

Complaints Received Since Agenda Circulated:

WK/201308333 19/03/2014 15:13 **Feltrim Avenue C1** **Complaint notified directly to factory at 5.45pm. Factory running at the time but no issues. SW wind at the time, which would accord with any odour drifting in the complainant's direction.**

Case Actions:

WK/201400060 01/04/2014 15.55 **Woodville Road C1** **Complaint made to the factory and passed to ECC on 03/04/14**

Case Actions:

Case Comments: call from Nick with regard to a complaint that they received on 01/04/14 at 15:55
The complainant rang the factory complaining about the smell, the factory was processing at the time of the complaint but had no problems. The wind at the time of the complaint was in the direction of the complainant's property.

ECC can not investigate this any further due to the time lapse

WK/201400493 08/04/2014 15.22 **Rivermead Road C2 Factory Complaint**

Case Actions:

Email: Report details: -
Offender : - Very strong smell of rotting meat from JL Thomas factory for past 5 days.
Issue type : - Unpleasant Odour
Issue location: - St Leonard's primary school, along Rivermead Rd, back of Isca School and along cemetery- all stinking
Issue details : -
Issue time : -
Issue date : - 4-7
Witness : - yes
Comments: - It has been really smelling awful for days and the smell is travelling further than usual.

EPSU Officer Visit: RS walked the area of the complaint.

Nothing detected. After speaking to a member of public about the odour in the area over the weekend it was noted that the odour on Saturday was quite bad. The member of the public did say that it was not as bad as it was a few years ago but it was quite strong.

RS and LS in the area on Monday, we could smell the tower in and around the valley park but it was a clean tower smell.

RS will call the factory and try and find out if they had any problems over the weekend.

EPSU Officer Visit: call to the factory, message left for Nick informing that we have received a complaint.

RS walked the area of the complaint.

Nothing detected. After speaking to a member of public about the odour in the area over the weekend it was noted that the odour on Saturday was quite bad. The member of the public did say that it was not as bad as it was a few years ago but it was quite strong.

RS and LS in the area on Monday, we could smell the tower in and around the valley park but it was a clean tower smell.

Call made to the complainant and left message and contact details on the answer phone.

RS will call the factory and try and find out if they had any problems over the weekend

WK/201400606 15/04/2014 14:30

Marsh Green Road North C1 Factory complaint, weather warm and dry wind light South Easterly

Case Actions:

Case Comments: Call about the smell coming from JLT.

The complainant said that the smell was bad yesterday but has been strong today.
The complainant said that it smelt like a rotten animal smell not the chemical smell.

Call to the factory.

Nick confirmed that the plant was processing material. They have had boiler problems on and off today, they have had engineers on site today which think that they have fixed the problem.

With regard to odour yesterday Nick informed me that they had no reported problems on site yesterday and that they were not processing yesterday.

RS walked the area from the Cotfield Street, Water Lane and Marsh Green Road. A strong clean tower odour was detected in the Water Lane area. Some localised yard odour in the Marsh Green Road, Water Lane subway. Nothing detected outside the complainant's property at the time of the investigation.

On site, the problem with the boiler has been fixed, RS inspected the complaints investigation paper work which indicated that the site had received a delivery from Lloyd Maunder at 13:20, the load was taken directly into the factory for processing but this ties in with the time of the complaint.

All towers were operating within set limits and the sniffer points all smelling clean.

WK/201400632 16/04/2014 16:25

Canal Banks C1 Factory Complaint

Case Actions:

Email:

Report details: -

Offender : - Revolting smell by canalside

Issue type : - Unpleasant Odour

Issue location: - Exe View Cottages, Haven Banks, Exeter

Issue details : - smells

Issue time : -

Issue date : -

Witness : - yes

Comments: - Hi, I have recently moved into a new property down by the quayside - Exe View Cottages. We have been enjoying life down here, that is until we kept getting whiffs of a revolting smell - like a combination of burning hair and excrement.... I'm not sure how else to describe it. It sometimes happens on late afternoons, I guess it could either come from something dead and rotting in the canal, or from the industrial area over by Alphington. I wonder if someone could investigate and try to resolve it. It really is repulsive and ruins what is a beautiful area. If it is from a factory, perhaps they could only emit the smell in the night time hours? I know we need industry and jobs etc, but this smell is simply horrific. Please, please do something about it and track down its source. Thanks in advance,

Email:

Thank you for your email with regard to the odour.

I have just called your mobile number and left you a message however there are a number of potential sources of odour in the Marsh Barton area.

The most obvious being the rendering factory, however there are also Devon Contract Waste, Exeter Hide and Skin, the City Council's recycling centre (MRF), The ECC green waste site and the new Energy from Waste site. Each of these has a different odour and is regulated by either Exeter City Council (ECC) or the Environment Agency.

The Rendering factory is the only one of the above sites which is regulated by Exeter City Council 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. (I was at the factory yesterday investigating a complaint from the Marsh Green Road area and found that the plant had been having problems with a boiler during the day, this had been resolved with the

engineers leaving site as I turned up). 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.

Material at the factory is processed basically by cooking and drying the material. This is then put into a press which separates the material into tallow and bone meal. All air in the factory and any gasses given off by the process are passed through the chemical scrubber towers before being emitted to atmosphere. As a result there is a residual odour associated with the towers but this is a clean chemical type of smell, and not what you were describing.

If you could contact Environmental Health on 01392 265148 at the time that the odour is a problem we will try and get an officer out to witness the odour and try and track down its origin.

Kind regards

Case Comments: Made call to the complainant, no answer, message left explaining that there are a number of other possible sources of odour in the area. I left contact details so that we could discuss the matter further, and email sent.

RS made a call to the factory about the complainant received yesterday. The factory was not processing yesterday as they were having a staff training day however the JLT tower was on and running within set parameters with no reported problems on site. Nick will log the complaint.

WK/201400696 22/04/2014 13:27 Water Lane C2 Complaint made to the factory and passed to ECC on 03/04/14

Case Actions:

Case Comments: Complainant rang about the JLT lorries, he stated that for the last few weeks they have been driving along without any covers on and that the smell is horrendous. He stated that he had made numerous complaints regarding this previously and that no one ever calls him back, he would like someone to call him re this problem.

Call made to the factory to report the complaint. Nick was not available and Bryan was not around. RS will visit the site to investigate further.

Discussed the issue of the lorries at great length with the complainant who is very upset that the factory is allowed to bring in "stinking lorries"
I explained the situation with the lorries and how the factory processing works, the complainant was not that bothered about the factory itself just the lorries.

RS on site 15:00

At the time of today's complaints the factory was not processing material. They have quite large stocks of material on site; and at the time of the visit were in the process of starting up.

The time of the complaint does correspond with a lorry leaving the site; the lorry was cleaned down inside the factory. The factory has a policy that all lorries leaving the site are sheeted however they will reiterate to all drivers again. RS observed lorries leaving and all were sheeted at the time of the visit.

The large flakt tower was running and smelling clean.

WK/201400699 22/04/2014 14:00 Marsh Green Road C1 North Smell from factory

Case Actions:

Case Comments: Call received about a bad smell coming from JL Thomas - been a bad smell since 9:30 am but seems to be getting worse

Made call to the complainant to find out what has been happening, the complainant said that it has been bad all day but seems to be getting worse as the day goes on. They have had customers commenting about the smell this afternoon.

WK/201400716 22/04/2014 20:00

Bagshot AvenueC1 Smell from factory

Case Actions:

Case Comments: Report details: -

Offender : - J LThomas factory

Issue type : - Unpleasant Odour

Issue location: -

Issue details : -

Issue time : - 20:00

Issue date : - 22/04/14

Witness : - yes

Comments: - Very strong unpleasant odour outside our house. It is a shame that you do not have out of hours staff available.

Made call to the factory to inform about the complaint received by the council last night. Nick said that they had received a complaint from Bagshot Ave as well, and that the complainant informed them last night that they were going to contact the council.

At the time of the complaint they were tipping a lorry from Lloyd Maunder and were processing. There were no reported problems on site at the time.

Complaints summary:

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Total
2014	4	6 (+1 vehicle)			10 (+1 vehicle)
2013	3 (+1 noise)	23 (+4 noise)	53 (+2 vehicle)	14	93 (+5 noise and 2 vehicle)
2012	7	39	90	20	156
2011	6	22	42	24	94
2010	4	31 (+ 1 noise)	44 (+ 1 noise)	15 (+1 noise)	94 (+3 noise)
2009	4	21	70	19 (+ 1 noise)	114 (+1 noise)
2008	4	30	108	39	181
2007	17	31	24	10	82
2006	2	35	36	37	110
2005	8	40	54	8	110
2004	13	16	51	2	82
2003	6	21	198	26	251
2002	2	19	8	5	34

Number of complaints received by complainant and road (since last meeting):

	C1	C2
Willeys Avenue	1	
Norwood Avenue	1	1
Barnardo Road	2	1
East Grove Road	1	
Trews Weir Reach	1	1
Bagshot Avenue	2	
Barnfield Hill	1	
Salmonpool Lane	1	
Rivermead Road	2	1
River Meadows	1	
Marsh Green Road North	3	
Water Lane	1	1
Feltrim Avenue	1	
Woodville Road	1	
Canal Banks	1	

Days on which there were more than one complaint:

27/10/2013	2	Not processing at time
22/04/2014	3	1 vehicle complaint and 2 factory complaints. Factory complaints from different sides of city No process problems

Other issues: