

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

Complaint Date	Odour Date / Time	Address	Details
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WK/201205208

25/09/2012	25/09/2012 14:37	Gras Lawn (1)	Factory complaint - cloudy and humid
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Case Actions:

Case Comments Call received regarding smell from JL Thomas since 10am. The complainant said that they were advised to inform us because of the distance from the plant.

Wind SW and no reported problems at the factory.

RS investigated – found a clean tower smell in the area.

On site towers smelt ok and there was nothing parked up on the yard.

WK/201205307

28/09/2012	28/09/2012 07:30	Bagshot Avenue (1)	Factory complaint - wind SW
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Case Actions:

Phone call made Complaint received directly by factory. The complainant stated that the smell was noticeable but not that strong.

RS had been in area prior to complaint. The odour was quite strong in the Barrack Road and Victoria Park Road area. On Rivermead Road the towers were noticeable but not that strong. There was no odour at that time in the Belle Isle area and nothing on Trews Wear Road. (08:30- 09:00)

The factory was operating at the time of the complaint, with no reported problems.

EPSU Officer Visit RS in area later in day (10:30 - 16.00). The wind had swung round and was blowing down the canal. The towers were noticeable at Double Locks – odour strong but not unpleasant.

WK/201205395

02/10/2012	02/10/2012 09:38	Feltrim Avenue (4)	Factory Complaint - Still, Mild
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Case Actions:

Phone call received Call received regarding odour from JLT which has been an issue all morning.

EPSU Officer Visit RS investigated (walked the Rivermead Road, Topsham Road, Feltrim Avenue, Norwood Avenue and Belle Isle area).

There was a strong clean tower odour on Feltrim Avenue, Norwood Ave, Belle Isle.

The wind was fresh SW, weather overcast but warm.

On site the towers were operating ok, no reported problems.

Phone call made RS rang complainant to discuss the issue. The complainant said that the smell had been around all day and that it was a strong chemical smell. They had discussed the issue with others in the street and had been told that they should not be able to smell anything from the factory at all, hence why they had called in today. I explained the process at the factory to the complainant and how we regulate them. Complainant was happy with the call and explained that they were only really ringing as the smell had been in the area for a while and it was making their washing smell.

WK/201205431

03/10/2012	02/10/2012 09:10	Feltrim Avenue (4)	factory complaint - wind SW, overcast
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS investigated (walked the Rivermead Road, Topsham Road, Feltrim Avenue, Norwood Avenue and Belle Isle area).		
	There was a strong clean tower odour on Feltrim Avenue, Norwood Ave, Belle Isle.		
	The wind was fresh SW, weather overcast but warm.		
	On site the towers were operating ok, no reported problems.		
Phone call received	Complaint from member of public about a bad smell in the area, described as 'normal chemical smell, bad all morning'		

WK/201205484

04/10/2012 03/10/2012 18:15 Bagshot Avenue (1) Factory complaint - wind SW

Case Actions:

- Phone call received Call from the factory stating that the complainant had called twice last night.
- NP said that the factory was processing with no reported problems.
- EPSU Officer Visit RS investigated:
Nothing reported as a problem with the process at the time of the call. They lost No2 boiler around 20.30 however the incinerator was firing at 100% at the time.
At the time of the visit the factory was in the process of starting up. RS sniffed the towers which were all ok and operating within the permitted limits.

WK/201205485

04/10/2012 03/10/2012 19:45 Bagshot Avenue (1) Factory complaint

Case Actions:

- Phone call received Call from the factory stating that the complainant had called twice last night.
- NP said that the factory was processing with no reported problems.
- EPSU Officer Visit RS investigated:
Nothing reported as a problem with the process at the time of the call. They lost No2 boiler around 20.30 however the incinerator was firing at 100% at the time.
At the time of the visit the factory was in the process of starting up. RS sniffed the towers which were all ok and operating within the permitted limits.
- Case Comments RS rang complainant. He didn't want a call back from ECC but wanted a call from the Company. He also asked for a copy of the permit to be sent to him.

WK/201205487

04/10/2012 03/10/2012 19:30 Fleming Way (1) Factory complaint, SW wind

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Phone call received			<p>Received call from complainant about the smell last night. It is the first time that they have complained but it was unbearable last night.</p> <p>RS explained the process to the complainant who was quite agitated about having to leave personal details. RS explained how to make a complaint and what the investigation process involved.</p>
EPSU Officer Visit			<p>RS investigated: Nothing reported as a problem with the process at the time of the call. They lost No2 boiler around 20.30 however the incinerator was firing at 100% at the time. At the time of the visit the factory was in the process of starting up. RS sniffed the towers which were all ok and operating within the permitted limits.</p>
Phone call made			<p>Call to the complainant to inform him of the findings of the investigation.</p> <p>The complainant is not happy with the findings, as the council were not there at the time of the problem. I explained that ECC do not have a reactive PPC officer out of hours however we do have the Community Patrol.</p> <p>The complainant would like the council to mail drop the entire area that has had any complaints informing the public to contact the council every time that they notice the smell (pollution). He can't understand why the council don't monitor the site continuously.</p> <p>The complainant is convinced that the site must have tampered with the equipment on site so that the computer displays do not show any faults. The complainant will call in again when they notice the smell again.</p>

WK/201205510

04/10/2012 25/09/2012 16:20 Rivermead Road (1) Factory complaint

Case Actions:

Case Comments Complaint made direct to the factory, ECC informed next day
No reported problems at the time of the complaint.

WK/201205512

04/10/2012 02/10/2012 20:20 Bagshot Avenue (1) Factory complaint

Case Actions:

Case Comments Complaint made direct to the factory and passed on to ECC. No reported problems on site at the time of the complaint.

WK/201205846

12/10/2012 12/10/2012 12:40 Rivermead Road (1) Factory complaint - wind SW

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
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EPSU Officer Visit	<p>RS walked the area from 13.50 onwards. The odour of the towers was picked up in the Salmonpool Lane, Old Abbey Court area. The odour was not considered to be offensive.</p> <p>On returning to Belle Isle the towers were noticeable along the footpath at the rear of Rivermead Road. Again, the smell was noticeable but not offensive.</p> <p>RS on site at factory 14.55, where it was found that the JLT tower was not running. On investigation it was found that the tower had developed a fault at about 13:55 and stopped immediately, the tower was restarted 15:04.</p> <p>The SCADA system shows that an alarm was triggered when the tower stopped at 13.55. This was acknowledged, but not rectified until RS and NH went around the towers as part of the investigation. (nb NH was starting 2 hourly routine check of towers at the time and so the fault would have been picked up at this point even if RS had not been on site).</p> <p>All sniffer points ok.</p> <p>The process was therefore running without the JLT tower from 13.55 until 15.04. The fault occurred after the complaint was received and did not contribute to it. RS was downwind whilst the tower was not running and did not identify an offensive odour.</p>		
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Attachment	Determination to send warning letter for breaches of conditions.
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Attachment	warning letter sent
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WK/201205879

15/10/2012	14/10/2012 23:50	Weirfield Road (1)	Factory complaint
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Case Actions:

Phone call made	call to the complainant to discuss the complaint. No answer message left on his answer phone.
Phone call made	call to the complainant message left on answer machine to call me if they would like to discuss the complaint further.

WK/201205897

15/10/2012	05/10/2012 12:17	Knightley Road (1)	Factory complaint
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Case Actions:

Case Comments	Complaint made direct to factory.
	Factory shut down at time of call.

WK/201205920

15/10/2012	15/10/2012 16:26	Bagshot Avenue (1)	Factory complaint - overcast
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Call received regarding the smell from JL Thomas, noticed first at lunchtime but has recently 'settled' and is filling the complainant's property with the 'regular' smell.
EPSU Officer Visit			AB visited the area downwind of factory. Factory was starting up at this time (nb had been shut down at time of complaint). There was no odour detectable except on foot bridges across river and flood relief channel, where there was a process-type odour. It was noticeable, but very localised.
Case Comments			RS also visited area yesterday at approx 1645. He reported an effluent type smell. The factory was not processing at that time and the effluent plant was running well. Investigations on site by factory found no faults on site. They started processing at 1800, but shut down again because of a problem with raw material feed. The incinerator was running at all times.

WK/201206210

26/10/2012 26/10/2012 09:15 Marsh Green Rd North (2) Factory complaint - cold, damp and windy

Case Actions:

Case Comments Complaint that smell was very strong as soon as started work this morning.

AB investigated. Was strong but clean chemical treated air smell at complainant's premises.

Factory processing well and towers all on set points. Towers smell very good.

WK/201206265

29/10/2012 29/10/2012 11:33 Bagshot Avenue (1) Factory complaint

Case Actions:

Phone call received Call received from complainant regarding smell coming from factory. They have only noticed since having the back door open.

EPSU Officer Visit AB visited area - only very slight clean treated air smell identified on Rivermead Road. This was very localised and if I had not been looking for it I doubt I would even have noticed it.

Factory not processing. Only JLT tower running and that was on set points.

WK/201206442

05/11/2012 01/11/2012 21:05 Rivermead Road (1) Factory complaint - weather cold

Case Actions:

Case Comments Complaint made direct to factory out of hours. Described as 'a hint of smell in the air'. Process running well at time of call, and towers all on set points.

WK/201206443

05/11/2012 02/11/2012 12:55 Rivermead Road (1) Factory complaint - weather cool

Case Actions:

Case Comments Complaint made direct to factory.
Factory processing smoothly, all operating well including towers.