

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

Complaint Date	Odour Date / Time	Address	Details
WK/201500766			
05/05/2015	05/05/2015 11:30	Feltrim Avenue C1	Factory complaint - weather windy

Case Actions:

Case Comments Complaint received of odour inside and outside the complainant's property.

AB investigated. It was very windy (weather warning has been issued for strong winds). In the area between Trews Weir Reach and Rivermead Road there was a slight but noticeable odour. The smell did not last long at any one time, but it could be picked up quite frequently in the area. There were a variety of types of odour, mainly process smells. I could not detect any tower smell.

On site, the factory was not running. They were undertaking maintenance on the JLT tower, so the LF was running instead.

It appears that on this very windy day, with only one tower running, negative pressure was not being maintained as well as on a 'normal' processing day. Discussed with NP whether it would be worth running another tower as well. We decided that it might create further problems because it would introduce another odour source, and we would re-evaluate the situation that afternoon if required.

WK/201500771			
05/05/2015	05/05/2015 14:30	Feltrim Avenue C2	Factory complaint - weather windy

Case Actions:

Case Comments The complainant reported an 'offensive smell'. He said that nothing had changed since he first complained 41 years ago. However he did go on to admit that the smell was less strong and happened less often now.

See notes on previous complaint about investigation.

I discussed with NP. We agreed that the factory would start up early, at 4pm today. This will increase the negative pressure in the building.

WK/201500772			
05/05/2015	05/05/2015 15:19	Feltrim Avenue	Complaint about whistling noise from boilers

Case Actions:

Case Comments The complainant called about odour, but used the fact that he is still disturbed by whistling noise as evidence of the fact that 'there is no point in complaining because you don't do anything'

I explained that I had been unaware that the problem was still happening.

The complainant will call the Control Centre next time he is disturbed at night.

I spoke to NP – his staff know that the boiler should not be run beyond 70%, and if they hear the noise they must reduce the firing rate. However it is possible that at night the problem does still occur sometimes. He will remind all staff of these measures.

The new gas governor that is on order should prevent this from happening. It should be on site in the next few weeks.

No further calls received from the complainant and gas governor fitted so close case.

Complaint Date	Odour Date / Time	Address	Details
WK/201502184			
26/06/2015	26/06/2015 12:00	Trews Weir Reach C1	Factory complaint - wind slight SW
Case Actions:			
Case Comments	<p>Complaint received - odour at 1115 for 15/20 minutes</p> <p>AB investigated - slight, occasional process type odour.</p> <p>The factory was not running at the time of complaint. They are undertaking maintenance on the JLT and SF towers, so the LF is running. The damper is shut on the SF, but there is no damper on the JLT tower. There is a noticeable odour from the effluent treatment plant on the yard.</p>		
WK/201502219			
29/06/2015	26/06/2015 16:30	Rivermead Road C1	Complaint made directly to factory at 16.30
Case Actions:			
Case Comments	<p>Complainant reports that he had to close his back door because of the smell.</p> <p>The plant was processing normally from 15:00.</p>		
WK/201502264			
01/07/2015	01/07/2015 08:34	Old Mill Close C1	Factory complaint - weather warm and humid
Case Actions:			
Case Comments	<p>Complainant explained that she had opened her windows this morning and had to close them again because of the smell.</p> <p>Called NP at factory - they are not running this morning. JLT tower smells very good and other two dampers are closed. There were 3 lorries which arrived on site between 7 and 7.30. The third of these wasn't tipped until 8 as it had to wait for the others to clear the building.</p> <p>AB unable to investigate because of other appointments. NP will go out downwind to investigate.</p>		
Case Comments	<p>NP made a downwind investigation - he reported that no odour detected in the area from which the complaint came. He could only detect any odour from the site when walking beside the canal between the factory and the gas works. He described the smell as very slight clean treated air.</p>		
WK/201502293			
01/07/2015	01/07/2015 16:45	Salmonpool Lane C1	Factory complaint, wind SW, complaint about the odour
Case Actions:			
Phone call received	<p>Received call from the complainant stating that the smell has started up, saying that, "it's not the normal chemical smell it's the rotten meat smell"</p>		
EPSU Officer Visit	<p>Assessment made of the area around Haven Banks, Rivermead Road, Topsham Road and Salmonpool Lane. No odour detected.</p> <p>The site has been processing since 13:00 the wind is now blowing SW, the site has no reported problems.</p>		
WK/201502353			
03/07/2015	03/07/2015 15:34	Edwin Road C1	Factory complaint
Case Actions:			

Case comments Report received regarding a strong odour coming from the premises. The smell is so strong it is making the resident feel ill, they are also unable to have windows open or sit in the garden.

Made a call to the factory. The site had no reported problems and were processing.

This complaint came in when no officers were available to respond.

Phone call made Made call to the complainant. The odour was quite strong and was the 'normal smell'. The complainant has lived in the city for 70 years and is well aware of the factory and the smell. She said that the smell has not been around that much this year but she will call back if it gets bad again.

WK/201502370

06/07/2015 06/07/2015 09:08 Water Lane C1 Factory Complaint

Case Actions:

E-Mail Good morning

I'm just sending you this email to report that the smell from the SecAnim plant has been atrocious this morning. It's been truly offensive since before dawn today.

We had high hopes, as I know a few other Water Lane residents did, that the take over from JP Thomas/PDM would mean things improved around here. Sadly the last few weeks of warm weather have proven that they are able to operate with the same disregard for the environment that PDM were working under

Regards

Phone call made Made call to the factory. The factory shut down on Saturday at 17:00

They had a holding stock of 20 tonnes, 6 tonnes of which were chicken guts on a trailer parked inside the factory.

The factory is not processing this morning and has no reported problems; however it had 2 loads on knacker delivered before 8am.

The factory will start processing tonight at 20:00.

E-Mail Thank you for your email with reference to the SecAnim factory.

An officer has been down to the plant today to investigate your complaint and find out what has been happening today and over the weekend as the factory has not been processing since Saturday.

At the time of the officer visit the factory was still not processing and no faults were found.

As you are well aware, Exeter City Council (ECC) regulates the facility under the Environmental Permitting (England and Wales) Regulations

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

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

Yours sincerely

Complaint Date	Odour Date / Time	Address	Details
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WK/201502383

06/07/2015	05/07/2015 12:00	St Bernards Close C1	Factory complaint - weather sunny with isolated showers
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Case Actions:

Case Comments Call received about odour yesterday (Sunday).

The complainant reported that he could smell the factory all day. He tried to call the site at around mid day but was unable to leave a message with the security guard.

The complainant said that this was the first time he had been disturbed by the smell and made a complaint this year.

AB called to advise NP about the complaint. The factory was not running on Sunday. There was a possible fault with the JLT tower, so he had decided to switch it off and run the LF instead. The damper on the SF was closed and the JLT ducting had been closed off as well using a tarpaulin as a temporary damper. He will speak to the security guard to ensure that all calls are recorded and complaint details are taken.

WK/201502393

06/07/2015	06/07/2015 14:20	West Grove Road C1	Strong smell coming from factory - breezy and overcast
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Case Actions:

Phone call received Report of smell coming from factory.

Case Comments AB was in the area shortly after call. There was a very slight odour noticeable in some places. It came and went with the wind. In my opinion, if you did not know what the odour was, you would be unlikely to notice it or find it offensive.

I visited factory. They are not running, and the JLT tower was operating well. The other two towers have the dampers closed. I asked NP to start up the LF as well, because it is quite a windy day, and this would ensure that negative pressure should be maintained even during any particularly strong gusts.

WK/201502402

06/07/2015	06/07/2015 14:27	St Bernards Close C1	Factory complaint - weather warm, overcast and breezy
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Case Actions:

Case Comments Call to report that complainant had been able to smell factory for last hour.

AB investigated - very slight odour noticeable at the complainant's property. It came and went with the wind. In my opinion, if you did not know what the odour was, you would be unlikely to notice it or find it offensive.

I visited factory. They are not running, and the JLT tower was operating well. The other two towers have the dampers closed. I asked NP to start up the LF as well, because it is quite a windy day, and this would ensure that negative pressure should be maintained even during any particularly strong gusts.

WK/201502409

07/07/2015	06/07/2015 18:11	Water Lane C2	Factory complaint - weather warm and breezy
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Case Actions:

Case Comments Complaint of smell coming from the factory, and blowing towards his flat. He says that he is not normally put off by the smell but it is particularly bad at the moment. He advised officer that he may try and convince other residents to make similar complaints.

Case Comments The factory did not start up yesterday until after this complaint (about 2100). JLT and LF towers were running, and damper was closed on SF.

Load arrived at 17.55, but unlikely to be particularly odourous because of nature of material

WK/201502550

15/07/2015	14/07/2015 16:30	Glenwood Rise C1	Factory complaint - weather hot and humid
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Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Case Comments	<p>Call from complainant, reporting that she had had to close her windows this afternoon because of the smell. When questioned, she said that this was the first time she had smelt the factory 'for ages.'</p> <p>She wished to know more about how the factory is regulated, so I explained. I also explained about the chemical scrubbers, residual odour, and the need for complainant to call us when the problem occurs so that we can visit and witness the smell/make investigations.</p> <p>I called the factory to advise them of the complaint. They are not running. The SF and JLT towers are both running, as they are testing the JLT tower controls. The LF damper is closed.</p>		

WK/201502678

21/07/2015 20/07/2015 21:40 Rivermead Road C1 Factory complaint, warm, dry south westerly wind

Case Actions:

Phone call made Two complaints received by factory within 15 minutes of each other.

They were processing, but had no problems on site. They have checked the SCADA data etc from last night and had no boiler problems or deliveries.

This complainant described the smell as 'just being in the air'.

WK/201502679

21/07/2015 20/07/2015 21:55 Salmonpool Lane C2 Factory complaint: warm, dry and light SW wind

Case Actions:

Phone call made Two complaints received by factory within 15 minutes of each other.

They were processing, but had no problems on site. They have checked the SCADA data etc from last night and had no boiler problems or deliveries.

This complainant described the smell as the worse ever.

WK/201502730

21/07/2015 21/07/2015 12:00 Feltrim Avenue C1 Complaint about smell from factory. humid weather

Case Actions:

EPSU Officer Visit RS and NP investigated. JLT tower odour detected in the Belle Isle area, and smelling very clean.

The factory was not processing at the time of the complaint.

WK/201502733

21/07/2015 20/07/2015 22:30 Rivermead Road C2 Factory complaint.

Case Actions:

Phone call received Call from a complainant who is very unhappy about the smell from the factory last night (the 20th).

He was very upset that ECC couldn't just prosecute. He was insistent that the factory was leaking, hence the smell was getting out.

The factory was processing, but had no problems on site. They have checked the SCADA data etc from last night and had no boiler problems or deliveries.

Complaint Date	Odour Date / Time	Address	Details
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WK/201502739

21/07/2015 21/07/2015 16:00 Rivermead Road C2 Factory complaint, warm strong SW wind

Case Actions:

Phone call made The complainant was very unhappy about the smell last night (see previous complaint) and again today.

He was very upset that ECC couldn't just prosecute. He is very upset that we can't stop the factory from leaking unpleasant odour into the environment.

I explained what we did and how we regulate the factory. He is very unhappy about the factory being allowed to process when the wind is from the southwest, as it always impacts on the residential properties.

I explained the process and why one tower is always kept running even when the factory is not processing i.e. to keep the building under negative pressure.

The complainant is not happy and thinks we aren't doing our jobs correctly.

EPSU Officer Visit Officers investigated. They found a process-type smell in the Rivermead Road and Salmonpool Lane area at 1630. At 17:30 there was a strong Process-type odour in the area. This was localised to the part of Rivermead Road leading past Bagshot Avenue.

Phone call made Call to factory. At the time of the complaint, the factory had started up but was not processing at full capacity, that started at approximately 18:00. They had no reported problems and the start up was normal.

There was nothing on site or in SCADA data which would explain odour witnessed downwind.

WK/201502760

22/07/2015 22/07/2015 16:30 Water Lane C3 Complaint about smell from factory and lorries

Case Actions:

Phone call received Received complaint about the smell from the factory and from passing lorries. He says that some are uncovered.

Phone call made Made a call to the site and reported that we have received a complaint about a lorry. They will try to work out which lorry it was, but without a registration or a definitive time it is difficult to id.

There is no condition or law to state that lorries leaving the site are required to be sheeted as they have been cleaned and are empty.

Phone call made Call to complainant - no answer

Phone call received Received call from NP

They have been through the records of lorry movements in and out of the site and have nothing that would tie in with the time of the complaint. Nick asked us to remind any complainants to try and get registration s or accurate times, otherwise it is very difficult to investigate.

Phone call made Call to the complainant who is not happy with the factory being in its current location. He has complained in the past and can't understand why the council can't just move the factory to Sowton or further afield.

The complainant didn't know what time the lorry passed his property as he rang in some time after the event. I advised the complainant to make a note of the time and direction of the lorry, or to get a registration so that we can investigate and advise.

The complainant will make notes and call when it's a problem.

Complaint Date	Odour Date / Time	Address	Details
WK/201503022			
03/08/2015	03/08/2015 15:29	Glenwood Rise C2	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	<p>AB investigated - I spent nearly 30 minutes at the top of Glenwood Rise talking to a neighbour of the complainant. During that time I could smell a very slight, occasional odour from JLT. The neighbour did not smell anything during this time, which supports my observation that the odour was slight and would not be noticed by everyone.</p> <p>The site is not running, and won't start up until 10pm. I requested NP to run the LF tower as well as the JLT as it is a windy day (running a second tower will increase the negative pressure inside the building).</p>		
WK/201503026			
03/08/2015	03/08/2015 16:09	St Bernards Close C1	Factory complaint - weather overcast with a slight breeze
Case Actions:			
Phone call received	Complaint received regarding the odour coming from the factory. Weather is overcast with a slight breeze.		
Case Comments	<p>AB was investigating an earlier complaint at the time of this call. I spent nearly 30 minutes at the top of Glenwood Rise talking to a neighbour of the complainant. During that time I could smell a very slight, occasional odour from JLT. The neighbour did not smell anything during this time, which supports my observation that the odour was slight and would not be noticed by everyone.</p> <p>The site is not running, and won't start up until 10pm. I requested NP to run the LF tower as well as the JLT as it is a windy day (running a second tower will increase the negative pressure inside the building).</p>		
WK/201503028			
03/08/2015	03/08/2015 16:34	Feltrim Avenue C2	Complaint about the smell this afternoon from factory. Weather warm, humid.
Case Actions:			
Phone call received	Complaint received about the smell this afternoon from factory.		
Case Comments	<p>AB in area shortly before call - I spent nearly 30 minutes at the top of Glenwood Rise talking to a gentleman who was cleaning his car. During that time I could smell a very slight, occasional odour from JLT. The neighbour did not smell anything during this time, which supports my observation that the odour was slight and would not be noticed by everyone.</p> <p>The site is not running, and won't start up until 10pm. I requested NP to run the LF tower as well as the JLT as it is a windy day (running a second tower will increase the negative pressure inside the building).</p>		
WK/201503126			
06/08/2015	05/08/2015 12:18	Kimberley Road C1	Factory complaint
Case Actions:			
Case Comments	<p>Call received from complainant - she wished to report the odour at her allotments (Trews Weir) on Saturday 1st, Monday 3rd and Wednesday 5th.</p> <p>There were no process or other problems at the site on these days, all towers were operating as expected.</p> <p>I asked her to please call as soon as she feels the odour is unacceptable, so that we can investigate more fully.</p>		
WK/201503400			
17/08/2015	17/08/2015 14:48	Marsh Green Road North C1	Factory Complaint
Case Actions:			
Case Comments	<p>Call to report odour, first noticed at 10 this morning.</p> <p>JLT staff investigated – found a very slight clean treated air smell on Marsh Green Road</p> <p>Not processing, SF and LF dampers shut and JLT on set points. Few deliveries received today.</p>		

Complaint Date	Odour Date / Time	Address	Details
WK/201503522			
21/08/2015	21/08/2015 00:01	Salmonpool Lane C2	Factory complaint - between midnight and 2.00am the smell was so bad that he had to get up and shut all his doors and windows.
Case Actions:			
Case comments	<p>Between midnight and 2.00am the smell got so bad that the complainant had to get up and shut his doors and windows.</p> <p>RS made visit to the factory. The factory was running last night. Feed was switched off at 03:30 and finally stopped processing at 06:00am this morning.</p> <p>Weather was damp with a light southerly wind.</p> <p>Looking at the SCADA system there was no fluctuation in any of the tower settings and the boiler was ok. No deliveries to the factory during the time of the complaint.</p>		
Phone call made	<p>Call to the complainant.</p> <p>The complainant said that they have live in the area a long time and last night the smell woke him up is was so bad. He described the smell as a strong chemical smell that you could nearly chew.</p> <p>I explained the findings of my investigation.</p>		
WK/201503567			
25/08/2015	24/08/2015 21:45	Rivermead Road C1	Factory complaint - weather wet
Case Actions:			
Case Comments	<p>Complaint made direct to factory out of hours.</p> <p>The factory was not processing at the time of the call. The JLT tower was running well. The other two towers had dampers closed.</p> <p>A Lloyd Maunder load was received at 2105.</p>		
WK/201504980			
01/09/2015	28/08/2015 17:55	Bagshot Avenue C1	Factory complaint - weather overcast
Case Actions:			
Case Comments	<p>Complaint made directly to factory out of hours.</p> <p>The factory was starting up at the time of the call. JLT tower was running well and the other towers had just been switched on.</p> <p>Wind SW</p>		
WK/201505606			
28/09/2015	28/09/2015 15:27	Marsh Green Road North C1	Factory Complaint - weather warm and sunny
Case Actions:			
Phone call received EPSU Officer Visit	<p>Complaint about odour from factory during the last hour AB investigated.</p> <p>There was a raw material smell passing the factory along the footpath which was very faintly detectable at the complainant's property.</p> <p>I returned to the factory and found that three deliveries had been received in quick succession. One of these had taken longer than normal to tip. There was one small fallen stock van waiting outside the factory, and this was causing the odour that I witnessed. While I was on site this went into the factory to tip.</p> <p>This was an unusual combination of events and the site staff worked quickly to tip the lorries to minimise any impact.</p> <p>The site was not processing and the JLT tower was running well.</p>		

Complaint Date	Odour Date / Time	Address	Details
WK/201505608			
28/09/2015	28/09/2015 15:53	Willeys Avenue C1	Factory complaint

Case Actions:

Phone call received Complainant called in because J L Thomas has been smelling badly since about 14:30pm today. She said it hasn't been so bad over the summer, but today had been really bad.

EPSU Officer Visit AB investigated.

There was a raw material smell passing the factory along the footpath which was very faintly detectable at the complainant's property.

I returned to the factory and found that three deliveries had been received in quick succession. One of these had taken longer than normal to tip. There was one small fallen stock van waiting outside the factory, and this was causing the odour that I witnessed. While I was on site this went into the factory to tip.

This was an unusual combination of events and the site staff worked quickly to tip the lorries to minimise any impact.

The site was not processing and the JLT tower was running well.