

Woodlawn Bioreactor Complaints Register

Date	Time	Method	Type	Location	Description	Response/action taken to resolve the complaint
30/06/2022	9:30:00 am	Community Feedback Line	Odour	King Street, Tarago	Complainant reported being impacted by an odour again today.	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.
23/06/2022	8:40:00 am	Community Feedback Line	Odour	King Street, Tarago	Complainant reported being impacted by an odour being carried over in the strong winds today. They advised that they odour has been horrible in the last week or so, and were concerned about the ongoing smell, dust and health impacts 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.
22/06/2022	9:15am	E-mail	Odour	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.
22/06/2022	5:00:00 pm	EPA Environmental Line	Odour	Crisps Creek Intermodal Facility	Complainant reported smelling a "strong odour" when driving past the Crisps Creek Intermodal Facility on Bungendore Road. They said the odour "was permeating into vehicle while driving past".	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.
22/06/2022	5:00:00 pm	EPA Environmental Line	Odour	Hilltop Close, Tarago	Complainant reported being impacted by "the Woodlawn bin juice smell". They said "I just got home and I can still smell it. It makes me feel a bit of nausea".	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.
22/06/2022	9:30:00 am	EPA Environmental Line	Odour	Cullulla Road, Lower Boro	Complainant reported being impacted by a "bad odour of rotting garbage from Veolia Woodlawn Bioreactor". They said their home is approx 10kms from the Veolia site and this is the strongest that they have ever noticed the odour. They said there was a slight breeze from the NW. No cloud. The odour was noticed when caller first went outside at 9.30am and was still present at time of call at 11.40am.	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.
22/06/2022	9:15:00 am	EPA Environmental Line	Odour	Tarago Public School	Complainant reported smelling a "garbage" odour at the Tarago Public School. The complaints noted "this was not the normal rotten eggs smell - this smelt more like garbage".	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.
22/06/2022	8:30:00 am	EPA Environmental Line	Odour	Cullulla Road, Lower Boro	Complainant reported being impacted by a "strong rotten garbage odour" that they alleged was coming from "the landfill site". They said they noticed the odour around 8:30 am this morning when they went outside. They said the odour was still continuing at the time of their call at 11:47 am.	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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22/06/2022	7:15:00 am	EPA Environmental Line	Odour	Hilltop Close, Tarago	Complainant reported being impacted by "the rubbish smell of Woodlawn". They said "you can smell the bin juice sort of smell. I had my car warming up and now it's stinking like rubbish because I had it on outside air. I'll go back inside and wait for the smell in my car to dissipate before I drive to work. Should of left an hour ago."	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.
22/06/2022	7:00:00 am	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	Complainant reported being impacted by "a disgusting stench of rotting meat/offal/garbage/dirty nappies all mixed up" when they went outside at around 7am. They said they had to remain outside for an hour to attend to animals. They said "the stench made me feel unwell. I have developed a headache and it made me feel sick. I couldn't stomach breakfast because of it."	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.
22/06/2022	7:00:00 am	EPA Environmental Line	Odour	Tarago Village	Complainant reported being impacted by a "very strong sickly-sweet smell in Tarago village, strongest at the rail transfer station. I was driving and it permeated through closed windows and aircon impacting comfort. This has happened repeatedly the last few weeks and I request a response about what has been done about it. Weather was foggy but still"	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.
21/06/2022	8:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by a "strong offensive rotten refuse odour" that they attributed to the Woodlawn waste facility. They said the air was still and the odour infiltrated their home and persisted through the evening and was still present when the caller went to bed. They said they experienced a headache that they attributed to the odour.	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.
21/06/2022	3:30:00 pm	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	Complainant reported being impacted by a "stinking, rotten meaty garbage smell consistent with previous odour from Woodlawn" at their home at Willow Glen Road, Lower Boro. They said the odour was present from 3:30pm until "after 9:30pm when I went to bed. Odour gave me a headache and made me feel ill".	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.
21/06/2022	11:20:00 am	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro and Tarago and near Collector Road	Complainant reported being impacted by a "stinking, rotten meaty garbage smell consistent with previous odour from Woodlawn" at their home at Willow Glen Road, Lower Boro. They said they smelt it again in Tarago and near Collector Road during the period 11:20 to 12:30.	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.
21/06/2022	6:45:00 am	EPA Environmental Line	Odour	Collector Road to Village of Tarago	Complainant reported being impacted by a "the Veolia smell around the collector road all the way to Tarago village".	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.
21/06/2022	9:15:00 am	E-mail	Odour	Braidwood Road, Tarago	Veolia received an email from a complainant who reported an odour 3-4 minutes south of the township of Tarago, near the Tarago Primary School, and along the Bungendore Road right near Woodlawn. 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	Location	Description	Response/action taken to resolve the complaint
20/06/2022	9:00:00 am	E-mail	Odour	Braidwood Road, Tarago	Veolia received an email from a complainant who reported an odour 3-4 minutes south of the township of Tarago. 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.
20/06/2022	5:45:00 pm	EPA Environmental Line	Odour	Collector Road to Village of Tarago	Complainant reported being impacted by a "the Veolia smell around the collector road all the way to Tarago village".	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.
20/06/2022	9:00:00 am	EPA Environmental Line	Odour	Tarago Public School	Complainant reported smelling a "rotten garbage" odour at the Tarago Public School. The complaints said the odour had a strength of 3/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost).	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.
18/06/2022	11:00:00 am	EPA Environmental Line	Odour	Collector Road, Tarago	Complainant reported being impacted by odours that they alleged were coming from the Woodlawn Bioreactor. They said "usual smell, however, a very metallic tinge to it today. Really intense this morning."	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.
18/06/2022	8:00:00 am	EPA Environmental Line	Odour	Glenoval Road, Lake Bathurst	Complainant reported having to "close the house" due to a "very strong methane gas odour". They said "it is very rare to get the odour this far away. Normally it is about 3 times a year. This morning the odour is very strong. It is still on going."	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.
18/06/2022	7:30:00 am	EPA Environmental Line	Odour	Goulburn Street, Tarago	Complainant reported being impacted by a "very strong rotten egg, sulphur smell". They said that they were concerned about long term exposure to the odour.	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.
18/06/2022	6:00:00 am	EPA Environmental Line	Odour	Mayfield Road, Tarago	Complainant reported by an offensive odour that they alleged was coming from the Woodlawn waste facility. They said that they were "not an inside person but rather an outdoors person". They said "it is too bad to go outside". They also reported that they cannot open the windows to air out the house and has two air humidifiers running in their home. They said they "do not know how Woodlawn gets away with it". They said that some when they go outside to let their dogs out it is so bad that they have to come back inside. They said "The stink is unreal".	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.
17/06/2022	8:00:00 am	EPA Environmental Line	Odour	Tarago Primary School	School staff reported smelling a "rotten egg or sulfide smell" with a strength of 4/6 when driving into the 60km/hr zone near the school. They said the odour was "very strong when getting out of the car".	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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17/06/2022	9:00:00 am	EPA Environmental Line	Odour	Braidwood Road, Lake Bathurst	Complainant reported being impacted by a "strong sour rotten stench" coming into their home. They said they first noticed the odour at around 9am when they went outside and it was still present at the time of their call at 1:00PM. They said the strength of the odour was around 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.
16/06/2022	NOT PROVIDED	EPA Environmental Line	Odour	Silverstream Road, Lower Boro	Complainant reported being impacted by "a strong, unpleasant smell" that they said they assumed "was from the Veolia site near Tarago". They said "This is an ongoing issue and I would like to see EPA take effective steps to fix the root cause."	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.
16/06/2022	6:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by an offensive odour that they suspected of coming from the Woodlawn Eco-Precinct. They said they first noticed the odour in their house at about 6pm and that it got stronger after that. When the caller opened the door to go outside they noticed it was much stronger outside. They said that by the time they went to bed they "had a headache from the odour"	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.
16/06/2022	6:00:00 pm	EPA Environmental Line	Odour	Cullulla Road, Tarago	Complainant reported being impacted by an ongoing and persistent odour. They said "the smell is an overpowering unpleasant strong eggy garbage smell".	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.