

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

Complaint Date	Odour Date / Time	Address	Details
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WK/201601190

19/05/2016	18/05/2016 11:00	Glenwood Rise C1	Factory complaint, weather warm and dry occasional showers
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Case Actions:

Phone call received I received a call about the smell along the tow path. The complainant had used the canal on the evening of 17th May and said that the smell was bad then. Today again the smell is still in the area. The complainant described it as strong and unpleasant.

The complainant has complained in the past and just wanted to make us aware that the smell is still a problem. When asked if the complainant would like a call back to discuss our findings they declined the offer as they were happy to just report the smell to us.

EPSU Officer Visit RS made an odour assessment.

No odour in the canal basin and tow path area, but the wind has swung round to the NW, so also checked Marsh Green Road where there was a clean tower odour.

On site, the factory was running and all towers were operating within set point. The boiler was running at 100% firing rate.

All the towers smelling good.

No reported problems on site and no reported deliveries at the time of the complaint.

WK/201601997

13/06/2016	10/06/2016 22:00	Maple Road C1	Factory complaint, made by email out of hours. Weather humid and still.
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Case Actions:

E-Mail Report details: -
 Offender : - PDM Rendering works
 Issue type : - Unpleasant Odour
 Issue location: - At Maple Road
 Issue details : - Overpowering unpleasant odour
 Issue time : - 22:00
 Issue date : - 10/06/2016
 Witness : - no
 Comments: - Overpowering smell from rendering works. So powerful it can be smelt indoors with Windows closed

Case Comments Called complainant to request additional information but no answer so left message.

AB was working on the evening of the call, and was between the factory and the complainant's location during this time. She did not detect any odour.

Investigation by JLT shows no problems on site at the time. They were commissioning the air cooled condenser, but it was running well all night.

WK/201601998

13/06/2016	13/06/2016 14:44	Bagshot Avenue C1	Factory complaint.
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Case Actions:

Phone call received The complainant reports that returned home to the bad smell – this is the first time for several months.

EPSU Officer Visit Downwind assessment made. A very slight, clean, treated air smell was detected, this was localised.

JLT tower running, smelling normal and on set points

Complaint Date	Odour Date / Time	Address	Details
WK/201602087			
15/06/2016	15/06/2016 16:06	Oxford Street C1	Factory complaint - weather overcast
Case Actions:			
Attachment	Email received: Report details: - Offender : - Secanim Issue type : - Unpleasant Odour Issue location: - Canal bank Marsh barton Issue details : - Rancid smell Issue time : - 17:30 Issue date : - 14/06/2016 Witness : - Comments: - Vile smell regularly reaching St Thomas. Awful smell on cycling commute along canal path.		
Case Comments	Called and left message for complainant to request further information. AB in area earlier in afternoon and wind blowing approx. from NW so not towards St Thomas. There was a noticeable clean treated air smell between the factory and Bromhams Farm, and a slight raw material smell beside the factory. However there was a lorry arriving at the time. The factory was running at the time. The condenser was registering negative pressure, and the towers were all on their set points.		
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WK/201605219			
24/06/2016	24/06/2014 16:25	Rivermead Road C1	Factory Complaint
Case Actions:			
Case Comments:	Complaint made direct to factory. Factory not running at time of call. JLT tower running normally.		
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WK/201605221			
01/07/2016	01/07/2014 23:00	Rivermead Road C1	Factory Complaint
Case Actions:			
Case Comments:	Complaint made direct to factory. Factory running at time of call. All systems operating normally.		
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WK/201602764			
07/07/2016	07/07/2016 16:46	Glenwood Rise C1	Factory Complaint - Warm and overcast
Case Actions:			
Case Comments	Call received complaining about smell from factory. Smell noticed at midday and continues to smell. Caller couldn't describe smell but it was the usual. Weather is warm and overcast. AB made a call to the factory, and reported the complaint. No reported problems on site that they are aware of, the factory is not processing. They will undertake an investigation and feed back. NP reported that their investigation had identified no problems at the time of the call or before.		
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WK/201603120			
19/07/2016	18/07/2016 23:00	Bagshot Avenue C1	Factory Complaint - warm and humid
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Call received from complainant regarding the smell from JLT. He had had his windows open because of the warm weather and the smell was horrible. The complainant reported that he had also called JLT and a security guard answered who explained there was no one at the factory and there wasn't any processing happening. This led the complainant to suggest that it must have been the smell from 'the animals sat there rotting'. The complainant also believes there should be someone at JLT at night time that can help when things like this happen.
Case Comments			AB called factory - they are rather confused by details as reported by complainant. They were running last night, there was a full shift on site, and if the security guard received a call he would normally advise staff of the complaint. They will investigate further.
Case Comments			Received call from factory staff, with outcome of their investigation. They were processing at time of call, and all systems were operating well. The complainant spoke to a security guard and apparently gave him little time to respond properly, or take details which explains why complaint was not then passed to team leader. The security guard was reminded of the correct actions to take in event of complaint being received.
Case Comments			AB called the complainant. We had a lengthy conversation. He described the odour as 7/10 on Monday night (18 th) and then 8 or 9/10 last night (19 th). I asked how long it had lasted and he told me 5 to 10 minutes. He described it as the usual rancid disgusting smell, which is always the same. I told him that in that case it could be the chemical residual smell from the towers, since this is what I observe by far most frequently downwind of the factory. The complainant was not happy that the residual smell appeared to be acceptable. I said that we were sympathetic to the problems it causes him, but that we could not prevent it. The technology was not available to operate chemical scrubbers without it, and the alternative for high volume low concentration odours is a biofilter, which has been considered but might bring its own problems. He asked why the permit could not be changed to prevent all odour from the site. I explained that unless the technology was available to achieve this we could not insist upon it. We have no grounds to make the factory move either. The complainant did say that the odour had been much better lately, but that this made it worse when he did smell it. He is considering writing to solicitors about taking private action. The complainant later said that the odour might have lasted longer than 5 or 10 minutes, as he had closed the windows and wouldn't know. I asked him to call us again if needed.

WK/201603156

20/07/2016 19/07/2016 22:00 Bagshot Avenue C1 Factory complaint - weather hot and humid

Case Actions:

Call received by Control Room	Call from complainant: Not happy no one from Environmental Health is available to talk to tonight and not happy that the smell is rancid again tonight and they are unable to open windows when it is so hot.
Case Comments	The complainant also rang the factory directly. He spoke to the team leader, who confirmed that the factory was processing well at the time of the call. He asked to speak to one of the directors of SecAnim, but a member of site staff will ring him back today to confirm the outcome of the investigation.

Complaint Date **Odour Date / Time** **Address** **Details**

Case Comments AB called the complainant.

We had a lengthy conversation. He described the odour as 7/10 on Monday night (18th) and then 8 or 9/10 last night (19th). I asked how long it had lasted and he told me 5 to 10 minutes. He described it as the usual rancid disgusting smell, which is always the same. I told him that in that case it could be the chemical residual smell from the towers, since this is what I observe by far most frequently downwind of the factory.

The complainant was not happy that the residual smell appeared to be acceptable. I said that we were sympathetic to the problems it causes him, but that we could not prevent it. The technology was not available to operate chemical scrubbers without it, and the alternative for high volume low concentration odours is a biofilter, which has been considered but might bring its own problems. He asked why the permit could not be changed to prevent all odour from the site. I explained that unless the technology was available to achieve this we could not insist upon it. We have no grounds to make the factory move either.

The complainant did say that the odour had been much better lately, but that this made it worse when he did smell it. He is considering writing to solicitors about taking private action.

The complainant later said that the odour might have lasted longer than 5 or 10 minutes, as he had closed the windows and wouldn't know.

I asked him to call us again if needed.

WK/201603396

25/07/2016 22/07/2016 18:20 Bagshot Avenue C1

Factory complaint. Plant not processing at the time - just getting ready.

Case Actions:

Case Comments Complaint made out of hours. Factory was starting up, and no unusual factors that might have contributed to the complaint

WK/201603637

01/08/2016 25/07/2016 16:30 Riv

Case Actions:

Case Comments: Complaint made direct

WK/201603638

01/08/2016 26/07/2016 18:15 Bagshot Avenue C1 Factory Complaint

Case Actions:

Case Comments: Complaint made direct to factory. Please see other WK/201603396 for details of investigation made.

WK/201603428

26/07/2016 25/07/2016 16:45 Rivermead Road C3 Odour complaint

Case Actions:

Phone call received Lady called complaining about JL Thomas smell, which has been bad for about an hour and they have had to come in from the garden.

Case Comments Called Factory and spoke to Bryan Glover. He was aware of the complaint because the complainant had also called the factory. He stated that he had gone outside to look at the wind direction and it was a N/NW wind, so should not be blowing towards complainant's property on Rivermead Road. Only approx 130 tonnes in stock and only one tower running, with plan to start processing from 7pm. Agreed that I would visit the usual roads affected on my way home and feedback if necessary. Bryan had heard that there was a drainage smell in that area and was concerned that this was being confused with the treated tower odour (reassured him that I can recognise treated tower odour).

EPSU Officer Visit Odour monitoring: occasional drain-type smell detected adjacent to Bagshot Avenue and near Belle Isle

EPSU Officer Visit Met Brian Glover and conducted further monitoring in area of recent complaints. Follow up email below:

Hi Brian

Following our further site visit earlier today, I can confirm that the odour we witnessed did not in my opinion appear to originate from the factory. As discussed, the odour we witnessed appeared to be a drainage/ sewage type odour, and clearly differed from the treated tower and raw material factory odours which we are both familiar with. My monitoring visit yesterday afternoon also did not indicate any issues with odour from the factory at that time (wind direction N/NW as was the case today, which I concur does not lend itself to odour issues from the factory), with the sewage odour faintly and occasionally detectable, and a very light treated tower smell detectable a couple of times as the wind gusted.

EPSU Officer Visit record of further pro-active monitoring:

LS monitored again this morning. No JLT odour noted, but there was a distinct sewage/ drainage type smell adjacent to Bagshot Avenue, and again at the bottom of Trews Wear Reach. The drainage plans show that the main sewer runs across the bottom of Trews Wear Reach, so it is plausible that the odour there is from the sewer, and the Bagshot Avenue odour may just be from the road gullies where they have dried out during this period of dry weather.

WK/201603461

27/07/2016 26/07/2016 15:45 Salmonpool Lane C1 Odour complaint

Case Actions:

Phone call received I was called by complainant to say that there was a strong smell from JL Thomas. It started about 24 hours before and had been going ever since.

Phone call made Spoke to Brian Glover, Secanim. They didn't start processing until 18.30 on Tuesday 26 July. He is aware of strong sewage odour in Trews Weir/Glenwood Ride area; meeting Lee Staples later to discuss. (see emails on previous complaint for outcome)

WK/201603483

28/07/2016 27/07/2016 14:59 Water Lane C1 Odour from JL Thomas trucks

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Phone call received			I have received a complaint about the smell of the lorries going to JLT.
Phone call made			<p>Simon Ruddy had a conversation with the complainant. He lives on Water Lane at the junction with Tan Lane. He is complaining about the odour from vehicles on their way to the site. He is concerned about the health effects from the 'foul stench of air' from the vehicles.</p> <p>Some time ago a vehicle spilled part of its load outside his property; nobody (allegedly) did anything about it; if this load had contained OTM material & somebody had touched it, what would've happened? (Admits now that no more spillages have occurred recently, just shedding of rainwater from vehicle covers).</p> <p>Wants to know why Secanim permit allows odour outside of the site boundary.</p> <p>Wants to know when Secanim permit comes up for renewal & whether he can object to it.</p> <p>Wanted us to contact his ward Councillor about this; advised that it would be up to him to do this...</p>
Case Comments			<p>AB made contact with complainant</p> <p>He was not happy with the answers I gave him.</p>

E-Mail

Email correspondence between Simon Lane and Cllr Bull on behalf of the complainant:

Cllr Bull

I believe Mr lives on Water Lane, EX2 8BX.

In the past, my officers have worked informally with the management at JL Thomas to minimise the impact of odour from lorries as far as is possible. The steps taken include the use of scent on lorries and scheduling those lorries which may be most odorous to come into the city at night. The intention behind this is to prevent lorries from being held up in traffic as far as possible.

With regard to the responsible agency for spillages, this would very much depend on the situation. The highways authority is responsible for keeping the highway clear which can either be the County Council or Highways England depending upon which road it is on. Trading Standards have an regulatory role over the transportation of animals and animal by-products, the Police if traffic offences have been committed and the Health and Safety Executive if any work related health and safety breeches are involved.

With regard to the transportation of such material and subsequent disease control, as I stated in my previous email this does not come under our enforcement responsibility. However what I can state is that there is various pieces of legislation in place which stipulate transportation requirements and disease control measures such as the disinfection of vehicles before departure.

What I can comment on is the controls that are in place once a vehicle reaches the SecAnim site. There are strict conditions in place on the site permit regarding vehicles being unloaded within a specially designated building and the disinfection of vehicles prior to them leaving the site

Regards

Simon Lane
Environmental Health and Licensing Manager

From: CLLR Bull, Paul
Sent: 15 August 2016 19:07
To: Lane, Simon <simon.lane@exeter.gcsx.gov.uk>
Subject: Re: Putrid Stench

Simon

Thanks for this

TO clarify the position of why Mr contacted me, are you in a position to let me know his address?

He mentions spillages outside or near his property from trucks...what is the situation here, who is responsible for clearing this up and who should he report such instances.

And what is the situation regarding transportation of BSE contamination waste?

Many thanks

Paul

Cllr Paul Bull
Labour and Cooperative Councillor for St Thomas
Portfolio Holder and Lead Councillor for Communities and Neighbourhoods

cllr.paul.bull@exeter.gov.uk
(01392) 275886

Cllr Bull

I am picking up this email on behalf of Bob as it is his turn for annual leave for the next couple of weeks.

This complainant is well known to the service and I suspect that the incident that he is referring to was one that took place in the summer of 2013.

The complainant has been in touch with the service direct and has spoken to my lead officer Alex Bulleid. He is well aware that enforcement powers under the permit issued under the Environmental Permitting (England and Wales) Regulations 2010 do not extend to the transportation of materials to the plant.

The Council continues monitor the rendering process at this site in accordance with the Environmental Permitting (England and Wales) Regulations 2010. This permit requires the operator to use the Best Available Techniques (BAT) to minimise odours from the process. In accordance with the DEFRA sector guidance note, the company have installed abatement systems to control and treat odours generated by the process. Exeter City Council regularly checks compliance with the Environmental Permit to ensure that the BAT standard continues to be met.

Regards

Simon Lane
Environmental Health and Licensing Manager
Exeter City Council

Date: Wed, Jul 27, 2016 at 2:53 PM
Subject: Putrid Stench
To: cllr.chris.musgrave@exeter.gov.uk

Hi Chris,i have reported an incident of my "Clean Air"being polluted.This is happening on a regular on going basis.The source of the pollution is from the lorries delivering their Putrid Fowl Smelling cargoes to the Rendering Plant on the canal.I have a right to clean air and not only the air around my premises,but also the air inside and it is being constantly polluted by the lorries going past my premises numerous times each and every day.Even when the plant is supposed closed for maintenance!

One has just passed as i type!

Its only right that i am able to keep my premises open to the FRESH AIR during the summer time and to some extent in the winter.Not to have to put up with the fowl stench of putrid dead matter on a constant basis.

i am also concerned that these lorries are/could be transporting Polluted Matter.Since the advent of the BSE crisis it was deemed that Spinal Cords from Cattle/Bovines should not be included in the carcass when sold so they are removed at the abattoir.I can find no information as to how the Spinal Cords are disposed of!.I must therefore presume that they are included in the transported waste (Yet another lorry) that comes past my front door and the doors of many other Exeter residence.There was a serious spillage outside my premises some time back and a putrid dark red/brown liquid was left all over the road.This raises the concern that it could have been Contaminated,possibly with BSE!.(And another lorry).

Not one person in the council nor any of the agencies that are supposed to look after the interests of the public could be bothered /show any real concerns,or it was not in their remit (Passing the Buck)Its now time time the parties/agencies involved showed some BALLS and took on this problem.!!It would seem to me that after all the investigations i have carried out into this Rendering Plant/Transport problem i can only ascertain that because there are no POLITICAL BROWNIE POINTS in it for any one they are just not interested.That even goes for Ben Bradshaw!>

WK/201603613

01/08/2016 28/07/2016 10:49 Water Lane C2 Vehicle complaint

Case Actions:

E-Mail

Hello,

The vehicles leaving the factory building should be clean already so I wouldn't expect the external washdown to be a source of odour, but it is something we can keep an eye on.

Thank you for your positive feedback about the factory, that is good news.

Thanks,

Alex Bulleid (Mrs)
Senior Environmental Technical Officer
EXETER CITY COUNCIL
Civic Centre
Paris Street
EXETER
EX1 1RQ

01392 265718

Sent: 01 August 2016 11:01
To: Bulleid, Alex <alex.bulleid@exeter.gov.uk>
Subject: Re: SecAnim (JL Thomas)

Hi Alex,

That's great, thank you. I figured that would be the case. Is it possible that the washout facility causes odour? If there is a large sump or open grill, I guess it is possible that it could generate odour in the heat?

Like I said, really it hasn't been that bad, just unpleasant when its hot and/or the wind blows towards the houses.

The plant itself seems to be vastly less odorous then it used to be! Which is brilliant.

Kind regards

Hello,

Thank you for your email. Lorries on the road are not covered by any legislation we enforce so it isn't something we have formal control over. Having said that, the factory management are keen to deal with any problems caused by particular vehicles. The best thing to do is to make a note of the registration number of any that you have a particular concern about and either call us or call the factory as soon as you can to report these.

The lorries that bring raw material to the site wash out inside the factory with hot water first and then again outside with cold. If liquid is dripping from the vehicles it will be washout water, or rainwater.

Thank you,

Alex Bulleid (Mrs)
Senior Environmental Technical Officer
EXETER CITY COUNCIL
Civic Centre
Paris Street
EXETER
EX1 1RQ

01392 265718

E-Mail Sent: 28 July 2016 19:49

Hi Alex,

I just thought I would update you as I have now been living at River Meadows since March. I spoke to you just before I moved in.

Really I haven't had an issue with any odour from the Secanim site until the last couple of weeks. It's not crazy strong, but very unpleasant and lingering at times. It probably swings from a 1/6 (faintly detectable) to a 3/6 (fairly strong, unpleseant) on days when the wind blows towards the estate and any warm muggy day.

From what I can tell, you can smell the plant itself as you walk past but not really anywhere else which is a massive improvment from the past. I think the unpleasant stink comes from the lorries. I was sat behind a Secamin lorry the other day on water lane driving towards the Range and it really stank. We also noticed a lot of dirt on the tailgate and dripping liquid (possibly water from washing out, maybe something else). I am just making the point that this particular lorry wasn't very clean and belonged to the company, however in general the Secamin lorries look as though they are kept clean - the ones I see on the M5 driving to work specificaly.

What is the arrangement with the lorries kept on site? Are they cleaned or do they just sit and fester in the sunshine once they have been emptied? Is it the vehicle washing facility that smells? Or are the container covers kept open? It would seem that there is room for some improvement here. I do remember you explaining that you wouldn't currently enforce refrigerated transport which I understand but perhaps there are some other things that could be improved upon?

I haven't contacted the site but if you think it would be valuable to speak to them directly next time, I would be happy to. Alternatively, happy to liase with you.

Kind regards

WK/201603747

04/08/2016 04/08/2016 10:09 Glenwood Rise C1 Factory complaint - cloudy and overcast

Case Actions:

Phone call received Call received from complainant regarding a horrible smell coming from JLT, it seems to be getting worse over the last couple of days. Complainant is currently walking down by the river.

Case Comments

AB unable to attend complaint because of staff constraints.

The site is not processing, the JLT tower is operating well.

NP reports that Devon Contract Waste can be smelt on the JLT site, but given lack of specific location information in complaint it is not possible to say whether this has contributed to the complaint.

Complaint Date	Odour Date / Time	Address	Details
WK/201603815			
05/08/2016	05/08/2016 15:27	Water Lane C3	Factory Complaint - smell from lorries passing. Weather is warm
Case Actions:			
Phone call received	Call received complaining about the smell from lorries passing the complainant's home address. Smell was noticed this morning at 07:30am and again at 15:00pm. Weather is warm.		
Case Comments	AB spoke to NP. 7.30am is likely to be Lloyd Maunder lorry, which are very fresh but always odorous. Called complainant, who wanted us to know that the problem has not gone away. He tries to get registration numbers but it is hard to do.		

WK/201604303			
22/08/2016	22/08/2016 11:05	Old Mill Close C1	Factory Complaint - weather breezy
Case Actions:			
E-Mail	Customer Address: - Weirside Place Old Mill Close, Exeter, EX2 4BW. Report details: - Offender : - Issue type : - Unpleasant Odour Issue location: - Canal Side Issue details : - Unacceptable smell from canal side processing plant, with westerly wind making it impossible to open windows Issue time : - 10:00 Issue date : - 22/08/16 Witness : - yes Comments: - This smell (in spite of continual denials) is becoming worse, possibly heightened by the warm weather. Walking the tow path a few days ago the air was barely breathable.....God knows how visitors must react? The admirable work and investment in the Riverside area by the Council is being undermined by this revolting odour. I am sure that pig farms would not be licenced for siting in the area, and therefore, why should this plant?		
EPSU Officer Visit	AB made visit to area and found localised areas of concentrated but very clean tower smell. Given the strength of the smell I can understand why this generated a complaint, although not by nature an offensive odour. NP confirmed that JLT tower and LF running, both within their set points. We will continue to monitor and towers can be adjusted later if required. Called complainant to update him.		

WK/201604308			
22/08/2016	22/08/2016 12:22	St Bernards Close C1	Factory Complaint - weather breezy
Case Actions:			

Complaint Date	Odour Date / Time	Address	Details
Phone call received	Call received complaining about smell from the factory. Smell was noticed this morning at 09:00 and continues to smell now.		
Case Comments	<p>AB in area shortly before call received and had found localised areas of concentrated but very clean tower smell. Given the strength of the smell I can understand why this generated a complaint, although not by nature an offensive odour.</p> <p>NP confirmed that JLT tower and LF running, both within their set points. We will continue to monitor and towers can be adjusted later if required.</p> <p>Called complainant with an update.</p>		

WK/201604310

22/08/2016 18/08/2016 19:10 Bagshot Avenue C1 Factory complaint - weather windy with showers

Case Actions:

Case Comments The complaint was made direct to the factory out of hours.

The factory was not running at the time of the complaint. The JLT tower was operating well.

WK/201604357

23/08/2016 22/08/2016 21:30 Bagshot Avenue C1 Factory complaint - weather warm, wind SW

Case Actions:

Case Comments The complaint was made direct to factory out of hours.

The factory had started up at 19.30. An investigation following the complaint identified that the bursting disk on the new air condenser ducting had split. The team leader shut down the process and replaced the part.

Because this is a new bit of equipment the site does not yet know how often the bursting disk is likely to need replacing. This is the first site to have one fitted so they can't learn from other sites. NP has arranged for it to be replaced every month until failure rates and causes of failure are better understood.

WK/201604379

24/08/2016 20/08/2016 11:52 Feltrim Avenue C1 Received complaint about the smell coming from JLT over the weekend.

Case Actions:

Phone call received I have received a complaint about the smell coming from JLT over the previous weekend From Saturday 20/8/16 through to Monday 22/9/16 the smell was constant. The complainant says the smell stopped Tuesday.

Case Comments Retrospective complaint so difficult to investigate. The factory was running on Saturday but not on Sunday or Monday daytime.

WK/201604589

31/08/2016 31/08/2016 12:45 St Bernards Close C1 Factory complaint - weather warm but breezy

Case Actions:

Case Comments AB visited complainant at 13.20, by which time the wind was NW. However it had been SW earlier in day and so it is possible that the odour which caused the complaint came from the factory.

The factory was not processing, the JLT tower was operating and smelt good.

WK/201604648

01/09/2016 01/09/2016 15:26 Marsh Green Road North C1 Factory Complaint - Warm

Case Actions:

Complaint Date	Odour Date / Time	Address	Details
Phone call received			Call received complaining about the smell from JLT. It has been very bad for the last few weeks, especially today whilst it's been warm. I advised I'd pass her complaint to an officer.
Case Comments			AB unable to attend because of staffing constraints
			Wind more NW, although periods of very slight wind which could possibly drift in this direction.
			NP visited area and reported that none of the other local businesses were likely to be affecting their neighbours either. The factory is not running, and the JLT tower is operating well.

I spoke again to the complainant who said that it was definitely JLT that she could smell.

WK/201604822

06/09/2016 03/09/2016 07:30 Bagshot Avenue C1 Factory complaint - wind SW

Case Actions:

Case Comments Complaint made direct to factory out of hours.

The factory was running at the time of the call and all systems were operating well. One vehicle had just arrived at the time of the call and was about to enter the factory.