

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

Complaint Date	Odour Date	Address	Details
WK/200800629 24/04/2008	23/04/2008	Marsh Green Road	Factory complaint - weather sunny but windy
Case Actions:			
Case Comments	<p>Received complaint from WC. Complaint of foul smell on 21, 22 and 23 April. No process problems at factory and no investigation possible due to delay in receiving complaint. This was due to new member of staff in admin section who was not aware that JLT complaints were handled differently to other odour complaints. Will ensure that this does not happen again. Wind SE</p>		
WK/200800779 25/04/2008	25/04/2008	St Bernards Close	Factory complaint - weather warm and still
Case Actions:			
Case Comments	<p>Complaint of 'usual rotten egg' smell all day since 0930. Wind slight but generally SW. No process problems at factory and towers all on set points. One incidence of slight treated air smell at end of suspension bridge, otherwise no odour.</p>		
WK/200801113 01/05/2008	01/05/2008	Old Abbey Court	Factory complaint received out of hours - weather sunny intervals but not warm
Case Actions:			
Case Comments	<p>Complaint made to out of hours control centre. Complaint passed to factory and to JL.</p> <p>Reports of strong meat odours from factory - ongoing problem - lady has requested that somebody from Env Health contact her to discuss - lady very distressed in her 80's has suffered problem for sometime.</p> <p>TG rang - had had problem with probe in 1st stage of small flakt tower this morning. This would have reduced the effectiveness of the automatic dosing system. The probe was replaced as soon as the fault was identified. The electrician that did this work reported that the tower smelt OK at the time, despite the problem. There were no other processing problems at the factory at the time of the complaint and all the towers were otherwise OK.</p> <p>EPSU Officer Visit RS went to see the complaint as the number that we have been given is incorrect. The complainant was not in so a note was put in the mail box.</p> <p>Phone call received phone call received regarding the card that put through the door of the complainant last week. The person said that she was not the complainant and that we had been given the wrong address. There had been a smell in the area last week but it was from the factory and it came and went depending on the wind.</p> <p>Case Comments RS going to close complaint due to lack of information to follow up, wrong phone number and address.</p>		
WK/200801963 02/06/2008	14/05/2008	Marsh Green Road	Factory complaint - Warm and overcast wind from the NE.
Case Actions:			
Phone call made	Call to the complaint to inform them of the findings at the factory, they will call if it gets worse.		
Phone call made	RS called the complainant to find out the nature of the complaint. They said that it is the worse that it has been all year. Very strong acid smell through out the area. They are sick of the smell and want something done. RS will visit the area and the factory.		
Phone call made	RS called TG at the factory to inform of the complaint. The factory is producing and the towers are running on set levels. RS will visit the site later		
EPSU Officer Visit	RS walked the area, odour at the far end of Marsh Green Road, treated air smell not that strong but being blown directly into the complaints property.		
<p>RS went into the factory , towers smelling neutral and running at set levels. Wind from the NE. New doors are fitted at the rear of the factory and are yet to be fully sealed. Door to the loading area open.</p>			

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WK/200802041 15/05/2008	15/05/2008	Marsh Green Road	Factory complaint - weather damp and overcast
Case Actions:			
Case Comments	Complaint received re foul smell at 0900 this morning. AB investigated - was strong chemical smell at junction of Marsh Green Road and Kenton Place. Factory processing normally and towers OK.		
WK/200802071 15/05/2008	15/05/2008	Marsh Green Road	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint of strong 'detergent type smell' AB had visited same complainant earlier in day and had witnessed strong treated air smell. No process problems at factory and towers all OK.		
WK/200802074 15/05/2008	15/05/2008	Marsh Green Road	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint from member of public visiting one of businesses on Marsh Green Road. Complaint of foul smell (worse than the countryside) between 1540 and 1620. AB had visited area earlier in day - see previous two complaints (WK20082041 and WK20082071)		
WK/200802518 23/05/2008	19/05/2008	Marsh Green Road	Factory complaint - weather sunny but cool
Case Actions:			
Case Comments	Complaint received re foul smell from factory. AB investigated - was no odour detectable at complainant's premises however was slight clean treated air smell at Kenton Place. Factory not processing at time of complaint. Only JLT tower operating and this was on set points.		
WK/200803075 03/06/2008	02/06/2008	Old Abbey Court	Factory complaint - weather wet but mild
Case Actions:			
Case Comments	Call received by out-of-hours control room re smell coming from JL Thomas. Control Centre notified factory, but when tried to call complainant back, the number was not recognised, nor the address. AB spoke to TG - at time of complaint were restarting after weekend, but not aware of any problems with process or towers.		
WK/200803228 04/06/2008	04/06/2008	Union Street	General factory complaint - no specific incident
Case Actions:			
E-Mail	----- The following customer has used the Report an Environmental Health Issue form at www.exeter.gov.uk . This message was originally sent to Environment, Public_health_nuisance at environmental.protection@exeter.gov.uk . Please respond to the customer by email Report details: - Offender : - Thomases or Skin and Hide - Marsh Barton Issue type : - Unpleasant Odour Issue location: - Marsh Barton Issue details : - Issue time : - Issue date : - Witness : - no		

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Complaint Date	Odour Date	Address	Details
			Comments: - Bad smell Phone call made Rang complainant - no answer - left message Phone call made rang complainant - no answer - left message
WK/200803230			
04/06/2008	04/06/2008	St Bernards Close	Factory complaint - weather warm but breezy
Case Actions:			
Case Comments			Report that the smell has been bad all morning but is now getting worse. AB investigated - was occasional and generally very slight odour at St Bernards Close. No process problems at factory and towers all on set points. Towers smelt clean, but not particularly fresh - possibly because of warmer weather today. Wind SW
WK/200803939			
17/06/2008	17/06/2008	Old Abbey Court	Factory complaint - weather warm but cloudy with gentle breeze
Case Actions:			
Case Comments			Complaint re foul smell from 1115 to time of complaint. AB investigated - was strong manure type smell at Old Abbey Court when first arrived - not thought to be attributable to JLT though. Was also however occasional process-type smell that could be quite strong. Factory had suffered two very brief failures of No2 boiler between 11.00 and 11.45, which could be cause of process-type smells. The incinerator had been switched on immediatly and the boiler returned online. All towers smelt OK. Wind variable but predominantly SW. AB unable to feed back to complainant because no answer at door and no phone number provided.
WK/200803941			
17/06/2008	17/06/2008	Rivermead Road	Factory complaint - weather warm but cloudy with gentle breeze
Case Actions:			
Case Comments			Complaint re foul smell from 1100 to time of complaint. AB was in area at time of complaint - was strong manure type smell at Old Abbey Court when first arrived - not thought to be attributable to JLT though. Was also however occasional process-type smell that could be quite strong. At Rivermead Road there was an occasional, slight, clean treated air smell. Factory had suffered two very brief failures of No2 boiler between 11.00 and 11.45, which could be cause of process-type smells. The incinerator had been switched on immediatly and the boiler returned online. Towers all smelt OK. Wind variable but predominantly SW.
WK/200803944			
17/06/2008	17/06/2008	Salmonpool Lane	Factory complaint - weather warm but cloudy with gentle breeze
Case Actions:			
Case Comments			Report that smell coming from J L Thomas is really bad,. Complainant has "put up with it for 40 years and can't stand it anymore". She knows her neighbour called this morning and thought the smell would have been stopped by this afternoon. No process problems at factory and towers all OK. RS investigated - was process type smell in places along Rivermead Road. JLT to increase free chlorine levels on small flakt tower and check process again.
Phone call made			Rang complainant - no answer
WK/200803967			
17/06/2008	17/06/2008	St Bernards Close	Factory complaint - weather warm but cloudy with slight breeze
Case Actions:			
Case Comments			Complaint of smell all day - perhaps a 'burnt' type smell. Also noticed dark smoke at one point. No process problems at factory and towers all OK. RS investigated - was process type smell in places along Rivermead Road. JLT to increase free chlorine levels on small flakt tower and check process again.

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Complaint Date	Odour Date	Address	Details
WK/200803994			
18/06/2008	18/06/2008	Feltrim Avenue	Factroy complaint . Weather overcast warm , strong wind
Case Actions:			
Phone call received	Complaint about the smell from JLT - was bad yesterday but still bad today. Weather overcast, warm, with strong SW wind.		
Phone call made	JLT reported that had problems with No.2 boiler last night which had resulted in use of stand-by incinerator instead. These problems also mean that have backlog of material to process this morning. One lorry currently parked on yard but this should be in the factory by mid-afternoon at the latest. Towers all running within set limits but free chlorine towards high end of range.		
EPSU Officer Visit	RS visited site: Towers all running at set points and smell ok. However there is a stronger than normal odour in the yard area etc. Door to the warehouse open on arrival and two lorries parked up on yard. One due to go in and the other going in this afternoon. These smell quite strong and could be the cause of the complaints. Odour in the Feltrim Road area is clean chemical smell with occational processing smell. No raw material odour detectable at time of investigation.		
WK/200803997			
18/06/2008	17/06/2008	Feltrim Avenue	Factory complaint - weather overcast with a strong wind
Case Actions:			
Phone call received	Complaint made out of hours regarding the smell during the whole day. AB and RS had investigated during the day on 17th - was occasional process-type smell as well as a faint treated air smell. Towers had smellt OK but No.2 boiler had failed a couple of times during the morning. Incinerator was switched on to replace it however. Were also problems with No.2 boiler overnight. Again, incinerator had cut in to replace boiler for foul gas incineration.		
WK/200804049			
18/06/2008	18/06/2008	St Bernards Close	Factory complaint - weather overcast and cool with strong SW wind
Case Actions:			
Case Comments	Complaint about smell all morning - usual 'rotten egg type smell'. RS had investigated earlier complaints and had noticed clean treated air and occasional process-type smells in this area. Due to processing problems last night, factory has a backlog of raw material. At time of complaint no lorries on yard however there had been up to two lorries on the yard during the morning. Towers all on set points and smelling OK		
WK/200804089			
19/06/2008	19/06/2008	Feltrim Avenue	Factory complaint for period between 01/01/2006 and 19/06/2008 (see submitted log sheets)
Case Actions:			
Attachment	Monitoring form sent in by complainant relating to period between 01/06/06 and 19/08/08. Log contains details of occasions when complainant has noticed or been affected by the smell.		
Attachment	letter sent to complainant		
WK/200804106			
19/06/2008	19/06/2008	Rivermead Road	Factory complaint - weather fine but windy
Case Actions:			
Case Comments	Call made direct to factory regarding smell on Rivermead Road. No process problems at factory and towers all OK. RS in area shortly before complaint made - was fairly strong but clean treated air smell.		

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Complaint Date	Odour Date	Address	Details
WK/200804137 20/06/2008	20/06/2008	St Bernards Close	Factory complaint - Weather overcast cool with moderate SW wind
Case Actions:			
Phone call made	call to the complaint, no answer but mesage left.		
Phone call made	call to the factory. Factory to start internal investigation and report back latter. No apparent processing problems.		
EPSU Officer Visit	Walked the area with AB then went to the factory. The area had a occasional tower smell but clean treated smell. The towers were running on set points and jlt tower ok, small flakt has smelt better, large flakt ok.		
WK/200804611 25/06/2008	25/06/2008	Salmonpool Lane	Factory complaint - weather overcast with strong breeze
Case Actions:			
Case Comments	Call received by Business Support Section regarding the smell from JLT. Requested that someone call her back and wants a letter to be sent out to tell her what we are doing to sort it out. AB rang number provided but 'number unobtainable' and visited adress provided but no one in - left card. AB investigated - was fairly constant but faint and very clean treated air smell. Towers OK but had had failure of No. 2 boiler at 0845. Incinerator started up, but this would co-incident with time of complaint. Received call from occupant of address provided (in response to card left) - no complaint made by owner of this property - wrong address given.		
Case Comments	no further contact made with complainant		
WK/200804650 26/06/2008	25/06/2008	Rivermead Road	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	Complaint made direct to factory out of hours - smell bad all day since 0845. No problems at factory except brief failure of No2 boiler at 08.45 Towers all OK and smelling good AB in area at 0930 - was fairly constant but very clean treated air smell. JL in area at 1600 - was clean treated air smell plus occasional material/process smell closer to factory.		
WK/200804667 26/06/2008	26/06/2008	Norwood Avenue	Factory complaint - weather sunny spells with strong breeze
Case Actions:			
Case Comments	Call received regarding smell between 11 and 11.20. Wind SW No process problems at factory. AB in Norwood Avenue approx. 20 minutes before complaint made - was occasional but fairly strong treated air smell.		
WK/200804679 26/06/2008	26/06/2008	St Bernards Close	Factory complaint - weather breezy with sunny intervals
Case Actions:			
Case Comments	Complaint made about smell all day. Complainant also noticed dark smoke at 0500, but did not report any smell associated with this. No process problems at factory and towers on set points. Sniff points on towers smelt treated but not fresh. AB investigated - was occasional, but sometimes strong, odour. This was identifiable as treated air but was not a very clean smell. Discussed whether to change dosing on towers with TG but agreed that may increase intensity of odour which was not desirable.		
Phone call made	rang complainant to update on investigation - no answer, message left		

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Complaint Date	Odour Date	Address	Details
WK/200804680 26/06/2008	26/06/2008	St Bernards Close	Factory complaint - weather breezy with sunny intervals
Case Actions:			
Case Comments	Complaint made about smell all day. No process problems at afctory and towers on set points. Sniff points on towers smelt treated but not fresh. AB investigated - was occasional, but sometimes strong, odour. This was identifiable as treated air but was not a very clean smell. Discussed whether to change dosing on towers with TG but agreed that may increase intensity of odour which was not desirable.		
WK/200804685 26/06/2008	26/06/2008	Feltrim Avenue	Factory complaint - weather cloudy with sunny spells but strong breeze
Case Actions:			
Case Comments	Complaint made about smell at time of call. Smell also noticeable at 1700. AB had visited factory 1430, towers at that time on set points and smelling OK but not particularly fresh. No process problems. TG reported that had suffered failure of hypo pump on JLT tower at approx 1530. This was picked up at the routine check at 1600 and rectified by hand-dosing tower. Levels returned to normal by 1630, but this would have had an affect on odour treatment. RS investigated - was occasionally strong treated air smell.		
WK/200804686 26/06/2008	26/06/2008	Feltrim Avenue	Factory complaint
Case Actions:			
Case Comments	AB had visited factory 1430, towers at that time on set points and smelling OK but not particularly fresh. No process problems. TG reported that had suffered failure of hypo pump on JLT tower at approx 1530. This was picked up at the routine check at 1600 and rectified by hand-dosing tower. Levels returned to normal by 1630, but this would have had an affect on odour treatment. RS investigated - was occasionally strong treated air smell.		
WK/200804687 26/06/2008	26/06/2008	St Bernards Close	Factory complaint
Case Actions:			
Case Comments	Complaint that smell bad all day. Had appeared to be getting better earlier this afternoon, but now bad again. AB had visited factory 1430, towers at that time on set points and smelling OK but not particularly fresh. No process problems. TG reported that had suffered failure of hypo pump on JLT tower at approx 1530. This was picked up at the routine check at 1600 and rectified by hand-dosing tower. Levels returned to normal by 1630, but this would have had an affect on odour treatment. RS investigated - was occasionally strong treated air smell.		
WK/200804699 27/06/2008	27/06/2008	Rivermead Road	Factory complaint - weather windy with occasional showers
Case Actions:			
Case Comments	Complaint made direct to factory about smell that was 'bad, but not as bad as last week'. No process problems at factory at time of complaint.		
WK/200804829 30/06/2008	28/06/2008	Old Abbey Court	Factory complaint - weather sunny with strong breeze
Case Actions:			
Case Comments	Complaint made out of hours to control room. Attempted to pass message to JLT but no answer (?security guard on his rounds). No process problems at factory and towers all OK. Wind SW AB rang complainant - number provided is fax number. Visited and left card. No response.		

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Complaint Date	Odour Date	Address	Details
WK/200804970 01/07/2008	01/07/2008	St Bernards Close	Factory complaint - weather hot with some breeze
Case Actions:			
Case Comments	Complaint about smell at time of call. No process problems at factory, towers all on set points and smelling good. AB investigated, was occasionally intense but clean treated air smell in Belle Isle.		
WK/200805355 08/07/2008	08/07/2008	Rivermead Road	factory complaint from Rivermead Road, overcast and warm.
Case Actions:			
Case Comments	email from admin ref complaint from Rivermead Road. "it has been particularly bad this morning"		
EPSU Officer Visit	walked the area, occasional treated air smell in the Rivermead Road, Old Abbey Court. Still awaiting the report back from the factory.		
Phone call made	phone call to the factory to see if they have had a problem this morning. They will call back this afternoon with the results of their internal investigation. will pop out and see if it is still a problem.		
Phone call made	phone call from factory ref the complaint yesterday all the towers running within set points and no problems to report.		
WK/200805444 09/07/2008	09/07/2008	Feltrim Avenue	Factory complaint - weather wet with some breeze
Case Actions:			
Case Comments	Complaint of foul smell at time of call. AB investigated - was occasional but quite intense clean treated air smell (smell like bleach). Had suffered brief failure of No2 boiler at 1115 and received particularly odorous lorry at approx time of complaint, both of which may have contributed to call. Neither of these sources was detectable at time of investigation by AB however. Towers all smelling OK but free chlorine low on JLT tower - was pumping OK so no problems with equipment, but will hand-dose and check throughout the afternoon to ensure all is operating normally.		
WK/200805498 10/07/2008	10/07/2008	Feltrim Avenue	factory complaint weather warm with cloud cover.
Case Actions:			
E-Mail	email from BST, complaint from Feltrim Ave,		
Phone call made	phone call to the factory, towers are running within set points and no reported problems.		
EPSU Officer Visit	walked the area strong clean chemical smell around the area. visit to the factory the small flakt is currently running at 1000 and they will drop it back to 750 to see if this will improve the chemical smell.		
WK/200805520 10/07/2008	10/07/2008	Feltrim Avenue	Complaint received to the factory and passed on.
Case Actions:			
Phone call received	message from Terry about a complaint from Feltrim Ave at 16.15. The towers are all within spec the small flakt has had the level dropped to 750+ down from 1000 earlier. TG has walked the area and can smell the factory clean treated air occasionally wind quite strong.		
EPSU Officer Visit	RS and LC walked the area occasional treated air, Clean.		
WK/200805522 10/07/2008	10/07/2008	Feltrim Avenue	Factory complaint warm weather cloudy strong wind.
Case Actions:			
Phone call made	call to TG about the complaints this afternoon, towers have been ok all day they have dropped the small flakt level to 750+ this afternoon in order to try and lower the chemical smell. But operating without problems at the moment.		
Case Comments	complainant from Feltrim Ave very upset person who has complained already today. Very strong unpleasant smell. RS and LC walked the area at 17.20 occasional treated air smell, clean.		

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Complaint Date	Odour Date	Address	Details
			AB contacted complainant the next week to ask whether they would like to meet with JL to discuss the situation - the complainant was not interested in meeting during the school holidays because it would be a 'tie' and would prevent the family from going out for the day if they wanted to. Agreed to contact in early September to arrange a meeting then.
WK/200805523			
10/07/2008	10/07/2008	St Bernards Close	Factory complaint strong egg smell as per norm. Overcast, warm and strong wind.

Case Actions:

EPSU Officer Visit RS and LC walked the area , occasional clean treated factory air smell in the area.
 Phone call received strong egg smell from the factory again today, been bad all day .
 Phone call made call to the factory, processing ok towers running within spec small flakt levels down to around 750+ But smelling ok

WK/200805634			
14/07/2008	13/07/2008	THE QUAY Commercial Road	Factory complaint - weather cloudy with sunny spells and gentle breeze

Case Actions:

Case Comments Complaint about the smell coming from J L Thomas, it was especially bad on Sunday (yesterday) on the quay area. Rang TG - factory stopped processing at 0530 on Sunday morning. JLT tower has been left running since then, as normal, but no problems identified with this. There was no raw material on site on Sunday. Wind mainly westerly with occasional SW periods during Sunday.

WK/200805667			
14/07/2008	14/07/2008	Feltrim Avenue	Factory complaint - weather overcast and warm

Case Actions:

Case Comments Call received re smell from JLT.
 AB was in area shortly before call received - was very occasional, moderately strong, clean, treated air smell.
 Factory not processing at time of complaint - JLT tower running all OK.

WK/200805942			
18/07/2008	18/07/2008	Salmonpool Lane	Factory complaint - weather overcast and muggy

Case Actions:

Case Comments Complaint regarding foul smell from factory.

 AB rang complainant, but wrong number given. Also no knowledge of complainant at address provided.

 AB investigated - was occasional, faint and clean treated air smell in Rivermead Road/Salmon Pool Lane area. No process problems at factory and towers all OK.

WK/200806329			
25/07/2008	25/07/2008	Rivermead Road	Factory complaint - weather muggy with very slight breeze

Case Actions:

Case Comments Complaint of smell from factory from first thing this morning.
 AB investigated, was quite common, but slight and very clean treated air smell (bleach type smell). Was also one brief occasion of slight process-type smell, however this was very localised.
 No process problems at factory and towers all on set points. JLT and LF towers smelling especially clean.

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Complaint Date	Odour Date	Address	Details
WK/200806368 25/07/2008	25/07/2008	Wayland Avenue	Factory complaint - weather muggy with some breeze
Case Actions:			
Case Comments			Complaint about smell like drains noticeable since 1030 today. AB investigated - was no odour detectable on north side of Topsham Road, but was very occasional and slight, clean treated air smell in Feltrim Avenue/Norwood Avenue area. No process problems at the factory. Possible caustic pump fault on JLT tower, so will be replaced/repared this afternoon. Otherwise, towers operating well and all smell OK.
WK/200806370 25/07/2008	25/07/2008	Norwood Avenue	Factory complaint - weather muggy with breeze
Case Actions:			
Case Comments			Complaint about smell noticeable since 0830 today. AB investigated - was no odour detectable on north side of Topsham Road, but was very occasional and slight, clean treated air smell in Feltrim Avenue/Norwood Avenue area. No process problems at the factory. Possible caustic pump fault on JLT tower, so will be replaced/repared this afternoon. Otherwise, towers operating well and all smell OK.
WK/200806371 25/07/2008	25/07/2008	Wonford Road	Factory complaint - weather muggy with breeze
Case Actions:			
Case Comments			Complaint about smell noticeable all morning. AB investigated - was no odour detectable on north side of Topsham Road, but was very occasional and slight, clean treated air smell in Feltrim Avenue/Norwood Avenue area. No process problems at the factory. Possible caustic pump fault on JLT tower, so will be replaced/repared this afternoon. Otherwise, towers operating well and all smell OK.
WK/200806382 25/07/2008	25/07/2008	Water Lane	Vehicle complaint
Case Actions:			
Case Comments			Complaint regarding lorry parked on Water Lane. Investigated by Transport Manager - was lorry belonging to knackers yard. Driver and driver's manager have been informed of complaint and warned. All drivers will be reminded that they should not stop on way to factory.
WK/200806602 29/07/2008	29/07/2008	St Leonards Avenue	Factory complaint - weather muggy with heavy showers
Case Actions:			
Case Comments			Complaint about smell on Weirfield Road - described as 'repugnant odour but not as a strong as in past'. Has never complained previously because has not known how to, but has seen number in local newsletter and so will call again. AB and RS investigated - no process problems at factory and towers all OK. Occasional, slight, clean treated air smell along river and at bottom of Weirfield Road.
WK/200806606 29/07/2008	29/07/2008	Ernsborough Court	Factory complaint - weather muggy with heavy showers
Case Actions:			
Case Comments			Complaint of 'sickly sweet smell like something being burnt' AB and RS investigated - no process problems at factory and towers all OK. Occasional, slight, clean treated air smell along river and at bottom of Weirfield Road.

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Complaint Date	Odour Date	Address	Details
WK/200806607 29/07/2008	29/07/2008	Feltrim Avenue	Factory complaint - weather muggy with heavy showers
Case Actions:			
Case Comments	Complaint about foul smell. Complainant wanted a claim form sent to her so that she could request reimbursement for expenses involved in calling us to make complaint. Explained that there was no mechanism for this. AB and RS had investigated previous complaints in this area - occasional, slight, clean treated air smell along river and at bottom of Weirfield Road. No process problems at factory and towers all OK.		
WK/200806691 31/07/2008	30/07/2008	Willeys Avenue	Factory complaint - weather muggy with showers
Case Actions:			
Case Comments	Complaint about smell from factory, which is particularly bad this afternoon. Factory broken down since 5pm yesterday (crusher fault). JLT tower running because raw material in factory. Also some raw material on yard at points during the day. AB investigated - was very slight but constant raw material smell on Willeys Avenue, becoming stronger closer to factory along Water Lane.		
WK/200806695 31/07/2008	31/07/2008	Water Lane	Factory complaint - weather humid
Case Actions:			
Case Comments	Complaint of bad smell from factory. Factory was broken down all day yesterday which resulted in some build-up of raw material, although much was sent to alternative plants. Started up at 9pm yesterday but still three lorries on yard at time of call. Hope to clear this during the day, but also problems at Hartsell factory so difficult to get rid of any more material to other sites. AB investigated - was fairly strong, but occasional treated air smell plus occasional raw material smell on Water Lane/Willeys Avenue.		
WK/200806727 31/07/2008	31/07/2008	Bonhay Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint about smell yesterday and this morning. Factory now processing normally however suffered prolonged breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigated - was strong raw material smell plus occasional chemical treated air smell. Towers all smelt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard within half hour before complaint received.		
WK/200806738 31/07/2008	31/07/2008	Cotfield Street	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint about smell yesterday and this morning. Factory now processing normally however suffered prolonged breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigated - was strong raw material smell plus occasional chemical treated air smell. Towers all smelt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard within half hour before complaint received.		
WK/200806740 31/07/2008	31/07/2008	Fords Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint about smell yesterday and this morning. Factory now processing normally however suffered prolonged breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigating earlier complaint at time of call - was strong raw material smell plus occasional chemical		

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Complaint Date	Odour Date	Address	Details
			treated air smell. Towers all smellt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard within hour before complaint received.
WK/200806749			
31/07/2008	31/07/2008	Colleton Row	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint about smell yesterday and this morning. Factory now processing normally however suffered prolonged breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigating earlier complaint at time of call - was strong raw material smell plus occasional chemical treated air smell. Towers all smellt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard.
WK/200806758			
31/07/2008	31/07/2008	Chandlers Walk	Factory complaint - weather wet
Case Actions:			
EPSU Officer Visit			Complaint about smell over the last few days Factory now processing normally however suffered pro-longed breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigating earlier complaint at time of call - was strong raw material smell plus occasional chemical reated air smell. Towers all smellt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard within half hour before complaint received.
WK/200806760			
31/07/2008	31/07/2008	Water Lane	Factory complaint - weather wet
Case Actions:			
EPSU Officer Visit			Complaint about smell yesterday and this morning. Factory now processing normally however suffered pro-longed breakdown yesterday, so have high stocks of very old raw material and one lorry on yard. Backlog should be cleared by tomorrow morning. AB and JL investigating earlier complaint at time of call - was strong raw material smell plus occasional chemical reated air smell. Towers all smellt good, although JLT tower very chemical. Raw material smell possibly due to moving lorries on yard within half hour before complaint received.
WK/200806763			
01/08/2008	31/07/2008	Cotfield Street	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint made out of hours regarding smell from factory. No process problems at factory but were processing very old material following breakdown on previous day. Towers all OK.
WK/200806779			
01/08/2008	01/08/2008	Swan Court	Factory complaint - weather sunny and warm
Case Actions:			
Case Comments			Complaint regarding smell from factory since first thing this morning. AB investigated - no problems at factory but processing old material still following breakdown earlier in week. Fume in press room as a result and raw material room more odorous than normal. Towers smelt OK despite this, but not excellent. Was quite strong treated air smell downwind of factory, with occasional hints of process smell.

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Complaint Date	Odour Date	Address	Details
WK/200806790 01/08/2008	01/08/2008	St Bernards Close	Factory complaint - weather breezy with sunny spells
Case Actions:			
Case Comments	AB investigated - no problems at factory but processing old material still following breakdown earlier in week. Fume in press room as a result and raw material room more odorous than normal. Towers smelt OK despite this, but not excellent. Was quite strong treated air smell downwind of factory, with occasional hints of process smell.		
WK/200806791 01/08/2008	31/07/2008	Haven Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint received on Friday 1st Aug about smell on Tuesday 29th, Wednesday 30th and Thursday 31st July. Explained that factory had suffered breakdown and was processing old and odorous material.		
WK/200806792 01/08/2008	01/08/2008	Rivermead Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made direct to factory. AB investigated earlier complaint form this area - no problems at factory but processing old material still following breakdown earlier in week. Fume in press room as a result and raw material room more odorous than normal. Towers smelt OK despite this, but not excellent. Was quite strong treated air smell downwind of factory, with occasional hints of process smell.		
WK/200806794 01/08/2008	01/08/2008	Topsham Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint that smell had made daughter sick. AB investigated earlier complaint in this area - no problems at factory but processing old material still following breakdown earlier in week. Fume in press room as a result and raw material room more odorous than normal. Towers smelt OK despite this, but not excellent. Was quite strong treated air smell downwind of factory, with occasional hints of process smell.		
EPSU Officer Visit	RS visited address given during later investigation but no one of that name known there. RS visited the address, no one of that name lived at the property, the gent who answered said that they had not made a complaint although they could occasionally smell the factory they had never complained about it as they didn't think that it was too much of a problem.		
WK/200806806 01/08/2008	01/08/2008	Feltrim Avenue	Factory complaint - weather overcast with showers and strong breeze
Case Actions:			
Case Comments	Complaint received re fould smell all day. No problems with process at factory but are dealing with old and odorous material following breakdown earlier in week. AB visited factory - towers found to be smelling very good. Yard area quite odorous however from fugitive sources - TG to look at responses to this and email later today		
EPSU Officer Visit	RS in the area at 13.30 Very strong smell, mainly tower but with a quite a bit process odour attached to it. RS reported results back to AB		
WK/200806814 01/08/2008	01/08/2008	Norwood Avenue	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint received regarding smell today. Explained situation at factory regarding breakdown and material. AB visited factory - towers found to be smelling very good. Yard area quite odorous however from fugitive sources - TG to look at responses to this and email later today		

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Complaint Date	Odour Date	Address	Details
WK/200806957 04/08/2008	04/08/2008	Rivermead Road	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint about smell this morning and over weekend. AB investigated - factory not processing at time of call. Only JLT tower running, which smelt good. Very occasional treated air smell on Rivermead Road.		
WK/200806987 05/08/2008	04/08/2008	Rivermead Road	Factory complaint - weather wet
Case Actions:			
Case Comments	Complaint made regarding smell on previous evening (4th Aug). Number given does not accept incoming calls so AB visited - complainant not known at address given. No problems at factory - started processing at 20.00, towers all OK.		
WK/200806990 05/08/2008	05/08/2008	Trews Weir Reach	Factory complaint - weather damp/drizzly
Case Actions:			
Case Comments	Complaint made about smell earlier this morning, but still ongoing. AB investigated - was occasional but faint process-type smell. No problems at factory. Large flakt smelled OK, but with hint of process smell, which may be source of odour detected. Will increase dosing on this tower.		
WK/200807028 05/08/2008	05/08/2008	Barnardo Road	Factory complaint - weather warm and humid
Case Actions:			
Case Comments	AB investigated - was occasional but faint process-type smell. No problems at factory. Large flakt smelled OK, but with hint of process smell, which may be source of odour detected. Will increase dosing on this tower. Message left from complainant to call back, but no response.		
WK/200807029 05/08/2008	05/08/2008	St Bernards Close	Factory complaint - weather warm and humid
Case Actions:			
Case Comments	AB investigated earlier complaint - was occasional but faint process-type smell. No problems at factory. Large flakt smelled OK, but with hint of process smell, which may be source of odour detected. Will increase dosing on this tower.		
WK/200807030 05/08/2008	05/08/2008	Feltrim Avenue	Factory complaint - weather warm and humid
Case Actions:			
Case Comments	AB investigated earlier complaint - was occasional but faint process-type smell. No problems at factory. Large flakt smelled OK, but with hint of process smell, which may be source of odour detected. Will increase dosing on this tower.		
Case Comments	Asked whether complainant would be interested in meeting to discuss odour - was told that would not like to meet during school holidays because of time that such a meeting would take. Agreed to contact again in September.		
Case Comments	Rang complainant re meeting. Would rather not meet 'as will not be told anything new'. Agreed that would keep log sheets of problem instead of calling. Agreed to provide free-post labels to return these to ECC.		
WK/200807075 05/09/2008	06/08/2008	23 Norwood Avenue	factory complaint - Weather overcast and warm
Case Actions:			
EPSU Officer Visit	RS walked the area from Belle Isle, Norwood Ave, Feltrim Ave and Rivermead Road. There was no noticeable odour in the area. RS visited the factory, the towers were running a set points and ok. The area down wind of the factory was the Rivermead Road/ Water Lane area, the towers were noticeable however the composting site was by		

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Complaint Date	Odour Date	Address	Details
Phone call made			far the most dominant odour in the area. Call to the factory, running ok at the moment with no reported problems. NH did say that the composting site next door is turning the compost and is smelling quite bad at the moment.
WK/200807139			
07/08/2008	06/08/2008	St Bernards Close	Factory complaint - weather drizzly
Case Actions:			
Case Comments			Complaint made on next day (Thurs 7th) re smell between 16.30 and 18.00. Had been problems with smell from green waste site earlier in day but work there had stopped before 16.30 and complainant reported that was 'usual factory type smell'. No process problems at factory and towers all OK.
WK/200807151			
07/08/2008	05/08/2008	Norwood Avenue	Factory complaint - weather warm and humid
Case Actions:			
Case Comments			Complaint made about smell earlier in week (no problems on day of call). See other complaints for results of investigations made during week.
WK/200807203			
08/08/2008	08/08/2008	Feltrim Avenue	Factory complaint - not substantiated
Case Actions:			
Case Comments			Complaint regarding smell from JLT detectable at Feltrim Avenue. Wind NW however and investigations found no odour at Feltrim Avenue. Was fairly strong but clean tower smell at Bromhams Farm playing fields however.
WK/200807277			
11/08/2008	09/08/2008	Matford Lane	Factory complaint (out of hours)
Case Actions:			
Case Comments			Complaint made regarding smell on Saturday and Sunday. No process problems over weekend and towers all OK. Factory shut down at 0430 on Sunday. Large flakt left running because of routine maintenance on JLT tower.
WK/200807279			
11/08/2008	11/08/2008	Feltrim Avenue	Factory complaint - weather overcast and cool
Case Actions:			
Case Comments			Complaint of strong smell this morning. AB investigated - was fairly strong, clean tower smell in area. Factory not processing and only JLT tower running. Free chlorine levels etc OK.
WK/200807281			
11/08/2008	09/08/2008	Feltrim Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint about smell all Saturday afternoon (09/08/08). Factory processing normally and towers all OK.
WK/200807282			
11/08/2008	10/08/2008	St Bernards Close	Factory complaint (out of hours)
Case Actions:			
Case Comments			Complaint regarding smell all Saturday afternoon and night - rang to complaint at midnight. No process problems at factory and towers all OK.
Attachment			letter received from complainant
Attachment			response sent

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Complaint Date	Odour Date	Address	Details
WK/200807283 11/08/2008	10/08/2008	Rivermead Road	Factory complaint (out of hours)
Case Actions:			
Case Comments			Call regarding odour from factory. Factory not processing at time of call - had shut down at 0430. Large Flakt tower running because of routine maintenance to JLT tower. Little fallen stock in factory. Rang complainant - no answer (left message)
WK/200807284 11/08/2008	10/08/2008	Feltrim Avenue	Factory complaint (out of hours)
Case Actions:			
Case Comments			Call regarding odour from factory. Factory not processing at time of call - had shut down at 0430. Large Flakt tower running because of routine maintenance to JLT tower. Little fallen stock in factory.
WK/200807293 11/08/2008	09/08/2008	Barnardo Road	Factory complaint (out of hours)
Case Actions:			
Case Comments			Complaint regarding smell on Saturday morning (9th) between 10 and 11. Factory processing normally and towers all OK.
WK/200807295 11/08/2008	10/08/2008	Bagshot Avenue	Factory complaint (out of hours)
Case Actions:			
Case Comments			Complaint made regarding smell from factory all weekend. No process problems and towers all operating correctly. Factory shut down at 0430 on Sunday and Large Flakt left running because of routine maintenance to JLT tower.
WK/200807391 12/08/2008	09/08/2008	St Leonards Road	Factory complaint (out of hours)
Case Actions:			
Case Comments			Complaint made on Tuesday 12th regarding smell over previous weekend. No process problems at factory and towers all OK.
WK/200807392 12/08/2008	12/08/2008	St Leonards Road	Factory complaint - weather overcast and windy
Case Actions:			
Case Comments			Complainant wishes 'to join the current campaign against the smelly factory'. She noticed the smell this morning when she took her dog out at 0630. Also wanted a great deal of detail on the factory and the permit and promised to 'speak to friends in London and the Express and Echo about this'. This is the first time she has complained about the smell. AB investigated - was no odour detectable on St Leonards Road or on north side of Topsham Road at all. Was very occasional clean treated air smell on Rivermead Road however wind very variable today (between NW and W). No process problems at factory and towers all OK. Agreed to increase dosing on Small Flakt slightly, to ensure that remained a clean chemical smell.
WK/200807727 18/08/2008	18/08/2008	St Bernards Close	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint received regarding intense odour of rotting meat. Factory not processing at time of call - only JLT tower running and that was on set points. Factory received a one-off load of fish waste however at approximately time of complaint, which was very odourous. This was delivered in a tanker, which was pumped out directly into the blood tanks, however the tanker vented into the raw material room. This may have temporarily over-loaded the JLT tower.

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Complaint Date	Odour Date	Address	Details
			AB investigated - was very faint and very occasional raw material smell, plus occasional clean treated air smell.
WK/200807737			
18/08/2008	18/08/2008	St Bernards Close	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint received regarding intense odour of rotting meat. Factory not processing at time of call - only JLT tower running and that was on set points. Factory received a one-off load of fish waste however at approximately time of complaint, which was very odourous. This was delivered in a tanker, which was pumped out directly into the blood tanks, however the tanker vented into the raw material room. This may have temporarily over-loaded the JLT tower. AB investigated - was very faint and very occasional raw material smell, plus occasional clean treated air smell.
WK/200807738			
18/08/2008	18/08/2008	Feltrim Avenue	Factory complaint - weather wet
Case Actions:			
Case Comments			Complaint received regarding intense odour of rotting meat. Factory not processing at time of call - only JLT tower running and that was on set points. Factory received a one-off load of fish waste however at approximately time of complaint, which was very odourous. This was delivered in a tanker, which was pumped out directly into the blood tanks, however the tanker vented into the raw material room. This may have temporarily over-loaded the JLT tower. AB investigated - was very faint and very occasional raw material smell, plus occasional clean treated air smell.
WK/200807760			
19/08/2008	19/08/2008	Canal Banks	Factory complaint - weather overcast
Case Actions:			
Case Comments			Complainant lives on Salmonpool Lane but smelt factory whilst running past along canal. Was not interested in outcome of investigation, but just wanted to log fact that had smelt factory. AB investigated - was smell beside factory but not unusually strong. Complaint may have been caused by moving lorry on yard etc.
WK/200807761			
19/08/2008	12/08/2008	Devon	Factory complaint - no specific details provided
Case Actions:			
Case Comments			Complaint made via website. No details provided regarding location of date/time of problem. AB emailed complainant requesting additional information but no response received.
WK/200807767			
19/08/2008	19/08/2008	Topsham Road	Factory complaint - weather overcast
Case Actions:			
Case Comments			complaint details: Smell bad last night - 7 - 8pm Trews Weir allotments and this am 7.30am from Salmonpool Lane to County Hall on Topsham Rd. Persistent smell no chlorine note so either untreated or treatment not effective. AB investigated - were two lorries on yard at 0730 this morning because had taken a lot of fallen stock and had no room to tip. When NP arrived on site moved lorries inside and sent stock to other sites to ensure no other material on yard today or tonight.
WK/200807812			
20/08/2008	19/08/2008	Salmonpool Lane	Factory complaint - weather overcast with showers
Case Actions:			
Case Comments			Complaint of strongly chemical smell. AB investigated - no problems at factory and towers all on set points. Sniffer points smelt chemical but good. Was occasional strong chemical smell at bottom of Salmonpool Lane, but also more neutral smell - perhaps because only one tower was causing the strong chemical smell (not an offensive).

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Complaint Date	Odour Date	Address	Details
WK/200807865 21/08/2008	20/08/2008	Norwood Avenue	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint regarding odour at 10:00am when left the house. Rang at 11:10 - on way to work therefore not sure if the odour is still there. Described the odour as dog biscuit/foul smell that they have had to put up with for the last couple of weeks. Weather dry/cloudy wind SW. Rang factory and notified NH at 11:15 - he said that there were no process problems		
WK/200807867 21/08/2008	20/08/2008	Feltrim Avenue	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint made about smell from factory which has been consistently bad over last two weeks. AB received complaint on next day so unable to investigate. No problems at factory however.		
WK/200807869 21/08/2008	20/08/2008	St Bernards Close	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint made about smell from factory. AB received complaint on next day so unable to investigate. No problems at factory however.		
WK/200807870 21/08/2008	20/08/2008	Bagshot Avenue	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint made out of hours via Cllr Winterbottom. No process problems at factory. Cllr Winterbottom walked along Rivermead Road at 22.00 and could not detect any heavy smells.		
WK/200807877 21/08/2008	21/08/2008	Rivermead Road	factory complaint - weather warm and sunny with a slight breeze.
Case Actions:			
Phone call received	Complainant rang in to say the smell from JL Thomas was awful and her children could not go out to play.		
Case Comments	Rang factory - had discovered fault with small flakt tower during routine checks at 0930. Free chlorine was low because tower was not dosing properly. Hand dosed tower until returned to set points. This may have affected the odour detected downwind. AB in area at 1200, was very occasional and very slight clean treated air smell (not an offensive odour).		
WK/200807886 21/08/2008	21/08/2008	Feltrim Avenue	factory complaint - weather warm and sunny
Case Actions:			
Case Comments	Rang factory - had discovered fault with small flakt tower during routine checks at 0930. Free chlorine was low because tower was not dosing properly. Hand dosed tower until returned to set points. This may have affected the odour detected downwind. AB in area at 1200, was very occasional and very slight clean treated air smell (not an offensive odour).		
WK/200807891 21/08/2008	21/08/2008	Rivermead Road	Factory complaint - weather overcast with slight breeze
Case Actions:			
Case Comments	Rang factory - had discovered fault with small flakt tower during routine checks at 0930. Free chlorine was low because tower was not dosing properly. Hand dosed tower until returned to set points. This may have affected the odour detected downwind. AB in area at 1200, was very occasional and very slight clean treated air smell (not an offensive odour).		

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Complaint Date	Odour Date	Address	Details
WK/200807904 21/08/2008	21/08/2008	Feltrim Avenue	Factory complaint - weather warm and sunny
Case Actions:			
Case Comments	Rang factory - had discovered fault with small flakt tower during routine checks at 0930. Free chlorine was low because tower was not dosing properly. Hand dosed tower until returned to set points. This may have affected the odour detected downwind. AB in area at 1200, was very occasional and very slight clean treated air smell (not an offensive odour).		
WK/200807908 21/08/2008	20/08/2008	Rivermead Road	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint made initially to EA and passed to us. No process problems at factory on 20th.		
WK/200807983 26/08/2008	23/08/2008	Feltrim Avenue	Factory complaint - weather warm with sunny spells
Case Actions:			
Case Comments	Complaint made out-of-hours to Control Room. Factory processing normally and towers all OK.		
WK/200808024 26/08/2008	24/08/2008	Feltrim Avenue	Factory complaint - weather warm with sunny spells
Case Actions:			
Phone call made	called complainant 26/08/08 - no answer, message left. called complainant 28/08/08 - no answer		
Case Comments	Complaint made to out-of-hours control room. Factory not processing at time of call. Only JLT tower running.		
WK/200808077 26/08/2008	23/08/2008	St Bernards Close	Factory complaint - weather warm
Case Actions:			
Case Comments	Complaint made regarding smell at weekend - was bad all afternoon and evening on Sat 23rd. No problems at factory and towers all OK.		
WK/200808082 26/08/2008	23/08/2008	Feltrim Avenue	Factory complaint, weather dry with a south westerly wind and a slight breeze
Case Actions:			
Phone call received	Caller wished to complain about the smell which he said occurred for the whole day on Saturday 23 August 2008.		
Case Comments	called complainant to discuss - no answer (message left to call back if want to discuss further)		
WK/200808237 28/08/2008	07/08/2008	Salmonpool Lane	Factory complaint - weather overcast
Case Actions:			
Case Comments	Complaint made regarding smell last night - very odorous, ?raw material. Called factory to complain and smell had disappeared five minutes later. Rang JLT - was failure of No2 boiler at approx time of call. Incinerator switched on however would have been brief period when incineration lost. Factory operated with all reasonable care (was unexpected failure of boiler and incinerator switched on as soon as problem occurred), and any release likely to be of short duration and therefore unlikely to be 'offensive'.		
Phone call made	Rang complainant to update - no answer (message left) Rang complainant, explained situation on evening of complaint.		

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Complaint Date	Odour Date	Address	Details
WK/200808264 28/08/2008	01/08/2008	Deepdene Park	Factory Complaint - retrospective complaint
Case Actions: E-Mail	email from complainant: 'Smell from factory was so strong that they saw someone vomiting on the side of the bank. I walk my dog their every day and the smell can sometimes be so strong that you need to cover your nose to breathe. What causes this horrible smell?'		
Case Comments	Complaint made several weeks after event so investigation not possible. Responded to complainant with telephone contact details etc.		
WK/200808399 01/09/2008	30/08/2008	Alphington Road	Factory complaint - weather warm and overcast
Case Actions: Case Comments	Complaint made to out-of-hours control room. Factory processing normally at time of call. Towers all on set points.		
WK/200808469 01/09/2008	01/09/2008	Feltrim Avenue	Factory complaint - Weather cool, clear, slight breeze
Case Actions: Phone call received	Complainant said the smell from JLT is so bad that she cannot open her door.		
Case Comments	AB investigated. Was very faint and clean treated air smell at top of Feltrim Avenue. This was not offensive. Factory not processing at time of complaint. JLT tower running.		
WK/200808471 01/09/2008	01/09/2008	Feltrim Avenue	Factory complaint - weather sunny but cool
Case Actions: Case Comments	complaint made about smell this morning AB investigated - factory not processing. Only JLT tower running. Very faint, clean treated air smell at top of Feltrim Avenue - not an offensive odour. rang complainant back - no answer (left message)		
WK/200808478 01/09/2008	01/09/2008	St Bernards Close	Factory Complaint - Weather cool, overcast with a slight breeze
Case Actions: Phone call made	Call to the complainant, who said that the smell had been strong all day mostly around 9am the normal factory smell that they gat in the area, just wonted to report it and get it logged. RS called the factory about this and earlier complaints, factory not processing and only running the JLT tower, AB in the area earlier faint tower smell.		
WK/200808479 01/09/2008	01/09/2008	Salmonpool Lane	Complaint regarding the above factory, the smell is really bad due to the wind coming from the West
Case Actions: Phone call received	Complaint about the smell form the factory, not as bad today but can still smell it, however the smell last night at 21.00 was really strong, (both chemical and meet).		
Phone call made	Called the factory with reference to this mornings complaints' they have not been processing this morning and have only the JLT tower running. AB in the area this morning reporting very faint chemical tower smell.		

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Complaint Date	Odour Date	Address	Details
WK/200808480 01/09/2008	01/09/2008	Feltrim Avenue	Complaint regarding the above factory - smell is really bad due to the wind coming from the West.
Case Actions:			
Phone call received	call about the smell from the factory, chemical smell in the air this morning, Just wanted to report it and get it logged.		
Phone call received	Called the factory with reference to this mornings complaints' they have not been processing this morning and have only the JLT tower running. AB in the area this morning reporting very faint chemical tower smell.		
WK/200808516 01/09/2008	01/09/2008	Feltrim Avenue	Factory complaint - weather warm with sunny spells but strong breeze
Case Actions:			
Case Comments	Complainant noticed odour at time of ringing - usual sewage type smell.		
	Rang TG - nothing changed at factory since AB investigated earlier complaint - JLT tower only operating due to re-start process at about 6:00pm.		
WK/200808535 02/09/2008	01/09/2008	St Bernards Close	Factory complaint- weather warm overcast with a strong wind
Case Actions:			
Phone call received	Call form complainant saying that the chemical smell is very strong again, It has been around all day.		
Phone call made	Call to the factory - They have no reported problems on site at the moment, they are not processing yet and the JLT tower is running at set levels. AB in the area earlier reported slight chemical odour form the towers not offensive.		
WK/200808536 02/09/2008	01/09/2008	Trews Weir Reach	Factory complaint - bad smell due to windy conditions.
Case Actions:			
Case Comments	Complaint made to out-of-hours control room. Factory not processing at time of complaint. JLT tower running. AB in area at approx 7pm - was quite strong but clean chemical smell (not offensive).		
WK/200808552 02/09/2008	29/08/2008	Water Lane	factory complaint
Case Actions:			
E-Mail	Email complaint received: For the past couple of days there has been an awful smell around Water lane, it lingers all the way down to Alphington Road		
Case Comments	Wind direction during period predominantly SE No process problems during period except failure of No2 boiler on Wednesday, when incinerator started up to replace loss of odour abatement.		
WK/200808558 02/09/2008	02/09/2008	Topsham Road	Factory Complaint - weather warm with sunny intervals, slight breeze
Case Actions:			
Case Comments	rang complainant on number given - not known at that address, wrong number No process problems at factory at time of call however had been problem with low hypo on JLT tower at 6am check this morning. AB and RS investigated. Was occasional clean treated air smell in area although one hint of raw material smell at junction Salmonpool Lane and Topsham Road. Not offensive due to faint and extremely localised nature of this odour.		

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Complaint Date	Odour Date	Address	Details
WK/200808610 02/09/2008	01/09/2008	St Bernards Close	Factory complaint - weather wet and windy
Case Actions:			
Case Comments	complaint made about smell yesterday (1 Sept) - smell got far more intense at approx 1730. Factory not processing at time of call. Only JLT tower running. AB detected fairly strong but clean treated air smell on Topsham Road at approx 1900. Due to nature of smell was not offensive.		
WK/200808613 02/09/2008	02/09/2008	Swan Court	The smell at the above factory is getting worse
Case Actions:			
EPSU Officer Visit	rang complainant on number given - not known at that address, wrong number No process problems at factory at time of call however had been problem with low hypo on JLT tower at 6am check this morning. AB and RS investigated. Was occasional clean treated air smell in area although one hint of raw material smell at junction Salmonpool Lane and Topsham Road. Not offensive due to faint and extremely localised nature of this odour.		
Phone call made	Tried to call to discuss the complaint, however the number that we have been given is incorrect.		
WK/200808926 08/09/2008	08/09/2008	Feltrim Avenue	Factory complaint - weather cool and overcast
Case Actions:			
Case Comments	Complaint made regarding smell - noticed it at time of call but disappeared during conversation AB investigated - factory not processing, JLT tower running OK. Could not detect odour from factory on Feltrim Avenue, Rivermead Road or Trews Weir Reach.		
WK/200808937 08/09/2008	06/09/2008	Rivermead Road	Factory complaint - weather heavy showers
Case Actions:			
Case Comments	Complaint made direct to factory out of hours. Factory processing normally at time of complaint. Towers all OK.		
WK/200809298 09/09/2008	09/09/2008	Feltrim Avenue	Factory complaint - weather sunny
Case Actions:			
Phone call made	call to the factory, Towers running on set points no reported problems.		
EPSU Officer Visit	RS went to the area, strong clean tower smell in the area. not offensive.		
WK/200809310 10/09/2008	09/09/2008	Rivermead Road	Factory complaint - weather overcast
Case Actions:			
Case Comments	Call made direct to factory out-of-hours. No processing problems at factory and towers all on set points.		
WK/200809341 10/09/2008	10/09/2008	St Bernards Close	Factory complaint - weather overcast with a breeze
Case Actions:			
Case Comments	Call received at 1645 regarding smell which had been ongoing since 10am. AB rang factory - no processing problems and towers all OK.		

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Complaint Date	Odour Date	Address	Details
WK/200809377 11/09/2008	11/09/2008	Feltrim Avenue	Factory Complaint - weather sunny and windy
Case Actions:			
Case Comments	<p>AB investigated - was very faint, but quite constant, process-type smell on Topsham Road. Very clean treated air smell occasionally detected on Feltrim Avenue. Not offensive due to very low level of odour and frequency at which such process odours are detectable off-site.</p> <p>No process problems at factory and towers all smelt good. Are working on vehicle door into main process room which is due to be removed tomorrow to allow access for new dryer. Door is still in place but there has been a lot of activity through this door today. This may have casued a fugitive release of process-type odours. Requested that use of this door be minimised as much as possible.</p>		
WK/200809396 11/09/2008	11/09/2008	St Bernards Close	Factory complaint - weather sunny and windy
Case Actions:			
Case Comments	<p>AB investigating earlier complaint about 1 hour before this call received - was very faint, but quite constant, process-type smell on Topsham Road. Very clean treated air smell occasionally detected on Feltrim Avenue. Not offensive due to very low level of odour and frequency at which such process odours are detectable off-site.</p> <p>No process problems at factory and towers all smelt good. Are working on vehicle door into main process room which is due to be removed tomorrow to allow access for new dryer. Door is still in place but there has been a lot of activity through this door today. This may have casued a fugitive release of process-type odours. Requested that use of this door be minimised as much as possible.</p>		
WK/200809414 12/09/2008	11/09/2008	Rivermead Road	Factory complaint - weather warm with occasional heavy showers
Case Actions:			
Case Comments	<p>Call made direct to factory out-of-hours. Not a complaint, but advising factory of fact that could detect clean tower smell. No process problems and towers all on set points.</p>		
WK/200809544 15/09/2008	13/09/2008	Rivermead Road	Factory complaint - weather warm with sunny spells
Case Actions:			
Case Comments	<p>Call made direct to factory out-of-hours to advise that could detect tower odour. Factory processing normally at time of call and towers all OK. Wind very variable - between E and SW.</p>		
WK/200809560 15/09/2008	11/09/2008	Matford Road	Factory complaint - made approx 1 week after event
Case Actions:			
Case Comments	<p>Complaint made regarding smell last week. Complainant has smelt it on several occasions now and it has made her decide (along with the noise from aircraft) that she will never move to live in St Leonards. No process problems on day identified by caller.</p>		
WK/200809700 17/09/2008	17/09/2008	Marsh Green Road	Factory complaint - weather overcast with light wind
Case Actions:			
EPSU Officer Visit	<p>RS visited the complainant, strong smell in the area with a hint of process. JLT Tower not smelling as fresh as normal, being dosed with caustic as I was walking round.</p>		
Phone call received	<p>Complaint about the smell form the factory, "Its been ok over the summer but now the wind has changed its stinking the place out"</p>		
Phone call made	<p>call to the factory, no reported problems, they are running the last bits of material at the moment and look like they will be shut down by lunchtime in order to replace the doors.</p>		