

Complaint Date	Odour Date / Time	Address	Details
WK/201701947			
20/06/2017	19/06/2017 22:10	Bagshot Avenue C1	Factory complaint - weather very hot and quite still

Case Actions:

Case Comments Complaint made direct to factory out of hours.
The factory was processing at the time of call, all systems were working well.

WK/201702068

26/06/2017	25/06/2017 18:00	Bagshot Avenue C1	Factory complaint - made direct to factory out of hours
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Case Actions:

Case Comments Complaint made direct to factory out of hours.

NP in area shortly after call. He reported that there was a noticeable but very localised clean tower smell in the Bagshot Avenue area.

The factory was running, but there was a fault with the small flakt tower. This had been identified before the complaint, and the factory were working to resolve it. This meant that they had to hand dose the second stage, in order to keep the chemical levels at their set points.

WK/201702070

26/06/2017	26/06/2017 09:30	Marsh Green Road C1	Factory complaint - weather cool and breezy
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Case Actions:

Case Comments Complaint about foul odour - described as rotting flesh.

AB visited complainant and found no odour at their premises at the time. The wind was blowing more towards the Civic Amenity Site than towards complainant. The factory was not processing and the JLT tower smelt very good.

A load from Lloyd Maunder came in at 9am, which might have resulted in this complaint. These are typically the more odorous loads, even though fresh because of the nature of the material.

WK/201702382

05/07/2017	05/07/2017 08:20	Marsh Green Road C1	Factory complaint - weather warm and sunny
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Case Actions:

Case Comments Complaint about odour early this morning.

No staff available to investigate but checks made by factory found that only the JLT tower was running as the plant had shut down earlier this morning. All readings were fine. The dampers were closed on the 2 flakt towers that were not in use.

The only load to arrive this morning weighed in at 07:50 and weighed back out at 08:09.

No other issues, all doors closed etc

Complaint Date	Odour Date / Time	Address	Details
WK/201702917			
27/07/2017	27/07/2017 09:10	Salmonpool Lane C1	Factory complaint - weather breezy and overcast, SW wind

Case Actions:

Case Comments AB investigated - noticeable smell of treated air/tower on Rivermead Road. This covered quite a long section of the road, but was not strong.
The factory are not running, and the JLT tower is operating on set points.

WK/201702945

28/07/2017	28/07/2017 11:46	St Bernards Close C1	Factory complaint - dry, cloudy weather.
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Case Actions:

Phone call received Received a complaint from complainant in regards to the factory smelling this morning since 8:45am and ongoing. The complainant said he didn't notice it yesterday and that his neighbour has also noticed the smell.

Phone call made JK phoned the factory. The wind is in NW direction towards complainant and strong. All three towers running because of the wind.
No other issues known. Factory stopped running at 10:30am, and is to start back up at 2pm.
I cannot currently visit the area or factory as no vehicles available to me.

EPSU Officer Visit JK visited St. Bernards Close later in the day and walked the area. Definite chemical smell around, although not offensive in nature.
Weather was dry and quite windy.

WK/201703027

01/08/2017	01/08/2017 12:00	St Bernards Close C1	Factory Complaint - weather cloudy and warm
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Case Actions:

Case Comments AB investigated and spent 30 minutes at the complainant's house. There was an occasional smell, which was faint but noticeable. It varied in nature, but was not purely a clean tower smell. At one point it was clearly raw material, but this lasted a minute or less. I checked with the factory and the raw material smell would have been caused by three deliveries arriving between 2 and 2.20, including one from Lloyd Maunder.

WK/201704140

06/08/2017	06/08/2017 14:34	Salmonpool Lane C1	Factory complaint
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Case Actions:

Case Comments Complaint made direct to factory out of hours. The factory was shut down at the time.

WK/201703177

07/08/2017	07/08/2017 15:51	Gras Lawn C1	Factory complaint for the day previous - dry weather
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Case Actions:

Case Comments Complainant was walking from the Quay to Double Locks on Sunday 6th August around noon. Described odour as very smelly. Complaint details passed to factory on Monday morning. They were not running on Sunday.

Complaint Date	Odour Date / Time	Address	Details
WK/201703839			
30/08/2017	30/08/2017 14:20	Rivermead Road C1	Factory complaint - weather warm, wind NW but variable
Case Actions:			
Case Comments	<p>Complainant rang factory to report odour. The site is running, and the towers are operating on their set points. Downwind assessment found slight treated air smell at bridge by University Playing Fields.</p>		
WK/201704051			
07/09/2017	07/09/2017 15:50	Bagshot Avenue C1	Factory complaint - weather mild and windy
Case Actions:			
Case Comments	<p>Caller reported that she had opened the front door and noticed the smell, so she did not want to go out into the garden.</p> <p>AB investigated. The factory was running, and all processes were operating well. At the complainant's property there was a slight but noticeable smell.</p> <p>It is possible that this was caused by loading tallow, which was taking place at the time, but it was not possible to demonstrate this conclusively.</p>		
WK/201704054			
08/09/2017	08/09/2017 10:09	Glenwood Rise C1	Factory complaint - general complaint about odour in last few weeks
Case Actions:			
Case Comments	<p>The complainant wished to register a concern about smell from the factory over the last few weeks. She had no specific times of dates but felt that the odour had been worse recently.</p>		