

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

Complaint Date	Odour Date / Time	Address	Details
WK/201207478			
11/12/2012	11/12/2012 10:25	Water Lane C1	Vehicle complaint

Case Actions:

E-Mail From: DCC Highways Dept
Sent: 10 December 2012 13:00
To: Environmental Protection / Environmental Health

Issue type : - Unpleasant Odour
Issue location: - Water Lane

Comments: - Dear Sir/Madam
A person has contacted DCC about HGVs using Water Lane. His main concern is those accessing J L Thomas during the night. He is concerned about the noise in a residential area and the nature of the material being carried. There are other businesses down the end of Water Lane and they only have one means of access along Haven Road and Water Lane. There are no highways restrictions on vehicle size or times of use for Water Lane and I have informed the complainant. Are there any planning or environmental restrictions for Water Lane considering the nature of the loads and times of use? Please could contact be made with the complainant regarding this query?

Case Comments Called complainant twice - no answer and no facility to leave message 12.12.12

Called and spoke to complainant. 13.12.12.

He is generally unhappy about odour from vehicles and from the factory itself. I described the controls in place and the actions that the factory take when complaints are received. I encouraged him to call us with details of specific problems.

WK/201207641			
19/12/2012	18/12/2012 08:32	Bagshot Avenue C1	Factory Complaint

Case Actions:

E-Mail The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk.

Please respond to the customer by telephone before 12:30

Customer Address: - Bagshot Avenue, Exeter, EX2 4RN. [View Map](#)

Report details: -
Offender : - J I Thomas
Issue type : - Unpleasant Odour
Issue time : - 19:00
Issue date : - 17/12/12

Comments: - The usual unpleasant odour contaminating the air that we breathe this evening. What has gone wrong? Please investigate and explain what is the cause this time.

Case Comments Complaint made out of hours so unable to make odour assessment.

Factory processing at time of call, with no faults and towers all were good.

AB tried to call complainant on number given but no answer and no capacity to leave message.

Called twice on 18/12 and twice on 19/12.

Left message at home tel. number as well but no response.

Complaint Date	Odour Date / Time	Address	Details
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WK/201207919

04/01/2013	29/12/2012 19:05	Salmonpool Lane C1	Factory complaint
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Case Actions:

Case Comments Received a call from the factory reporting that they had received a complaint over the Christmas period. At the time of the complaint the factory was closed and not running. There were no reported problems on site at the time of the complaint.

WK/201207984

07/01/2013	05/01/2013 14:00	Topsham Road C1	Factory Complaint
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Case Actions:

E-Mail -----Original Message-----
Sent: 05 January 2013 14:08
To: ENVIRONMENTAL HEALTH
Subject: Odour 14.00 Topsham Rd st Leonard's.

Our garden is unusable due to an odour from the carcass rendering plant in Marsh Barton. It is the most intense I have experienced it. This is a significant loss of amenity for us and our 2 young children.

Phone call made Spoke to NP and informed him of the complaint over the weekend, explained the delay due to the complaint coming in via email. They will do a retrospective investigation of the operational conditions on site for Saturday, they were operating however they have no problems logged.

Email Email response to complainant:

Dear sir,

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 would normally investigate a complaint in person by attending the area affected and then going down to the factory to find out what has been happening. However, emailed complaints out of hours do cause problems for officers to investigate and subsequently retrospective investigations have to be undertaken. The factory was processing on Saturday however 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.

WK/201210135

05/01/2013	05/01/2013 15:35	Rivermead Road C1	Factory Complaint
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Case Actions:

Case Comments Complaint made direct to factory.

Factory processing normally at time of call.

Complaint Date	Odour Date / Time	Address	Details
WK/201208654			
30/01/2013	29/01/2013 07:45	Bagshot Avenue C1	Factory complaint - weather overcast and windy
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory was running at time of call - all processing normally and towers on set points etc.		
WK/201209021			
13/02/2013	13/02/2013 11:41	Rivermead Road C2	Noise Complaint about low humming noise overnight, possibly from JLT
Case Actions:			
Case Comments	Called and spoke to complainant. He described the noise as a low hum. He didn't notice it every night or all night but was unable to say if there was a pattern. I asked him to keep a note of when he heard it so we could try to connect it to working hours at JLT etc. he agreed to do this and to speak again in 2 weeks.		
Case Comments	Site visit and spoke to Neil/Nick - no changes on site which could account for noise. Possibly could be from existing plant but no obvious sources. They need more information before can proceed, but if we identify an issue they would be happy to resolve it.		
EPSU Officer Visit	Checked with NP during day and JLT would be operating all night. Visit to witness if any noise audible at night. Stopped on Marsh Green Road on way to complaint and was some fan-type noise from Exeter Power. Were also still working at Devon Contract Waste, but sound of forklift possibly only (?maintenance over night rather than operation of plant). Walked along Rivermead Road and down to riverside path. Could hear faint noise from Marsh Barton direction. Source unknown. More of a broadband noise than a 'rumble'. Not loud and unlikely to be disturbing inside a house. Not indicative of any noise nuisance problem requiring further investigation at this stage. Need to speak again to complainant about patterns etc.		
Case Comments	Called and left message for complainant 04.03.13 Complainant called back but I was out - I returned call and again could only leave message 05.03.13 Called and left message 13.03.13 AB spoke to complainant. He had rung factory again last night because of particular problem with noise. He was grateful that this had been resolved (see separate action) but did still suggest that he noticed noise from JLT every night. When pressed he could not say if there was a night he did not hear it. I asked him if he felt it was a real problem which he wanted us to pursue further. He said probably not, although I got the impression that he did find the noise annoying. We agreed to close the case, but that he would call us/factory if noise got worse. He also asked a lot about how to make an odour complaint etc.		
Case Comments	Call from NP at factory to advise us that they had a noise complaint last night (12th) at 1945. The boiler was howling because of low oxygen. This was rectified when they received the complaint and did not recur.		