

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

Complaint Date	Odour Date / Time	Address	Details
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WK/201705443

26/10/2017	26/10/2017 16:09	Radford Road C1	Factory complaint - weather mild, cloudy
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Case Actions:

Case Comments Complainant was cycling from the Quay over to Bromhams Farm bridge (near the changing rooms) and the smell was particularly bad between 1- 2.30pm.

Phone call to factory. They were running at that time, and all towers were on. They had a delivery between 1-2:30pm. No other issues at factory.

Visit to area 27/10/17 around 1:30pm. Very little wind, no odour around the bridge or along canal side of factory.

WK/201705625

03/11/2017	03/11/2017 12:00	Fords Road C1	Factory complaint - foul smell, weather cold, cloudy and foggy
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Case Actions:

Case Comments Complainant rang to say that she just got home and can smell a 'foul smell'

JK called factory, they are running with no known issues but will investigate.

EPSU Officer Visit Visited Fords Road and surrounding area. Could not smell anything while walking round. Weather was cold, and not very windy.

Visited factory. They had found nothing wrong in their investigation. All the towers smelt as normal. They did have a delivery at 12, which is when the complaint was made, and could be the cause.

WK/201706197

21/11/2017	21/11/2017 10:15	Glenwood Rise C1	Factory complaint - weather overcast, mild
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Case Actions:

Case Comments The complainant reported that she had smelt the 'usual unpleasant smell' at home and then while walking towards the river.

There were no officers available to visit at the time.

Investigation by factory staff identified a strong chemical tower smell between the canal and flood relief channel. This may be connected to high chlorine in the Small Flakt tower (still within set points). This will be reduced slightly.