

Odour Complaints



Nature of Complaint	Location of complaint	Direction of complaint	Wind Direction from monitor	Comments
<p>Reported 11/7/20 @ 09:04 - NIRS 1826110 - Caller reports a smell from Arla Dairy in the Buckland area. The odour is reported as coming from an anaerobic digester and has a really strong horrible smell. The smell is gassy almost like natural gas and has been getting worse over the past week. The odour is getting into the reporters property. The weather is sunny with a breeze coming from the direction of the plant. Odour is rated 5.5.</p> <p>Reported 13/7/20 @ 1309hrs – noticed on 11/7/20 @ 2000hrs - NIRS 1826695</p>	Buckland area	NE	ESE 7mph	Wind in opposite direction, complaint not justified
<p>Details - Caller said odour from Olleco, they are located in lower Buckland Village, Caller said food waste recycling plant. Caller said odour is like bins, rotten smell. Caller said noticed Sat evening at 8pm, and yesterday around 12:30. Caller is 3/4 of a mile away from site. Caller said been around for a few days but not today. Caller said not inside house but can smell in garden. Caller said it depends which way the wind blows, weather today not windy and warm and overcast. Caller rates at a 3</p> <p>Reported 13/7/20 @ 0928hrs – noticed 13/7/20 @ 0830hrs- NIRS 1826550</p>	Buckland area	NE	ESE 2mph	Wind in opposite direction, complaint not justified
<p>Details - Caller is reporting the odour from Olleco to the north of the canal bridge. This was at 08:30. It smells of waste food, it's horrible, manky. The site is about 120 metres away. They were outdoors. The weather is lovely, sunshine, slight breeze. Rated at 6/6.</p> <p>Reported 12/7/20 @ 1319 hrs – noticed 12/7/20 @ 1319hrs –NIRS 1826421</p>	Canal bridge	NW	NNW 3mph	No odour noticed on site during internal odour tour and no issues on site.
<p>Details - Caller reporting a bad odour to north of sites on the canal. The caller says signs have been erected advising people to call the EA if they can detect a smell, so they are doing. The caller is outside near the canal. The caller says it is either from Arla or the tip next door. Rated as a 5. Described as a methane smell. The weather is sunny. The caller says they are reporting it as a good deed to help the community and says the Parish Council have put the signs up.</p> <p>Reported 11/7/20 @ 1127 hrs – noticed 11/7/20 @ 1000hrs –NIRS 1826147</p>	North of site	NW	NNW 9.6mph	No odour noticed on site during internal odour tour and no issues on site.
<p>Detail – 6th report received in 24hrs. Caller reporting that at 10:00 when they arrived home in Buckland village the smell of gas from Olleco was there, caller about half a mile from the site, sunny and breezy day, rated at 6/6 at 10:00, smell is still there at the moment</p> <p>Reported 14/7/20 @ 1040hrs – noticed on 14/7/20 @ 1040hrs - NIRS 1826974</p>	Buckland area	NE	ESE 7mph	Wind in opposite direction, complaint not justified
<p>Details- Caller lives in Buckland village. Olleco waste transfer station with anaerobic digesters. Caller has experienced odour issues from the site for 3 years. Odour has been really bad for 3-4 days as wind has been in the North West and the odours get blown up to the village. Site is 1k away from callers home. Odour is described as like dead bodies. Caller cannot smell it if doors and windows closed but does not want to keep them closed because it is summer. Odour on scale at present is 1/6 but over the weekend is has been up to 3 or 4 out of 6.</p> <p>Reported 14/7/20 @ 1412hrs – noticed on 14/7/20 @ 1345hrs - NIRS 1827096</p>	Buckland village	NE	ESE 4mph	Wind in opposite direction, complaint not justified
<p>Details- Caller lives In Buckland village and is reporting the odour from Olleco or Arla described as eggy and rotting silage odour and rated 3/6. The caller detected it in the garden and it is intermittent. It is not inside the home with the windows and doors closed. The caller is 0.75 miles from the site and the weather is overcast and breezy possibly from the NW. The caller says it made them leave the garden.</p> <p>Reported 14/7/20 @ 1705hrs – noticed on 14/7/20 @ 1600hrs - NIRS 1827185</p>	Buckland village	NE	ESE 4mph	Wind in opposite direction, complaint not justified
<p>Details - Caller lives in Buckland and is reporting a smell of gas coming from the Olleco or Arla anaerobic digester which is about half a mile away. The odour is getting into the house with a door open, with a strength of 5/6. The weather is overcast with a slight breeze coming from the direction of the site.</p>	Buckland village	NE	E 6mph	Wind in opposite direction, complaint not justified

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Reported 12/7/20 @ 1319 hrs – noticed 12/7/20 @ 1319hrs –NIRS 1826421 Details - Caller reporting a bad odour to north of sites on the canal. The caller says signs have been erected advising people to call the EA if they can detect a smell, so they are doing. The caller is outside near the canal. The caller says it is either from Arla or the tip next door. Rated as a 5. Described as a methane smell. The weather is sunny. The caller says they are reporting it as a good deed to help the community and says the Parish Council have put the signs up. Reported 11/7/20 @ 1127 hrs – noticed 11/7/20 @ 1000hrs –NIRS 1826147	North of site	NW	NNW 9.6mph	No odour noticed on site during internal odour tour and no issues on site.
Detail – 6th report received in 24hrs. Caller reporting that at 10:00 when they arrived home in Buckland village the smell of gas from Olleco was there, caller about half a mile from the site, sunny and breezy day, rated at 6/6 at 10:00, smell is still there at the moment	Buckland area	NE	ESE 7mph	Wind in opposite direction, complaint not justified
Reported 14/7/20 @ 1040hrs – noticed on 14/7/20 @ 1040hrs - NIRS 1826974 Details- Caller lives in Buckland village. Olleco waste transfer station with anaerobic digesters. Caller has experienced odour issues from the site for 3 years. Odour has been really bad for 3-4 days as wind has been in the North West and the odours get blown up to the village. Site is 1k away from callers home. Odour is described as like dead bodies. Caller cannot smell it if doors and windows closed but does not want to keep them closed because it is summer. Odour on scale at present is 1/6 but over the weekend is has been up to 3 or 4 out of 6.	Buckland village	NE	ESE 4mph	Wind in opposite direction, complaint not justified
Reported 14/7/20 @ 1412hrs – noticed on 14/7/20 @ 1345hrs - NIRS 1827096 Details- Caller lives in Buckland village and is reporting the odour from Olleco or Arla described as egg and rotting silage odour and rated 3/6. The caller detected it in the garden and it is intermittent. It is not inside the home with the windows and doors closed. The caller is 0.75 miles from the site and the weather is overcast and breezy possibly from the NW. The caller says it made them leave the garden.	Buckland village	NE	ESE 4mph	Wind in opposite direction, complaint not justified
Reported 14/7/20 @ 1705hrs – noticed on 14/7/20 @ 1600hrs - NIRS 1827185 Details - Caller lives in Buckland and is reporting a smell of gas coming from the Olleco or Arla anaerobic digester which is about half a mile away. The odour is getting into the house with a door open, with a strength of 5/6. The weather is overcast with a slight breeze coming from the direction of the site.	Buckland village	NE	E 6mph	Wind in opposite direction, complaint not justified
Reported 16/7/20 @ 1307 hrs – noticed on 16/7/20 @ 1000hrs - NIRS 1827779 Details - Caller lives in Buckland and rang in to report odour coming from Olleco. Processes waste from food restaurants. Odour is described as a gas leak in a sewage works. First noticed at 10.00am on the 16th of July 2020. Caller lives a kilometre away from the site. There is odour inside the home. Caller has had to close doors and windows as a result of the odour. The weather is overcast but there is a breeze coming from the north west, in the direction of the village. Odour indoors is a 3, outside the home a 4, next to the digester a 6 plus	Buckland village	NE	E 7mph	Wind in opposite direction, complaint not justified
Reported 16/7/20 @ 1041hrs – noticed on 16/7/20 @ 0800hrs - NIRS 1827685 Details- Caller lives in Buckland and is reporting odour form Olleco or Arla - The odour is described as being a sour smell. The odour was first detected at 08:00. The reporter's property is approx half a mile away from the site in question. The odour hasn't entered the reporter's property as windows & doors are closed. Weather conditions are described as being overcast with a slight breeze. Smell intensity is scored as 5/6	Buckland village	NE	ESE 5mph	Wind in opposite direction, complaint not justified
Reported 16/7/20 @ 09291hrs – noticed on 16/7/20 @ 0929hrs - NIRS 1827635 Details- Caller lives in Buckland and is reporting an odour from Arla milk processing factory It is a gassy type smell. It has been present for about a week and it has got much worse today. Site is approx. half a mile away. You can smell the odour inside the house. It is a food processing plant and it should not be making those type of smells, it is the anaerobic digester that is causing the smell. There is the odd window open, cloudy weather conditions and a very light breeze .At the house it is a 3 out of 6 for the odour strength	Buckland village	NE	E 7mph	Wind in opposite direction, complaint not justified
Reported 20/7/20 @ 1223hrs – noticed on 20/7/20 @ 1130hrs - NIRS 1828832 and 1828815 Caller is resident in Buckland and parish councillor. He has called twice but wanted it reported once as member of the public and once as Parish Councillor. Caller is reporting the odour from Olleco described as dead bodies as and rated as 3/6. It made the caller leave their garden. The caller is 1 km from the site and the weather is a northerly wind, sunny day, light breeze. The caller says it is happening almost every other day. Noticed at 11:30. He is happy for his contact details to be passed and to be contacted directly if you want more information or wish to feedback to him directly.	Buckland village	NE	E 5mph	Wind in opposite direction, complaint not justified
Reported 20/7/20 @ 1022hrs – noticed on 20/7/20 @ 1022hrs - NIRS 1828740 Caller) is resident in Buckland. Caller reports odour from industrial site. Caller reports this is from a milk factory, Arla. Caller reports this is a consistent issue over last few years Caller reports this is the same most of the day and week. Caller reports the smell is coming from the northwest. Caller reports the site is about 1/2 mile away. Caller reports they are outside their property coming back from walk. Caller reports they could also smell this about 6th of a mile further away while walking. Caller reports this smells gassy, seems to be from anaerobic digester. Caller reports smell is about a 4 today. Caller reports weather is dry and sunny, slight breeze. The reporter is happy for their contact details to be passed and to be contacted directly if you want more information or wish to feedback to him directly.	Buckland village	NE	ESE 5mph	Wind in opposite direction, complaint not justified
Reported 18/7/20 @ 1037hrs – noticed on 18/7/20 @ 1037hrs - NIRS 1828373 Details- caller is reporting the odour along Buckland Rd adjacent to the Arla and Olleco facilities (grid ref SP 88110 13602).They aren't local but saw an the sign saying to call us if they detected an odour. * It smelled of rotting waste. They don't know where the smell comes from or how far away it was from the source. The smell was strong enough to make them want to leave the area. Rated 6/6.	Buckland village	NE	NNW 4mph	Wind in opposite direction, complaint not justified