

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

Complaint Date	Odour Date / Time	Address	Details
WK/201405301			
23/10/2014	22/10/2014 18:40	Rivermead Road C1	Factory complaint, weather mild
Case Actions:			
Case Comments	Complaint made directly to factory out of hours. The factory was processing at the time, all systems were running well		
WK/201405511			
03/11/2014	31/10/2014 23:30	Bagshot Avenue C1	Unpleasant Odour from Factory.
Case Actions:			
E-Mail	Sent: 31 October 2014 23:53 To: Environmental Protection / Environmental Health Subject: Message generated from 'Report an Environmental Health Issue' form		
	<hr/> <p>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.</p> <p>Please respond to the customer by email</p> <p>Customer Address: - Bagshot Avenue, Exeter, EX2 4RN. View Map</p> <p>Report details: - Offender : - J Thomas factory Issue type : - Unpleasant Odour Issue location: - Issue details : - Issue time : - 23:30 Issue date : - 31/10/2014 Witness : - yes Comments: - Arrived home got out of car and we were greeted by the very strong sickening odour yet again. Far too strong to be considered "within an acceptable level". Their process has gone wrong again. Reported to the factory.</p>		
Case Comments	The factory was processing, with no problems in the chemical scrubbers. The incinerator was running because of a fault with the No.2 boiler, and the process was running slowly because of this.		
WK/201405517			
03/11/2014	01/11/2014 09:41	Matford Avenue C1	Factory complaint
Case Actions:			
Case Comments	Call made to out of hours service, and passed to factory to investigate. The factory was processing, with no problems in the chemical scrubbers. The incinerator was running because of a fault with the No.2 boiler, and the process was running slowly because of this.		
WK/201405535			
03/11/2014	03/11/2014 14:40	Trews Weir Reach C1	Smell been ongoing this morning, unsure of where it is coming from
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
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Phone call received	Call received regarding a smell which the complainant noticed when she went out this morning. When she came back the smell was still there. She couldn't explain the smell, she said she thought it may be coming from JLT.		
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EPSU Officer Visit	RS investigated		
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Strong odour in Belle isle when I first got out the car but it was only brief.

I walked up to Trews Wear Reach, where you could pick up a hydrocarbon smell coming from the gasworks demolition site. On the Trews Wear bridge I could pick up an organic smell being generated by the EA flood relief works.

Walking through Belle Isle park I could smell a clean treated air smell. The wind was moving around a bit and there were a lot of different odours in the area.

Whilst walking back to the car a second call came in from Bagshot Ave about the factory. I drove around to the complainant's road and could smell clean treated air.

I called the site and informed them of the complaints.

Further investigations on site at the factory, identified that the factory had not been processing material at the times of the complaints, and had only had a couple of lorries deliver earlier in the day. The Large Flakt tower was running as the JLT tower was undergoing maintenance.

The Large Flakt tower sniffer point smelt very clean. The either net cable connecting the Large Flakt to the SCADA control system has been damaged and a replacement is on order. Interrogating the lab results found that there had been a water issue on the large flakt but this had been resolved and that the tower was operating within the set limits.

WK/201405539

03/11/2014	03/11/2014 15:30	Bagshot Avenue C1	Factory Complaint
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Case Actions:

EPSU Officer Visit	RS investigating earlier complaint when call was received. (Caller complaining of 'dead animal' smell coming from JLT).		
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Strong odour in Belle Isle when I first got out the car but it was only brief.

I walked up to Trews Wear Reach, where you could pick up a hydrocarbon smell coming from the gasworks demolition site. On the Trews Wear bridge I could pick up an organic smell being generated by the EA flood relief works.

Walking through Belle Isle park I could smell a clean treated air smell. The wind was moving around a bit and there were a lot of different odours in the area.

On Bagshot Avenue I could smell clean treated air.

WK/201405861

07/11/2014	07/11/2014 16:42	Rivermead Road C2	Factory Complaint
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Phone call made			<p>Call from the complainant who was ringing to complain about the smell from JLT. He said that he was having a moan about the smell and was wondering if the plant could be moved. I explained that I had been working in the area about an hour ago and could smell a clean treated air odour in Rivermead Road.</p> <p>I explained that the treatment towers did have a residual chemical odour but this was normal for the type of treatment that they use.</p> <p>The complainant was happy that he could ring in and complain and would again when he next smelt the factory.</p> <p>RS undertaking proactive monitoring during the day. On Topsham Road and Rivermead Road at 11:00 there was a clean treated air smell. In Belle Isle, Rivermead Road and Salmonpool Lane 13:00-16:00 there was a clean tower smell. Wind light SW, overcast with occasional showers.</p> <p>Call made to the factory, to inform them of the complaint.</p> <p>The factory was running very well with very little stock in.</p>

WK/201405886

10/11/2014 10/11/2014 16:25 Melbourne Street C1 Factory complaint; Wind SW and strong

Case Actions:

Phone call received	Call from the complainant.
	<p>She is very upset and would like the factory closed. She cannot understand why the factory is still allowed to operate in the city when it's a blight on everything and everyone in the city. She said that it's been bad all day and still smells. She would like something done about it and closed down.</p>
Phone call made	Made call to the factory - The factory is currently not processing, with only the JLT tower running. No reported problems on site and no deliveries for some considerable time.
EPSU Officer Visit	RS walked the area surrounding the complainant's road. Not possible to pick up the tower odour. There was a bit of an odd smell in the area which was organic or hydrocarbon in nature but could have been a mixture of lots of different smells. I did pick up a clean treated air smell at Trews Wear.

WK/201405995

13/11/2014 13/11/2014 15:30 Wonford Road C1 Factory complaint - described as usual, soapy smell

Case Actions:

Case Comments	Complainant reported that he had just got home and noticed the smell as he was getting out of the car.
	AB investigated - the wind direction was very variable and no odour was detected in the area of the complainant.
	The factory was not processing at the time, and the JLT tower was running well.

WK/201406001

14/11/2014 13/11/2014 12:00 Kimberley Road C1 Rotten Smell

Case Actions:

Phone call received	Call received from resident, she was walking along the river around 12:30-2:30 and there was a rotten animal smell. She doesn't know whether it carried on as she went home.
Case Comments	Complaint not received until some time after odour was witnessed, so full investigation not possible. The factory was not processing at the time, and the JLT tower was running well.

WK/201406353

01/12/2014 01/12/2014 11:15 Marsh Green Road North C1 Complaint about odour

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
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Case Comments

AB investigated:

The factory was not processing at the time of the call. The JLT tower was running, it was within its set points, and it smelt very clean.

The factory were carrying out some routine tests and taking samples from the JLT tower at the time of the complaint, and will send details of the results of these once they are back from the lab.

At the complainant's property, there was a noticeable chemical tower smell. It was a clean smell, and fairly faint, but it was constant.