

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

Complaint Date	Odour Date / Time	Address	Details
WK/201406582			
10/12/2014	10/12/2014 10:30	Haven Road C1	Vehicle complaint
Case Actions:			
Case Comments	Complaint about smell in road, complainant was unsure of source.		
	AB investigated. No odours in area, but a Lloyd Maunder lorry would have passed through very shortly before the call.		
WK/201406969			
07/01/2015	07/01/2015 09:41	Colleton Hill C1	Factory complaint – weather overcast and strong SW wind
Case Actions:			
Phone call received	Call about the smell along the quay and canal area, the complainant said that it smelt like rotting flesh and faeces. The complainant was at the sluice swing bridges by the canal. The complainant has lived in the city for a long time but was not happy today with the smell.		
Phone call made	Call to the factory about the complaint. They have just had a couple of deliveries, but had not noticed anything unusual. They will investigate and let us know what they have found. RS and AB are in meetings until 11:00 so not able to attend until later.		
EPSU Officer Visit	RS walked the Bell Isle area and around the Quay. Clean tower odour picked up in Belle Isle Park RS called the factory, who could not find any fault in the plant.		
	The wind is SW but due to swing back NW later today.		
Phone call made	Call to the complainant and message left on the answer phone, explaining that they had no reported problems on site but had taken in 2 lorries at and around the time of her complaint. My contact details have been left on the message.		
WK/201407008			
09/01/2015	09/01/2015 09:42	Rivermead Road C2	Factory complaint - Weather windy and mild
Case Actions:			
Phone call received	Call received from complainant reporting that they have just walked out of the house and there is a smell coming from JLT. They are happy to just log the complaint.		
Phone call made	Made call made to the factory. They are processing and have no reported problems on site.		
EPSU Officer Visit	RS walked the area between Bell Isle, Rivermead Road and Salmonpool Lane. Clean tower odour picked up in Salmonpool Lane.		
	On site at the factory, all the towers smell very clean.		
WK/201408211			
02/03/2015	28/02/2015 13:48	Matford Avenue C2	Factory complaint
Case Actions:			
Case Comments	Complaint made out of hours.		
	Notified factory of complaint on Monday morning. They were not running at the time of the call. The JLT tower was operating well. The weather was dry and fair with a SSW wind.		
	Unable to investigate further at this time.		
Case Comments	Tried to call complainant - no answer and no facility to leave message		