

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

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201401418</b>			
20/05/2014	20/05/2014	Topsham Road C1	Smell from factory - humid, slightly cloudy weather.

**Case Actions:**

- Phone call received Call received complaining about very strong smell from JLT. Weather today is humid and slightly cloudy. Smell described as 'rotting bodies'
- Smell noticed at 15:00 20/05
- EPSU Officer Visit AB visited area - was very occasional and slight, clean, treated air smell. I did not judge that it was offensive at the time of my visit.
- I spoke to the complainant, who reported that the smell had been much worse for about half an hour before she called.
- The factory was processing well at the time, with towers on their set points. There was a small fallen stock vehicle waiting outside the factory for an hour and a half between around 1330 and 1500. It had to wait while a Lloyd Maunder lorry was inside the factory with a tipper fault. Given that this was only a small trailer, it seems unlikely to have caused any odour at the complainant's property but it is possible. It was not possible to put this trailer in the airlock because the other lorry was blocking the inner door (the outer door will not open unless the inner door is closed).



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

Complaint Date	Odour Date / Time	Address	Details
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WK/201401717

29/05/2014	29/05/2014 15:24	Marsh Green Road North C1	Factory complaint - weather overcast
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Case Actions:

Phone call received Complainant reports 'foul odour, which has been noticeable all day.'  
Complaint passed to RS who was in the area at the time of the call.

EPSU Officer Visit RS walked the area with PH

No odour in the area at the time of the visit. The steam plume was blowing downstream towards Double Locks.

Discussed the complaint with the receptionist of the premise who said that it was bad earlier but they could not notice it at the moment.

On site all towers smell fine with no reported problems at the time of the complaint.

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WK/201401741

03/06/2014	29/05/2014 23:19	Oxford Street C1	Unpleasant Odour
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>Message generated from 'Report an Environmental Health Issue' form</p> <p>Customer Address: - Oxford Street, Exeter, EX2 9AG</p> <p>Report details: -  Offender : - Animal rendering plant?  Issue type : - Unpleasant Odour  Issue location: - Marsh Barton / St Thomas  Issue details : - Stench  Issue time : -  Issue date : - intermittent  Witness : - no  Comments: - Stench from animal rendering facility particularly when wind blows towards St Thomas from Marsh Barton.</p>
Phone call made			<p>Made call to the factory to discuss the complaint  Information regarding the time and area of the complaint were given to the factory but could give no subjective assessment detail as the complaint was historic and via email.</p> <p>At the time of the complaint being emailed the factory had no reported problems and the wind direction was NW</p>
Phone call made			no answer on the mobile number so will email a response.
E-Mail			<p>Dear Sir  Thank you for the email received about the odour in the St Thomas area.</p> <p>It is difficult to assess what the odour was without witnessing the odour at the time of the complaint. Exeter City Council (ECC) do regularly get complaints about the rendering factory; however, the Council also get complaints about the Devon Contract Waste site on Marsh Barton and a number of other sites across the industrial estate.</p> <p>With regard to the rendering site; Exeter City Council regulates the 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.</p> <p>Yesterday the wind was light but blowing down the canal towards Double Locks, so I am surprised that odour from the factory reached you.</p> <p>I will log your complaint against the rendering factory and ask if there were any operational problems on site last night. If in the future you have a problem please call the council on 01392 265148 and If available, an officer will come out and witness the odour.</p> <p>Kind regards</p>

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**WK/201401802**

**03/06/2014      03/06/2014 09:03      Rivermead Road C1      Factory complaint - weather overcast and warm**

**Case Actions:**

Phone call received      Call complaining about a very strong smell noticed around 08:30AM – “dead bodies & excrement.”  
EPSU Officer Visit      Visit to area of complaint, where there was no odour from the factory. There was a noticeable smell from some bushes, which was not pleasant.

We then drove to the other end of Rivermead Road, where there was a slight treated air smell.

Visited the factory, where towers were all operating normally, and no process problems.

Unable to call complainant back as number incorrect.

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**WK/201401803**

**03/06/2014      03/06/2014 09:36      Rivermead Road C2      Factory Complaint - weather overcast and warm**

**Case Actions:**



Complaint Date	Odour Date / Time	Address	Details
Phone call received	Call received complaining about disgusting smell coming from JLT.		
EPSU Officer Visit	AB and RS on Rivermead Road at time of call. There was a slight treated air smell.		
	Visited the factory, where towers were all operating normally, and no process problems.		
	Called complainant to explain findings.		

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**WK/201401981**

**09/06/2014      09/06/2014 15:04      Barnardo Road C1      Factory complaint - humid**

**Case Actions:**

Phone call received      Call received complaining about 'the usual smell' from JLT. Smell was noticed around 10 minutes ago. All windows in complainant's house had to be shut.

Phone call made      Called factory to report complaint to them.

They are not processing, only the JLT tower is running (and that was cleaned during routine maintenance yesterday).

Asked RS to visit area to make investigation.

EPSU Officer Visit      LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.

The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.

Case Comments      This complainant called in again the next day, so I explained what had happened on Monday afternoon to him at that time.

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**WK/201401984**

**09/06/2014      09/06/2014 16:01      Premier Place C1      Factory complaint - smells like drains?**

**Case Actions:**

Phone call received      Call received complaining about a smell. The closest thing it could be described as was the smell of drains.

EPSU Officer Visit      LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.

The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.

Case Comments      Unable to call complainant back - number not in service

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**WK/201401985**

**09/06/2014      09/06/2014 16:23      Leighdene Close C1      Factory complaint - strong smell of drains**

**Case Actions:**

Phone call received      Call received complaining about strong smell of drains. Smell was noticed at around 14:30 in Barnfield Hill.

EPSU Officer Visit      LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.

The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.

Case Comments      Rang complainant to explain - she was happy that we had investigated.

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201401986</b>			
09/06/2014	09/06/2014 16:31	Barnfield Hill C1	Factory complaint -
<b>Case Actions:</b>			
Phone call received	Call received complaining about smell of ammonia/dead animal.		
EPSU Officer Visit	<p>LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.</p> <p>The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.</p>		
Case Comments	Called complainant to discuss - he was happy with what we had done		
<b>WK/201401987</b>			
09/06/2014	09/06/2014 16:50	Barrack Road C1	Factory complaint - humid
<b>Case Actions:</b>			
Phone call received	Call received complaining about a very strong smell from JLT. Smell noticed around 20 minutes ago.		
EPSU Officer Visit	<p>LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.</p> <p>The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.</p>		
Case Comments	tried to call complainant back on three occasions but no answer and no answer phone facility		
<b>WK/201401988</b>			
09/06/2014	09/06/2014 16:52	Gras Lawn C1	Factory complaint
<b>Case Actions:</b>			
Phone call received	Call received complaining about a very bad smell in the area. Smell was described as dead things.		
EPSU Officer Visit	<p>LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.</p> <p>The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.</p>		
Case Comments	Called complainant to discuss - she was happy with what we had done		
<b>WK/201401992</b>			
10/06/2014	09/06/2014 15:00	Wonford Road C1	Factory complaint (email complaint about yesterday)
<b>Case Actions:</b>			

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>The following customer has used the Report an Environmental Health Issue form at <a href="http://www.exeter.gov.uk">www.exeter.gov.uk</a>. This message was originally sent to Environment, Public_health_nuisance at <a href="mailto:environmental.protection@exeter.gov.uk">environmental.protection@exeter.gov.uk</a>.</p> <p>Please respond to the customer by email</p> <p>Customer Address: - Wonford Road, Exeter, EX2 4LQ. <a href="#">View Map</a></p> <p>Report details: -  Offender : - Secanim, Saria Group  Issue type : - Unpleasant Odour  Issue location: - Secanim animal waste rendering plant by Exeter Canal  Issue details : - foul smell, so bad it made me retch when I was near lasting all afternoon  Issue time : - 15:00  Issue date : - 9/06/2014  Witness : - yes  Comments: - The foul smell from the rendering plant invaded our back garden at about 3pm and drove us out so we went out for a walk to escape. Returning home by the canal about 4.30pm we passed on this side of the canal with the chimney on the far side and the smell on the tow path was so unbelievably foul it made me retch and feel quite unwell, so I came straight home.</p>
Case Comments			<p>Emailed complaint so unable to investigate fully at time.</p> <p>However, LS and RS both in area later in the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.</p> <p>The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.</p>
E-Mail			<p>no answer to telephone so emailed response:</p> <p>Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable yesterday. Unfortunately, we do not receive emailed complaints instantly and so I was not able to go out to make an assessment of the odour immediately following your complaint. However a council officer did make an assessment of the smell later yesterday afternoon.</p> <p>At that time, he reported that the smell was very localised, but in places it was quite concentrated. The factory was not processing yesterday, and a full investigation at the site did not find any faults. Notwithstanding that, they have checked and cleaned the equipment which regulates the odour control systems that were in use yesterday. The Council will be making further checks of the odour this week and will take action on any inconsistencies if they are identified.</p> <p>Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265148. This allows us to make the fullest investigation.</p> <p>If you have any further questions, please do give me a call on this number.</p> <p>Many thanks,</p>
E-Mail			<p>email received:</p> <p>Dear Mrs Bulleid  Thank you so much for your detailed and prompt reply. I have made a note of the telephone number. That was very helpful of you.  Warmest wishes</p>

**WK/201401993**

**10/06/2014    10/06/2014 09:04    Barnardo Road C1    Factory complaint - weather overcast and warm**

**Case Actions:**



Complaint Date	Odour Date / Time	Address	Details
Case Comments			Call received about smell, which is 'bad again this morning'
			I explained what had happened last night and discussed the controls at the factory.
EPSU Officer Visit			AB and RS were in the area from 9.40 to 10.30.
			There was an occasional, slight, treated air smell. This was not offensive in our opinion. The factory is shut down at the moment, and the JLT tower is running well.

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**WK/201401994**

**10/06/2014      09/06/2014 12:00      Okehampton Road C1      Factory complaint - email complaint about yesterday**

**Case Actions:**

E-Mail      The following customer has used the Report an Environmental Health Issue form at [www.exeter.gov.uk](http://www.exeter.gov.uk). This message was originally sent to Environment, Public\_health\_nuisance at [environmental.protection@exeter.gov.uk](mailto:environmental.protection@exeter.gov.uk).

Please respond to the customer by email

Customer Address: - Okehampton Road, Exeter, EX4 1EP.

Report details: -  
Offender : -  
Issue type : - Unpleasant Odour  
Issue location: - Exeter Quay  
Issue details : - Offensive smell, like decomposing flesh in the air - very strong  
Issue time : - 12:00  
Issue date : - 09/06/2014  
Witness : - yes  
Comments: - Several people I was with also commented on the odour. It has come and gone around this area of Exeter for some time. It is extremely offensive, and I pity residents and the small (catering) businesses on the quay having to operate when it's around. It must be a factory around Marsh Barton; it should not be allowed to operate so close to homes and small businesses.

Case Comments      Unable to investigate fully as complaint received the next day.

Factory was not processing at the time. The JLT tower was started up after maintenance around this time, and the LF was then switched off. There were no faults with either tower apparent at the time in the routine checks.

Tried to call complainant to discuss, but telephone number given is unobtainable.

Email sent instead, text as follows:

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable yesterday. Unfortunately, we do not receive emailed complaints instantly and so I was not able to go out to make an assessment of the odour immediately following your complaint. However a council officer did make an assessment of the smell later yesterday afternoon.

At that time, he reported that the smell was very localised, but in places it was quite concentrated. The factory was not processing yesterday, and a full investigation at the site did not find any faults. Notwithstanding that, they have checked and cleaned the equipment which regulates the odour control systems that were in use yesterday. The Council will be making further checks of the odour this week and will take action on any inconsistencies if they are identified.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265148. This allows us to make the fullest investigation.

If you have any further questions, please do give me a call on this number.

Many thanks,

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**WK/201402006**

**10/06/2014      09/06/2014 16:00      St Bernards Close C1      Factory complaint - weather warm and humid**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
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Case Comments      Complainant was unable to contact us on 9/06 because of a problem with the phone. He wished to complain about the odour all afternoon yesterday.

LS and RS both in area during the afternoon. They report a localised odour. In places there was a slight and clean treated air smell. Elsewhere it was more concentrated and smelt less like 'normal treated air', but not a process (untreated) smell.

The factory was not processing, and the JLT tower had recently been started up after maintenance. The monitoring parameters on the tower were all within set points. NP checked the odour at the sniffer point and subjectively felt that the tower was not performing as well as it could. He cleaned the probes because there is a chance that they may have been affected by some sludge dislodged during the tower maintenance, but that this had not yet shown up in the tower parameters. However no evidence of a problem with the systems on site.

**WK/201402007**

**10/06/2014      10/06/2014 11:46      St Bernards Close C1      Factory complaint -weather warm and overcast**

**Case Actions:**

Case Comments      Complaint made about smell this morning.

AB and RS were in the area from 9.40 to 10.30.

There was an occasional, slight, treated air smell. This was not offensive in our opinion. The factory is shut down at the moment, and the JLT tower is running well.

**WK/201402013**

**10/06/2014      09/06/2014 09:00      The Quay C1      Factory Complaint - weather warm and overcast**

**Case Actions:**

E-Mail      emailed complaint received:

Customer Address: - County Hall Topsham road, Exeter, Ex2 4ql. [View Map](#)

Report details: -  
Offender : -  
Issue type : - Unpleasant Odour  
Issue location: - The quay/alphington  
Issue details : - All day there was a rancid smell from across the river. I think from the processing plant  
Issue time : - 09:00  
Issue date : - 09/06/2014  
Witness : - yes  
Comments: - Other colleagues noticed the Smell, we picked the smell up from inside county hall, not just outside.

E-Mail      email response sent:

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable yesterday. Unfortunately, we do not receive emailed complaints instantly and so I was not able to go out to make an assessment of the odour immediately following your complaint. However a council officer did make an assessment of the smell later yesterday afternoon.

At that time, he reported that the smell was very localised, but in places it was quite concentrated. The factory was not processing yesterday, and a full investigation at the site did not find any faults. Notwithstanding that, they have checked and cleaned the equipment which regulates the odour control systems that were in use yesterday. The Council will be making further checks of the odour this week and will take action on any inconsistencies if they are identified.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265148. This allows us to make the fullest investigation.

If you have any further questions, please do give me a call on this number.

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201402049</b>			
11/06/2014	11/06/2014 13:45	Marsh Green Road North C2	Factory complaint - weather warm and quite still

**Case Actions:**

Case Comments      The complaint was made several hours after the odour witnessed, however AB on site at JLT at time when the odour was witnessed, and had made an odour assessment in the area before this.

The factory was not processing at the time, and the JLT tower was running well. It smelt very good.

There was no detectable odour in the area of the factory until beside the process building. There was no treated air or other smell detectable on Marsh Green Road when AB made an assessment earlier in the day.

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

Complaint Date	Odour Date / Time	Address	Details
WK/201402070			
13/06/2014	13/06/2014 08:29	Water Lane C1	Factory Complaint - Weather sunny warm with a slight breeze

Case Actions:

E-Mail                      Email complaint received:

Report details: -  
Offender : - J L Thomas Factory, Water Lane  
Issue type : - Unpleasant Odour  
Issue location: - Water Lane  
Issue details : - The smell from this factory  
Issue time : - 18:25  
Issue date : - 12.06.2014  
Witness : - yes

Comments:

The smell from this factory is a constant problem and at the afore mentioned time and date even encroaches into my home. I cannot have my own window open as the smell is disgusting. The factory processes animal waste of all types including diseased carcasses. I have read about a council meeting minutes where the issue was raised with the factory owners in 2009 and the basic gist of it was they wouldn't spend any money to improve the situation. This is not acceptable, my quality of life and many many others is blighted by this issue, only recently in the last few days there was an article on the express and echo website about the same smell affecting other areas of the city as a result of a change in wind direction. Also the lorries delivering the animal waste and diseased animal carcasses drops liquid along the road as it drives along causing what can only be described as contamination of the streets with a substance that could be a public health issue. I implore you to either force the factory owners to rectify these issues or revoke their licence to operate the factory. The only realistic way I can see the issue being resolved is by the factory installing a fit for purpose filtration system. I have also raised this issue with my MP and if the issue is not rectified I wont hesitate to take it further. I eagerly look forward to your response and also being able to open my windows without wretching from the stench.

E-Mail                      email sent:

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable yesterday evening. Unfortunately, because of the timing of your complaint and the fact that email complaints are not received until the next working day, we were not able to investigate the matter until this morning. However I have established that the factory was operating at the time, and all the parameters checked were within the required limits. There is little further that I can do at this time, although we continue to keep operations at the factory under close scrutiny.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265148. This allows us to make the fullest investigation.

In answer to your other concerns, I would assure you that the factory cannot 'decide not to spend any money to rectify the situation'. Their operation is subject to an Environmental Permit which is issued by the City Council. This permit requires them to use particular systems to treat the odour that is produced inside the factory. These systems are based on the Best Available Techniques, as described by DEFRA.

The City Council does not regulate lorries on the road, but I know that the factory management would not consider leaks of raw material from vehicles onto the highway to be acceptable. If you witness a vehicle leaking, I would encourage you to report that to us as soon as possible, and in as much detail as possible (eg registration plate, location, time, direction of travel etc). We will pass the information on to the factory to investigate and take action if necessary.

If you have any further questions, please do give me a call on the number above.

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201402132</b>			
16/06/2014	16/06/2014 15:00	Marsh Green Road North C1	Factory complaint - weather warm and overcast
<b>Case Actions:</b>			
Case Comments	<p>Complaint about the odour at 1500. The complainant described it as the worst he had smelt for several years.</p> <p>The factory is not processing, and won't start up until 1800. AB investigated. Was slight odour on Marsh Green Road. It was a slight process or raw material type smell. It was not strong, but it was fairly persistent.</p> <p>On site, the JLT tower was running and smelt vey good. There were two deliveries this afternoon, at 1420 and 1500. This may have contributed to the odour as the raw material reception air lock would have opened twice in quick succession, but this happens fairly commonly and hasn't been linked to a complaint before, so it seems unlikely.</p> <p>AB to continue to monitor during this week.</p>		

<b>WK/201402230</b>			
19/06/2014	19/06/2014 11:00	7 Marsh Green Road North C3	Factory complaint - general complaint about odour all week
<b>Case Actions:</b>			
E-Mail	<p>email received:</p> <p>Hi,</p> <p>Please pass this on to whoever it concerns..</p> <p>I work in a office in Marsh Barton (Address below). Behind us is a factory which i believe to be a glue factory.</p> <p>The last week the smell has been so awful (Dead animal rotting smell!!) and i am concerned as i am pregnant about what toxins are in the air. With the weather being so hot we need to have some ventilation but are unable to open any windows/doors because the whole office fills with the smell.</p> <p>Surely this cannot be safe?</p> <p>Please advise</p>		
Case Comments	<p>AB rang complainant to discuss and explain that there is no health impact from the odour.</p> <p>AB was out this morning and on several occasions during the week making assessments of the odour. These have concentrated on the areas downwind of the factory, whereas the complainant states that she has smelt the factory all week whatever the wind direction, because they are so close (just over the railway line). It is possible that she is affected by raw material deliveries particularly.</p> <p>AB gave the complainant a telephone number to call when the odour is unacceptable so that she can call to complain next time.</p>		

<b>WK/201402255</b>			
20/06/2014	20/06/2014 08:40	Marsh Green Road North C2	Factory Complaint - Hot, sunny, still.
<b>Case Actions:</b>			



Complaint Date	Odour Date / Time	Address	Details
Phone call received Phone call made			Call received complaining about a strong smell of rotting flesh. Smell was noticed this morning at around 08:40. call to the factory
			Nick reported that the factory is processing, they have been working to clear the problems of yesterday. He has noticed a residual tower odour in the yard area, of a clean treated air. Very little wind today and it is very warm. The quality of the material they are processing is not very good but they are having no problems on site. RS will attend and investigate further after attending the collapsed sewer in the Topsham recreation ground as no other officers are available.
EPSU Officer Visit	RS on site from 13:05- 14:15		At the time of my arrival Nick was out undertaking an odour assessment around the quay.
			Occasional localised effluent odour detected on site. Towers all smelling clean and operating within set limit. No reported problems on site at the time of the complaint.
			The site is processing low quality material due to the warm weather we have been having over the last couple of weeks.
			RS walked the area around the complainants property. Hide and Skin were very odorous. However the wind was blowing straight up the canal towards the waterfront.
			Towers not detected and no odour from the yard.

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**WK/201402489**

**30/06/2014      27/06/2014 12:09      Norwood Avenue C1      Factory complaint - weather warm and humid**

**Case Actions:**

Case Comments      Complaint made direct to factory out of hours.

Factory was running at the time of the call. They were processing, but slowly because of a malfunctioning pump. Towers all on set points.

No contact details provided for complainant so unable to call her back.

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**WK/201402490**

**30/06/2014      27/06/2014 12:12      Bagshot Avenue C1      Factory complaint - weather warm and humid**

**Case Actions:**

Case Comments      Complaint made direct to factory out of hours.

Factory was running at the time of the call. They were processing, but slowly because of a malfunctioning pump. Towers all on set points.

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**WK/201402493**

**30/06/2014      27/06/2014 21:50      Topsham Road C2      Factory complaint - weather warm and humid**

**Case Actions:**

Case Comments      Complaint made direct to factory out of hours.

Factory was running at the time of the call. They were processing, but slowly because of a malfunctioning pump. Towers all on set points.

No contact details provided for complainant so unable to call complainant back.

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**WK/201402498**

**30/06/2014      28/06/2014 09:00      Marsh Green Road North      Factory Complaint - very bad  
C2**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
Phone call made			Call to the factory to inform Nick of the complaints received today (30.06.14 about the 28.06.14).  They did process for longer than expected on Saturday. The material that is coming in to the factory for processing is of low quality. No reported problems on site on Saturday.
Phone call made			call to the complainant with regard to the complaint today and the smell on Saturday morning.  The complainant said that the smell was dreadful all Saturday morning, noticed from 09:00 - 12:00.  The complainant said that it wasn't very pleasant first thing this morning when they got in. They had not noticed it since then. When asked how it was at the moment the complainant walked outside and said that they could not smell anything.  RS will log the complainant as historic, notify the factory but not attend as they odour is not noticeable now according to the complainant.

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**WK/201402499**

**30/06/2014      30/06/2014 15:28      Marsh Green Road North      Factory Complaint - not very good  
C2**

**Case Actions:**

Phone call made      Same comments as for the complaint on 28th as discussed at the same time with the complainant.  
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call to the complainant with regard to the complaint today and the smell on Saturday morning.  
  
The complainant said that the smell was dreadful all Saturday morning, noticed from 09:00 - 12:00.  
  
The complainant said that it wasn't very pleasant first thing this morning when they got in. They had not noticed it since then. When asked how it was at the moment the complainant walked outside and said that they could not smell anything.  
  
RS will log the complainant as historic, notify the factory but not attend as they odour is not noticeable now according to the complainant.

Phone call made      Call to the factory to inform Nick of the complaints.  
They have not been processing today, however they did process for longer than expected on Saturday.  
The material that is coming in to the factory for processing is of low quality.  
No reported problems on site on Saturday and the JLT tower is running within set limits.  
  
Informed Nick that I would not be attending as the complainant could no longer smell anything at the premises.

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**WK/201402542**

**01/07/2014      01/07/2014 14:00      Willeys Avenue C1      Factory complaint - weather warm and breezy**

**Case Actions:**

Case Comments      Complainant reported that the smell had been noticeable all day, and was 'not good'.  
  
AB investigated - was a possible very slight clean treated air smell. No problems on site, towers all on set points, but material being processed very poor quality.  
  
Despite this, when AB was on site earlier in the day, the towers smelt very good.  
  
Case Comments      called complainant - message left

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**WK/201402632**

**04/07/2014      03/07/2014 19:27      Feltrim Avenue C1      Factory Complaint - Strong carcass smell from factory Normal problem when warm**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS visit to the factory to discuss complaints from yesterday		<p>They confirmed that they were processing last night but had no reported problems. A warm evening with light SW wind.</p> <p>No reported or obvious problems on site. The factory was processing last night until 02:30</p> <p>JLT tower smells clean and fresh.</p>
Phone call made			<p>spoke to the complainant who described the smell as a very strong version of what they normally get when the wind is from the SW. It was so bad that they came in from the garden. The complainant asked about any other smelly premises in the Exeter area which it could have been, I explained that SWW had a problem yesterday and that we had received a number of calls with regard to that, we also have Devon Contract Waste, Hide and Skin, the green waste site and the ECC recycling centre all of which can generate odour. I explained that I had called the factory this morning and that they confirmed that they had been operating until 02:30 this morning but had no reported problems on site. Complainant was happy to get a call back and would report any further problems.</p>
Officer Visit			patrolled area no odours noticed

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**WK/201402648**

**04/07/2014      03/07/2014 19:00      Barnfield Hill C1      Factory Complaint**

**Case Actions:**

Case Comments      one of three complaints that came in about the odour on 3rd July not reported to EH until out of hours or the next day.  
No reported processing problems and followed up on the 4th July

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**WK/201402649**

**04/07/2014      03/07/2014 15:00      Canal Banks C1      Factory Complaint**

**Case Actions:**

Case Comments      one of three complaints that came in about the odour on 3rd July not reported to EH until out of hours or the next day.  
No reported processing problems and followed up on the 4th July

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**WK/201402652**

**04/07/2014      04/07/2014 12:22      St Bernards Close C1      Factory Complaint - weather sunny warm with a slight breeze**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
Phone call made			Called factory - they are not processing currently. JLT tower running and all on set points. Little material in factory, and what they have is reasonably fresh.
EPSU Officer Visit			<p>RS to make odour assessment</p> <p>RS walked the Belle Isle, Feltrim Ave, Rivermead Rd, St Bernards Ave, Topsham Rd and Matford Lane area between 13:30 - 14.15</p> <p>The odour in the Belle Isle area was stale, occasional treated tower odour. This varied in intensity as I walked past St Bernards Ave up to Topsham Rd.</p> <p>Re-walked the area 15: 00-15:45 the odour was much fresher with a clean tower odour being noticeable in the Matford Ave area.</p>
E-Mail received			<p>Dear Mr. Norley,</p> <p>Another bad J. L.Thomas pollution incident again today (Friday 4 July). Could you possibly tell me their excuse this time?</p> <p>Yours sincerely,</p>
E-Mail			<p>email to complainant:</p> <p>Dear Mr X</p> <p>Thank you for your email. I can confirm that your telephone call to the service was the only one that was received on Friday 4 July.</p> <p>Officers investigated, and found that the factory was not processing at the time of the complaint. One treatment tower was running, as is required by their permit during shutdowns. This was operating well.</p> <p>Downwind odour assessments made following the complaint in the area of your property found that the odour was variable in strength and nature, but was largely a treated air smell. This is the odour that results from the chemical treatment of the internal factory air in the scrubber towers, and is unavoidable when using this form of odour treatment.</p> <p>Further assessments were made by officers on Friday night and over the weekend, who also observed a treated air smell. The treated air odour was within the permit conditions and would not constitute a statutory nuisance. Environmental Health will continue to conduct proactive and reactive monitoring of the site and surrounding area.</p> <p>Regards</p> <p>Simon Lane</p>

**WK/201402703**

**08/07/2014      07/07/2014 14:00      St Bernards Close C1      Factory complaint about odour all day - weather sunny with heavy showers**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
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E-Mail email received (see WK/201402652 for rest of email trail):

Dear Mr. Lane,

You say my complaint was the only one received on Friday 4 July yet when I phoned I was informed that Richard was already at the Plant investigating.

If, as you say, this odour is unavoidable when using this form of odour treatment then it must be changed. Incidentally, my area is being affected by the odour today as well. The air quality we are expected to breathe in this area is not acceptable.

Yours sincerely,

Case comments: Complainant reported odour today.

Wind variable - may not have been blowing towards complainant all day.

AB spent 30 minutes at complainants property discussing the issue and could not detect any odour during that time, however it had started raining by then and so we did not spend all the 30 minutes outside sniffing!

The complainant reported that the odour had changed this year. He used to describe it as 'eggy', he would now describe it as 'gassy' (but when asked he said it was not gas).

On arrival and departure from the area there was a very slight smell from the road gullies.

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WK/201402748	07/07/2014 09.20	Gras Lawn C1	Factory complaint – weather sunny
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**Case Actions:**

Case Comments: Complaint made on morning of 7 July, but unfortunately, the message was not received by officers until 09 July. The complainant reported that the smell had been so strong over night that it had woken him up.

The factory was not processing at the time of the call and the JLT tower was running well.



**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/201402798</b>			
11/07/2014	10/07/2014 15:02	Matford Avenue C1	Factory Complaint
<b>Case Actions:</b>			
Phone call received	Call received when complainant had a spare 5 minutes to call yesterday. He wanted to complain about the smell of rotting animals from JLT. I asked if it was smelling at the time of call which it wasn't. I was informed it had been an issue for the past 17 years.		
Case Comments	called - discussed situation with complainant, asked her to call whenever the smell is unacceptable		

<b>WK/201402843</b>			
14/07/2014	14/07/2014 11:15	Rivermead Road C3	Factory Complaint - weather warm and windy
<b>Case Actions:</b>			
Case Comments	Complaint made direct to factory.		
	Factory not processing at timme of call, JLT tower running well.		
	SR in Trews Weir Reach area at time of call - there was a slight clean tower smell there.		

<b>WK/201402851</b>			
14/07/2014	14/07/2014 15:20	Trews Weir Reach C1	Factory Complaint, Weather warm and windy
<b>Case Actions:</b>			
Phone call received	Call from the complainant about the smell in the area around his house, it smells like a bad meat smell. The complainant smelt this yesterday close to the factory however the wind has swung today and he is now getting it at his house. RS will visit the factory and find out what is going on.		
EPSU Officer Visit	<p>RS call to the factory</p> <p>Nick said that they were just starting up in a bit and would work through the night to try and clear all the material in the factory as the wind looks set to stay SW all week.</p> <p>Currently they are not processing and only have the JLT tower running.</p> <p>RS on site 16:20</p> <p>On approach to the site there is a strong effluent odour. As RS was walking out of the office the effluent odour is very strong, they are refilling the tank to trial a new pump. (This would be a temporary odour source).</p> <p>Only the JLT and the large flakt were running as the factory was just starting up.</p> <p>Both smelt clean.</p> <p>At the beginning of the site inspection there was a very strong odour of raw material outside the factory due to a lorry driving around the building to unload. No reported problems within the factory.</p> <p>Offsite, RS parked in Belle Isle, on exiting the car there was a noticeable odour of effluent mixed with a clean treated tower odour. Trews Wear area no odour detected, Rivermead Road end of Belle Isle Park you could notice a treated air smell which was not unpleasant.</p>		

<b>WK/201402857</b>			
15/07/2014	14/07/2014 16:00	Water Lane C1	Factory complaint - weather overcast and breezy
<b>Case Actions:</b>			
Case Comments	<p>Caller had seen an article in the St Leonards news which encouraged people to call in and make a complaint about the factory. She could not smell the factory at the time of the call, and had never smellt it at her home in St Leonards. However she owns a flat in River Meadows and her tenants have sometimes mentioned to her a smell, which they though was drains. She thinks it must have been JL Thomas.</p> <p>She asked what the Council was doing about the situation, so I explaiend the legislation and the systems they have in place on site. She was satisfied with this.</p>		

WK/201402860

15/07/2014	14/07/2014 21:54	Jennifer Close C1	Factory Complaint - weather overcast with a slight breeze
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**Case Actions:**

E-Mail email received:

Good evening

I am writing to bring to your attention the dreadful smell that is presently pervading the area of and around our home on Jennifer Close, EX2 4RB. Anecdotally we believe this to be from the premises operated by JL Thomas. This is a frequent occurrence but this evening is particularly pungent.

I would be interested to know how such a dominant odour is allowed to be emitted so often to the detriment of a large area of the city.

I look forward to your comments or indeed action to stop the problem.

E-Mail email sent:

Dear Mr X

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable last night. Unfortunately, we do not receive emailed complaints until the next working day and so I have not been able to make any investigation until this morning.

The factory was running at the time of your complaint, and all their systems are recorded as having been operating well. The Council will be making further checks of the odour this week and will take action on any problems if they are identified.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.

If you have any further questions, please do give me a call on this number.

Many thanks,

Alex Bulleid (Mrs)

E-Mail email received:

Alex -

Thanks for your swift response. I must admit I tried your office on 265148 during the evening, but clearly my mistake (it is the number in the St Leonard's Neighbourhood news sheet).

I appreciate your interest in this matter and will call the correct number if/when we experience the problem again.

Thanks very much for your help.

WK/201402866

15/07/2014	15/07/2014 09:35	Barnfield Hill C1	Factory Complaint -
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**Case Actions:**

Phone call received Call complaining about factory. Smell was noticed last night in Barnfield Hill and this morning down near the river - complainant could smell factory all the way along the cycle path to Topsham.

Case Comments Caller was passed to me to speak to but either hung up or was cut off in process. Called him back to apologise and discuss the matter further, but there was no answer. I left a message explaining that we would go out and investigate.

EPSU Officer Visit Odour assessment.

There was a slight odour of clean, treated air at Bromhams Farm playing field car park.

Case Comments Called complainant - no answer

Spoke to complainant. He admits that he has an exceptionally sensitive sense of smell.



Complaint Date	Odour Date / Time	Address	Details
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WK/201402867

15/07/2014 14/07/2014 22:49 Matford Avenue C1 Factory Complaint - Weather overcast with a slight breeze

**Case Actions:**

E-Mail email received:

Dear Environmental Health team

I am emailing you to complain about the stench from the rendering plant in Marsh Barton, which is tonight (2245 pm) quite sickening.

I understood we could ring your office even out of hours to report this, but rang this evening and got no reply.

Surely it is time to put an end to this plant. It has for years repeatedly enveloped our area in a disgusting stink, and there has been no improvement.

Please do something about this problem

Yours faithfully

E-Mail email sent:

Dear Mr X

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable last night. Unfortunately, we do not receive emailed complaints until the next working day and so I have not been able to make any investigation until this morning.

The factory was running at the time of your complaint, and all their systems are recorded as having been operating well. The Council will be making further checks of the odour this week and will take action on any problems if they are identified.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.

If you have any further questions, please do give me a call on this number.

Many thanks,

Alex Bulleid (Mrs)

WK/201402874

15/07/2014 14/07/2014 20:55 Bagshot Avenue C1 Factory complaint, direct to the factory

**Case Actions:**

Phone call made Call to the factory to pass on complaints from last night, The factory had two complaints made direct to them last night. They were processing last night but had no reported problems. Weather warm with light winds

Case Comments email complaint received from the same complainant last night:

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

Report details: -  
 Offender : - JL Thomas factory  
 Issue type : - Unpleasant Odour  
 Issue time : - 20:30  
 Issue date : - 14/07/14  
 Comments: - Strong smell on and off all day..still smelling at half eight this evening. Seems to occurring more frequently recently.....please do something about it before another summer is ruined. why is it only the factory and ECC that think it is an acceptable situation.

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201402875</b>			
15/07/2014	14/07/2014 21:00	Rivermead Road C4	factory complaint- direct to the factory
<b>Case Actions:</b>			
Phone call made	Call to the factory to pass on complaints from last night, The factory had two complaints made direct to them last night. They were processing last night but had no reported problems. Weather warm with light winds		
Case Comments	Called complainant to discuss - smell was not particularly strong, but it was noticeable.		
<b>WK/201402878</b>			
15/07/2014	14/07/2014 21:00	Gras Lawn C2	Factory complaint - weather mild and light breeze
<b>Case Actions:</b>			
Case Comments	Call to report odour last night. The complainant mentioned reading the article in St Leonards News last night.  The complainant feels that the Council is unable to monitor and take effective action to resolve the odour problem that he has. I explained the situation at length, but in the end we had to agree to disagree.		
<b>WK/201402889</b>			
15/07/2014	14/07/2014 18:30	Buckerell Avenue C1	Factory Complaint - Warm, overcast with slight breeze
<b>Case Actions:</b>			
Phone call received	Call complaining about smell like 'gone off food waste' Smell was very bad yesterday up until the complainant went to bed. He asked if an officer could call him back to discuss.		
Case Comments	Called complainant to discuss. He explained that he was calling because of the article in the St Leonards News. I explained the legislation and the actions that we take and he was reasonably happy.		
<b>WK/201402928</b>			
16/07/2014	16/07/2014 13:04	Gras Lawn C3	Factory Complaint - Weather warm with slight breeze
<b>Case Actions:</b>			
Phone call received	Call complaining about strong smell of rotting flesh. Smell was noticed on & off throughout the morning but now it is very bad.  Call passed through to officer.		
Phone call received	Spoke to complainant - she is sure that the odour is from JL Thomas. She describes it as a rotting smell. I told her that we would investigate.  The factory is not processing currently		
EPSU Officer Visit	RS walked the area between Gras Lawn, Rivermead road, Bagshot Ave, Matford Ave , Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council.  A treated air smell was noticeable at the west end of Rivermead Road following the road up to the junction with Topsham Road.  RS received a call about the odour in Matford Ave. and went directly to the complainant's property. The complainant did not answer the door and it appeared that they had gone out. RS could not smell anything in the area around Matford Ave.  RS on site at the factory, they were not processing, they had not had any reported problems on site and the JLT tower was running and smelling clean.  There appears to be a bit of damage to the side door to the factory which needs repair this was pointed out to Bryan who see that the damaged wood work is replaced.		

Complaint Date	Odour Date / Time	Address	Details
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WK/201402933

16/07/2014 16/07/2014 13:10 Glenwood Rise C1 Factory complaint - weather hot and humid

**Case Actions:**

Phone call received Spoke to complainant who said that he had noticed the smell for the last half hour.

The factory is not processing currently.

EPSU Officer Visit RS walked the area between Gras Lawn, Rivermead road, Bagshot Ave, Matford Ave , Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council.

A treated air smell was noticeable at the west end of Rivermead Road following the road up to the junction with Topsham Road.

RS received a call about the odour in Matford Ave. and went directly to the complainant's property. The complainant did not answer the door and it appeared that they had gone out. RS could not smell anything in the area around Matford Ave.

RS on site at the factory, they were not processing, they had not had any reported problems on site and the JLT tower was running and smelling clean.

There appears to be a bit of damage to the side door to the factory which needs repair this was pointed out to Bryan who see that the damaged wood work is replaced..

WK/201402935

16/07/2014 16/07/2014 13:15 Matford Avenue C2 Factory complaint - weather hot and humid

**Case Actions:**

Case Comments Call received about odour today.

The factory is not processing currently

EPSU Officer Visit RS walked the area between Gras Lawn, Rivermead road, Bagshot Ave, Matford Ave , Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council.

A treated air smell was noticeable at the west end of Rivermead Road following the road up to the junction with Topsham Road.

RS received a call about the odour in Matford Ave. and went directly to the complainant's property. The complainant did not answer the door and it appeared that they had gone out. RS could not smell anything in the area around Matford Ave.

RS on site at the factory, they were not processing, they had not had any reported problems on site and the JLT tower was running and smelling clean.

There appears to be a bit of damage to the side door to the factory which needs repair this was pointed out to Bryan who see that the damaged wood work is replaced.

WK/201402942

16/07/2014 16/07/2014 14:17 Matford Avenue C1 Factory Complaint - Warm, overcast

**Case Actions:**

EPSU Officer Visit RS walked the area between Gras Lawn, Rivermead road, Bagshot Ave, Matford Ave , Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council.

A treated air smell was noticeable at the west end of Rivermead Road following the road up to the junction with Topsham Road.

RS received a call about the odour in Matford Ave. and went directly to the complainant's property. The complainant did not answer the door and it appeared that they had gone out. RS could not smell anything in the area around Matford Ave.

RS on site at the factory, they were not processing and the JLT tower was running and smelling clean. The factory was going to start up later approximatly 17:30-18:00

Phone call received Call complaining about smell from JLT. Smell was noticed around 14:00.

Complaint Date	Odour Date / Time	Address	Details
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WK/201402946

16/07/2014	16/07/2014 16:34	Salmonpool Lane C1	Factory Complaint - Warm, overcast
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**Case Actions:**

EPSU Officer Visit RS walked the area between Gras Lawn, Rivermead road, Bagshot Ave, Matford Ave , Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council between 14.00-15.45 so just before the complainant came in.

A treated air smell was noticeable at the west end of Rivermead Road following the road up to the junction with Topsham Road.

RS on site at the factory: The factory was not processing at the time of the visit, they had not had any reported problems on site and the JLT tower was running and smelling clean. The factory was due to start up around 17:30- 18:00

There appears to be a bit of damage to the side door to the factory which needs repair this was pointed out to Bryan who sees that the damaged wood work is replaced.

Phone call received Call complaining about a very strong smell from JLT.

WK/201402951

17/07/2014	16/07/2014 19:00	Bagshot Avenue C1	Factory Complaint
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**Case Actions:**

EPSU Officer Visit RS and SR were out pro-actively monitoring from 21:00-21:45 around the canal tow path, Bell isle, the west end of Rivermead road, Bagshot Ave, Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council earlier today.

No odour was noticeable at the time of the monitoring other than on the tow path adjacent to the factory, the wind from earlier had completely dropped, it was a very warm evening.

E-Mail Sent: 16 July 2014 19:59  
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](http://www.exeter.gov.uk).  
This message was originally sent to Environment, Public\_health\_nuisance at [environmental.protection@exeter.gov.uk](mailto:environmental.protection@exeter.gov.uk).

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

Report details: -

Offender : - J I Thomas factory

Issue type : - Unpleasant Odour

Issue location: -

Issue details : -

Issue time : - 19:00

Issue date : - 16/07/14

Witness : - yes

Comments: - The usual disgusting odour again this evening at 7.00pm. even the new guy who answers the phone at the factory sounds very uninterested and does not sound concerned. unacceptable again...not looking forward to summer evenings in the garden.

WK/201402957

17/07/2014	16/07/2014 17:00	Rivermead Road C4	Factory complaint, warm and light wind
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**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
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EPSU Officer Visit RS and SR were out pro-actively monitoring from 21:00-21:45 around the canal tow path, Bell Isle, the west end of Rivermead Road, Bagshot Ave, Feltrim, Norwood and Glenwood Rise following a number of complaints coming into the council earlier today.

No odour was noticeable at the time of the monitoring other than on the tow path adjacent to the factory, the wind from earlier had completely dropped, it was a very warm evening.

The factory was processing

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**WK/201402979**

17/07/2014 17/07/2014 15:10 Gabriels Wharf C1 Factory complaint - weather hot and humid

**Case Actions:**

Case Comments Odour complaint received. AB was in area earlier during day, when there was a locally strong, clean, chemical tower smell. The factory was processing, and all systems were operating well.

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**WK/201403002**

18/07/2014 18/07/2014 09:15 Marsh Green Road North Factory complaint  
C2

**Case Actions:**

Case Comments Complaint that odour was strong yesterday, and again this morning.

AB investigated. The factory is not running, and the JLT tower is operating on set points. Downwind, there was an occasional, faint clean treated air smell except in the rear yard of the complainant's premises. Here there was an occasional, but concentrated, clean, treated air smell.

Given what I witnessed, I think the complaint was justified because of the strength of the odour, but the nature of the odour does not indicate that there is any fault with the process at JL Thomas.

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**WK/201403006**

18/07/2014 18/07/2014 12:40 Trews Weir Reach C1 Factory complaint - weather hot

**Case Actions:**

Case Comments Complaint received about odour.

AB investigated. Clean treated air smell on St Leonards Road from Wonford Road to Topsham Road at 13:00. No odour at complainant's property.

At site, all towers smelling extremely good (13:20).

After site visit, returned to downwind area, where was unable to detect any smell (Belle Isle, Trews Weir Reach, Topsham Road, Matford Road, Gras Lawn, Matford Avenue, Wonford Road 13:40 to 14:10).

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**WK/201403010**

18/07/2014 18/07/2014 12:35 Wonford Road C2 Factory Complaint - weather hot

**Case Actions:**

Case Comments Complaint received about odour.

AB investigated. Clean treated air smell on St Leonards Road from Wonford Road to Topsham Road at 13:00.

At site, all towers smelling extremely good (13:20).

After site visit, returned to downwind area, where was unable to detect any smell (Belle Isle, Trews Weir Reach, Topsham Road, Matford Road, Gras Lawn, Matford Avenue, Wonford Road 13:40 to 14:10).

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**WK/201403011**

18/07/2014 18/07/2014 13:40 Matford Avenue C3 Factory complaint - weather hot

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
Case Comments	Complaint received about odour.		
	AB in area at time of call. Clean treated air smell on St Leonards Road from Wonford Road to Topsham Road at 13:00.		
	At site, all towers smelling extremely good (13:20).		
	After site visit, returned to downwind area, where was unable to detect any smell (Belle Isle, Trews Weir Reach, Topsham Road, Matford Road, Gras Lawn, Matford Avenue, Wonford Road 13:40 to 14:10).		

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**WK/201403012**

**18/07/2014      18/07/2014 14:10      Wonford Road C3      Factory complaint - weather hot**

**Case Actions:**

Case Comments      AB in area shortly before time of call. Clean treated air smell on St Leonards Road from Wonford Road to Topsham Road at 13:00.

At site, all towers smelling extremely good (13:20).

After site visit, returned to downwind area, where was unable to detect any smell (Belle Isle, Trews Weir Reach, Topsham Road, Matford Road, Gras Lawn, Matford Avenue, Wonford Road 13:40 to 14:10).

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**WK/201403020**

**18/07/2014      18/07/2014 12:30      Trews Weir Reach C2      Factory Complaint**

**Case Actions:**

E-Mail      Sent: 18 July 2014 12:45  
 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](http://www.exeter.gov.uk).  
 This message was originally sent to Environment, Public\_health\_nuisance at [environmental.protection@exeter.gov.uk](mailto:environmental.protection@exeter.gov.uk).

Customer Address: - Trews Weir Reach, Exeter, EX2 4EG. [View Map](#)

Report details: -  
 Offender : - P D D Mulder ( J L THomas)  
 Issue type : - Unpleasant Odour  
 Issue location: -  
 Issue details : -  
 Issue time : - 12:00  
 Issue date : - 160712  
 Witness : - yes  
 Comments: - Worse smell ever from rotting carcasses- probably due to low level of staff in plant

Case Comments      Complaint received about odour.

AB in area shortly after call. Clean treated air smell on St Leonards Road from Wonford Road to Topsham Road at 13:00.

At site, all towers smelling extremely good (13:20).

After site visit, returned to downwind area, where was unable to detect any smell (Belle Isle, Trews Weir Reach, Topsham Road, Matford Road, Gras Lawn, Matford Avenue, Wonford Road 13:40 to 14:10).

Case Comments      Called complainant to discuss the issue. The smell was fairly short-lived (less than half an hour). It was unusually concentrated, which was why they made the complaint.

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**WK/201403146**

**23/07/2014      23/07/2014 11:30      Marsh Green Road North      Factory complaint - weather hot and still  
 CI**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
EPSU Officer Visit	RS in the area 10:20-10:45 and then again from 12:30-13:20		The towers were noticeable in Marsh Barton Road, smelling acceptable (but they have smelt cleaner). All towers are operating within set limit. NP had notified the Council early in the morning that the quality of the material is particularly low at the moment due to the hot weather. They have diverted 150 tonnes of material off site as processing such degraded material is very slow. No reported problems on site and nothing on the PC system to indicate that they had a problem at the time of the complaint.

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**WK/201403173**

**24/07/2014      24/07/2014 10:40      Marsh Green Road North      Factory complaint - weather hot and still  
C1**

**Case Actions:**

Case Comments      Factory complaint.  
There were no officers available to attend unfortunately. The factory was not operating at the time of the call.  
Investigations by the factory show that all systems operating were running normally at the time of the complaint.

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**WK/201403201**

**24/07/2014      24/07/2014 16:30      Marsh Green Road North      factory complaint - weather hot  
C1**

**Case Actions:**

Phone call received      Call from the complainant who was very upset that they had had to put up with the smell from the factory all day. The complainant asked "why in the 21st century does he have to put up with the stench of them, if he was making that much smell that the council would be all over it and shutting him down".

The complainant asked if we weren't going to do anything about them could he? I informed the complainant that he could take an individual action out against the factory however the factory are operating within the conditions of the permit. The complainant said that they 'had heard all this before and that the permit wasn't fit for use in 2014 ... this wasn't the middle ages and that they shouldn't have to put up with this stinking factory every day'.

I said that we would investigate what was going. The complainant said that 'his work force are all on the verge of leaving as they can't put up with the stench, and we should grow a set, get down there and close them down and that the best thing that could happen to the place would be for him to burn it down'.

I explained that we regulate them no differently to any other regulated establishment and investigate all complaints that come in to the council.

The complainant was not very happy and hung up.

Phone call made      call to the factory 16.35  
  
reported the complaint to the factory and requested that someone call back as no officers are available to witness.  
  
The message was taken and a team leader will call me back with regard to the investigation.

EPSU Officer Visit      RS visited the site as a follow up to yesterday's complaint.  
The factory was not processing at the time of the complaint and the towers were operating within set parameters.

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**WK/201403213**

**25/07/2014      25/07/2014 11:30      Marsh Green Road North      Factory Complaint, weather very hot and very light wind  
C1**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
Phone call received			<p>Phone call from complainant who is very upset about the smell from the factory. They are fed up with the stench which they describe as "the rotten putrid smell that you would associate with the Auschwitz death camps".</p> <p>The complainant has had staff complaining and his customers moaning about the smell.</p> <p>He would like the council to close the factory as soon as possible and that if we didn't he would ring Spotlight to do a piece on the factory stench and get a public campaign going to close the factory down.</p> <p>I reiterated that the factory operated under the Environmental Permitting Regulations and informed the complaint that I had just returned from a proactive monitoring visit to the factory and walking outside of his place of work.</p> <p>I informed the complainant that the odour that I had witnessed between 10:15 and 11:15 was a clean treated air odour. The factory had not yet started processing yet. I had been around all the sniffer points of the towers and they all smelt clean.</p> <p>The complainant is still very upset, and very derogatory about the council. The complainant reiterated that the place should be burnt down.</p>
Phone call made			<p>Call to the factory</p> <p>They still have not started up the process, they will be processing in the next hour or so.</p> <p>Nothing on the yard.</p> <p>RS will not go back down to the site as I have just returned from a proactive monitoring visit.</p> <p>RS walked down wind of the towers along Marsh Green Road, a clean treated air smell is noticeable at the south east end of the road.</p> <p>All towers on site at the time of my visit were running and smelling clean. The factory had not started processing material but was due to start in the next hour or so. They have switched to burning tallow and will continue to for the next week or so.</p>
Phone call received			<p>call from SR who was out monitoring downwind of the towers. He was at the southeast end of Marsh Green Road and said that there was a noticeable tower odour in the area. The factory was still not processing.</p>

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**WK/201403233**

**25/07/2014      25/07/2014 23:08      Oxford Street C1      Factory Odour**

**Case Actions:**



Complaint Date	Odour Date / Time	Address	Details
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E-Mail Sent: 25 July 2014 19:53  
 To: Environmental Protection / Environmental Health  
 Subject: Message generated from 'Report an Environmental Health Issue' form by Stephen Hill.

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The following customer has used the Report an Environmental Health Issue form at [www.exeter.gov.uk](http://www.exeter.gov.uk).  
 This message was originally sent to Environment, Public\_health\_nuisance at [environmental.protection@exeter.gov.uk](mailto:environmental.protection@exeter.gov.uk).

Please respond to the customer by email

Customer Address: - Oxford Street, Exeter, EX2 9AG. [View Map](#)

Report details: -  
 Offender : - Animal rendering plant  
 Issue type : - Unpleasant Odour  
 Issue location: - St Thomas  
 Issue details : - Familiar stench  
 Issue time : - 19:30  
 Issue date : - 25/07/2014  
 Witness : - yes  
 Comments: - Usual very unpleasant St Thomas stench

Case Comments factory processing normally at time of call, all systems operating well.  
 E-Mail email to complainant:

Dear Mr ,

Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable on Friday night. Unfortunately, we do not receive emailed complaints until the next working day and so I have not been able to make any investigation until this morning.

The factory was running at the time of your complaint, and all their systems are recorded as having been operating well. The Council will be making further checks of the odour this week and will take action on any problems if they are identified.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.

If you have any further questions, please do give me a call on this number.

Many thanks,  
 Alex Bulleid (Mrs)

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**WK/201403370**

**31/07/2014 31/07/2014 15:21 Buckerell Avenue C1 Factory Complaint - Wam, overcast**

**Case Actions:**

Phone call received Call complaining about smell from JLT. Smell is bitter sweet and making complainant gag.  
 Case Comments Factory processing well at time of call, no reported problems.

The wind swung to SW at 1500.

RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.

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**WK/201403371**

**31/07/2014 31/07/2014 15:15 Gras Lawn C3 Factory complaint - weather warm and overcast**

**Case Actions:**

Case Comments Complaint received about 'strong chemical smell'  
 Factory processing well at time of call.  
 The wind swung to SW at 1500. The factory was processing well, with no reported problems.  
 RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201403372</b>			
31/07/2014	31/07/2014 15:20	Rivermead Road C5	Factory Complaint - Weather is warm and overcast
<b>Case Actions:</b>			
Case Comments	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
<b>WK/201403376</b>			
31/07/2014	31/07/2014 15:56	Topsham Road C3	Factory Complaint - Warm & Overcast
<b>Case Actions:</b>			
Case Comments	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
Phone call received	Call complaining about a smell from JLT - smell was described as rotten.		
<b>WK/201403377</b>			
31/07/2014	31/07/2014 15:00	Rivermead Road C4	Factory complaint -weather warm and overcast
<b>Case Actions:</b>			
Case Comments	Call about noticeable odour from factory.		
	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
<b>WK/201403378</b>			
31/07/2014	31/07/2014 15:44	Bagshot Avenue C1	Factory complaint - weather warm and overcast
<b>Case Actions:</b>			
Case Comments	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
<b>WK/201403381</b>			
31/07/2014	31/07/2014 16:33	Rivermead Road C6	Factory Complaint - Warm & Overcast
<b>Case Actions:</b>			
Case Comments	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS in area before call. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
	AB in area after call, when wind had returned more to NW. In field at bottom of Salmonpool Lane, the odour was slight, clean, treated air smell. Not offensive.		
<b>WK/201403382</b>			
31/07/2014	31/07/2014 16:00	Salmonpool Lane C1	Factory Complaint - warm, overcast
<b>Case Actions:</b>			
Phone call received	Call complaining about smell from JLT. Smell was noticed around 16:00 today.		
Case Comments	The wind swung to SW at 1500. The factory was processing well, with no reported problems.		
	RS investigated. There was a strong, but clean tower smell in the Rivermead Road and Salmonpool Lane area.		
	AB in area later, when wind had returned more to NW. In field at bottom of Salmonpool Lane, the odour was slight, clean, treated air smell. Not offensive.		

<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201403418</b>			
04/08/2014	04/08/2014 11:20	Barnardo Road C2	Factory Smell - cloudy and overcast. Slight breeze
<b>Case Actions:</b>			
EPSU Officer Visit	comments same for the three complaints that I have had this morning.		
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RS walked the area and went to the factory RS could smell an occasional clean treated tower odour in the area around Trews wear. Very clean. On site only the JLT tower running as the factory is not processing. Sniffer point smells clean.			
<b>WK/201403420</b>			
04/08/2014	02/08/2014 21:25	Rivermead Road C4	Comaplainat made to the factory
<b>Case Actions:</b>			
Case Comments	complaint made direct to the factory the complainant could smell the factory in the back garden.		
<b>WK/201403421</b>			
04/08/2014	04/08/2014 11:20	Glenwood Rise C1	Factory complaint. They can smell the normal smell
<b>Case Actions:</b>			
Phone call received	call from the complainant They can smell the factory and are not happy that they have to put up with it. It is the normal smell. I explained that we would look into what is happening but I was not aware that they were processing . The complainant has received the St Leonards Newsletter stating that they should make complaint every time they smell the factory. RS will go out and investigate.		
EPSU Officer Visit	comments same for the three complaints that I have had this morning.		
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RS walked the area and went to the factory RS could smell an occasional clean treated tower odour in the area around Trews Wear. Very clean. On site only the JLT tower running as the factory is not processing. Sniffer point smells clean.			
<b>WK/201403422</b>			
04/08/2014	04/08/2014 11:00	St Leonards Avenue C1	Factory Complaint - Warm, overcast
<b>Case Actions:</b>			
Phone call received	Call complaining about smell of factory. Smell was noticed by complainant's husband this morning at around 09:00 and noticed again around 11:00. Smell was described as toxic.		
EPSU Officer Visit	RS walked the area and went to the factory RS could smell an occasional clean treated tower odour in the area around Trews Wear. Very clean. On site only the JLT tower running as the factory is not processing. Sniffer point smells clean.		
<b>WK/201403425</b>			
04/08/2014	03/08/2014 16:00	Rivermead Road C4	Factory complainat direct to the factory.
<b>Case Actions:</b>			
Case Comments	call was made to the factory on Sunday as the complainant could smell the factory. The factory was not processing and no reported problems on site.		
<b>WK/201403429</b>			
04/08/2014	04/08/2014 13:00	Cotfield Street C1	Factory Complaint
<b>Case Actions:</b>			

Complaint Date	Odour Date / Time	Address	Details
Case Comments			RS investigated other complaints in St Leonards area. He reported a localised treated air smell.
E-Mail			<p>The factory was not processing, and the JLT tower was operating well.</p> <p>Report details: -  Offender : - Thomas rendering plant  Issue type : - Unpleasant Odour  Issue location: - Water Lande  Issue details : - foul smell of dead animals again  Issue time : - 13:00  Issue date : - 040814  Witness : - yes  Comments: - yes we all can smell it in Cotfield Street again. We have to close our windows to try and keep the smell out, which is awful in this heat.</p>
E-Mail			<p>Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable yesterday. Unfortunately, we do not receive emailed complaints instantly and so I was not able to go out to make an assessment of the odour in your area immediately following your complaint. However a council officer did make an assessment of the smell yesterday from the St Leonards and quay area.</p> <p>At that time, he reported that the smell was localised. He reported it as a the 'residual' odour that is emitted from the site's chemical scrubber towers. The factory was not processing yesterday, so only one of the three scrubber towers was operating, to extract and treat the air from the raw material reception room. The Council will be making further checks of the odour this week and will take action on any problems if they are identified.</p> <p>Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.</p> <p>If you have any further questions, please do give me a call on this number.</p> <p>Many thanks,  Alex Bulleid (Mrs)</p>

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**WK/201403436**

**05/08/2014      04/08/2014 13:00      Old Mill Close C1      Factory complaint -weather warm and humid**

**Case Actions:**

Case Comments      complaint received on 4 July but passed by email to AB, who was on leave that day.

RS investigated other complaints on 4 July, and reported that the odour was localised, treated air smell. The factory was not processing, and the JLT tower was running well.

AB called complainant to apologise for delay in responding and explaining findings of RS's investigation. No answer, so left message.

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**WK/201403474**

**05/08/2014      05/08/2014 16:21      Matford Avenue C2      Factory complaint - weather warm and humid**

**Case Actions:**

Case Comments      Complainant reported that she was walking along river with dog and noticed awful smell near boat place. She can also smell it back at her property in Matford Avenue.

No officers available to investigate, however AB had been in area earlier in the day, when there was no odour detectable beyond the River Exe. There was a noticeable but very clean treated air smell along the cycle path between the river and canal.

The factory was not running at the time of the call. Only the JLT tower was operating, and this was within the set points.

Case Comments      call complainant to update them on complaint.

called - left message  
called - no answer

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201403571</b>			
08/08/2014	08/08/2014 09:00	Rivermead Road C6	Factory complaint - weather warm and still

**Case Actions:**

Case Comments      Complainant reported that he could smell the factory when he put the washing out this morning.

AB investigated. No odour detected on Rivermead Road. Only slight odour which could be detected was in Belle Isle Park, but this was so slight and transient that it was hard to identify the nature of the odour.

The wind was very slight and appeared to be blowing more towards Trews Weir than Rivermead Road.

The factory was processing well at the time of the call, and the towers all smell excellent.

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**WK/201403587**

11/08/2014	09/08/2014 08:24	Gras Lawn C2	Complaining of unpleasant smell which he says is from J L Thomas
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**Case Actions:**

Case Comments      Complaint made out of hours.

Case Comments      Factory was processing at time of call - all systems operating well and towers on set points.  
Called complainant to discuss situation - he said that the smell was noticeable but not strong.

He is not happy that he can smell anything. I tried to explain that residual odour was not normally regarded as offensive, but he feels that this should not be acceptable.

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**WK/201403600**

11/08/2014	08/08/2014 16:45	Water Lane C3	Factory complaint
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**Case Actions:**

Phone call received      Call from complainant regarding a smell for the last 3 or 4 days. The smell is an eggy smell.

Case Comments      No officers available to investigate at time of complaint, however AB had been in area earlier in the day. At that time, there was no odour detectable downwind of the factory except one very faint and very brief smell. The towers on site smelt excellent.

At the time of the complaint, the factory was processing and all the systems were running well.

Case Comments      called complainant to explain findings of investigation

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**WK/201403601**

11/08/2014	09/08/2014 17:00	Matford Avenue C1	Factory complaint
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**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>email received:</p> <p>Dear Alex</p> <p>JL Thomas have been making a horrible stench most if this Saturday afternoon 9/8/14 Of course there is no one available at your office I think they may make their stench at a time when you are not there to investigate as this is a regular time for them I have phoned your suggested number and left a message for you I look forward to your suggestions as to what is the next step here to end this unacceptable practice.</p> <p>Regards</p>
Case Comments			Complaint made out of hours.
E-Mail			<p>Factory was processing at time of call - all systems operating well and towers on set points.</p> <p>Dear ,</p> <p>Thank you for your call and email. I tried to ring you to discuss this, but there was no answer. I will try again later, and if not tomorrow.</p> <p>Many thanks,</p> <p>Alex Bulleid (Mrs)</p>
Case Comments			<p>call complainant to discuss</p> <p>- no answer, and no answerphone 11.08.14</p>

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**WK/201403602**

11/08/2014      09/08/2014 08:40      Rivermead Road C4      **Factory complaint**

**Case Actions:**

Case Comments      Call made direct to the factory - described as a 'slight, sweet smell'

Factory was running well at the time of the call

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**WK/201403604**

11/08/2014      09/08/2014 09:30      Rivermead Road C7      **Factory complaint**

**Case Actions:**

Case Comments      Call received about odour on Saturday morning. The complainant reported noticing the smell when she went out to the car to go out for the day. She had not smelt it in the house before.

AB explained processes.

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**WK/201403613**

11/08/2014      09/08/2014 10:30      St Bernards Close C1      **Factory complaint**

**Case Actions:**

Case Comments      Call about odour on Saturday. The complainant first noticed it around 10.30. It was there all day.

The factory was processing all day, with no process problems.

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**WK/201403629**

11/08/2014      11/08/2014 14:45      Rivermead Road C6      **Factory complaint - weather sunny and windy**

**Case Actions:**

Complaint Date	Odour Date / Time	Address	Details
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Case Comments

Complainant reported that he noticed the smell when he went outside.

AB investigated. Noticeable but not strong, clean tower smell on corner of Rivermead Road and Salmonpool Lane. As I headed towards the factory there was also a meal-type smell on the cycle path between the river and canal.

The factory was not running. The JLT tower smelt very good. There were two small holes in the fabric of the building on the far corner of the canal side of the factory (meal warehouse). These will be repaired asap. There were also three sheeted meal trailers parked on the yard waiting for drivers to be available to transport them away. These may have contributed to the odour on the cycle path, given the strong wind. No meal odour was detected at the complainant's property.





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

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<b>Complaint Date</b>	<b>Odour Date / Time</b>	<b>Address</b>	<b>Details</b>
<b>WK/201403836</b>			
21/08/2014	16/08/2014 11:00	Salmonpool Lane C2	Factory complaint
<b>Case Actions:</b>			
Case Comments	Received call from complainant, who said that the odour had been very noticeable during the last few weeks. He particularly reported odour in the Riverside Valley Park on Saturday.		
	The factory had shut down at 0745 on Saturday. The JLT tower was running well all day.		

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<b>WK/201403972</b>			
28/08/2014	28/08/2014 13:00	Bagshot Avenue C1	Factory complaint - weather warm and breezy
<b>Case Actions:</b>			
Case Comments	Complaint of odour, noticed for the last half hour.		
	AB and SL near factory at time of call. They were not processing, and the JLT tower was smelling excellent & running well.		

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<b>WK/201404015</b>			
01/09/2014	28/08/2014 18:02	Bagshot Avenue C1	Factory complaint - weather warm
<b>Case Actions:</b>			
Case Comments	The factory was starting up at time of call - incinerator, JLT and LF running, SF not yet started.		
	All processes seem to have be operating as normal for start up		

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<b>WK/201404018</b>			
01/09/2014	27/08/2014 22:39	Southgate C1	email complaint
<b>Case Actions:</b>			
E-Mail	email received:		
	RE: PLEASE CONTACT THE P.M.L GROUP THE P.G.F. ON BEHALF OF THE WHOLE OF THE CITY please request they replace their filter from their glue factory.Many thanks a resident living within very close quarters of the exeter glue factory.		
E-Mail	email sent:		
	Thank you for letting us know that you felt the odour from JL Thomas to be unacceptable on Wednesday night. Unfortunately, we do not receive emailed complaints until the next working day and, and in this case it has taken even longer to reach me because the form you completed online first went to our IT Department. I have therefore been unable to make any investigation until this morning.		
	The factory was running at the time of your complaint, and all their systems are recorded as having been operating well. The Council will be making further checks of the odour this week and will take action on any problems if they are identified.		
	Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.		
	If you have any further questions, please do give me a call on this number.		
	Many thanks, Alex Bulleid (Mrs)		

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<b>WK/201404330</b>			
12/09/2014	12/09/2014 16:41	Exe View Cottages C1	General complaint
<b>Case Actions:</b>			

E-Mail Sent: 12 September 2014 15:13  
 To: ENVIRONMENTAL HEALTH  
 Subject: J.L.Thomas, Alphington - Formal complaint log

Hi,

I would like to log a formal complaint about foul odours being emitted from the J.L. Thomas Abattoir in Alphington. I moved to the area (Exe View Cottages) in January and have been plagued by these foul smells on many occasions throughout the past 8 months. At a guess, I would say we are impacted around 1-2 times per week, and the smell prevents us from sitting out in our garden, or enjoying a walk in the riverside park. I am shocked that such activity is allowed so close to such a pleasant leisure area which many members of the public and tourists to the City use for outdoor leisure activities. Not only that, but the residents of the area should not have to suffer the impacts of the Abattoir. I call for their operations to either be moved to a less sensitive area, or to cease. Please can you let me know if there will be anything done about my (and surely many others) complaints?

Thanks,

Phone call made called about the complaint received 12/09/14

E-Mail Thank you for your email on 12/09/14 about the smell in the area.

There are a number of parts of your email that need answers and I will try and answer and give you a little bit of information about the factory.

There are a number of processes in the Marshbarton Industrial estate that generate odours and that Exeter City Council (ECC) receives complaints about, the factory that you have identified is one of these.

In your email you make reference to J.L.Thomas as an abattoir, the factory formally known as JL Thomas is in fact a rendering factory.

Exeter City Council regulates the facility under the Environmental Permitting (England and Wales) Regulations.

The factory is subject to regular inspections by ECC officers as well as additional visits as part of the Council's procedure for investigating complaints. During these inspections and investigations ECC officers check the operational parameters of the factory and compliance with the conditions of the permit issued under the above legislation.

In your email you request that the factory be moved to a less sensitive location, unfortunately Exeter City Council cannot facilitate this request as the factory own the site.

Please could I urge you to notify us about any further unacceptable odour by telephone if possible (especially if it is during the working day)? The number to use is 01392 265147. This allows us to make the fullest investigation.

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

Kind regards

Richard

Phone call received Call from Nick at the factory with results from the internal investigation.  
 At the time of the complaint the factory was not processing. The JLT tower was running within set limits. No other problems were reported in the factory.

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WK/201404400

15/09/2014	13/09/2014 00:01	Southgate C1	Factory complaint
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
E-Mail			<p>Dear Mr Bulleid, Thank you for replying plus i acknowledge the efforts ECC go to, to ensure that Exeter's air quality is clean &amp; I and many others will appreciate you taking a air sample of the factories polution output into the atmosphere.</p> <p>If I may say it is at it's worst between the hours of 21.00hrs and 06.00am especially so sundays. mondays when the owners are of the opinion that few are liable to notice the air from the factory. If the wind is in the right direction the glue factory can be smelt up in High street.</p>
E-Mail			<p>Dear Sir,</p> <p>Thank you for your email. I have noted the times that you feel the problem is worst, and we will endeavour to assess the odour at these time when possible.</p> <p>Once again, please could I encourage you to call us to record any complaints about odour, rather than email? This allows us to make the most timely investigation of the problem. Please call 01392 265147.</p> <p>Many thanks, Alex Bulleid (Mrs)</p>
Case Comments			<p>Factory was processing at the time of the complaint, no process problems</p>



**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/201404611</b>			
22/09/2014	22/09/2014 09:56	Rivermead Road C4	Smell from factory - weather fine and sunny. Called the factory and told they are not operating but there is a JLT smell in Rivermead Road at this time
<b>Case Actions:</b>			
EPSU Officer Visit	Monitored odour along Topsham Road, Feltrim Ave, Bagshot Ave and Rivermead Road. Light NW winds. No JLT odour detectable at time of monitoring.		
Phone call made	Called the factory and spoke to Nick Parsons Re the complaints recieved today. Gave him the road names and times for the 3 complaints today (Rivermead Rd, Topsham Rd, & Marsh Green Rd North). No problems NP is aware of at the moment. He also confirmed that the factory are not processing yet today, and that they cleared out most of the material over the weekend, so there is only very limited raw material storage on site at the moment. Informed NP that I was unable to detect any odour when I monitored at approx 11am today.		
<b>WK/201404633</b>			
22/09/2014	22/09/2014 15:33	Marsh Green Road North C4	The factory odour was particularly bad earlier (approx 2pm), and he has noticed the odour more over the last couple of weeks.
<b>Case Actions:</b>			
Phone call made	Called the factory and informed Nick Parsons of the complaint. Nick stated that the factory was not processing at that time, and that they had minimal material in storage.		
<b>WK/201404676</b>			
24/09/2014	24/09/2014 09:54	Rivermead Road C4	Call logged directly with factory. Complainant stated that he could smell the factory. factory no longer processing & no issues noted.
<b>Case Actions:</b>			
EPSU Officer Visit	LS monitored along Topsham Rd (past Rivermead Rd, Norwood Ave etc) at approx 8:15am. Light clean tower odour noted along Topsham Rd County Hall to Trews Wear Reach. Light WNW winds.		
<b>WK/201404798</b>			
01/10/2014	01/10/2014 14:30	Salmonpool Lane C3	Factory smell - smells like dog food. Weather is breezy and very light rain.
<b>Case Actions:</b>			
Case Comments	Spoke to Nick Parsons; factory running normally. He had taken a call at 14.40 the same day from a Rivermead Road Resident.		
<b>WK/201404809</b>			
02/10/2014	22/09/2014 10:00	Topsham Road C4	Factory complaint
<b>Case Actions:</b>			
Case Comments	Monitored odour along Topsham Road, Feltrim Ave, Bagshot Ave and Rivermead Road. Light NW winds. No JLT odour detectable at time of monitoring.		
	Called the factory and spoke to Nick Parsons Re the complaints recieved today. Gave him the road names and times for the 3 complaints today (Rivermead Rd, Topsham Rd, & Marsh Green Rd North). No problems NP is aware of at the moment. He also confirmed that the factory are not processing yet today, and that they cleared out most of the material over the weekend, so there is only very limited raw material storage on site at the moment. Informed NP that I was unable to detect any odour when I monitored at approx 11am today.		
<b>WK/201404828</b>			
02/10/2014	30/09/2014 10:54	Bagshot Avenue C1	odour complaint
<b>Case Actions:</b>			
Case Comments	Factory not processing at time of call and no problems with JLT tower.		
	Due to officer constraints, unable to investigate at the time.		

Complaint Date	Odour Date / Time	Address	Details
<b>WK/201404867</b>			
04/10/2014	04/10/2014 10:09	Rivermead Road C8	Smells of dead animals, weather is wet and windy.
<b>Case Actions:</b>			
Case Comments	Complaint made out of hours.		
	The factory was running at the time of the call, with no process problems.		

<b>WK/201404892</b>			
06/10/2014	01/10/2014 10:00	Rivermead Road C4	Factory complaint
<b>Case Actions:</b>			
Case Comments	Factory complaint - complaint made direct to the factory.		
	The factory was running at the time of the call. There were no problems with the process or odour treatment towers.		