

| Complaint Date | Odour Date / Time | Address | Details |
|----------------|--|---------|--|
| | | | Issue time : - 09:00 Issue date : - 01/06/18 Witness : - yes Comments: - My family also smelt this. |
| Case Comments | Complaint was not passed to officers until the next working day. Investigation by site found: * Wind was in the correct direction for the complaint * All three towers running and within spec * Factory had just shutdown to attend to a breakdown (not odour related - drier bearing lube circulation motor). * No tallow being loaded / or vehicles on site - all stock was in the factory * All three towers were left running because the breakdown was not serious and was rectified within 2 hours . | | |
| E-Mail | Dear Ms, Thank you for reporting an odour complaint to us. I have checked the records at the factory and found that all their odour control systems were operating within their set parameters. However unfortunately it is not possible to do a complete check of the site retrospectively. If you have concerns in the future, please could you call us to report them at the time? This allows us to attend the site as soon as we have officers available, and make a more complete investigation. The number to call is 01392 265147. Many thanks, | | |

WK/201801488

04/06/2018 30/05/2018 08:56 Cotfield Street C1 complaint about vehicle speeds and spilt material on road

Case Actions:

E-Mail I am writing again, because some previously discussed problems faced by Cotfield street residents, I feel are getting worse. These problems are now mainly to do with the Secanim processing plant.

Last October we discussed the double yellows lines which were painted on both sides of Water lane and how this allowed vehicles to exceed the speed limit. I was told that from April on-wards, one side of the road would have the yellow lines removed. If you remember the problem with the Large articulated lorries which seem to have increased in frequency, is that they are delivering very early in the morning and late at night. They make a very loud noise particularly at the end of Cotfield street where there are some bumps in the road. This is obviously only getting worse as the vehicles go faster and the condition of the road gets worse. The removal of one side of the yellow lines, I think would both ease the parking problems around the area and act to slow traffic.

I have personally been involved in an incident with a driver of a Secanim lorry, who verbally abusive toward me. He used very insulting language and said, he knows where I live as a threat. He then continued to shout abuse at me both in front of my neighbor and her two very young children. This all happened because while reversing my car into the space outside my house. The driver of the lorry, came speeding down the road. He could not pass until I had finished and so had to stop for a very short time. This caused the driver to get very upset, but I do not know why he was so aggressive. I did contact Secanim to complain, but was told someone would get back to me which has not happened.

Further to the increase of Secanim traffic and the attitude of their drivers, I was very concerned to see chopped up animal parts on Water lane. This can only be because of unsecured loads. which when you think of the health concerns of what they are carrying is very serious. I have attached photos of this.

Your help in resolving these issues would once again be very appreciated.

Case Comments spoke to NP

- 1) no change in lorry numbers, he cannot comment on speeds, but lorries will be compliant with the speed limit
- 2) no spillages that he is aware of, and they would take any such incidents seriously.
- 3) lorries have CCTV footage (kept for 24 hours), and there is also CCTV coverage of the factory site. Any incidents should be reported to the office asap so that this footage can be checked and appropriate action taken.
- 4) he is sorry that the complainant was not called back, he will make sure that this does not happen again.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--|-------------------------------|--|
| | | | throughout the day rather than currently. |
| Case Comments | No problems identified at factory | | |
| WK/201801571 | | | |
| 06/06/2018 | 06/06/2018 09:58 | Marsh Green Road N. C1 | Complaint in regards to bad odour coming from offending property. |
| Case Actions: | | | |
| Phone call received | Phone call received in regards to a complaint about a bad smell coming from offending property. The smell is described as 'dead animals' and is pungent. | | |
| Case Comments | <p>Visit to area, where there was a noticeable but clean treated air smell. This varied in strength from not apparent to quite strong. The complainant reported that the smell comes and goes and was certain that they regularly smell raw material.</p> <p>The factory had broken down last night and re-started at around 10am. The fault was not odour related. The towers were all operating correctly at the time of my visit and smelt chemical.</p> <p>Because of the breakdown the factory was moving spilt material from the press room back to the raw material room. This had been through the drier but not through the presses and was noticeably odorous. It was being moved in open crates by forklift outside the factory. I asked for these to be covered in future. There were less than 5 of these. It could have resulted in an intermittent smell at the complainant's property, but given the volume of material (approx 0.5m³) and the short duration of the time it was outside the factory it seems unlikely that this caused a significant problem.</p> <p>The factory will also look at the area around the JLT extract fan, where there was a localised but noticeable raw material odour. They will try to identify where this is coming from as there are no obvious leaks or gaps in the ducting.</p> | | |
| WK/201801577 | | | |
| 06/06/2018 | 06/06/2018 11:11 | Marsh Green Road N. C1 | complaint about odour - weather warm but overcast |
| Case Actions: | | | |
| Case Comments | <p>The complainant rang the office and was extremely angry.</p> <p>Visit to area, where there was a noticeable but clean treated air smell. This varied in strength from not apparent to quite strong. The complainant reported that the smell comes and goes and was certain that they regularly smell raw material.</p> <p>The factory had broken down last night and re-started at around 10am. The fault was not odour related. The towers were all operating correctly at the time of my visit and smelt chemical.</p> <p>Because of the breakdown the factory was moving spilt material from the press room back to the raw material room. This had been through the drier but not through the presses and was noticeably odorous. It was being moved in open crates by forklift outside the factory. I asked for these to be covered in future. There were less than 5 of these. It could have resulted in an intermittent smell at the complainant's property, but given the volume of material (approx 0.5m³) and the short duration of the time it was outside the factory it seems unlikely that this caused a significant problem.</p> <p>The factory will also look at the area around the JLT extract fan, where there was a localised but noticeable raw material odour. They will try to identify where this is coming from as there are no obvious leaks or gaps in the ducting.</p> | | |
| WK/201801617 | | | |
| 07/06/2018 | 07/06/2018 08:55 | Marsh Green Road C1 | Factory complaint - weather cloudy with very slight breeze |
| Case Actions: | | | |
| EPSU Officer Visit | <p>The complainant reported that the smell at the time of her call was particularly bad.</p> <p>Investigation by the factory staff identified that there was one delivery at the time of the call, which may have</p> | | |

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

contributed. Otherwise, the factory was running well.

Investigation by AB found an occasionally strong, clean chemical smell. At the factory the towers all smelt good.

WK/201801709

11/06/2018 **07/06/2018 11:16** **Ebrington Road C1** **factory complaint**

Case Actions:

E-Mail email from complainant to Cllr Musgrave:

Dear Cllr Musgrave

I'm sure like many people I really despise the smell that comes from the factory on the canal side of Marsh Barton, which I have been told is a glue factory. The stench of rotting animals has once again filled the entire Exe-Basin and beyond, to the extent it is even penetrating into my home - probably with other people too.

I find the smell of dead animals offensive at the best of times, as a vegetarian of over 35 years, but this place has gone beyond anything that is surely reasonable, in terms of environmental impact of an industrial unit.

If this factory didn't exist I feel fairly sure that the company behind it would not get permission to open such an offensive place in any area, where there are residents. It has been going on for years and it really is time it was brought to an end. I thought I'd write to Environmental Health but there isn't a section that covers this kind of pollution or anti-social behaviour, which I would class it as (at least). If I made a smell like that out of my house I'm sure the Environmental health team would descend on me in no time.

Surely there must be some way of getting this irresponsible and grotesque business either moved, to impose better controls to stop the smell, or better still close them down all together.

I write to you in the hope that it can be raised with other councillors who must have constituents affected by it and as a Green supporter.

E-Mail email to Cllr Musgrave:

Hello,

This factory is regulated by Environmental Health, and had your constituent called us that would have been explained to him. I will email him and ask him to ring me.

If you get further complaints about the factory, please encourage people to call us as soon as they notice a smell that they regard as unacceptable. Unless we receive prompt information it is very hard to investigate these complaints fully.

Thank you,

Alex Bulleid (Mrs)

E-Mail email to complainant:

Dear Mr,

I have been passed your email by Councillor Musgrave. This factory is regulated by Environmental Health, and we do investigate complaints about odour from there. We can do this most effectively if we know about the problem as soon as you notice an unacceptable smell. We therefore ask residents to please call us on 01392 265718 rather than email if possible, and we endeavour to send an officer out straight away to witness the smell and visit the factory.

If the problem happens after hours, you can still call that number to log the problem, or you can call the factory directly on 258447. This will initiate an investigation at their end which is more thorough than they could do if we had to wait until the next working day to let them know. You do not need to give them your name, phone number or address, just the name of the road where you noticed the smell. They will let me know on the next working day that there was a complaint so that I can keep a record of it.

If you would like to discuss how the factory is regulated, or have other questions please give me a call. I am in London tomorrow and Taunton on Wednesday, but my colleague Jon Knight will be able to help you in my absence.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|-------------------------------|--------------------------|
| WK/201801735 | | | |
| 12/06/2018 | 12/06/2018 09:00 | Marsh Green Road N. C1 | factory complaint |

Case Actions:

Case Comments Nick Parsons phoned in the morning at around 08:50 to inform us of an incident at the factory. The issue was noticed at around 0845, which is when they started investigating and fixing it as quickly as possible - this took around 30 minutes.

The incident was caused by a rat chewing through a wire which resulted the vapour condensers for the drying room turning off and the bursting disc on the ducting for the drying room to burst. This meant air was being released directly from the drying room without odour treatment. The wind was blowing roughly east over Marsh Barton.

Case Comments Complaint was due to the ongoing incident at the factory. The complainant wanted a call back from an appropriate officer to discuss what is being done from our end about the stench in Marsh Barton. He wanted to speak with someone as his staff are phoning daily.

No officers available at the time of phoning.

Case Comments I spoke to the complainant and advised that JLT had told us of an issue at the plant that morning (approx 08:50) but that the plant would have been shut down within about half an hour until rectified.

He said that he'd had staff leave work that morning because the smell was so bad. His complaint wasn't just about this mornings' odour, it was about the smell generally. He was concerned about the long term effect on his health; he said that he had to operate his business to comply with environmental legislation but was of the opinion that this was not the case with JLT and they had been causing an odour issue for 20 years.

He was clearly irate about the odour, threatening to go to the national press & burn down the plant; we should, in his opinion, shut the factory down.

WK/201801736

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|-------------------|-------------------------|-------------------------------|--------------------------|
| 12/06/2018 | 12/06/2018 09:10 | Marsh Green Road N. C1 | factory complaint |
|-------------------|-------------------------|-------------------------------|--------------------------|

Case Actions:

Case Comments Nick Parsons phoned in the morning at around 08:50 to inform us of an incident at the factory. The issue was noticed at around 0845, which is when they started investigating and fixing it as quickly as possible - this took around 30 minutes.

The incident was caused by a rat chewing through a wire which resulted the vapour condensers for the drying room turning off and the bursting disc on the ducting for the drying room to burst. This meant air was being released directly from the drying room without odour treatment. The wind was blowing roughly east over Marsh Barton.

Case Comments The complaint was due to the incident they had at the factory that morning. She wanted a call back as she wanted to be updated with how the situation is being dealt with.

Phone call made I phoned the complainant the next day and apologised for not calling sooner. I explained they had an incident which did take a short while to resolve but they acted as quick as possible. She said yesterday morning the smell was so bad she threw up.

She went on to say that she does not understand how the factory get away with it when their own business have so many rules on what they can emit to air etc. She appreciates that we try to help but she feels like they're "banging their heads against the rule" when trying to get the situation changed.

WK/201801737

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|-------------------|-------------------------|------------------------|--------------------------|
| 12/06/2018 | 12/06/2018 09:10 | Trusham Road C1 | factory complaint |
|-------------------|-------------------------|------------------------|--------------------------|

Case Actions:

Case Comments Nick Parsons phoned in the morning at around 08:50 to inform us of an incident at the factory. The issue was noticed at around 0845, which is when they started investigating and fixing it as quickly as possible - this took around 30 minutes.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|--|---|
| | | | The incident was caused by a rat chewing through a wire which resulted the vapour condensers for the drying room turning off and the bursting disc on the ducting for the drying room to burst. This meant air was being released directly from the drying room without odour treatment. The wind was blowing roughly east over Marsh Barton. |
| Phone call received | | Manufacturer from Trusham Road at 9.10AM | complaining of the smell and that he would have to send staff home as they were becoming ill. Complaint was due to the incident at the plant that morning. Staff let complainant know that the factory had told us it would be no more than half an hour to shut down the plant. |

WK/201801740

13/06/2018 12/06/2018 09:15 Alphinbrook Road C1 factory complaint

Case Actions:

Case Comments Nick Parsons phoned in the morning at around 08:50 to inform us of an incident at the factory. The issue was noticed at around 0845, which is when they started investigating and fixing it as quickly as possible - this took around 30 minutes.

The incident was caused by a rat chewing through a wire which resulted the vapour condensers for the drying room turning off and the bursting disc on the ducting for the drying room to burst. This meant air was being released directly from the drying room without odour treatment. The wind was blowing roughly east over Marsh Barton.

Phone call received Business owner from Alphinbrook Road at 9.15. Officer let him know that JL Thomas had told us it would be no more than half an hour to shut down the plant. He was satisfied with this.

WK/201801752

14/06/2018 12/06/2018 09:10 Marsh Green Road N. C2 factory complaint

Case Actions:

Case Comments Nick Parsons phoned in the morning at around 08:50 to inform us of an incident at the factory. The issue was noticed at around 0845, which is when they started investigating and fixing it as quickly as possible - this took around 30 minutes.

The incident was caused by a rat chewing through a wire which resulted the vapour condensers for the drying room turning off and the bursting disc on the ducting for the drying room to burst. This meant air was being released directly from the drying room without odour treatment. The wind was blowing roughly east over Marsh Barton.

Case Comments Call taken by Paul H. Complaint was due to odour from the incident at the plant that morning. Complainant was told that the plant was being shut down and the smell will stop in around 30 minutes. Complainant was satisfied with this.

WK/201801779

15/06/2018 14/06/2018 15:50 Marsh Green Road N. C1 Factory complaint - complaint made the next day

Case Actions:

Case Comments Complaint made on 15th, about odour generally on the previous day (14th). No process problems at the factory on that day, further investigation not possible given nature of complaint.

WK/201802003

22/06/2018 19/06/2018 08:52 Bagshot Avenue C1 factory complaint - complaint made direct to factory

Case Actions:

Case Comments Complaint made direct to factory at 18:40, at the time the factory was just starting up. No issues found and towers okay. SW wind in direction of complainant.

WK/201802007

22/06/2018 22/06/2018 10:20 Water Lane C1 factory complaint - made direct to factory

Case Actions:

Case Comments Complaint made direct to factory at 10:20, who then passed the detail on to us at 10:30.

| Complaint Date | Odour Date / Time | Address | Details |
|----------------|-------------------|---------|--|
| | | | Complainant described a "meally" smell outside her property. She scored the smell a 3/6 for smelliness. The factory was receiving a raw material delivery at the time but site staff did not find anything untoward with it. |
| | | | No issues identified during investigation. |

WK/201802121

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|-------------------|-------------------------|--------------------------|--|
| 28/06/2018 | 27/06/2018 22:00 | Bagshot Avenue C1 | Factory complaint - complaint made direct to factory, weather hot and still |
|-------------------|-------------------------|--------------------------|--|

Case Actions:

Case Comments Complaint made direct to factory.
The factory was running at the time of the call, and was operating within set parameters.

WK/201802182

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|-------------------|-------------------------|-------------------------------|---|
| 02/07/2018 | 02/07/2018 08:42 | Marsh Green Road N. C1 | Complaint about the smell this morning |
|-------------------|-------------------------|-------------------------------|---|

Case Actions:

Phone call received Complaint about the smell.
The factory is not running, but has stock in and will start up in the next 2 hours.
No officers available to visit at time of call but complaint notified to factory for internal investigations

Case Comments Officer visit to area at 11.30: slight odour at complainant's property, chemical tower smell.
The factory was operating when I visited, but had not been when the complaint came in.

WK/201802202

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|-------------------|-------------------------|---------------------------|--------------------------|
| 02/07/2018 | 02/07/2018 11:35 | Grace Road West C1 | factory complaint |
|-------------------|-------------------------|---------------------------|--------------------------|

Case Actions:

Case Comments JK spoke to complainant - she wanted to report the smell because she wasn't sure where it came from and whether we knew about it.
AB at Marsh Green Road at the time of the call, where there was a slight chemical tower smell.
The factory was running. Given the very hot weather the raw material is very degraded and odorous.

WK/201802280

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|-------------------|-------------------------|--------------------------|---|
| 03/07/2018 | 02/07/2018 22:47 | Jennifer Close C1 | factory complaint - made by email out of hours |
|-------------------|-------------------------|--------------------------|---|

Case Actions:

E-Mail Report details: -
Offender : - Tannery factory, Marsh Barton
Issue type : - Unpleasant Odour
Issue location: - Jennifer Close EX2 4RB
Issue details : - 22.44 on 2 July very unpleasant smell
Issue time : - 22:44
Issue date : - 2.07.2018
Witness : - yes
Comments: - Extremely unpleasant smell once again. Please can you - or they - explain why we get this so often ?

E-Mail Hello,

Thank you for your report about the smell last night. It will be recorded. An investigation at the factory has not identified any faults with the process, however it is difficult to investigate fully after the event.

Please give me a call if you would like to discuss odour control at the site.

Please could I ask that you call us, or the factory, with any complaints in future? This allows us to investigate as quickly as possible. This includes complaints made during the evening and weekend if they are made to the factory on 01392 258447. You do not need to give them your name or address, just the road where you smelt the smell.

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

The factory staff can then investigate all aspects of the process, and will advise us on the next working day that a complaint has been made.

WK/201802282

03/07/2018 **02/07/2018 16:36** **Alphington Road C1** **Factory complaint, made by email**

Case Actions:

E-Mail Hi there,
I'm not sure who to direct this to. We have lived in Alphington for 5 years now and tolerated the awful stench, but we have finally decided enough is enough. It is awful and gives an awful welcome to Exeter to all those visiting and using the Alphington road corridor. It is a smell of rotting flesh and seems to be coming from Haven banks? I know occasionally it is from trucks heading to the haven banks area, but often out is just coming across in the wind from that area. Surely this sort of industry should be moved out of such a beautiful city, or made to do more to stop the smell escaping the factory? Is there any pathway to raise this as an issue, not only for the residents of St.Thomas and Alphington but also for any tourists visiting the city?

E-Mail Hello,

Thank you for your report about the smell last night. I believe that this was from the animal rendering factory, SecAnim, on Water Lane. To allow me to record it correctly, please could you let me know exactly where you smelt the odour?

An investigation at the factory has not identified any faults with the process at the time you reported, however it is difficult to investigate fully after the event.

Please give me a call if you would like to discuss odour control at the site.

Please could I ask that you call us (01392 265718), or the factory, with any complaints in future? This allows us to investigate as quickly as possible. This includes complaints made during the evening and weekend if they are made to the factory on 01392 258447. You do not need to give them your name or address, just the road where you smelt the smell. The factory staff can then investigate all aspects of the process, and will advise us on the next working day that a complaint has been made.

Case Comments unable to update with exact complaint location - no reply from complainant

WK/201802509

10/07/2018 **09/07/2018 11:51** **Grace Road West C1** **possible factory complaint - humid, sunny weather. wind direction variable. (some doubt to whether it was JLT)**

Case Actions:

Case Comments Smell described as rotting eggs and cabbage. The smell was making her retch.

JK phoned back complainant at 11:20. She was unsure where the smell was coming from but thought it was either JLT or Exeter Hide & Skin. She had phoned the week before and was asked to phone again if the smell comes back. She said the smell had started to go away at the time of my call. I said I will visit area and investigate.

JK phoned factory at 11:35. They had no issues, were not running and had no stock in.

EPSU Officer Visit Visited the area at around 12. No bad odour in Grace Road West and surrounding area. Wind was not blowing towards complainant at the time, however no noticeable odour downwind of JLT either.

Case Comments Phoned back complainant to say we investigated but I could not smell anything so I cannot do much else at this time. Asked her to phone again if the smell returns. The smell was not around that morning.

Asked NP to check what the wind direction was at the time the complaint came in. The wind was very variable so we cannot say it wasn't coming from JLT - however there is some doubt.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|-------------------------------|--------------------------|
| WK/201802587 | | | |
| 12/07/2018 | 11/07/2018 14:20 | Marsh Green Road N. C3 | Factory complaint |

Case Actions:

E-Mail email complaint received:

Hi Alex,

Further to various discussions we had with you while you were [helping us with another matter] about the smell from Secanim, I was wondering if you have had any other reports about them recently?

For the past month or two, particularly while it has been hot, the smell has been intolerable a lot of the time, to the extent that we cannot even have any windows or doors open. It is also particularly embarrassing when we have clients here.

I know you said the smell is their scrubbing chemicals, but at the moment the smell is 100% definitely the smell of dead rotting animals!

Is there anything we can do about it?

E-Mail Hello,

I've just tried to call you but the phone is silent. I don't know if there is a problem my end or yours?

Thanks for your email. I'm sorry I was out of the office yesterday or I would have responded sooner. Ideally we try to come out to odour complaints straight away so that we can smell the smell which is causing the problem. It might be safer if you call me in future please so that if I am out someone else can come instead. The number is below.

You say that the smell has been a problem all summer. I assume that it was particularly bad yesterday when you emailed. The factory was shut down at that time (they generally run at night, with occasional exceptions). It might be though that there was a raw material delivery at the time, which would fit with your description of the smell. Unfortunately it is hard to investigate further retrospectively.

If you'd like to discuss this further please give me a ring, or let me know next time you feel that the smell is unacceptable. I or a colleague will do our best to come out and see you at the time.

Case Comments The factory was not running at the time of the email. The email is general though and refers to odour over the last 2 months as well as specifically at the time of the complaint.

WK/201802590

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|---------------------------|--|
| 12/07/2018 | 12/07/2018 10:45 | Alphington Road C2 | Vehicle complaint - weather warm and cloudy |

Case Actions:

Phone call received complainant called to report that while driving on Alphington Rd near the factory she had smelt a smell being emitted from the factory like "nothing else" she had ever experienced before. Weather was warm and cloudy. Took her details and informed AMB and JK immediately.

Case Comments spoke to factory who confirmed that wind, although very slight, was blowing towards the quay and not Alphington Road. Less than 5 minutes after the complaint a raw material lorry arrived at the factory which would have come in along Alphington Road at the time of the reported problem. It seems very likely therefore that this was the cause of the complaint, not the factory itself. The complainant acknowledged that this could have been the case as she was driving out of town, so may not have noticed a lorry going the other way.

WK/201802647

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|---------------------------|--|
| 16/07/2018 | 13/07/2018 16:43 | Alphington Road C3 | Vehicle complaint via ward councillor |

Case Actions:

Case Comments email to Councillor who had general enquiry about odour from vehicles:

Hello,

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

I live in Woodville Road and this summer have frequently had to shut all the windows to try and keep out the smell which makes it unbearable hot indoors and means I cant use my garden. I know historically there has always been a smell if the wind is in the wrong direction but this is getting ridiculous. Surely the factory should provide some sort of filters to clean the air. You can even smell it in Fore Street when it is really bad which is not good for the city. I dont eat meat and really dont want to keep smelling rotting animals. It is interfering with my everyday life and possibly bad for my health. Please can you advise on what can be done?
Thanks

Other Feedback Further Details: Advise on ways to stop the problem. Contact the Exeter Hide & Skin Company and get them to use proper working air filtration as a condition of being able to operate. Investigate why the smell is so much worse - are animal carcasses just left to fester in the open air? Not sure what else but I just want the smell to go away!

E-Mail

Thank you for your email. In it you refer to the Hide & Skin company. Do you know if this is the source of the odour you have described, or could it be SecAnim (formerly JL Thomas), the animal rendering factory at the end of Water Lane?

Hide and Skin are a leather wholesaler. They do not store other animal materials. I don't believe that they have any specific odour control measures in place, but my observations have always been that any odour from this premises is fairly limited in geographic extent. This is why I wonder whether what you smelt is actually from SecAnim. This factory has controls on how they can operate, which include a ban on storing raw material outside the factory. They also have various measures in place to treat odour.

When we receive odour complaints, we try to identify where it is coming from, and if it is from SecAnim then we would go on to look at whether the odour control systems were functioning correctly at the time. In order to do this we ask people to call us if possible please. This allows us to react more quickly, and we try to come out to the area so that we can witness the smell ourselves. The best number to call is 265718. If you notice the problem outside of our office hours you can still call that number and report the problem to our Control Room. Alternatively (if you think the odour is from SecAnim) you can call the factory directly on 258447. You do not need to give them your details, just the approximate location where you smelt the factory. They will let us know the next working day that there was a complaint, and it allows them to check all the systems at the factory at the time the problem occurs.

If you would like to discuss this further please give me a call on 265718.

Case Comments

It is not possible to identify when the complaint was made through ECC's website, but it refers to odour at 18.40 on 23rd July. At this time the factory was just starting up. No problems were identified.

E-Mail

Thanks Alex

It could well be from the rendering factory, I will investigate. Thanks for the phone numbers.

WK/201803197

27/07/2018 27/07/2018 14:03 Ebrington Road C2 probable vehicle complaint - overcast humid weather

Case Actions:

Case Comments

Complainant said he could smell "rotting flesh" while stopped at the traffic lights on Okehampton Road before going on to Exe Bridges. Complainant smelt this at 13:10 and phoned at 13:20, I spoke to him at 13:40. He could not see a vehicle around and smelt it for 3 mins while at lights. He said he has smelt it for years but recently he's had enough. He was at his allotment off Ashwood road and could smell it all weekend.

Phone call to factory. No known issues with factory, however they do have a couple of trucks on the yard waiting to go into the factory to tip. Wind at 13:10 was SW however they did have a delivery at 13:05 which would not have been too far away from where complainant was. Site management will do check for any issues and let us know their findings.

EPSU Officer Visit

Could not smell any noticeable or offensive odour around Okehampton Road, Exe Bridges and Ebrington Road. Wind direction seemed quite variable at the time. Complaint could possibly have been caused by a vehicle from the other side of Exe Bridges.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--|--------------------------|--------------------------|
| WK/201803208 | | | |
| 28/07/2018 | 27/07/2018 21:18 | Old Mill Close C1 | factory complaint |
| Case Actions: | | | |
| Case Comments | Report of extreme stench from factory made to out of hours control room who called factory. They said they were just Taking delivery of a lorry that had recently arrived on site. | | |
| Case Comments | The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material). | | |
| Case Comments | Called complainant, but no answer and no facility to leave message | | |

WK/201803224

30/07/2018 27/07/2018 19:58 Roberts Road C1 Factory complaint

Case Actions:

Case Comments Complaint made by website on Friday evening, reporting 'Very strong and distinctive smell as often noticed from the factory by the canal where the animal carcasses are processed.'

Unable to investigate fully as complaint not received by officers until Monday morning.

Case Comments The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

E-Mail Thank you for notifying us of this problem.

When we receive odour complaints, we try to identify whether the odour control systems at the factory were functioning correctly at the time. In order to do this we ask people to call us if possible please. This allows us to react more quickly, and we try to come out to the area so that we can witness the smell ourselves. The best number to call is 265718. If you notice the problem outside of our office hours you can still call that number and report the problem to our Control Room. Alternatively (if you think the odour is from SecAnim) you can call the factory directly on 258447. You do not need to give them your details, just the approximate location where you smelt the factory. They will let us know the next working day that there was a complaint, and it allows them to check all the systems at the factory at the time the problem occurs.

At the time you reported, the factory was running, and those elements of the odour control systems which can be checked retrospectively were operating correctly. They had high stocks of raw material, but this was all stored within the factory.

If you would like to discuss this further please give me a call on 265718.

E-Mail Good afternoon Mrs Bulleid,

Thank you for your response and for providing the telephone numbers. In addition to my original complaint, we have been taken our dog for a walk along the river and canal that evening and when we were near the flood relieve channel overflow weir, there was suddenly a rather loud noise, followed by what looked large plumes of steam rising up into the air over the factory. We later on sat in front of the Prospect Inn at the quay for a drink and the same smell was noticeable there, too. Varying in strength over time and many other people were complaining about it.

I am happy to discuss and you can contact me on

Case Comments spoke to complainant to provide further information on steam emission described in email

WK/201803235

30/07/2018 30/07/2018 12:14 St Bernards Close C1 Factory complaint - smell bad for last 4 days

Case Actions:

Case Comments Complaint reported smell at time of call and constantly for the last 4 days. He described it as sulphur dioxide (rotten egg).

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|----------------|--|
| Case Comments | | | AB and JK visited complainant, where there was a regular but slight odour from the factory. The smell was a combination of a process-type smell and treated air. |

The factory had been starting up and then suffered a break down at about the time of our visit. Raw material stocks were high, but no lorries were parked outside the factory.

WK/201803253

| | | | |
|-------------------|-------------------------|--------------------------|--------------------------|
| 30/07/2018 | 27/07/2018 22:38 | Old Mill Close C2 | Factory complaint |
|-------------------|-------------------------|--------------------------|--------------------------|

Case Actions:

E-Mail complaint made by email:

I've been out with my dog tonight from St Thomas to the quay, up to the bouncy bridge and back down past the Port Royal. The whole area, even in St Thomas, smells really really badly but particularly strong after Haven Banks. It could be a combination of the river/hot weather and that rendering plant for animal products. It smells absolutely vile.

Case Comments The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

E-Mail Thank you for notifying us of this problem.

When we receive odour complaints, we try to identify whether the odour control systems at the factory were functioning correctly at the time. In order to do this we ask people to call us if possible please. This allows us to react more quickly, and we try to come out to the area so that we can witness the smell ourselves. The best number to call is 265718. If you notice the problem outside of our office hours you can still call that number and report the problem to our Control Room. Alternatively (if you think the odour is from SecAnim) you can call the factory directly on 258447. You do not need to give them your details, just the approximate location where you smelt the factory. They will let us know the next working day that there was a complaint, and it allows them to check all the systems at the factory at the time the problem occurs.

At the time you reported, the factory was running, and those elements of the odour control systems which can be checked retrospectively were operating correctly. They had high stocks of raw material, but this was all stored within the factory.

If you would like to discuss this further please give me a call on 265718.

WK/201803255

| | | | |
|-------------------|-------------------------|--------------------------|--------------------------|
| 30/07/2018 | 30/07/2018 15:56 | Matford Avenue C2 | Factory complaint |
|-------------------|-------------------------|--------------------------|--------------------------|

Case Actions:

Case Comments The complainant reported:
The smell of 'burning flesh' has been lingering since Thursday / Friday. The smell is so bad that complainant has to keep all doors and windows shut.

Case Comments AB and JK were in the area shortly before the complaint. We witnessed a regular but slight odour from the factory. At that time the smell was a combination of a process-type smell and treated air. At the time of this call, the factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

Case Comments left message for complainant to call me back

WK/201803256

| | | | |
|-------------------|-------------------------|--------------------------|--------------------------|
| 30/07/2018 | 30/07/2018 15:45 | Bagshot Avenue C1 | Factory complaint |
|-------------------|-------------------------|--------------------------|--------------------------|

Case Actions:

Case Comments complainant reports:

Smell has been going on for a few days, wants a call to find out what is being done to resolve issue.

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|---|----------------|----------------|
| Case Comments | AB and JK were in the area shortly before the complaint. We witnessed a regular but slight odour from the factory. At that time the smell was a combination of a process-type smell and treated air. | | |
| | At the time of this call the factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material). | | |
| Case Comments | spoke to complainant to update him | | |

WK/201803277

31/07/2018 27/07/2018 13:10 Okehampton Street C1 Factory complaint, made direct to factory

Case Actions:

Case Comments Factory was not processing at the time of the call. Raw material stocks are high but no material was being stored outside the factory.

WK/201803278

31/07/2018 28/07/2018 15:45 Salmonpool Lane C1 Factory complaint made direct to the factory

Case Actions:

Case Comments The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

WK/201803279

31/07/2018 28/07/2018 15:45 Bagshot Avenue C1 Factory complaint, made direct to factory

Case Actions:

Case Comments The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

WK/201803311

01/08/2018 01/08/2018 11:10 St Bernards Close C1 factory complaint - overcast humid weather SW wind

Case Actions:

Case Comments Complainant said he can smell the factory at his property all day and has done all week. I offered to visit and smell, But he said that it's the same as previous visit so no need. AB is planning on visiting area later on today. He said he will likely phone for the rest of the week if he smell the factory.

Made phonecall to factory. The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

AB visited complainant and factory later that day. There was a treated air smell at the complainant's property, although it was not a 'clean chemical' smell. At site, the JLT and LF towers smelt good. The SF tower smelt less fresh.

WK/201803333

01/08/2018 31/07/2018 16:50 St Bernards Close C1 Complaint made direct to factory

Case Actions:

Case Comments Complaint made direct to factory. The factory was running, and odour control systems were operating within set Parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

| Complaint Date | Odour Date / Time | Address | Details |
|----------------|-------------------|------------------|-------------------------|
| WK/201803334 | | | |
| 01/08/2018 | 28/07/2018 21:02 | Glenwood Rise C1 | complaint made by email |

Case Actions:

E-Mail complaint initially made to DCC and then passed to Env Health:

I am a resident of Glenwood Rise, EX2.

With the lovely warm weather it has been delightful to be able to enjoy the proximity to the canal and many of the nearby surrounding green spaces

This has however been ruined severely the last few days by the absolutely horrific pungent stench blowing over from what i presume to be the SecAnim incinerator or pet food factory that i believe are on the industrial estate near the canal.

The smell is alike putrid rotting flesh, or rotten meat, im lucky enough to have never experinced the smell of a dead body - but this is what i can imagine it is like. The smell has been so severe i have had to close my windows and been made to feel nauseous. You can imagine how bad the smell must be to want to close the windows in this heat!

Please could you advise me on this issue, if there have been any complaints made and if there may be some possible resolution to the gastly stench

Case Comments The factory was running, and odour control systems were operating within set parameters. Raw material stocks were high and process conditions were difficult (highly degraded material).

E-Mail Thank you for notifying us of this problem.

When we receive odour complaints, we try to identify whether the odour control systems at the factory were functioning correctly at the time. In order to do this we ask people to call us if possible please. This allows us to react more quickly, and we try to come out to the area so that we can witness the smell ourselves. The best number to call is 265718. If you notice the problem outside of our office hours you can still call that number and report the problem to our Control Room. Alternatively (if you think the odour is from SecAnim) you can call the factory directly on 258447. You do not need to give them your details, just the approximate location where you smelt the factory. They will let us know the next working day that there was a complaint, and it allows them to check all the systems at the factory at the time the problem occurs.

At the time you reported, the factory was running, and those elements of the odour control systems which can be checked retrospectively were operating correctly. However they had high stocks of raw material, and much of this was highly degraded as a result of hot weather last week. This situation is improving now but has caused some difficulties processing the material.

I would be happy to discuss the matter further with you, and answer any questions you have. Please give me a call on 265718.

WK/201803335

| | | | |
|------------|------------------|-------------------|-------------------|
| 01/08/2018 | 01/08/2018 13:00 | Rivermead Road C2 | Factory complaint |
|------------|------------------|-------------------|-------------------|

Case Actions:

E-Mail complaint made by email:

The Marsh Barton rendering plant formerly Woods has been producing a revolting stench for long periods in each of the last five days. This is unprecedented in the 13 years we have lived here. I understand that previous residents complaints to you have received a response from you that the plant has adequate facilites for preventing air pollution from escaping from the plant. If this is the case it has been clearly not been working in the last five days. Yes the wind has been from the SW in the last five days but as the SW is the prevailing wind and as we have never experienced this degree of semi-continuous pollution before this points to a likely failure in the system at the plant that is causing this. As a council tax payer I am therefore asking:

1. What action the council is taking to prevent this happening?
2. What ongoing monitoring the council is carrying out on the plant under its Environmental Health responsibilities?

| Complaint Date | Odour Date / Time | Address | Details |
|-----------------------|--------------------------|----------------|--|
| | | | 3. Under Freedom of Information legislation I request a copy of all council correspondence relating to the pollution emanating from this plant over the last ten years. Thank you.. |
| Case Comments | | | AB visited the complainant and discussed his concerns (including the first two questions in his email). At the time of my visit, there was an occasional, but noticeable treated air smell. At the factory, the LF and JLT towers smelt good, but the SF was less fresh. Raw material stocks still high, but process conditions were improving compared to previous days. |
| Case Comments | | | email forwarded to policy department to add to FOI request system |
| Case Comments | | | reply to FOI request: The correspondence requested is all available on the public register for this site. If Mr would like to call or email me to make an appointment I would be happy to make it available for him to view. My contact details are 265718 or alex.bulleid@exeter.gov.uk. |
| Attachment | | | further correspondence with complainant |
| Attachment | | | letter sent to complainant |

WK/201803343

02/08/2018 01/08/2018 12:00 St Bernards Close C2 Factory complaint, made on the day after the odour was noticed

Case Actions:

- Case Comments The complainant rang to report odour yesterday and on the preceding few days. It was not a problem at the time of the call.
- Case Comments complaint passed to NP. No time specified by complainant so see previous complaints for general comments about process conditions at the factory on 1 August.

WK/201803379

03/08/2018 03/08/2018 11:19 Trusham Road C2 Factory complaint - hot, cloudy, not too windy

Case Actions:

- Case Comments EH Support team spoke to complainant who said there was a horrid smell in Trusham Road coming from the glue factory. I tried to ring the complainant shortly after to get more information but I got no answer.
- Got to Trusham Road at around 11:50am, and walked towards the factory then along Marsh Green Road North. I could not detect any noticeable smell. Not much wind at the time, wind blowing NWW so not really in the direction of complaint.
- Visited factory, no problems found. JLT tower smell was good, the other two were acceptable and no other issues identified.

WK/201803994

23/08/2018 29/07/2018 11:23 Topsham Road C1 general complaint about odour made to Cllr Hannan

Case Actions:

- E-Mail Dear Ms Hannan and Ms Quinnell,
- In the minutes of the SecAnim (JL Thomas) Liaison Group from the meeting on 23/03/2018, the following comment appears:
- "The low number of complaints in the last few years could be a result of increased process reliability, good management, and close attention to odour matters by all staff and the addition of dampers on the chemical scrubbers. This had reduced the likelihood of odour during shut down periods and did appear to have reduced the number of complaints received while the factory was not operational."
- While I am sure this might be the perception of those involved in the group, the odour is still regularly present in a variety of areas at some distance from the site. As such, I am writing this email specifically to disagree with the

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

Details

WK/201804741

17/09/2018 **07/07/2018 13:35** **Water Lane C2**

Factory complaint - made direct to factory

Case Actions:

Case Comments

Complaint made direct to factory, out of hours.

There were no process problems at the time of the call. It did co-incide with the arrival of a lorry from Lloyd Maunder, but it is not possible to tell if this was the cause of the complaint.