in the garden with a friend who is visiting her. The friend also said she could smell it walking along towards complainant's house.		
Case Comments	RS walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue.		
	The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell		
	On site towers all smell ok.		
WK/201204307			
28/08/2012	28/08/2012 13:45	Salmonpool Lane (2)	factory complaint: warm overcast SW wind.
Case Actions:			
Phone call received	Call from complainant about the odour in the area.		
	RS in already in the area investigating an earlier complaint.		
	RS walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue.		
	The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell		
	On site towers all smell ok.		
WK/201204329			
29/08/2012	28/08/2012 14:45	Gras Lawn (3)	Factory complaint - weather sunny and breezy
Case Actions:			
Case Comments	Complainant reported that she has been walking around the area for 1.5 hours. There was no smell down by the river but at Barrack Road and by Buckerell Lodge she described a 'nasty sprout smell'		
	RS in area at time of call:		
	Walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue.		
	The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell		
	On site towers all smell ok.		
WK/201204330			
29/08/2012	28/08/2012 16:40	St Bernards Close (1)	Factory complaint - weather sunny and breezy
Case Actions:			
Case Comments	AB in area shortly before call - was slight but fairly widespread tower smell. All OK at factory, processing normally and towers on set points.		

Complaint Date	Odour Date / Time	Address	Details
WK/201204332			
29/08/2012	28/08/2012 13:40	Norwood Avenue (3)	Factory complaint - weather sunny and breezy
Case Actions:			
Case Comments	RS walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue. The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell On site towers all smell ok.		
WK/201204333			
29/08/2012	28/08/2012 13:50	Rivermead Road (7)	Factory complaint - weather sunny and breezy
Case Actions:			
Case Comments	RS walked the area from Belle Isle to Rivermead Road and then back along Topsham Road, Feltrim Avenue and Norwood Avenue. The initial smell in Belle Isle was a very strong effluent / raw material smell. As I walked the area the towers were more noticeable, (strong but clean in Norwood Avenue). The initial odour witnessed was not detected after leaving the Belle Isle area in the first instance. NP came out from the factory to witness the odour. The odour at the time was just the normal tower smell On site towers all smell ok.		
WK/201204365			
29/08/2012	29/08/2012 16:20	Feltrim Avenue (1)	Fcatory complaint - weather sunny and windy
Case Actions:			
Case Comments	Complainant reports that smell has been noticeable for the last couple of days. She is unable to open her windows. No officers available to attend area, however investigation by factory found no process problems. Towers all reported to be good.		
WK/201204536			
05/09/2012	05/09/2012 13:56	Marsh Green Road North (2)	factory complaint, warm light breeze
Case Actions:			
Phone call made	Call regarding 'the usual stench' from JLT which has been ongoing all morning. The factory is not running yet, it is in the process of starting up. The incinerator is on and the JLT tower is running. Nothing is parked up on the yard.		
EPSU Officer Visit	RS visit to the complainant and the factory. The complainant said that the stench was the normal JLT smell and had been bad all day. Smell at the complainants was a strong clean tower smell. On site the factory was running with no reported problems. All the towers smelt ok and were running within set limits. The factory was just in the process of starting up when the complaint came in.		
WK/201204772			
14/09/2012	13/09/2012 17:30	Salmonpool Lane (2)	Factory complaint - weather fine and breezy
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory processing well at time of call, towers all OK.		

Complaint Date	Odour Date / Time	Address	Details
WK/201205017			
20/09/2012	19/09/2012 19:05	Feltrim Avenue (6)	Factory complaint – weather cool and overcast
Case Actions:			
Case Comments	<p>The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk. This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk.</p> <p>Please respond to the customer by email</p> <p>Customer Address: - Feltrim Avenue, Exeter, EX2 4RP. View Map</p> <p>Report details: - Offender : - JL Thomas Plant Issue type : - Unpleasant Odour Issue location: - St Leonards Issue details : - Very strong smell from JL Thomas Plant Issue time : - 19:05 Issue date : - 19.09.2012 Witness : -</p> <p>Comments: - Strong smell from JL Thomas Plant</p>		
Case Comments	<p>Complaint made via website out of hours.</p> <p>AB investigated on next working day. Factory was processing well at time of call and all towers good.</p>		