

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

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201304836</b>			
<b>02/10/2013</b>	<b>02/10/2013 09:20</b>	<b>Willeys Avenue</b>	<b>Factory complaint, overcast and light wind</b>

**Case Actions:**

- 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 odourous.
- 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.

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**WK/201304967**

<b>07/10/2013</b>	<b>07/10/2013 15:29</b>	<b>Norwood Avenue</b>	<b>Smell from Barnfield road to St Leonards Primary. Wind is still. Air is humid.</b>
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**Case Actions:**

- Phone call received Call received from complainant regarding smell from JLT. She was unaware when the smell started as she had only just arrived at home. She could smell it from Barnfield Road across to St Leonards Primary School. The wind was very still and there air was humid.
- Phone call made Call to the factory to inform of the complaint.  
NP was in the factory, message left for him and I will email details to him.
- Case Comments Dear Mr Parsons,
- I have tried to call but you're in the factory.
- I was just letting you know that we received a complaint yesterday (07/10/13) at 15:29 from Norwood Ave. The complainant said that they could smell JLT from Barnfield Road all the way to their house.
- An Officer was riding past at 18:00 and described the odour in the area as a strong clean tower odour in the area between the school and Trews Wear Reach. He did say that the area that he picked the towers up in was quite narrow.
- If you have any problems please let me know.
- Regards
- Richard
- Phone call made Phone call to the complainant to discuss yesterday's complaint.  
The complainant said that they could smell JLT all over the St Leonard's area. The smell was not as strong as it has been in the past but was noticeable and they were ringing to let us know it was affecting the area again.

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201305102</b>			
<b>15/10/2013</b>	<b>15/10/2013 09:30</b>	<b>Barnardo Road</b>	<b>Factory Complaint - cloudy with a slight breeze</b>
<b>Case Actions:</b>			
Phone call received	Call received complaining about strong smell from outside home address. Noticed at 09:30 15/10/2013.		
Phone call made	Phone call to the factory to inform of a complaint this morning. The factory was not processing at the time of the complaint, with just the JLT tower was running. No reported problems on site.		
Phone call made	Call to the complainant who said that they could smell the tower along the Topsham Road, Matford Ave area today. The complainant described the odour as the chemical smell.		

<b>WK/201305202</b>			
<b>21/10/2013</b>	<b>21/10/2013 01:54</b>	<b>Barnardo Road</b>	<b>Factory complaint</b>
<b>Case Actions:</b>			
Phone call received	Very bad smell in the area if St Leonards Road, Wonford Road and Lyndhurst Road. Complainant is sure it is coming from JL Thomas Factory.		
Reallocation of worksheet	Passed from officer: EPU - Environmental Protection Unit to officer: RS - Richard Shears		
Phone call made	Call to the complainant who rang in early this morning complaining about the smell from the factory. I explained that the factory is not normally processing on Sundays as they carry out maintenance on Sundays and start up again Monday evenings. I did explain that they do keep one of the towers on. The complainant did say that they would ring in every time they could smell it.		
Phone call made	Call to the factory to inform about the complaint. Asked if I could have a ring back as no one available to take the call.		
Phone call received	Call From the factory following earlier phone call. Informed the factory about the complaint. They were not processing at that time but did have the JLT tower on. They will investigate and report any findings.		

<b>WK/201305230</b>			
<b>22/10/2013</b>	<b>22/10/2013 13:21</b>	<b>Barnardo Road</b>	<b>Bad smell from factory</b>
<b>Case Actions:</b>			
Phone call made	Call to the factory to inform about the complaint NP:- they are not running at the moment. Only the JLT tower operating however the wind is blowing in the direction of the complainant. If NP finds anything out of place on site he will let us know.		
Phone call received	Call received regarding bad smell from factory all morning and still on going. Complainant can smell it from their property.		
Phone call made	Call to the complainant The complainant said that they could smell the factory at about 09:30 and again at lunch time and would like to report that it smells not very nice. RS informed the complainant that the factory was not processing currently but would pop out and have a sniff around the area.		
EPSU Officer Visit	RS Walked the area (Topsham Road, Cedars Road, Barnardo Road, East and West Grove and St Leonards Road), very light clean occasional treated air smell. Due to the strong wind the odour was very transient in nature and moving around the area.		

<b>WK/201305323</b>			
<b>24/10/2013</b>	<b>23/10/2013 18:25</b>	<b>Norwood Avenue</b>	<b>Factory complaint - West Devon Meat delivered just before. Wind in that direction</b>
<b>Case Actions:</b>			
Phone call received	Factory complaint - West Devon Meat delivered just before. Wind in that direction, The complaint was made direct to the factory and relayed today. No further action possible.		

Complaint Date	Odour Date / Time	Address	Details
28/10/2013	25/10/2013 13:46	East Grove Road	Factory Complaint -

**Case Actions:**

Case Comments      Called PDM. Nick Parsons was at the Nuneaton site today, so I spoke to the receptionist and agreed that I would email Mr Parsons about the complaints. I asked what time they started processing yesterday, and if there were any problems. The receptionist spoke with the team leader who confirmed that they did not have any problems yesterday and that they started running at 8.30pm.

E-Mail                From: Staples, Lee  
 Sent: 29 October 2013 10:50  
 To: 'Nick Parsons'  
 Subject: UNCLASSIFIED: JLT Complaints

Dear Mr Parsons,  
 I tried to call the Exeter site, but I understand that you are away at another site today. I just wanted to inform you about two complaints that we have received, the details of which are as follows:

- East Grove Road at 13:46 on Friday 25th Oct (received via email and passed through to me yesterday afternoon-28th Oct);
- Trews Wear Reach at 14:30 on Monday 28th Oct (notified to us at 16:10pm by telephone);

Regards

Lee Staples  
 Environmental Health Officer (Commercial)  
 Exeter City Council

E-Mail                From: Staples, Lee  
 Sent: 29 October 2013 11:06  
 To: Complainant  
 Subject: UNCLASSIFIED: Odour Complaint

Dear Complainant,

Thank you for your email regarding the odour in the St Leonards area on the 25th October 2013. From the description in your email I believe that the odour is most likely to be from the JL Thomas (PDM) animal by-product processing plant in Marsh Barton. Exeter City Council regulates this 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.

All complaints either made direct to the factory or to Exeter City Council are logged and where possible investigated. All details of complainant's names and addresses are kept confidential but the roads effected, dates and numbers of complaints are discussed with the senior management team from the factory and councillors' from the effected areas at liaison meetings.

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

Regards

Lee Staples  
 Environmental Health Officer (Commercial)  
 Exeter City Council

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201305406</b>			
28/10/2013	28/10/2013 16:10	Trews Weir Reach	Factory Complaint - calm & sunny

**Case Actions:**

Phone call received Call received reporting strong, rotten flesh smell from JLT. Smell noticed this afternoon at 14:30PM on dog walk.  
Phone call made Called PDM. Nick Parsons was at the Nuneaton site today, so I spoke to the receptionist and agreed that I would email Mr Parsons about the complaints. I asked what time they started processing yesterday, and if there were any problems. The receptionist spoke with the team leader who confirmed that they did not have any problems yesterday and that they started running at 8.30pm

E-Mail  
From: Staples, Lee  
Sent: 29 October 2013 10:50  
To: 'Nick Parsons'  
Subject: UNCLASSIFIED: JLT Complaints

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- Trews Wear Reach at 14:30 on Monday 28th Oct (notified to us at 16:10pm by telephone);

Regards

Lee Staples  
Environmental Health Officer (Commercial)  
Exeter City Council

Case Comments Tried to call the complainant, but the number was not recognised. No further action possible.

<b>WK/201305456</b>			
30/10/2013	29/10/2013 18:40	Bagshot Avenue	Complaint notified direct to factory- no problems at that stage.

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>email from Nick Parsons:</p> <p>From: Nick Parsons Sent: 30 October 2013 08:58 To: Staples, Lee Subject: RE: UNCLASSIFIED: JLT Complaints</p> <p>Thanks Lee</p> <p>I will add to our system.</p> <p>There were no problems at the times of the complaints.</p> <p>I received another complaint from Bagshot Avenue. 18:40 last night (29.10.13) - no problems</p> <p>Regards</p> <p>Nick</p> <p>From: Staples, Lee Sent: 29 October 2013 10:50 To: Nick Parsons Subject: UNCLASSIFIED: JLT Complaints</p> <p>Dear Mr Parsons, I tried to call the Exeter site, but I understand that you are away at another site today. I just wanted to inform you about two complaints that we have received, the details of which are as follows:</p> <ul style="list-style-type: none"> <li>- East Grove Road at 13:46 on Friday 25th Oct (received via email and passed through to me yesterday afternoon-28th Oct);</li> <li>- Trews Weir Reach at 14:30 on Monday 28th Oct (notified to us at 16:10pm by telephone);</li> </ul> <p>Regards</p> <p>Lee Staples Environmental Health Officer (Commercial)</p>

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**WK/201305473**

**01/11/2013      01/11/2013 08:00      Factory complaint. No wind, damp, from 8am onwards**

**Case Actions:**

- Phone call made      Call to the factory to inform of the complaint. Complaint had been put into my work load and I have been off, advised the Admin team to contact all officers in the event of a complaint.
- Phone call made      RS tried to call the phone number given, number not recognised no further action possible.

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**WK/201305503**

**04/11/2013      27/10/2013 07:50      2 Trews Weir Reach      Odour complaint made direct to factory. Nick advises no processing at that time.**

**Case Actions:**

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**WK/201305504**

**04/11/2013      27/10/2013 14:15      Salmonpool Lane      Odour from factory. Blustery winds(storm forecast for later that night). Complainant telephoned factory directly. No processing at the time.**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
Reallocation of worksheet			Passed from officer: EPU - Environmental Protection Unit to officer: SR - Simon Ruddy