

JL Thomas & Co. Ltd, Canal Banks, Exeter

Complaints since the last meeting

Complaint Date	Odour Date	Address	Details
WK/200810002			
22/09/2008	22/09/2008	Marsh Green Road	Factory complaint - weather warm and sunny
Case Comments	<p>Complaint made about smell Saturday afternoon, all day Sunday and this morning.</p> <p>AB investigated - was yard/process type odour on some parts of Marsh Green Road. It was locally fairly strong but generally quite weak.</p> <p>Works to replace dryer are ongoing at factory, so side door (Canal side) open periodically to allow access.</p> <p>Also quantity of old equipment on rear yard and being washed down in external vehicle wash bay. This most likely to be cause of problem, particularly on Sunday when old dryer was being cleaned.</p> <p>JLT tower running and smelt good.</p> <p>Odour not judged to be offensive, although the situation is not desirable. It is however a one-off event.</p> <p>Agreed with NP that would wash down indoors where possible, although access to raw material room still required occasionally for lorries. About 5 hours worth of equipment still to be cleaned.</p>		
WK/200810047			
23/09/2008	23/09/2008	Marsh Green Road	Factory complaint - weather sunny but with cold wind
Case Comments	<p>Complaint that smell bad again this morning.</p> <p>AB investigated - was weak and occasional raw material/yard smell on Marsh Green Road.</p> <p>Works to replace drier are ongoing and last large item of equipment being washed outside on vehicle wash bay (not possible to wash down inside factory due to size). Time of complaint coincides with three lorries of raw material leaving however, which may be cause of problem. Most material has been sent to other plants directly from source however smaller loads have had to come in to JLT to be loaded onto larger lorries before being taken elsewhere.</p> <p>Odour not judged to be offensive due to occasional and slight nature. Factory is taking steps to minimise odour releases during ongoing engineering works.</p>		
WK/200810124			
24/09/2008	24/09/2008	Marsh Green Road	Factory complaint - weather overcast
Case Comments	<p>Complainant reported that staff on his site are being sick as a result of the odour.</p> <p>Rang JLT - are in process of testing new drier and not yet running or processing, JLT tower in operation and smelling good. Rear yard clear and clean. TG made assessment along Marsh Green Road and could not detect any odour from factory at that time.</p> <p>Three fallen stock deliveries were queuing to get into factory at approximately time of complaint, which could have caused a 'farmyard' type smell.</p>		
WK/200810235			
25/09/2008	25/09/2008	Trusham Road	Factory Complaint - weather overcast and warm
Case Comments	<p>Complaint regarding odour and smoke coming from the site.</p> <p>AB investigated - was occasional slight odour on Marsh Green Road/Trusham Road. Not offensive.</p> <p>Dryer started however not running up to correct temperature. MBM therefore being returned to raw material room to be re-processed. This will have caused localised and very brief releases of 'mealy' odour. Also one final piece of screw conveyor being washed in yard.</p> <p>Towers all running since about 1130 am. All on set points although SF at low end of free chlorine range. This will be increased to upper end of range.</p> <p>Because of prolonged shutdown, tallow temperature low and this may explain any smoke emissions during the morning. Checks by the factory did not indicate long periods of dark smoke however.</p>		

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engineer available to investigate should the smoke emissions occur again.			
WK/200810750			
06/10/2008	06/10/2008	Feltrim Avenue	Factory complaint - weather overcast and cool
Case Comments	<p>Complaint regarding smell from factory. AB investigated - was occasional and slight, but noticeable, process-type odour. Factory not running, only JLT tower operating. The new press scrubber has been delivered to site and has been taken into the building today. This has meant that the large access door to the main dryer room has been open for some time today. This may have contributed to the complaint. TG also reported that a lorry had been loading tallow shortly before the complaint, which may also have contributed. The press scrubber is now in the building and the access door is being re-sheeted. TG cannot foresee that this problem is likely to occur again. Not considered to be offensive due to strenght of odour and very infrequent type of odour.</p>		
WK/200810769			
06/10/2008	06/10/2008	Barnardo Road	Factory complaint - weather overcast and cool
Case Comments	<p>Complainant noticed smell while walking along Barnardo Road and Topsham Road. Smell has now gone. AB investigated earlier complaint at 1400 - was occasional and slight, but noticeable, process-type odour. Factory not running, only JLT tower operating. The new press scrubber has been delivered to site and has been taken into the building today. This has meant that the large access door to the main dryer room has been open for some time today. This may have contributed to the complaint although door is now re-sheeted. TG cannot foresee that this problem is likely to occur again. Not considered to be offensive due to strenght of odour and very infrequent type of odour.</p>		
WK/200810822			
07/10/2008	07/10/2008	St Leonards Avenue	Factory complaint - weather overcast and cool
Case Comments	no reported problems at the factory, the towers are running on set points		
Phone call received	Call describing the odour as not as strong as normal but still revolting.		
EPSU Officer Visit	RS walked the area, occasional strong clean tower smell but due to the gusty nature of the wind today the odour was very transient. Not offensive due to nature and frequency of odour.		
Phone call made	Call to the factory - no problems that they are aware of but will investigate and get back to us.		
WK/200810964			
09/10/2008	09/10/2008	Feltrim Avenue	Factory complaint - weather is cold but sunny with slight breeze
Phone call made	Call to complainant to find out details of complaint. Problem had been about for the last 30mins or so around the area, she had just got back from a walk and the smell was making her feel sick		
Phone call made	Call to the factory to find out if they had any problems on site. Nothing reported but they will do an internal investigation to have a look.		
EPSU Officer Visit	RS walked the area nothing in Feltrim Ave but around the Bell Isle area the towers were noticeable, mild tower smell with an organic component to the odour in the background. RS visited JLT towers running within set levels. There was an odour around the small flakt which was quite strong, the effluent tanks were being pumped out and there were vehicle movements going on in the yard area containing fallen stock, however I could also smell the composting site next door. Walked along the canal next to the composting site and a quite strong organic smell was being given off by the site, this may well of been contributing to the odour at the complaints property.		
Phone call made	call to the complaint , no answer will try again later.		
Phone call made	called no answer		

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Complaint Date	Odour Date	Address	Details
WK/200811030 10/10/2008	10/10/2008	Marlborough Road	Factory complaint - weather cool and clear
Case Comments	AB investigating earlier complaint - was occasionally strong but very clean chemical treated air smell along Topsham Road and at top of St Leonards Avenue. Not considered offensive due to nature of odour. No process problems at factory. Complainant particularly interested in nature and concentration of chemicals in 'residual odour'. AB to investigate and call back.		
WK/200811031 10/10/2008	10/10/2008	Feltrim Avenue	Factory complaint - weather sunny and warm
Case Comments	JL and AB investigated. Was occasional clean treated air smell, but was also raw material smell evident on Trews Weir Reach and a similar but less strong smell along Topsham Road. Towers all OK and smelling good. Currently no process problems however two lorries parked on yard following breakdown yesterday/last night. The smell from these is evident on the yard area. The most odorous lorry will be moved into the airlock until it can be emptied.		
WK/200811034 10/10/2008	10/10/2008	Trews Weir Reach	Factory complaint - weather sunny and breezy
Case Comments	Complaint regarding the above factory. The smell is getting worse. JL and AB investigated. Was occasional clean treated air smell, but was also raw material smell evident on Trews Weir Reach and a similar but less strong smell along Topsham Road. Towers all OK and smelling good. Currently no process problems however two lorries parked on yard following breakdown yesterday/last night. The smell from these is evident on the yard area. The most odorous lorry will be moved into the airlock until it can be emptied.		
WK/200811035 10/10/2008	10/10/2008	Norwood Avenue	Factory complaint - weather sunny and breezy
Case Comments	Smell was bad at weekend and all week. JL and AB investigated. Was occasional clean treated air smell, but was also raw material smell evident on Trews Weir Reach and a similar but less strong smell along Topsham Road. Towers all OK and smelling good. Currently no process problems however two lorries parked on yard following breakdown yesterday/last night. The smell from these is evident on the yard area. The most odorous lorry will be moved into the airlock until it can be emptied.		
WK/200811044 10/10/2008	10/10/2008	Rivermead Road	Factory complaint - weather warm and breezy
Case Comments	Complaint that can smell the factory on Rivermead Road and Topsham Road - 'usual smell but also a sweet smell' JL and AB investigated. Was occasional clean treated air smell, but was also raw material smell evident on Trews Weir Reach and a similar but less strong smell along Topsham Road. Towers all OK and smelling good. Currently no process problems however two lorries parked on yard following breakdown yesterday/last night. The smell from these is evident on the yard area. The most odorous lorry will be moved into the airlock until it can be emptied.		
WK/200811045 10/10/2008	10/10/2008	St Bernards Close	Factory complaint - weather sunny and breezy
Case Comments	Smell first noticed at 1400. JL and AB investigated. Was occasional clean treated air smell, but was also raw material smell evident on Trews Weir Reach and a similar but less strong smell along Topsham Road.		

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Complaint Date	Odour Date	Address	Details
WK/200811361 14/10/2008	14/10/2008	Feltrim Avenue	Factory complaint - weather overcast and cool
Case Comments	<p>AB in area between 1500 and 1530. Was occasional, but not strong, process type smell on path beside river. Could not detect odour on Feltrim Avenue, Trews Weir Reach, Topsham Road etc. Was brief period of dark smoke from chimney at approx 1525 - did not detect any odour associated with this at that time and location (Trews Weir Reach). Report from NH that when they went out at 1300-1400 could detect occasional but strong tower smell - have subsequently reduced dosing on SF to reduce redox level. Also informed that was another period of dark smoke at approx 1545 - caused by No 2 boiler running too 'rich' - ie too much fuel causing incomplete combustion. This may result in an odour and tallow flow is being adjusted accordingly. These two periods of dark smoke could account for the complaint.</p>		
WK/200811362 14/10/2008	14/10/2008	Feltrim Avenue	Factory complaint - weather overcast and cool
Case Comments	<p>AB in area between 1500 and 1530. Was occasional, but not strong, process type smell on path beside river. Could not detect odour on Feltrim Avenue, Trews Weir Reach, Topsham Road etc. Was brief period of dark smoke from chimney at approx 1525 - did not detect any odour associated with this at that time and location (Trews Weir Reach). Report from NH that when they went out at 1300-1400 could detect occasional but strong tower smell - have subsequently reduced dosing on SF to reduce redox level. Also informed that was another period of dark smoke at approx 1545 - caused by No 2 boiler running too 'rich' - ie too much fuel causing incomplete combustion. This may result in an odour and tallow flow is being adjusted accordingly. These two periods of dark smoke could account for the complaint.</p>		
WK/200811719 20/10/2008	18/10/2008	St Leonards Avenue	Factory complaint - weather mild
Case Comments	<p>Call made direct to factory over weekend. No contact number left by complainant. No process problems. TG investigated - was very little breeze and was hard to find odour. Once located, was occasional slight treated air smell.</p>		
WK/200811721 20/10/2008	18/10/2008	Gras Lawn	Factory complaint - weather mild
Case Comments	<p>Call made direct to factory over weekend. Caller left no contact number. No process problems. TG investigated - was very little breeze and was hard to find odour. Once located, was occasional slight treated air smell.</p>		
WK/200811722 20/10/2008	18/10/2008	Rivermead Road	Factory complaint - weather mild
Case Comments	<p>Complaint made direct to factory over weekend. No process problems. TG investigated - was occasional slight treated air smell.</p>		
WK/200811723 20/10/2008	18/10/2008	Rivermead Road	Factory complaint -weather mild
Case Comments	<p>Call made direct to factory over weekend. No process problems.</p>		
WK/200811787 21/10/2008	21/10/2008	Chandlers Walk	Factory complaint - received by email
E-Mail	<p>Hello, I live about a mile away from the rendering plant in Marsh Barton. Over recent weeks I have noticed that the smell coming from it has become very regular (almost constant now) and very strong (so much so that I am unable to open my windows). Yesterday, when taking a run a along the river the smell was so strong that I had to cut short my outing. This situation is significantly impairing my enjoyment of the area. Please could you advise what mechanisms are in place to control and monitor the discharge from the plant and most importantly what is being done to resolve the current situation. Many thanks</p>		

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WK/200811931			
23/10/2008	23/10/2008	St Leonards Road	Factory complaint- weather overcast and warm
Phone call received	Factory complaint, the smell is bad usually noticeable on a Wednesday.		
EPSU Officer Visit	RS walked the area around Radford Road and couldn't pick up any odour, went down to the factory no reported problems at the moment.		
	The JLT tower was switched off for two minutes to change over some bearings this morning. The lorry's that were parked up over night were taken in to the factory airlock at 7.00 am this morning.		
	The towers were all running within set limits and smelling ok.		
	Whilst on site this complaint came in and I went back out to the area to investigate. The area had a clean chemical smell which was noticeable but not unpleasant.		
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WK/200811938			
23/10/2008	23/10/2008	Feltrim Avenue	Factory Complaint. Weather dry but cool.
Phone call made	Rang factory to log complaint. they will get back to me tonight with the results of there internal investigation.		
Phone call made	RS rang the complainant, the complaint has been it and out all day and has noticed the smell on a number of occasions. Described as very unpleasant.		
Phone call received	Call from the factory, no reported problems at the factory this afternoon all the towers are running within the set levels and nothing in the yard.		
EPSU Officer Visit	RS visited the area. Occasional strong tower smell, wind quite strong and blustary.		
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WK/200811946			
23/10/2008	22/10/2008	Feltrim Avenue	factory complaint,
Case Comments	Call from complainant saying that the smell from the factory yesterday was very bad around the river / canal area. Didn't report it yesterday as they are using a log. But due to making a complaint today was letting us know. Have called the factory and logged it.		