

Complaint Date	Odour Date / Time	Address	Details
JL Thomas & Co. Ltd, Canal Banks, Exeter			
Complaints since the last meeting			

WK/201807504

31/12/2018	21/12/2018 14:00	Alphington Road C1	Vehicle Complaint – Received after Christmas
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Case Actions:

Case Comments Complaint sent by email.

What type of issue are you reporting?: Unpleasant Odour

Do you know the address of the location?: No - I will show you on a map (near Starbucks on Alphington Road

What are the issue details?: Whilst walking on Alphington Road, we were overcome by a foul rancid smell. This seemed to come from a large lorry which passed us, the smell was so strong it made me feel sick for approximately 20 minutes. We were visiting family in Exeter and after making enquiries this is a frequent occurrence and the lorry is called the 'death lorry' !

I feel strongly enough about this I felt the need to report this to you, and that it must be causing health issues to the people of Exeter. Would you investigate this matter and resolve the issue with the company involved.

Case Comments Phoned complainant. The lorry drove past them on Friday 21st December at around 2pm. They were walking past Starbucks on Alphington Road. The lorry was heading in to the city.

I explained it could have been going to the rendering factory but we can't confirm it. He did describe a lorry similar to the ones going to the factory. I explained that if it was going to JLT, we have no legal powers to take any action, and that the factory do what they can but they don't have control over all the vehicles coming in. I said I would log the complaint and inform the factory who may be able to investigate. If it was not the factory, there's little we can do as we don't know where the vehicle was from/heading to.

He was staying with family who live on Balls Farm Road, his family said they can smell the lorries "quite often".

Case Comments Phonecall to NP to log complaint. No further action can be taken given delay since incident.

WK/201808918

08/03/2019	08/03/2019 18.20	Roberts Road C1	Factory Complaint – Complaint made direct to factory
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Case Actions:

Case Comments Complaint made direct to factory out of hours.

The factory was running at the time, all systems were operating within set parameters.

There were no deliveries at this time.

However, the wind direction at the time was NW and the complainant lives to the north of the site, so the complainant could not have smelt the factory from his home address. Unfortunately he did not leave a phone number so it is not possible to check with him where he smelt the odour and whether it might not have been from the factory.