

Woodlawn Bioreactor Complaints Register

Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
16/06/2022	3:00:00 pm	E-mail	Odour	Letter	Tarago Primary School	Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 3/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
15/06/2022	12:00am	E-mail	Odour	Letter	Braidwood Road Tarago	Veolia received an email from a complainant who reported an odour in the township of Tarago. They reported that it was a rotten garbage smell, with an odour strength of 4/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
15/06/2022	9:15am	E-mail	Odour	Letter	Braidwood Road Tarago	Veolia received an email from a complainant who reported an odour in the township of Tarago. They reported that it was a rotten garbage smell, with an odour strength of 4/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
14/06/2022	2:10pm	E-mail	Odour	Letter	Tarago Primary School	Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 4/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
14/06/2022	9:30am	E-mail	Odour	Letter	Tarago Primary School	Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 3/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
09/06/2022	7:30:00 am	EPA Environmental Line	Odour	Letter	Bus stop, cnr Lumley Rd and Braidwood Rd Tarago	Complainant reported being impacted by "a very strong odour coming from Veolia Woodlawn". They said they were dropping off their child at the bus stop at the corner of Lumley Rd and Braidwood Rd Tarago. The odour was so bad the caller had to wait with their child in the car until the school bus turned up. They said the odour was again present at 4pm when they returned to the bus stop to pick up their child but the it was	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
08/06/2022	10:00:00 am	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	Complainant reported being impacted by odour they attributed to the Woodlawn Bioreactor. They said the odour had been occurring all morning but got very strong from 10:00 am. They said they had farm work to do could not work outside after an hour. They said they felt very unwell and started back towards the house but caller was on the other side of the farm and as result the caller started vomiting before reaching the house.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
08/06/2022	9:44:00 am	EPA Environmental Line	Odour	Letter	Tarago Township	Complainant reported that they were driving their vehicle through the township of Tarago and there was "the strongest sulphur odour permeating the town which is totally overpowering". They advised the wind direction was west to east and they were not sure what the source of the odour was.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.

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08/06/2022	5:30:00 am	EPA Environmental Line	Odour	Letter	Glen Willow Road, Lower Boro	Complainant reported being impacted by odours that they attributed to the Woodlawn Eco Precinct. They said "I went outside at 5:30am and the smell was so bad I had to come back inside. I braved it again at 6:30am as I have animals to tend to. The smell is a clinging, rotten garbage smell. It coats your throat, sticks in your hair and clothing, and makes me sick to the stomach. I can't eat breakfast now because it has made me sick, my throat also hurts and I feel light-headed. I was outside for an hour as I couldn't delay things any further. I can still smell the stench now even though I've come inside. It's cold with a frost today. Sunny with a light breeze from a south-westerly direction. We live approximately 15k from the Eco-Precinct, but the smell is a daily occurrence at the moment and is consistent with the stench we experience from Woodlawn and the stench as you drive past Collector Road where the facility is located."	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
07/06/2022	Various Times	EPA Environmental Line	Odour	Letter	Glen Willow Road, Lower Boro and Tarago township	Complainant reported being impacted by odours that they attributed to the Woodlawn waste facility. They said "the odour was particularly disgusting today. It smelt like being trapped in small box with an air supply comprising only of the worst farts you could ever imagine. It was very bad at our house in the morning between 5:00am and 8:30am, and bad when I drive through Tarago at approximately 10:15am. When I arrived home around 1pm the stench had lessened to a taint, but at 4:30pm it was back to stinking. The weather is cold, very windy (from Westerly direction) and raining on and off. The odour made me feel nauseous, retch and gave me a headache".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
06/06/2022	9:00:00 am	EPA Environmental Line	Odour	Letter	Glen Willow Road, Lower Boro and Collector Road	Complainant reported being impacted by a "rotting garbage / rotten meat smell" that they attributed to the Woodlawn waste facility. They said "the odour was bad in the morning and evening. It was also very bad when I went to collect mulch at the Collector Road intersection (11:30am and 3pm approximately) and when I drove past there at about 9am. It made me retch while driving and when I got out of the car. It was very windy and rainy today - wind from Westerly direction."	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
05/06/2022	9:45:00 am	EPA Environmental Line	Odour	Letter	Glen Willow Road, Lower Boro	Complainant reported being impacted by an offensive odour that they attributed to the Woodlawn waste facility. They said "the odour was bad at our house during the morning and evening. It makes me retch when I go outside in the morning to look after our animals".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
05/06/2022	9:30 AM – 10:15 AM	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago ("about 3 minutes south of the Tarago township")	Complainant reported a "rotten garbage odour" while driving on Braidwood Road "about 3 minutes south of Tarago township". They rated the strength of the odour as a 4/10. They noted that the odour was detected even in very high winds while driving.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
05/06/2022	9:30am, 10:15am	E-mail	Odour	Letter	3 km South of Tarago, on Braidwood Road	Veolia received an email from a complainant who reported that they detected an odour as they approached Tarago on the Braidwood Road. They reported that it was a rotten garbage smell, with an odour strength of 4/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.

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Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
04/06/2022	Various times through the day	EPA Environmental Line	Odour	Letter	Tarago Village and Collector Road	Complainant reported being impacted by "a rotting animal / garbage smell". They said the odour was bad in the morning at home, and quite potent at times in Tarago between 9:45am and 1pm. "It was disgusting driving past the Collector Road turn-off at around 1:45pm and again around 4:30pm. It was also bad in the evening. It was a rotting animal/garbage smell."They said it made them retch several times while attending an event at the town hall.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
03/06/2022	2:00 PM – 4:00PM	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago and Tarago Public School	Complainant reported being impacted by a very strong odour from 2:00pm at their home at Leahys Lane, Tarago. They said they went to pick their child up from Tarago Public School at 4pm and when they got out their car at the school it "knocked my head back". They said "the odour was through the town and was disgusting". They said the odour made them feel nauseous.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
03/06/2022	5:30:00 am	E-mail	Odour	Letter	Boro Road, Lower Boro	Veolia received an email from a complainant who reported an odour at their property. They reported that it was a rotten garbage smell, with an odour strength of 7/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
03/06/2022	8:20:00 am	EPA Environmental Line	Odour	Letter	Intersection of Willow Glen Road Lower Boro and Cullulla Road Tarago	Complainant reported being impacted by "a rotten garbage odour with a sour smell mixed in". They said it was also "stinking in Tarago" when they returned at about midday, and then smelt it at home in the evening at Willow Glen Road.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
03/06/2022	5:30:00 am	EPA Environmental Line	Odour	Letter	Boro Road, Lower Boro	Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 7/10. They said the odour was so bad they were unable to enjoy the use of their property.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
02/06/2022	5:00:00 pm	EPA Environmental Line	Odour	Letter	Mulwarae Street, Tarago	Complainant reported smelling a "very intense rotting garbage smell" that they alleged was coming from the Woodlawn Eco Precinct.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
02/06/2022	2:00:00 pm	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago (approx. 4.5 km south of Village)	Complainant reported being affected by a strong odour allegedly coming from "Veolia Tarago". They said the odour had "a rotten garbage and gas smell" and that they "had to shut up the house". They said the odour had a strength of 6/6.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
02/06/2022	9:30:00 am	EPA Environmental Line	Odour	Letter	Tarago Town Hall and Coffee Shop	Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 7/10. They said "my wife felt like throwing up the odour was that bad".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.

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Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
02/06/2022		E-mail	Odour	Letter	Tarago Village	Veolia received an email from a complainant who reported an odour that they detected at the Tarago Town Hall and Coffee Shop. They reported the odour strength to be 7/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
01/06/2022	7:00:00 am	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	Complainant reported being affected by a "strong offensive odour" they attributed to the Woodlawn waste facility.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
01/06/2022	9:30am, 12:00pm	E-mail	Odour	Letter	Braidwood Road, near Tarago	Veolia received an email from a complainant who reported an odour that they detected whilst traveling along Braidwood Road near Tarago. They reported the odour strength to be 3/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
30/05/2022	8:00:00 am	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	Complainant reported being impacted by "an offensive odour" allegedly coming from the Veolia facility in Tarago. They said they first noticed the odour around 8 am and said it was continuing at the time of their call (~10:30am). They described the odour as "a mixture of gas and rotten garbage". They said the odour was making them sick.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
30/05/2022	5:45:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro and Collector Road, Tarago	Complainant reported being impacted by a "rotting garbage smell with mild gassy odour coming from Veolia Woodlawn Eco Precinct". They said it was a "thick stench" and "you can almost see it in the air". They said they went outside their house and had to come back in because of the smell being so strong. They said that after smelling the odour at their house they drove past Collector Rd at 07:50am, and there was a strong gassy smell and the air that came into the car made them feel sick and gave them a headache.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
29/05/2022	6:00:00 pm	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	Complainant reported being impacted by an odour allegedly coming from the Woodlawn waste facility. They said it was so bad it permeated throughout the house, even with the windows and doors closed. They said that when they turned on a tap in the house the smell came through the tap. They said they ended up with a bad headache.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
29/05/2022		E-mail	Odour	Letter	Lower Boro Road, Lower Boro	Veolia received an email from a complainant who reported an odour at their property. They reported the odour strength to be 3/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.

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Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
28/05/2022	9:00am, 3:30pm	E-mail	Odour	Letter	Braidwood Road, Tarago	Veolia received an email from a complainant who reported that they detected an odour on Braidwood Road near Tarago. They reported the odour strength to be 3/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
28/05/2022	Morning and 5:17 pm	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	Complainant reported being impacted by "a rotten garbage odour" in the morning and again at the time of their call at 5:17pm. They advised that it made them dry retch.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
28/05/2022	10:38:00 am	EPA Environmental Line	Odour	Letter	Duralla Place, Mount Fairy	Complainant reported being impacted by an odour allegedly coming from the Woodlawn waste facility. They said odour had been "going on and off for 3 days".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
28/05/2022	6:30:00 am	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	Complainant reported being impacted by a "very, very bad odour" allegedly coming from the Woodlawn waste facility. They rated its strength as 6/6. They said they felt nauseous when they went outside to work on their farm. They said the odour was still ongoing at 09:30am.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
28/05/2022	6:00:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	Complainant reported being affected by a "really bad smell" as soon as she walked outside of their house. They alleged the smell was coming from the Veolia waste facility. They said the odours have been occurring for a few years, but today was significantly worse. They said they and their family were experiencing headaches and feeling unwell.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
27/05/2022	8:30:00 am	E-mail	Odour	Letter	Braidwood Road/Lower Boro Road	Veolia received an email from a complainant who reported that they detected an odour at the intersection of Braidwood Road and Lower Boro Road. They reported the odour strength to be 2/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
26/05/2022	8:30:00 am	E-mail	Odour	Letter	Braidwood Road/Lower Boro Road	Veolia received an email from a complainant who reported that they detected an odour at the intersection of Braidwood Road and Lower Boro Road. They reported the odour strength to be 2/10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
26/05/2022	7:40:00 pm	Community Feedback Line	Odour	Letter	Unknown	Veolia received a report to the Community Feedback Line from a complainant who wished to report an odour allegedly coming from the Site.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.

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Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
26/05/2022	9:45:00 am	Community Feedback Line	Odour	Letter	Duralla Place, Mount Fairy	Veolia received a report to the Community Feedback Line from a resident of Mt Fairy who reported a sickly, rotten garbage smell allegedly coming from the Site.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
26/05/2022	9:58:00 am	Community Feedback Line	Odour	Letter	Duralla Road, Mount Fairy	Veolia received a report to the Community Feedback Line from a resident of Mt Fairy who reported a rotten rubbish smell allegedly coming from the Site.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.