

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

Complaint Date	Odour Date / Time	Address	Details
WK/201300013			
17/04/2013	17/04/2013 15:00	St Bernards Close	Factory Complaint, Wind gusting SW, overcast.
Case Actions:	C2		
Phone call received	Call about the smell from the factory. Complainant is upset about the odour from the factory in the area. The complainant noticed the smell 14:00 and rang in 15:00		
	The complainant dose not wish to have a call back regarding the matter.		
	RS will investigate the area and visit the site .		
EPSU Officer Visit	RS walked the area, some residual tower odour in the Belle Isle area and Weirfield Road. Nothing in the complainant's road.		
	RS visited the site, all towers smell very clean, and nothing on the yard.		
	RS went back to the complainant's area to see if the area had improved some residual tower odour around the Royal Oak.		
WK/201300047			
18/04/2013	17/04/2013 19:40	Bagshot Avenue	Factory complaint - weather windy
Case Actions:	C2		
Case Comments	Complaint made direct to factory, out of hours.		
	Wind strong SW.		
	Factory running well, no process problems.		
WK/201300048			
18/04/2013	17/04/2013 21:20	Rivermead Road	Factory complaint - weather windy
Case Actions:	C1		
Case Comments	Complaint made direct to factory, out of hours.		
	Wind strong SW.		
	Factory running well, no process problems.		
WK/201300049			
18/04/2013	18/04/2013 08:43	Rivermead Road	Factory complaint - werather fine
Case Actions:	C1		
Case Comments	Complaint made direct to factory.		
	Wind SW.		
	Factory running well, no process problems.		
WK/201300115			
23/04/2013	22/04/2013 17:58	Bagshot Avenue	Factory complaint - weather mild
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
Call received by Control Room			Call received regarding strong odour
E-Mail			<p>Email received:</p> <p>All</p> <p>So here we go again. Summer is on the way and the factory starts smelling. What a surprise. Second time in a week, but much much worse this evening. Arrived home around 6.00pm. I could smell the factory while in the car with windows closed as I drove along Topsham road from town. What a stink. So nice to come home to after a long day.</p> <p>Perhaps you could all try to actually achieve something for us residents this year. I am bored with the same answer every time, " operating within its permit" I expect you to do better this year.</p> <p>Take some action and get this stopped!!! Please!!</p>
E-Mail			<p>Online complaint also generated last night:</p> <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 telephone</p> <p>Customer Address: - Bagshot Avenue, Exeter, EX2 4RN. View Map</p> <p>Report details: - Offender : - J L Thomas Issue type : - Unpleasant Odour Issue time : - 18:00 Issue date : - 22/4/13 Comments: - The usual disgusting odour from the factory.</p>
Case Comments			<p>Complainant made four separate reports of odour within 10 minutes last night (also called factory directly).</p> <p>AB spoke to NP about process conditions at time of call. Started up at around 1400 yesterday, all running well until boiler failure (unexplained) at 1742. Incinerator started up 1743.</p> <p>Factory also received load in from Cremator at approximately the same time, which apparently was odorous.</p> <p>Wind SW.</p>
E-Mail			<p>Email to complainant:</p> <p>Thank you for your email and call to report the odour last night.</p> <p>I have investigated the situation yesterday, and it appears that the factory suffered a boiler failure at 17:42. Their stand-by incinerator system started up at 17:43, but it is possible that there was a short release of odour which would normally have been destroyed in the boiler during the switch-over period. Based on the information available, this operation appears to have been carried out in compliance with their permit conditions for this type of event.</p> <p>We will continue to monitor operations at the factory and I thank you for the reports that you made to us last night.</p> <p>If you have any questions, please let me know.</p> <p>Regards, Alex Bulleid (Mrs)</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201300144			
23/04/2013	22/04/2013 17:00	Rivermead Road	Factory complaint - weather warm
Case Actions:	C1		
Case Comments	Call received at factory today about odour yesterday. Complainant reported that smell had been noticeable all day. (Today she reported that odour was 'slight')		
	Wind SW		
	Factory started up at 1400, with no process problems until boiler fault at 1745.		
WK/201300539			
09/05/2013	09/05/2013 13:21	Feltrim Avenue	Factory complaint - weather overcast but very fresh and breezy
Case Actions:	C1		
Case Comments	Visited Feltrim Avenue and Norwood Ave. Very faint odour evident on gusts of wind. Overcast weather with occasional very strong gusts of wind.		
Case Comments	Called the factory and left a message for Nick Parsons informing him of the complaint. His receptionist said that she was not aware of any problems at the moment.		
Reallocation of worksheet	Passed from officer: SR - Simon Ruddy to officer: LS - Lee Staples		
WK/201300558			
09/05/2013	08/05/2013 19:55	Marlborough Road	Factory complaint. Gusty winds.
Case Actions:	C1		
Case Comments	Telephone call from Nick Parsons. Factory operating normally.		
Reallocation of worksheet	Passed from officer: EPU - Environmental Protection Unit to officer: SR - Simon Ruddy		
WK/201300561			
09/05/2013	08/05/2013 21:30	Rivermead Road	Factory complaint. Gusty winds.
Case Actions:	C1		
Case Comments	Telephone conversation with Nick Parsons. Factory operating normally.		
WK/201300562			
09/05/2013	09/05/2013 07:40	Bagshot Avenue	Factory complaint. Weather - gusty winds from SW
Case Actions:	C1		
Case Comments	Telephone conversation with Nick Parsons. Factory operating normally.		
WK/201300833			
22/05/2013	21/05/2013 19:20	Isca Road	Vehicle Complaint
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
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E-Mail			From: Sent: 21 May 2013 19:10 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form
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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.

Report details: -
Offender : - Thomas lorries
Issue type : - Unpleasant Odour
Issue location: -
Issue details : - Vehicle drove by at 18.15 hours and smells like a sewer, smell comes into our flat, this happens every summer,
Issue time : -
Issue date : - 21/05/13
Witness : - no
Comments: - This happens every summer, we have reported this before and was told they should be spraying their vehicles before entering the city. They can drive by any time of day, I see one most mornings at 07.00 and it always smells disgusting, it makes you feel quite sick

Phone call made	Call to the factory informing of the complaint. Nick will look into it.
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Complaint Date	Odour Date / Time	Address	Details
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E-Mail Response by email

Thank you for your email regarding the odour emitted from the PDM Lorry on 21st May 2013. Exeter City Council (ECC) 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. However, ECC have no control over the movement of PDM lorry's on the highway; this is an issue that needs to be addressed to the Highways Agency.

An ECC officer has reported your complaint from Tuesday to the factory (keeping your personal details confidential). The factory will undertake an internal investigation as to what has happened to generate the complaint and remind drivers of their responsibilities to try to keep the impact of their movements on the local residents to a minimum.

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

Kind regards

Richard Shears

Phone call made Call to the complainant
 Explained that we have no control over lorry's on the highway however we have reported it to the factory. The complainant has been in the area for 10 years so is use to the normal smell he did say that the lorry last night was stinking.
 The complainant was happy that we had contacted the factory about the smell and that they would report it again only if it was really bad.

WK/201301091

31/05/2013 31/05/2013 14:59 Water Lane Vehicle complaint

Case Actions: C4

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit			<p>RS visit to the area of the alleged spill.</p> <p>Nothing obvious on the road, some tyre marks on the road but nothing to indicate a spill of any description. Some residual odour in the area but at the site it became evident that I had followed a lorry into the site.</p> <p>Spoke to the site Transport Manager who discussed the possibility of using disinfectant on the road surface, advised that this is not necessary and if they were to do so they would have to contact DCC Highways to verify the works to the road. RS will try and call the complainant to discuss the complaint.</p>
Phone call made			<p>Call to the complainant to discuss the complaint</p> <p>The complainant is very upset and frustrated about the factory still being in its current location. He was adamant that the factory is getting more deliveries than it ever has and that the fact that the lorries are not fit for purpose. He said that the lorry was spilling liquid out of the back for 50m before the junction and a large spill as it went around the corner of Willies Ave.</p> <p>I informed the complainant that I had visited the site shortly after the phone call came in to the council and I could not see any evidence of a spill leading up to the junction, at or around the corner. There were tyre marks on the road these were dry and I could not see any evidence of a large spill as described by the complainant.</p> <p>I pointed out that the council have no control over the movement of lorry's on the road this was a highways issue and not an ECC issue.</p> <p>I explained that ECC regulate the process on site and regularly inspect the factory to insure compliance with the conditions of there permit.</p> <p>The complainant became some what vexed at this statement and said that it was ridiculous that ECC couldn't just get them to move.</p> <p>The complainant wanted to know what happens to the complaints I explained that the complaints are investigated and logged, these are then discussed at the liaison meetings which are held twice a year. The complainant wanted to know who attended these meetings I explained that ECC Enforcement Officers, Local Councillors, local representative and the senior management team from the factory.</p> <p>The complainant wanted contact details of the local representative, I explained that I was not permitted to give out the personal details of the resident however he could write in to his local councillor with any issues that he would like discussed at the meetings.</p> <p>The complaint then hung up.</p>
Phone call received			<p>Call received from complainant regarding the smell coming from the lorries driving from JL Thomas, said that the covers were not on fully like they should be.</p> <p>He also said that when they went round the corner some of the contents spilled out over the edge.</p>
Phone call made			<p>Call to the complainant, no answer, no messaging service, RS will try again later.</p>
Phone call made			<p>Call to the complainant, no answer, no messaging service, RS will try again later.</p>
Phone call made			<p>Call to Devon and Cornwall Police following an email this morning about the lorry spill last week.</p> <p>I explained that we had gone out last week to investigate the alleged spill and had found little to no evidence of a spill just a few tyre marks on the road. We have no control over the lorry's on the road this was an issue for the DCC Highways. I stated that I had had a conversation with the complainant last week about who to speak to with regard to the lorries and that he must have contacted the police following our conversation to see if the council would do anything if asked by the police. I reiterated that we have no powers over the lorries. D&C police will update the file.</p>

Complaint Date	Odour Date / Time	Address	Details
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E-Mail			<p>From: Customer Service Centre Sent: 03 June 2013 11:12 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form</p>
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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 Name: - Devon and Cornwall Police
 Customer Address: -
 Customer Phone: -

Report details: -
 Offender : - JL THOMAS AND CO
 Issue type : - Sewage
 Issue location: - WATER LANE, EXETER
 Issue details : -
 Issue time : - 15:00
 Issue date : - 31/05/13
 Witness : - yes

Comments: - REPORT RECEIVED FROM MEMBER OF THE PUBLIC TO DEVON and CORNWALL POLICE THAT LORRY FROM JL THOMAS and CO WHICH IS APPARENTLY A RENDERING PLANT, SPILT SOME OF ITS LOAD ONTO THE ROAD, DESCRIBED AS A PUTRID LIQUID. MEMBER OF PUBLIC CONTACTED HIGHWAYS REF: 13591150 AND DEFRA REF: 736687. HE ALSO CONTACTED JL THOMAS AND THEY SAID THAT THEY WOULD TAKE THE VEHICLE OF THE ROAD. WE CONTACTED EXETER COUNCIL ON THE 1ST JUNE AND WERE ADVISED TO MAKE REPORT MONDAY MORNING.

Please update the case with the actions you have taken by clicking here

Message Ends

WK/201301191

06/06/2013	06/06/2013 10:00	Marsh Green Road East	Factory complaint- warm and sunny
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Case Actions: **C2**

Phone call received	<p>Call from the complainant about the stench from the factory, it's been bad for the last three days and not any better today. RS will call the factory and visit the complainants.</p>
Phone call made	<p>Call to the factory, They had a break down yesterday which resulted in high levels of stock on site, this has been cleared and although they are running every thing is inside. They will under take an investigation and RS will visit the site and sniff the towers.</p>
Case Comments	<p>RS visit to the area, Strong effluent odour and strong yard smell at the complainant's end of the road.</p> <p>RS to factory, towers all within set limits, nothing parked up on the yard. The effluent tank was warm, however the yard did smell stale. The yard was to be cleaned as a result of the complaint. RS's visit to the complainants did coincide with a delivery of stock to the factory and that may have explained the strong yard odour at the time of the visit.</p> <p>RS visit to the complainant to explain findings. The odour was much better.</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201301262			
07/06/2013	07/06/2013 10:30	Marsh Green Road East	Factory smell - putrid
Case Actions:	C2		
Case Comments	<p>Visit to site Walked the Marsh Green Road area with factory representative, strong effluent odour and processing smell detected at and around the complainants address. On site the factory was not operating and had not operated since 2am JLT tower running and smelling ok We walked around the site to try and locate the source of the odour off site; the effluent tank was quite warm however we were unable to find the source of the processing odour. The yard was in the process of being cleaned at the time of the visit. RS went back over to the complainant's area and noticed no significant change in the odour.</p>		
Case Comments	<p>Call to the complainant to discuss today's complaints. Explained that although we could smell a processing smell that they were not processing and hadn't been since 2am. We had undertaken an investigation as to what the source of the odour was off site and were unable to locate the source. I explained that they had cleaned the yard down yesterday and had done again today but we could not find anything wrong on site. The complainant would like the factory moved, as they can not understand why in 2013 that a factory like this is aloud to operate in the city. I explained that we regulate the site under EPR in accordance with DEFRA guidance, ECC do not own the site and cannot force the factory to close down or move. The complainant will call back when the odour is an issue again.</p>		
Case Comments	<p>Call received regarding foul and putrid smell; said it was like rotting flesh from the factory. Passed to RS</p>		
WK/201301269			
07/06/2013	07/06/2013 14:56	Marsh Green Road North	Factory complaint- Warm with light NE wind
Case Actions:	C2		
Case Comments	<p>Visit to site Walked the marsh green road area with factory representative, strong effluent odour and processing smell detected at and around the complainants address. On site the factory was not operating and had not operated since 2am JLT tower running and smelling ok We walked around the site to try and locate the source of the odour off site; the effluent tank was quite warm however we were unable to find the source of the processing odour. The yard was in the process of being cleaned at the time of the visit. RS went back over to the complainant's area and noticed no significant change in the odour.</p>		
Case Comments	<p>Call received from comp again to say about that the smell is still an issue and please can something be done</p>		
Case Comments	<p>Call to the complainant to discuss today's complaints. Explained that although we could smell a processing smell that they were not processing and hadn't been since 2am. We had undertaken an investigation as to what the source of the odour was off site and were unable to locate the source. i explained that they had cleaned the yard down yesterday and had done again today but we could not find anything wrong on site. The complainant would like the factory moved, as they can not understand why in 2013 that a factory like this is aloud to operate in the city. I explained that we regulate the site under EPR in accordance with DEFRA guidance, ECC do not own the site and cannot force the factory to close down or move. The complainant will call back when the odour is an issue again.</p>		
WK/201301323			
10/06/2013	10/06/2013 12:44	Cowick Street	Factory Complaint - weather warm but cloudy with slight breeze
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
Case Comments	RS called in to the complainant to discuss the odour complaint. They described the smell as a sulphurs kind of smell that had been around the area all day. They said that the smell had been drifting in through the vents in the back of the shop and was sinking the place out. RS walked the area and could pick up a faint clean tower smell that was not offensive.		

WK/201301357

10/06/2013 10/06/2013 16:46 Willeys Avenue Factory Complaint - humid, overcast

Case Actions: C1

- Case Comments Call to the complainant about the odour.
The complainant said that it was the normal smell, they noticed it yesterday but it was bad this morning and now that they have come home it seems worse.
The complainant said that they would not be normally bothered by it but it is quite strong.
I explained that i didn't think that that the factory was running however they do keep one of the towers on, this may explain what they can smell however I would talk to the factory and pop down and have a sniff.
- Case Comments Call to the factory.
They are not running yet and have no reported problems on site. They will do an internal investigation and report back any findings tomorrow. RS will pop down to the area and have a sniff.
- Case Comments RS walked the area
Clean tower smell which is quite strong as you walk along Alphington Road.
Wind is due to move SW.

WK/201301368

11/06/2013 11/06/2013 09:55 Gabriels Wharf Factory complaint - humid, overcast

Case Actions: C3

Complaint Date	Odour Date / Time	Address	Details
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E-Mail From: C3
Sent: 11 June 2013 09:47
To: Environmental Protection / Environmental Health
Subject: Message generated from 'Report an Environmental Health Issue' form

Report details: -
Offender : - JP Thomas
Issue type : - Unpleasant Odour
Issue location: - JP Thomas Plant Water Lane
Issue details : - Very unpleasant smell coming from the plant
Issue time : - 08:30
Issue date : - 11/06/2013
Witness : - yes
Comments: - The usual problems with the JP Thomas plant. Today the smell was quite easily detectable as far as the Southgate Hotel in Southernhay. It is my intention to explore all options this year with regard to resolving the disgusting odour that comes from the JL Thomas plant on a regular basis. It is my opinion that either the terms of their permit are not being enforced or the permit terms are too lenient. Regards

E-Mail Response to complainant

Thank you for your email regarding the odour in the area on 11/06/2013. Exeter City Council regulates the facility under the Environmental Permitting (England and Wales) Regulations. At the time of your complaint the factory was not processing material however they do keep one of the treatment towers running to treat the air in part of the factory.

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.

If you call Exeter City Council on 01392 265148 at the time that you are experiencing problems with the factory, ECC officers will try to get out and investigate any complaints you may have.

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

Regards

Richard Shears

WK/201301419

12/06/2013 12/06/2013 10:37 Gabriels Wharf Factory complaint - humid and overcast

Case Actions: **C3**

Complaint Date	Odour Date / Time	Address	Details
Case Comments			Call received from complainant to say that factory is smelling pretty bad
Case Comments			Call to the factory as we have received a complaint. Nick will call back when he is off the phone. RS will go out and have a sniff.
Case Comments			Walked the area, no odour detected, wind has moved SW very gusty. RS will phone the complainant
Case Comments			Call to the complainant, no answer, RS has emailed the complainant with regard to today's and yesterday's complaints.

WK/201301436

13/06/2013 13/06/2013 07:30 Rivermead Road Factory complaint - weather humid and clear

Case Actions: **C1**

- Case Comments Call form the factory as they have had a complaint this morning.
No apparent problems on site but they are undertaking an investigation.
RS will go out to the area later.
- Case Comments RS drove the area the wind is very strong and swinging round,
Rivermead Road nothing detected, Salmon pool Lane some residual odour. The wind is very strong and moving the
tower smell around all the time, so it is difficult to track.
- Case Comments Call to the complainant message left on the answer phone.
- Case Comments No contact from the complainant. RS will close the complaint.

WK/201301543

18/06/2013 18/06/2013 15:30 Marsh Green Road North Factory complaint - humid and clear

Case Actions: **C2**

- Case Comments Call received from complainant saying that the smell is particularly bad this afternoon, wasn't too great this morning but
worse now.

Spoke to complainant. Who was Frustrated because issue has been going on for as long as they have been on Marsh
Barton. The smell was bad before 14.00 today and at around 16.00. Six customers had remarked about the odour.

Would like email address to send log of odours to; will call when odour is bad.

Doors open today (weather warm, work being done to toilets).
- Case Comments On return to the civic RS discussed the events and actions of the complainant with SL as he felt that there was a
possibility that the complainant may make a formal complaint about the investigation.
- Case Comments RS on site from 15:50
On approach to the complainants no odour from JLT was noticeable, Hide and Skin were operating with the doors open
due to the weather their was an odour being given off by them.
RS went into the complainants to discuss the issues that they were having.
RS could not at the time smell any odour which could be associated with JLT the complainant became very upset and
unreasonable as they didn't believe that RS could not smell the factory at the time.
A rather heated conversation ensued in which it was very clear that the complainant was not going to listen to the
legislative regulatory point of view, so RS decided to use his digression and leave the complainants address.
On exiting the complaints, some odour was noticeable, which smelt like the effluent tank and JLT tower. Also it was
noted that hide and skin were still operating with the doors open.
RS talked the manager on Hide and skin who agreed to keep the doors closed.
RS went to JLT to investigate what was going on at the factory.
The factory had nothing on the yard they were not running and only had the JLT tower on which was running within set
points. The factory was due to start processing at 17:00

WK/201301544

18/06/2013 15/06/2013 08:00 Rivermead Road Noise from factory - 15/06/2013, 8am

Case Actions: **C2**

Complaint Date	Odour Date / Time	Address	Details
Case Comments	<p>Call from the factory about a noise complaint that they had received from a resident in Rivermead Road over the weekend.</p> <p>The factory had been closing down on Saturday and in the process the Number 2 boiler had not been switched off as the process closed down some residual air entered the boiler and created a howling noise for approximately 30 seconds. This resulted in a phone call from the complainant.</p> <p>The factory will remind operatives about the procedure for shut down to try and prevent the same happening again.</p>		
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WK/201301621			
20/06/2013	20/06/2013 15:00	Marsh Green Road North	Factory complaint - humid, overcast
Case Actions:	C1		
Case Comments	<p>Call to the factory to inform of the complaint.</p> <p>The factory is not processing with nothing on the yard. JLT tower is running within set limits.</p> <p>Nick will investigate however no ECC officers available to attend.</p>		
Case Comments	Informed SL of the complaint		
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WK/201301801			
27/06/2013	27/06/2013 09:53	Water Lane	Complaint made regarding lorry returning to JLT smelling badly. Also speed of driving which caller was told was a Police matter.
Case Actions:	C7		
Case Comments	<p>Referred the matter to NP at PDM. Gave him the details of the complaint and he said that he would conduct a preliminary investigation. He stated that they were now running the plant again following the recent fire and that he was not aware of any problems.</p>		
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WK/201301997			
04/07/2013	04/07/2013 10:42	Salmonpool Lane	Factory complaint made direct to the factory and past to ECC by the factory
Case Actions:	C1		
Phone call received	<p>Call from the factory informing that they had received an odour complaint.</p> <p>Contact name given but no phone details.</p> <p>The factory is running but has no reported problems.</p> <p>RS will go out and investigate.</p>		
EPSU Officer Visit	<p>RS out to the area, Wind SW light , warm and sunny</p> <p>Very clean tower smell in the Old Abbey Court area and Salmonpool Lane area.</p> <p>RS walked the area down to Bell isle, Feltrim Ave nothing detected that far down.</p> <p>Called the factory rather than visit as the odour in the area was very clean asking if they had anything to report following there investigation. No faults on site I reported that the tower odour was in the area of the complaint however it smelt very clean.</p>		
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WK/201302088			
09/07/2013	08/07/2013 10:28	Maple Road	Unpleasant odour sent in yesterday
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
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Phone call made	Call to the factory to inform of last nights complain. The factory developed a fault last night shortly after start up which may coincide with the time of the complaint. The number 2 boiler has a fault which is resulting in it going out, all fowl gases are being incinerated however they are still looking into the fault.
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E-Mail	From: C1 Sent: 08 July 2013 21:18 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form
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Report details: -
Offender : - PDM Group Rendering works
Issue type : - Unpleasant Odour
Issue location: - Widespread from quay area into St Thomas
Issue details : - Unpleasant odour from rendering works
Issue time : - 19:00
Issue date : - 08/07/13
Witness : - yes
Comments: - Very strong unpleasant odour from PDM Group Rendering works. Unable to sit out in garden. Odour detectable inside property even with windows closed. Fresh washing hung on line now stinks of rendering works odour. Odour is causing my pregnant wife to feel nauseous. Odour occurring many nights of the week. Chronic unpleasant odour is causing us distress in our everyday lives particularly when at home.

Please update the case with the actions you have taken by clicking [here](#)

Message Ends

Complaint Date	Odour Date / Time	Address	Details
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E-Mail			Email response to complainant
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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.

The factory was processing very poor quality raw material as a result of the recent warm weather. This is 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

Richard

WK/201302117

09/07/2013	09/07/2013 15:22	Bridford Road	Unpleasant smell from factory
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Case Actions: **C1**

Complaint Date	Odour Date / Time	Address	Details
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E-Mail			From: C1 Sent: 09 July 2013 14:58 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form
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Report details: -
Offender : - Unkown
Issue type : - Unpleasant Odour
Issue location: - Close to Bridford Road
Issue details : - Extremely unpleasant smell from factory close by
Issue time : - 14:55
Issue date : - 09/07/2013
Witness : - yes
Comments: - This is not a one-off. It appears the factory is not running its filters correctly today and once again we have to put up with a most disgusting smell - as does everyone else downwind of the factory. It's the one on the river. not sure of name.

Please update the case with the actions you have taken by clicking here

Message Ends

Phone call made			Call to the factory reporting the complaint. RS and KT in the area at the time of the complaint, Towers were noticeable but not unpleasant, Devon Contract Waste and Hide and Skin were noticeable as well. It has been very hot today 30°C measured on site at JLT, inside the factory it is 40 °C and thick with fume. The earlier boiler problem has been resolved. The factory will be shutting down at 20:00hrs tonight and not running again until 20:00hrs tomorrow night.
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Complaint Date	Odour Date / Time	Address	Details
E-Mail			Email response to complainant
			<p>Thank you for your email regarding the odour in the area today. At the time of your complaint I was in your area on another issue and did notice the PDM Factory along with the Devon Contract Waste facility and Exeter Hide and Skin, all of which were odorous today.</p> <p>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>The factory was processing very poor quality raw material as a result of the recent warm weather. This is 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> <p>Richard</p>

WK/201302150

10/07/2013 08/07/2013 23:30 Norwood Avenue Factory complaint, direct to the factory reported to ECC 10/07/13

Case Actions: C1

Phone call received Call from Nick at the factory clarifying complaint numbers for the last few days
This particular complaint was direct to the factory on Monday night and not past on until this morning.
No contact details were left by the complainant just the road that was experiencing the problem.
Weather:- Hot and still.

WK/201302168

10/07/2013 10/07/2013 14:56 Marsh Green Road North Factory complaint, the odour from the factory has been bad from 12:00 today.

Case Actions: C1

Case Comments Email from complainant informing of a complaint from Marsh Green Road
"the smell coming from JL Thomas the smell has got incredibly worse since 12:00".

Phone call received Call from the factory
Nick has said that the outer airlock door to the building has broken and cannot be closed. They currently are not operating however they have parts coming which should be on site to fix the door for tomorrow.

Phone call made Call to the complainant explaining that the factory is not processing at the moment however they have broken an airlock door, the part is being delivered tomorrow so that the door can be closed tomorrow.
The complainant seemed happy with the response.

WK/201302171

10/07/2013 10/07/2013 15:28 Ferndale Road Factory complaint - smelling bad today whilst in garden

Case Actions: C1

Complaint Date	Odour Date / Time	Address	Details
Phone call made			Call to the factory Informed of the complaint they are still not operating however they will be starting up later. They has been out and about and has found the odour to be quite localised. RS will drive around the area to try and find and id the odour.
Phone call made			Call to the complainant Discussed today's complaint and the problems on site with the complainant who said that they did have a smell similar a few weeks ago. They are happy that they know that something is wrong and that the air lock door should be fixed tomorrow. RS will go to the area and have a sniff around.
EPSU Officer Visit			RS drove around the Cowick Street area to try and locate the tower odour. Only occasional residual tower odour in Cowick Street. On the Marsh Barton Industrial Estate, Marsh Green Road the factory was quite apparent, strong yard smell and clean tower odour noticeable. The towers were noticeable as I went around the estate in a direct line towards Cowick Street, the strength of the odour did diminish with distance away from Marsh Barton, this could be due to the breeze moving around. The weather is very hot currently with a very light breeze.
<hr/>			
WK/201302186			
11/07/2013	11/07/2013 08:59	Bridford Road	Factory complaint:- Weather hot and sunny, no wind
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
E-Mail			Email received ----- Thank you for the reply. FYI, it stinks again this morning and once again we can see steam from the PDM factory. It is our opinion that it is the PDM factory that is the worst pollutor due the wind direction.
Phone call made			Call to the factory They still have the air lock door stuck open and are awaiting the parts to fix it. The factory is processing and should be shutting down later today. The material that they are processing is of very pour quality.
EPSU Officer Visit			RS walked the area A clean tower smell over the marsh Barton estate. Weather very hot and wind very still. All towers on site operating within set parameters and smelling ok. No apparent odour around the area of the broken outer air lock door. Observed that the inner airlock was under negative pressure and closed. Discussed the broken door with Barry the parts are on site and will be fitted tomorrow.
Phone call made			Call to the complainant about yesterday's complaint. No answer. RS will email a response to the complainant.
E-Mail			Email response to the complainant. I apologise about not responding to you yesterday, I was out most of the day on other complaints and on site at the factory. The PDM factory has had a problem with a broken outer air lock door to the factory. The door broke on Wednesday afternoon with parts being delivered to site yesterday. The engineers are still on site with expected finish of the repair work is at some point today. The factory is regulated by Exeter City Council under the Environmental Regulations (England and Wales) 2010. The Guidance note issued by DEFRA which is the basis for the conditions of the permit does not contain a section on the condition of the material sent to site. This is of concern to the council and the factory and has been highlighted to DEFRA. The processing of the material involves the cooking and pressing of material, any fumes given off during the process are removed and past through the treatment towers; with a finished product of bone meal and tallow. The treatment towers are continually monitored, with parameters set in the conditions of the permit in accordance with the DEFRA guidance note. The computer records for the trends on towers are one of the areas which we look very closely at when investigating complaints. I will back on site this afternoon to monitor the situation and progress of the repair works.

WK/201302256

12/07/2013 12/07/2013 15:15 Woodville Road Factory complaint direct to the factory

Case Actions:

C2

Phone call received	Call from the factory informing of a complaint made direct to them, Air lock doors are now fixed, and they are just starting up. No reported problems on site. Is going to have a walk around the area to see what they can detect. RS will go out and have a sniff.
EPSU Officer Visit	RS investigation of the area, Alphington Road strong tower odour in the area around the railway bridge, Willeys Avenue. Residual odour in Edwin Road and Ebrington Road. Nothing in the Fortescue or Percy Road.. The complainant's road at the time of the investigation had no tower odour however there was a residual odour in the area suggesting that the wind had swung and that the tower smell had been in the area.

Complaint Date	Odour Date / Time	Address	Details
WK/201302294			
15/07/2013	12/07/2013 18:05	Woodville Road	Complaint regarding smell from Factory. All systems working correctly, but poor quality material being processed hence increased odour loading.
Case Actions:	C2		
Case Comments	Called Nick Parsons to see if there were any complaints over the weekend (none notified directly to us). Complaint notified directly to factory on Friday evening.		
WK/201302296			
15/07/2013	12/07/2013 09:45	Willeys Avenue	Complaint regarding smell from Factory. All systems working correctly, but poor quality material being processed hence increased odour loading.
Case Actions:	C2		
Case Comments	Called Nick Parsons to see if they had received any complaints over the weekend (none notified to us). Complainant called at approx 17:45 on Friday to report an odour issue. All systems working effectively, but poor quality material being processed. 9 complaints in total received about JLT this week, which Nick attributed primarily to the poor quality material being presented for processing (due to the recent hot weather the material being presented has deteriorated further than normal).		
WK/201302347			
16/07/2013	15/07/2013 18:10	Woodville Road	Factory complaint, direct to the factory and past on 16/07/13
Case Actions:	C1		
Phone call received	Call from the factory reporting that they had a complaint made direct to the site last night at 18:10. The factory was running at the time with no reported problems. The weather has been very hot with very little wind. The factory has stopped for the day and the quality of the material should be much fresher today.		
Phone call made	Call to the mobile number given by the factory, wrong number.		
WK/201302393			
16/07/2013	16/07/2013 15:07	Welcome Street	Smell is constant
Case Actions:	C1		
EPSU Officer Visit	RS on site and the surrounding area investigating a number of complaints about odour in the area this afternoon. Tower odour seemed at the time to be blowing up the canal in the direction of the quay. The weather is very hot and very little in the way of a breeze. The tower odour is clean and not unpleasant, on site the towers are all within set parameters and sniffer points all smell ok. At the time of the visit a trailer of raw material had been parked up due to two lorries arriving on site at the same time however by the time RS had left site the trailer had been moved inside and tipped. Material being delivered to site is of very low quality due to the prolonged hot weather. At the time of the complaint being phoned in the factory was just starting up and will run through the night.		
Phone call made	Call to the factory informing of the complaint. The factory is running, no reported problems on site, weather 30 °C wind very light.		
Phone call made	Call to the complainant. The complainant is upset about the smell inside her house, However they understand that this has to take place they are just not happy about the smell being so close to there house.		
WK/201302394			
16/07/2013	16/07/2013 15:07	Marsh Green Road North	Factory complaint - really bad today
Case Actions:	C1		

Complaint Date	Odour Date / Time	Address	Details
Phone call made			Call to the factory informing of the complaint. The factory is running, no reported problems on site, weather 30 degrees wind very light.
EPSU Officer Visit			RS on site and the surrounding area investigating a number of complaints about odour in the area this afternoon. Tower odour seemed at the time to be blowing up the canal in the direction of the quay. The weather is very hot and very little in the way of a breeze. The tower odour is clean and not unpleasant, on site the towers are all within set parameters and sniffer points all smell ok. At the time of the visit a trailer of raw material had been parked up due to two lorries arriving on site at the same time however by the time RS had left site the trailer had been moved inside and tipped. Material being delivered to site is of very low quality due to the prolonged hot weather. At the time of the complaint being phoned in the factory was just starting up and will run through the night.

WK/201302397

16/07/2013 16/07/2013 15:18 Cotfield Street Complaint of JLT trucks discharging smelly liquid onto road

Case Actions: C1

EPSU Officer Visit	RS on site and the surrounding area investigating a number of complaints about odour in the area this afternoon. Past on the information about the lorries to the factory, no evidence of any liquids on the road (staining ect.) however it is very hot today and any thing on the road would be hard to witness as it would evaporate very quickly.
Phone call received	Call received from man at EA, he received a complaint from complainant with regards to JLT trucks driving past her house discharging a very smelly liquid onto the floor. x20 a day.
Phone call made	Call to the complainant, message left on answer phone

WK/201302470

17/07/2013 17/07/2013 15:57 Edwin Road Smell has been bad all week

Case Actions: C1

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>From: C1 Sent: 17 July 2013 15:57 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form</p> <p>Report details: - Offender : - Thomas Carcase disposal Issue type : - Unpleasant Odour Issue location: - My House Issue details : - Foul smell of dead cows Issue time : - 14:30 Issue date : - 17/07/13 Witness : - yes Comments: - Smell has been bad all this week, I cannot open my house windows</p> <p>Please update the case with the actions you have taken by clicking here</p> <p>Message Ends</p>
Case Comments			<p>Email response to complainant</p> <p>Thank you for your email regarding the odour in the area on the 17th July 2013 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>The factory is processing very poor quality raw material as a result of the recent warm weather. This is 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 this week have been 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> <p>Richard</p>
Phone call made			<p>Call to the complainant. no answer. email response sent.</p>
Phone call made			<p>Call to the factory informing about the complaint that came in yesterday via email. The factory was running at the time of the complaint with no reported problems.</p>

Complaint Date	Odour Date / Time	Address	Details
WK/201302508			
18/07/2013	18/07/2013 15:06	Woodville Road	Factory smelling bad
Case Actions: C3			
EPSU Officer Visit	Visited the complainants road- tower smell occasionally evident, quite localised due to little air movement. Visited factory and discussed complaint with NP. Walked around the site, no evident issues. Tower discharge hot, but normal tower smell. One wheelie bin of Cat 1 material in rear yard (although lid on), NP said that this would be cleared.		
Phone call received	Call received from complainant; said she has contacted factory 2 nights in a row and no one has called her back regarding it which is why calling us. Says that they are leaving doors open and it is a terrible smell today.		
Phone call made	Call to the complainant message left on answer phone.		
Phone call made	Called complainant to notify her of our investigation yesterday.		

WK/201302548			
19/07/2013	19/07/2013 11:22	Newman Road	Factory smell
Case Actions: C1			

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>From: C1 Sent: 19 July 2013 08:49 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form</p> <p>Report details: - Offender : - Unsure - possibly JL Thomas on Marsh Barton Issue type : - Unpleasant Odour Issue location: - Newman Road, St Thomas Issue details : - Very strong, foul, acrid, incineration type smell - have to close all doors and windows, not ideal in a heat wave. Issue time : - 20:00 Issue date : - 18/07/13 Witness : - yes Comments: - Same foul smell has occurred at least 4 further times in the past 10 days. As well as odour I am concerned about health implications</p> <p>Please update the case with the actions you have taken by clicking here</p> <p>Message Ends</p>
Phone call made			<p>Call to the complainant The partner of the complainant said that it was bad all evening of the 19th I explained that we had been to site earlier in the day and had picked up the tower odour off site in the Alphington area but had noted that the wind direction was moving round during the evening.</p> <p>The complainant said that he would pass on the message.</p>
Phone call made			<p>Call to the factory Spoke about the complaints that we had received since the 18th No reported problems on site at the time however the site will investigate.</p>

WK/201302551

19/07/2013 19/07/2013 11:28 Maple Road Factory smell

Case Actions: C1

Complaint Date	Odour Date / Time	Address	Details
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E-Mail

From: c1
Sent: 18 July 2013 22:38
To: Environmental Protection / Environmental Health
Subject: Message generated from 'Report an Environmental Health Issue' form

Report details: -
Offender : - PDM group rendering works
Issue type : - Unpleasant Odour
Issue location: - Maple road
Issue details : - Overpowering odour from rendering works
Issue time : - 19:00
Issue date : - 18/07/13
Witness : -
Comments: - Overpowering smell from rendering works reaching from quay to St Thomas. Odour first detected at 19:00.
Odour still overpowering at 22:45.

Please update the case with the actions you have taken by [clicking here](#)

Message Ends

Complaint Date	Odour Date / Time	Address	Details
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Case Comments

Email response to complainant

Thank you for your email regarding the odour in the area on the 19th July 2013

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.

The factory is and has been processing very poor quality raw material as a result of the recent warm weather. This is 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. I was in the area and on site earlier in the day monitoring the situation. At the time of my visit 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/201302581

19/07/2013

19/07/2013 16:09

Water Lane

Spillage/ Smell from JL Thomas vehicles

Case Actions:

C1

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Complainant contacted me today regarding a spillage from the J L Thomas vehicle, he is not happy because its the second time this has happened within a few weeks. would like something as soon as possible.
Phone call received			Call received regarding spillage from lorries onto road and property. Spoken to JL Thomas but haven't done anything about it
Phone call made			Call to site to discuss complaints Staff from the factory went out on Friday about 16.00 to have a look at the spill and discuss any issues with the complainant. Rob said that all they could not see any evidence of a spill on the road, they did see about 12 dry marks (drops) on the road which could have been from a PDM lorry. Highways attended and could find no evidence of a spill. PDM sent out a cleaning team to wash down the road in the alleged area. RS will ring highways to discuss any issues.
Phone call received			Call received from Devon and Cornwall police regarding a complaint made to them. Complainant wants a resolution in dealing with the spillage and how JL Thomas can prevent this from happening again. Complainant would like a officer to contact him if you could call him that would be great,
Case Comments			Discussion between RS and Highways Past on details of the transport manager to highways and initiated discussions for a strategy to be drawn up between them to investigate lorry complaints.
Phone call made			Spoke to Complainant Explained that the matter was one that we had no legislative control over, but that we had used our influence to look into the matter and had spoken with the factory and DCC Highways regarding the matter.

WK/201302583

19/07/2013 19/07/2013 16:10 Water Lane Smell from passing JLT lorries

Case Actions: C1

- Phone call received Call received complaining about the smell from JLT lorries passing his house. He has been on leave all week and has noticed the smell all day, everyday.
- Phone call made Call to the factory to discuss complaints that have come in since the 18th.
- Phone call made Call to the land line of complainant, no answer
Call to the mobile number give, spoke to the owner of the number he had not made a complaint.

WK/201302612

22/07/2013 22/07/2013 09:04 Water Lane Factory complaint

Case Actions: C1

Complaint Date	Odour Date / Time	Address	Details
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Phone call made			call to the factory to inform about the complaints since 18th
E-Mail			From: C1 Sent: 20 July 2013 15:36 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form

Report details: -
Offender : - PDM Group
Issue type : - Unpleasant Odour
Issue location: - PDM factory
Issue details : - Foul odours emitted from factory making it unpleasant to have windows open
Issue time : - 06:00
Issue date : - 20/07/2013
Witness : - yes
Comments: - Issue ongoing and frequently occurs

Please update the case with the actions you have taken by clicking here

Message Ends

Phone call made	Call to the complainant no answer message left , RS will email the complainant
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Complaint Date	Odour Date / Time	Address	Details
Case Comments	Email response to complainant		
	Thank you for your email regarding the odour in the area on the 20th July 2013		
	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.		
	The factory is and has been processing very poor quality raw material as a result of the recent warm weather. This is 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		
	ECC will continue to monitor the site to ensure that they comply with the conditions of their permit.		
	Kind regards		
	Richard		

WK/201302665

24/07/2013 17/07/2013 00:01 School Road Awful smell in the area at the moment

Case Actions: C1

E-Mail We just moved to Exeter, and since arriving at our property there has been a near-constant smell in the air in and around the neighbouring streets which is quite overpowering and causing my partner some distress. With windows open, it pervades the house and has been making both of us feel nauseous. It is hard to describe but either a raw sewage or rotting meat odour. I don't know the source, it certainly isn't local to the area but appears worse in some parts of the district than others. I know there is a meat rendering plant JL Thomas that has received complaints in the past. Not sure if this is the source, but the plant is a good mile away from here. Luckily we are renting a house, but are already making plans to leave the area once our tenancy is up - after only a week in the new house!! Something needs to be done, for the sake of the residents here, because it is a terrible terrible smell.

EPSU Officer Visit RS walked the area, no evidence of any odour in the area.
Knocked on the door of the complainant and discussed the nature of the complaint.
The complainant is new to the area moving in only last week, to complaint was emailed in to the council a couple of days ago.
The complainant described the odour in the area over the last week as a rotten smell.
I gave the complainant contact details so that they can get hold of an officer in the event of a problem.

Phone call made Call to the factory explaining that we had received a complaint about odour via email which had not been past on.
The factory will log the complaint.

WK/201302860

29/07/2013 26/07/2013 20:24 Cotfield Street Factory smell

Case Actions: C2

Complaint Date	Odour Date / Time	Address	Details
Phone call made			Call to the complainant discussed the complaint, the wind had been in the same direction for the last 3 days and was very odorous. The complainant said that they were getting both the normal chemical odour and the material smell. It was effecting the house as they were trying to get the children to sleep but the windows had to be kept closed due to the smell.
Phone call made			Call to the site the time of the complaint has been logged and an internal investigation will be undertaken. No reported problems on site. RS in the area on the day of the complaint at 15:00-16.30 and could smell the towers in the area. (Clean treated air)

WK/201302904

30/07/2013 29/07/2013 10:35 Bagshot Avenue Complained directly to factory

Case Actions: C1

- EPSU Officer Visit Complaint visit conducted. Light & occasional tower smell evident along water lane. Pump to first tower just finishing being repaired- other towers checked & found to have light clean chlorine odour only. Agreed to give NP a call tomorrow morning to arrange a walk around Feltrim Avenue, Rivermead Road , etc, as winds due to move SW tomorrow. Factory due to be processing until approx 3am tomorrow morning, and then off until around 10pm the same day.
- Phone call made Tried to call the complainant, but no answer
- Phone call made Tried to call the complainant again, but no answer.
- Case Comments Called the complainant to inform him of my investigation. He requested that I pass on that he is upset that they would not move the time of the JLT liaison group meeting to the evening so that he could attend. He also stated that he thought that the smell had not been as bad over recent months, but that he would continue to call when he noticed it.

WK/201302914

30/07/2013 30/07/2013 13:28 Water Lane Problem with smell in hot weather

Case Actions: C5

- EPSU Officer Visit Complaint visit conducted. Light & occasional tower smell evident along water lane. Pump to first tower just finishing being repaired- other towers checked & found to have light clean chlorine odour only. Agreed to give Nick Parsons a call tomorrow morning to arrange a walk around Feltrim Avenue, Rivermead etc, as winds due to move SW tomorrow. Factory due to be processing until approx 3am tomorrow morning, and then off until around 10pm the same day.
- Phone call received Complainant has just bought a flat in Water Lane as a holiday home, he came down to Exeter for the last 2 weekend when the weather has been nice the smell is horrible he explained he even went to the Quay and went on the ferry and the smell was horrible everyone on the boat was urging.
- Case Comments Called the complainant to inform him of my investigation.

WK/201303015

02/08/2013 01/08/2013 18:00 St Bernards Close Factory complaint - weather warm and sunny

Case Actions: C1

- Phone call made Call to the factory about the complaints over the last few days.
They have had no reported problems on site but will investigate and report any problems if found.
 - Phone call made Call to the complainant about the complaints that they have made over the last few days.
The complainant said that it was the normal rotten egg smell that he has been getting for years.
He will continue to ring in when he can smell it.
-

Complaint Date	Odour Date / Time	Address	Details
WK/201303064			
05/08/2013	05/08/2013 10:52	Water Lane	The smell is really bad
Case Actions: C6			
Phone call received	Smell is getting worse we have had to put up with it for the past few years can anything be done about it.		
Phone call made	Call to the complainant to discuss the issue. The complainant has been living in the flat for 15 years and said that this has been the worse few months that they have experienced. He said that the lorry's are stinking when they go down the road and the smell from the factory seems to be round most of the time. He said that the factory seems to be working longer hours than they have in the past and it seems to be getting worse. They will ring in again if the smell becomes a problem.		
Phone call made	Call to the factory about the complaints over the last few days. They have had no reported problems on site but will investigate and report any problems if found.		

WK/201303067			
05/08/2013	04/08/2013 12:03	St Bernards Close	Bad smell from JLT all day Saturday
Case Actions: C1			
Phone call received	Call received from complainant. He wanted to register his complaint about JLT. It was very smelly all day Saturday 09:00-19:00		
Phone call made	Call to the factory about the complaints over the last few days. They have had no reported problems on site but will investigate and report any problems if found.		
Phone call made	Call to the complainant about the complaints that they have made over the last few days. The complainant said that it was the normal rotten egg smell that he has been getting for years. He will continue to ring in when he can smell it.		

WK/201303098			
06/08/2013	03/08/2013 09:57	Matford Avenue	Complaint of smell in the area thinks its coming from JL Thomas
Case Actions: C1			

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<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 Name: - C1</p> <p>Report details: - Offender : - Unknown - possibly J L Thomas rendering plant Issue type : - Unpleasant Odour Issue location: Matford Avenue Issue details : - Noxious smell Issue time : - 13:00 Issue date : - 03-08-13 Witness : - yes</p> <p>Comments: - I have raised the following issue with Councillor Winterbottom and Councillor Shiel - and they suggest I report it to you. I feel I have to contact you to ask if there is anything you can do to address the unpleasant smell of rubbish in St Leonards? I had some friends staying with me for the weekend and we sat out in the garden, only to find this off-putting smell very noticeable. I presume it is coming from the dump/recycling plant on Marsh Barton - unless you know otherwise? I don't think it is acceptable - and certainly it does not create a very good impression to visitors to the City. Is it not the creation of such a nuisance, something against which enforcement action could be taken? Maybe it is breaching a planning requirement, or some environmental regulations? If the smell is coming from the City Council's own facility, maybe there is more you can do - such as pressing for it to be moved to a less heavily populated area? I doubt I can be the only resident to have suffered these ill-effects. I am sorry to complain. But I'd be very grateful if there is anything you could do to help. Councillor Winterbottom's reply: I myself noticed a smell over the weekend which was almost certainly coming from the J L Thomas rendering plant. It is unfortunately a problem that has existed for many years, and from time to time smells occur when there are problems at the plant. The situation is carefully monitored by our Environmental Health Department and J L Thomas are very co-operative. I can only ask you to report any situations by telephoning our EHD on 265147 or 265148(out of hours). Are you able to investigate the situation, and see what can be done? Thank you</p> <p>Please update the case with the actions you have taken by clicking here</p> <p>Message Ends</p>
Phone call made			<p>Call to the factory about the complaints over the last few days. They have had no reported problems on site but will investigate and report any problems if found.</p>
Phone call made			<p>Call to the factory to inform of the complaints. They will undertake an internal investigation and report back any problems if found, however they are not of any problems on site.</p>

Complaint Date	Odour Date / Time	Address	Details
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Case Comments Email response to complainant

Thank you for the email received 5th August about the odour in the St Leonards area. It is difficult to assess what the odour was without witnessing the odour at the time of the complaint. Exeter City Council do regularly get complaints about the rendering factory which the Councillors reference in your email, however, the Council also get complaints about the Devon Contract Waste site on Marsh Barton which may be more fitting as you referring the odour as a rubbish smell.

Exeter City Council do not regulate the Devon Contract waste site which is permitted by the Environment Agency and complaints about the smell from that site should be reported to them on the incident hotline 0800 807060

Other possible sources of odour are the Exeter City Council MRF (recycling centre) site on Marsh Barton; this is in close proximity to the Devon Contract Waste site and is a possible source of odour however we do not normally receive complaints about odour from this site.

With regard to the JL Thomas site; Exeter City Council does regulate the JL Thomas rendering 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.

The factory is and has been processing very poor quality raw material as a result of the recent warm weather. This is 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

I will log your complaint under the JL Thomas site. If in the future you have a problem please call the council on 01392 265148 If available an officer will come out and witness the odour.

Kind regards

Richard

WK/201303160

07/08/2013 06/08/2013 16:40 Haven Road Complaint of the smell again

Case Actions: **C1**

- Phone call received Complaint of the smell coming from JL Thomas
- Phone call made Tried to call the complainant back, but no answer.
- Phone call made Tried to call complainant again. No answer, so case closed.

WK/201303247

08/08/2013 08/08/2013 15:25 Glenwood Rise Factory complaint, hot and sunny

Case Actions: **C1**

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Call from the complainant stating the factory has been smelling from 14:00 today
EPSU Officer Visit			RS walked the area of the complainants. A strong clean treated air was detected St Bernards Road, Glenwood Rise and on to Topsham Road.
			On site the factory was just starting up all towers were operating within set points and smelling clean.
Phone call made			Call to the complainant, who described the odour as the chemical normal smell. They will call again if they are affected by it again.

WK/201303258

08/08/2013 08/08/2013 17:14 Bagshot Avenue Factory complaint

Case Actions: C1

Phone call received Call received complaining of smell. Has been very bad - started 15 mins ago
Smell has been very bad - started 15 mins ago

Phone call made Call to the factory informing of the complaints received yesterday afternoon and evening.

Phone call made Called the number on the work sheet, the number is not operational. No further action.

WK/201303269

09/08/2013 08/08/2013 19:00 St Bernards Close Factory Complaint - Cloudy with a slight breeze

Case Actions: C1

Case Comments RS walked the area yesterday afternoon approximately 15:30. The weather was hot with a light SW breeze. The odour witnessed at the time was a clean strong treated air smell. The factory was in the process of starting up with lots of lorry movements and deliveries coming in, all towers on site were operating within set points and smelling clean.

Phone call made Call to the complainant who said that he had called in this morning to complain about the factory last night. He stated that the smell was quite bad last night and went on a long time. Complainant said that it was the normal rotten egg smell.

WK/201303275

09/08/2013 08/08/2013 19:00 Bagshot Avenue Factory complaint

Case Actions: C1

Case Comments Complaint made direct to factory out of hours. Factory processing normally at time of call.

WK/201303440

15/08/2013 14/08/2013 21:05 Norwood Avenue Factory complaint

Case Actions: C1

Phone call received Call from the factory about a complaint that they received last night. The complainant called at 21.05 complaining about the smell.
The factory was processing at the time of the complaint but had no reported problems.
No contact number given, nothing for this person on computer system so cannot follow up.

WK/201303481

16/08/2013 15/08/2013 16:45 St Bernards Close Factory complaint

Case Actions: C1

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Complaint received of 'bad smell from 4:45 and carried on into the night'
Phone call made			RS made call to the complainant: The complainant was very upset with the fact that he had called in a number of times over the last couple of weeks about the smell from the factory. The complainant said that they had had enough and that if they got another whiff of the factory they would start up a petition. He wanted the council to get permission from the Secretary of State to undertake proceedings against the factory. I explained that we currently do not intend to do so, as we have no evidence to base such a request on, all we had witnessed was a treated air odour. The complaint stated that the factory had been polluting the city for the last 50 years and it was time that it was closed down. He was not happy with the comments that he had had in the past from DEFRA as he felt that it was unacceptable that a factory of this type should be allowed to operate in a city. He stated that the factory was stinking last night from about 16:45 until late in the evening. He asked for the contact details of the local resident who represents the area I explained that I was unable to give out he contact details at which that point he said 'well what's the point of having a representative who we can't talk to' and hung up the phone.
Phone call made			Call to the factory and informed them that we had received a complaint about the factory today about operations last night. I passed on the message from the complainant about the possibility of a petition being started up. NP thanked me for letting him know however the factory had no intention of closing down. They had no reported problems last night.

WK/201303529

21/08/2013 19/08/2013 22:37 Bagshot Avenue Factory complaint

Case Actions: C1

E-Mail Sent: 19 August 2013 22:37
To: Environmental Protection / Environmental Health
Subject: Message generated from 'Report an Environmental Health Issue' form

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: - Bagshot Avenue,

Report details: -
Offender : - J L Thomas factory
Issue type : - Unpleasant Odour
Issue location: -
Issue details : -
Issue time : - 22:00
Issue date : - 19/08/13
Witness : - yes
Comments: - Usual disgusting odour from factory

Attachment Letter sent in response to complaint

WK/201303536

20/08/2013 19/08/2013 22:22 Norwood Avenue Factory complaint

Case Actions: C2

Phone call received RS received call from the factory informing that they had received a couple of complaints last night.
They were running but had no reported problems at the time of the complaints.
No contact telephone numbers given.
No further action possible.

Complaint Date	Odour Date / Time	Address	Details
WK/201303589			
21/08/2013	21/08/2013 14:56	Water Lane	Vehicle complaint
Case Actions: C1			
Phone call received	Complainant followed a truck and got the reg. There was a really bad smell making it hard to breathe. Complainant stated that he had 'spoken to someone who used to work there and was informed they don't wash trucks after each use and from what I can see nothing is being done by Environmental health'.		
Case Comments	Highways issue- not within remit of ECC.		
WK/201303642			
23/08/2013	23/08/2013 09:36	Marsh Green Road North	Factory complaint
Case Actions: C1			
Phone call received	Complainant reporting 'the smell which was bad again today'.		
Phone call made	RS made call to the factory about the complaint this morning. They have not been processing today but they are looking to start later and run until Saturday midday. NP was out in the yard earlier in the day and could smell the JLT tower which he described as very clean.		
WK/201303680			
27/08/2013	27/08/2013 09:47	Water Lane	Vehicle complaint
Case Actions: C1			

Complaint Date	Odour Date / Time	Address	Details
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E-Mail Sent: 27 August 2013 06:15
 To: Environmental Protection / Environmental Health
 Subject: Message generated from 'Report an Environmental Health Issue' form

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: - River Meadows Water Lane, Exeter, EX2 8BD. [View Map](#)

Report details: -
 Offender : - PDM Group
 Issue type : - Unpleasant Odour
 Issue location: - PDM Factory Water Lnw
 Issue details : - Foul odour emitted over night
 Issue time : - 06:00
 Issue date : - 27/08/13
 Witness : - yes
 Comments: - Foul odour emitted from 11pm 26/08/13 and continuing at 6am 27/08/13.

Attachment Response to complainant by email:

Thank you for your email regarding information relating to the JL Thomas factory in Exeter.

I have attached the permit for this location. There are also a number of lever arch files of supporting information relating to the permit which you may wish to view. To copy and send this information is not reasonably practicable, however it can be viewed at the Civic Centre in Paris Street Monday to Friday 08:30 hrs until 17:00 hrs. Until the end of September there is also the opportunity to view the register up until 19:00 hrs on a Thursday evening. Given the amount of information that is contained within the public register, I would recommend that you make an appointment so that we can ensure that the information is not being viewed by other parties and that we can organise a room for you to view the information without interruption.

All details of JL Thomas complaints and visits that have been received since October 2008 are published on the council's website at <http://committees.exeter.gov.uk/ieListMeetings.aspx?CID=175&Year=0>.

The Council continues to monitor the rendering process at this site in accordance with the Environmental Permitting (England and Wales) Regulations 2010. This permit requires the operator to use the Best Available Techniques (BAT) to minimise odours from the process. In accordance with the DEFRA sector guidance note, the company have installed abatement systems to control and treat odours generated by the process. Exeter City Council regularly checks compliance with the Environmental Permit to ensure that the BAT standard continues to be met, requiring remedial action where necessary.

WK/201303689

27/08/2013	27/08/2013 11:24	Gras Lawn	Factory complaint
Case Actions:	C1		
Phone call received	Call received from complainant. He was woken up this morning around 05:00/06:00 by an unpleasant smell he can only assume was coming from JLT. He described the smell as rotting flesh. The smell continued through until around 08:00.		
Case Comments	Called the Factory to inform them of the complaint. Spoke to NP who confirmed that there were no problems today/ last night.		
Case Comments	Called the complainant to discuss his complaint. Informed him that I had spoken to the factory and that complaint had been logged.		

Complaint Date	Odour Date / Time	Address	Details
WK/201303721			
28/08/2013	27/08/2013 16:59	Marsh Green Road North	Factory complaint
Case Actions: C2			
Phone call received	Call received complaining about smell from JLT. Told me to pass it through to officer straight away.		
E-Mail	Called Factory. Unable to speak to NP so emailed him instead:		
	One further complaint to notify you of for yesterday:		
	- Received at 16:59 (5 minutes after I left the office) on Tues 27th- Marsh Green Road North		
	Presumably this was just the residual odour and you hadn't started processing at that stage?		

WK/201303733			
28/08/2013	28/08/2013 12:27	Marsh Green Road North	Factory complaint
Case Actions: C1			
Phone call received	Call received from complainant to say that there is a bad smell coming from JLT		
Phone call made	Call to the factory to inform of the complaint. NP was in the factory so left a message.		
Case Comments	Officer in area of complaint shortly before complaint received - Marsh Green Road North at approx 11.30am, no odour evident there at that stage (very localised odour around rear yard of factory only).		

WK/201303751			
29/08/2013	28/08/2013 08:19	Buller Road	Factory Complaint
Case Actions: C1			

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>complaint made by website form:</p> <p>Report details: - Offender : - PDM rendering plant Issue type : - Unpleasant Odour Issue location: - St. Thomas Issue details : - Issue time : - 17:00 Issue date : - 28/08/2013 Witness : - yes Comments: - Today, the smell from the PDM rendering plant on the canal was so intense that we and our neighbours were forced (on a particularly humid day) to keep all our windows closed. I've complained about this issue before, and when I queried whether Exeter City Council would be happy for the plant to be sited in the city centre, I was told, and I quote 'It operates within legal limits, so yes. But that's not the issue...' This is true. The issue is that Exeter is fast acquiring a reputation as the smelliest city in the South West, and its council doesn't seem in the slightest bit bothered. A cursory Google with the words 'Rendering Plant Exeter' bears this out. I realise that you are going to do absolutely nothing about this problem and simply claim that you make periodic inspections to satisfy yourself that the plant is operating within legal limits etc. etc., but as the smell was so intense today, I really felt you should know.</p>
Case Comments			<p>Called the complainant and informed him of the problems with the factory yesterday. He accepted that yesterday was worse than usual, but stated that he could not understand why PDM were allowed to continue to operate, and that it must be possible to improve the factory so that no smell is produced. I explained that the factory work within their permit conditions and that improvements are regularly being made.</p>
E-Mail			<p>Notified NP by email:</p> <p>We had a further complaint relating to yesterday afternoon:</p> <p>- Buller Road- smell very bad at 17.00 on Wednesday 28th Aug (notified to ECC 8.19am this morning).</p> <p>Regards</p> <p>Lee Staples</p>

WK/201303792

30/08/2013	29/08/2013 09:15	Queens Road	factory complaint
Case Actions:	C1		
Case Comments			<p>Complainant called regarding a bad smell that has been going on for a while; she believes it is coming from Marsh Barton so maybe JLT but wanted to discuss with someone.</p>
Case Comments			<p>Called the complainant to discuss. She was clear that the smell was definitely from JLT. Smell has been an issue intermittently for the last few weeks (same smell as when she goes past JLT factory on the canal path, so sure it is same source). Informed her of the way we investigate and that I would contact the factory to discuss.</p>
Case Comments			<p>Called Factory- NP not available.</p>
Case Comments			<p>Walked along Queens Road, Marsh Green Road North, and along the Canal path. Odour only evident on the canal path immediately opposite the factory (moderate raw material smell), and to the west of the site along the canal path (faint treated tower smell within 400m of the factory). Went into the factory and informed NP about the complaint.</p>

Complaint Date	Odour Date / Time	Address	Details
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WK/201303967

06/09/2013 04/09/2013 10:22 Maple Road Factory complaint

Case Actions: **C1**

E-Mail Sent: 03 September 2013 20:28
 Subject: Message generated from 'Report an Environmental Health Issue' form

Please respond to the customer by email

Customer Address: - Maple Road, Exeter, EX4 1BN. View Map

Report details: -
 Offender : - PDM rendering works
 Issue type : - Unpleasant Odour
 Issue location: - Exeter quay to Maple Road
 Issue details : - Rendering works odour
 Issue time : - 18:30
 Issue date : - 03/09/2013
 Witness : - no
 Comments: - Overwhelming odour from rendering works all the way to Maple road and beyond.

Attachment Email to NP to advise of complaint
 Case Comments Telephoned NP - not available.
 Case Comments Telephone conversation with NP - nothing unusual happening at plant at the time of the complaint. NP surprised that the odour reached Maple Road - wind speed of around 1mph on the day.
 Attachment Email response to complainant:

Thank you for your email regarding odour from the PDM rendering plant on the evening of 3 September. Exeter City Council regulates this facility under the Environmental Permitting (England and Wales) Regulations and the factory is subject to regular inspections by Officers as well as additional visits as part of the Council's procedure for investigating complaints.

I've spoken with the factory manager regarding operation of the plant on the evening in question; this appeared to be within the operational limits set by the conditions of PDM's permit. We will continue to monitor the site to ensure continued compliance with these conditions.

WK/201304614

20/09/2013 20/09/2013 15:32 Salmonpool Lane Factory complaint - Very bad smell all day

Case Actions: **C2**

Complaint Date	Odour Date / Time	Address	Details
Phone call made			RS made call to the complainant The complainant has not had to call for a number of years as he hasn't felt the need however today the smell has been very bad. It has not been the normal tower smell it has been a material type smell. The smell seems to be drifting in and out of the area but has been about since about 12.30 getting steadily worse until 15:30 when he called the council. RS will investigate.
Phone call made			Call made to the factory. Passed on the detail of the complaint, they have been processing since about 11:30 today, they have about 40 tones in at the moment and nothing on the yard. They have had nothing parked up and all towers are operating within set limits. RS will go out and make odour assessment.
EPSU Officer Visit			RS walked the area. Some residual tower odour in Bagshot Avenue and Rivermead Road area but very slight and clean. Nothing at the complainant's end of the street or in any of the other streets in the area other than the aforementioned area.

WK/201304633

23/09/2013 22/09/2013 08:00 Edwin Road Factory complaint - weather mild no wind on Sunday and today, constant smell all of Sunday and so far today.

Case Actions: C1

Phone call received	Call received from complainant. He was very unhappy at the persistent smell which has come from the factory, particularly in the summer. Has called because Sunday 22/09/2013 and today 23/09/2013 have been particularly bad, no wind and very mild temperatures. Has requested a call back as he when he has called in the past he feels nothing has been done.
Phone call made	Phone call to complainant (mobile and land line). No response to either.
Case Comments	Walked past factory (Marsh Green Road North and Spring Gardens) but little odour apparent. Factory not processing at the time. Spoke to NP by telephone - he confirmed no processing since Saturday morning; factory closed for maintenance (fitting new screw conveyors). Could odour have come from Devon Contract Waste? Edwin Road is fairly close.
Phone call received	Phone call to complainant (mobile & landline) no response again.
Attachment	Letter to complainant

WK/201304836

02/10/2013 02/10/2013 09:20 Willeys Avenue Factory complaint, overcast and light wind

Case Actions: C1

Phone call received	Call from the complainant who states that the smell in the area has been bad over the last few days but is particular bad at the moment. They cannot understand why the factory is allowed to operate in the city. The complainant said that they get the smell regularly dependent on wind direction and wind speed. I explained the permitting conditions on the site and that we visit the site regularly to monitor compliance. RS will go to site and investigate.
Phone call made	Call to the factory informing that we have received a complaint.
EPSU Officer Visit	RS walked the area of the complainant. Very light treated air odour at the complainants. On the approach to the factory a PDM lorry did pass which was odorous. On site the factory has not been processing but they have had a number of deliveries this morning, they had approximately 30 tonne of material inside at the time of the visit Observations made on site. JLT tower running and sniffer point smelling clean, tower running within set limits. Nothing parked up on the yard. The effluent plant pumps had a small leak and need re-packing. This was pointed out to NP who said that it's a small job and that he would have someone do it and get any mess cleaned up.

Complaint Date	Odour Date / Time	Address	Details
WK/201304924			
04/10/2013	08/09/2013 19:10	Norwood Avenue	Factory complaint direct to the factory
Case Actions:	C1		
Case Comments	Complaint made direct to the factory, no reported problems on site.		
WK/201304925			
04/10/2013	26/08/2013 22:08	Norwood Avenue	Factory complaint made direct to the factory
Case Actions:	C2		
Case Comments	Factory complaint direct to the factory, factory not processing.		
WK/201304928			
04/10/2013	03/08/2013 09:45	Rivermead Road	factory complaint, complaint direct to the factory
Case Actions:	C1		
Case Comments	Factory complaint direct to the factory. No reported problems at the factory		
WK/201304929			
04/10/2013	18/07/2013 14:14	Alphington Road	Factory complaint, Complaint made direct to the factory
Case Actions:	C1		
Case Comments	Factory complaint direct to the factory, no reported problems on site		
WK/201304930			
04/10/2013	16/07/2013 17:50	Woodville Road	Factory complaint direct to the factory,
Case Actions:	C1		
Case Comments	Factory complaint direct to the factory, factory not processing.		
WK/201304932			
04/10/2013	11/05/2013 17:55	Norwood Avenue	Factory complaint direct to the factory
Case Actions:	C1		
Case Comments	Factory complaint direct to the factory. No reported problems at the factor		