

Complaint Date	Odour Date	Address	Details
WK/200814057			
26/11/2008	26/11/2008	Fleming Way	Factory complaint - weather overcast and cool
Case Actions:			
Case Comments	<p>Complaint of bad smell about 15 minutes before complaint made - had noticed it when went out to car in the morning. Was barely detectable by time of call.</p> <p>AB investigated - was one instance of very faint, clean treated air smell, other wise unable to detect in Fleming Way, Gras Lawn, Topsham Road area. Not considered to be offensive.</p> <p>No process problems at factory and towers all OK.</p> <p>Wind possibly NW at time of complaint - ie not in right direction for Fleming Way</p> <p>Rang complainant back - no answer - message left</p>		
WK/200814118			
27/11/2008	27/11/2008	Rivermead Road	Factory complaint - weather overcast and breezy
Case Actions:			
Phone call made	Rang comp. back to discuss findings of investigation		
Case Comments	<p>Complaint regarding smell, which has been noticeable all morning.</p> <p>AB investigated - was clean treated air smell along most of Rivermead Road. Fairly constant odour, but not offensive in nature.</p> <p>No process problems at factory and towers all smelling good.</p>		
WK/200814124			
27/11/2008	27/11/2008	Rivermead Road	Factory complaint - weather overcast and breezy
Case Actions:			
Case Comments	<p>Complaint regarding smell, which has been noticeable all morning.</p> <p>AB investigated - was clean treated air smell along most of Rivermead Road. Fairly constant odour, but not offensive in nature.</p> <p>No process problems at factory and towers all smelling good.</p>		
WK/200814129			
27/11/2008	27/11/2008	Gras Lawn	Factory complaint - weather cold and windy
Case Actions:			
Phone call made	called comp back - no answer		
Case Comments	<p>Complaint that arrived home and noticed 'usual smell'</p> <p>AB investigated - was occasional and very faint odour in Gras Lawn/Fleming Way area. Slight process-type smell however very faint - not offensive.</p> <p>No process problems at factory and towers all ok.</p>		
WK/200815233			
19/12/2008	19/12/2008	Rivermead Road	Factory complaint - weather cold
Case Actions:			
Case Comments	<p>Complaint received regarding 'rank' smell. Complainant noticed this whilst in his car - had turned off Topsham Road into Rivermead Road on his way home.</p> <p>No process problems at factory although operating at full capacity. Towers all OK. One lorry of knacker material on yard, now been moved inside.</p>		
WK/200815889			
06/01/2009	06/01/2009		Factory complaint - smoke coming from factory.
Case Actions:			

Complaint Date	Odour Date	Address	Details
Phone call made			Message left on the phone leaving my number to get back in contact with me but will try again.
Phone call made			Call to the factory reporting the complaint yesterday, No problems reported yesterday but could have been smoke generated from the boiler start up or dropping to low flame.
Phone call made			Conversation with the complainant about the smoke from the factory. Explained that what is coming out of the back of the building is steam. However, if she sees any per- longed dark smoke to give us a call.

WK/200816033

08/01/2009 08/01/2009 Rivermead Road Factory complaint - black smoke.

Case Actions:

Phone call made	No answer on RS's extension or mobile, so an answerphone message left.
E-Mail	I live in Rivermead Road, Exeter and overlook Riverside Valley Park. We occasionally get nuisance smell from the factory opposite and sometimes see black smoke from it. I attach a photo taken today of the latter, which persisted for about 10 minutes.
Attachment	Attached photo from complainant.
Phone call made	Call to the factory about the complaint yesterday. TG said that one of the motors had gone down yesterday afternoon and took approx 30 mins to fix, this would have been the cause of the problem but has now been fixed I will email the photos to him.
Phone call made	message left on answering machine explaining the break down yesterday and left my number if he would like to get back to me.

WK/200816651

20/01/2009 19/01/2009 Bagshot Avenue Factory complaint - weather cold

Case Actions:

Case Comments	Complaint made direct to factory out-of-hours. Problem with dryer between 1900 and 2300 - was fuming into process room. Towers all OK Wind SW
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WK/200816652

20/01/2009 20/01/2009 Bagshot Avenue Factory complaint - weather clear but cold

Case Actions:

Case Comments	Complaint about odour this morning - ?chemical-type smell AB investigated - was occasional but quite strong chemical/process odour - possibly from small flakt. No process problems at factory but probe on LF being replaced. LF and JLT towers both smelt good, SF was reasonably good. Factory to monitor throughout afternoon.
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WK/200900180

02/04/2009 02/04/2009 Marsh Green Road Factory complaint - weather fine and still

Case Actions:

Phone call made	call to the factory. Nothing on the yard and the factory is running within set points. Will go and have a look around the area as yesterday the recycle waste site was turning.
EPSU Officer Visit	Towers smelling clean and running well, no problems on site all day, they did however have a very smelly lorry come in at 11.32 which may have triggered the complaint. Walked the area, clean tower smell at the far end of Marsh Green Road, composting smell also in the area. The complainant said that the smell earlier had been a rotten meat smell that lingered in the area for quite a long time. The towers are blowing straight into the workshop area, the smell at the time of the investigation was a clean tower smell which was not unpleasant.