

EPL No:	<a href="#">11436</a>
Date:	22/03/2023

Date	Time	Method	Type	Location	Description	Response/action taken to resolve the complaint
22/03/2023	9:45:00 am	E-mail	Odour	Tarago Road between Crisps Creek and up the hill towards the Woodlawn turnoff.	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: mostly calm Note: This was definitely not a truck exhaust. It had the same characteristics of rotten garbage as the smell often encountered in and around Tarago.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
18/03/2023	7:30:00 am	EPA Environmental Line	Odour	Braidwood Road, Tarago	Complainant reported being impacted by a very strong organic odour that they allege was coming from the Woodlawn Eco-Precinct. They said "Again, the odour is not being managed and the surrounding residents are suffering. It's a hot day and we can't open any windows or go outside due to the stench. Veolia are breaching their EPL yet again. Please rectify."	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
18/03/2023	8:00:00 am	EPA Environmental Line	Odour	Duralla Place, Mount Fairy	Complainant reported being impacted by a "sickly odour" when they opened the door to their house at around 8am. They said they had to shut the door upon smelling 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
18/03/2023	8:00:00 am	E-mail	Odour	Braidwood Road south of the Tarago Showground	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: mostly calm	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
17/03/2023	8:30:00 am	E-mail	Odour	Braidwood Road from Boro Road intersection to Tarago Service Station	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: westerly wind?	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
15/03/2023	7:15:00 am	Community Feedback Line	Odour	Goulburn Street, Tarago	Complainant reported smelling a "pungent rubbish" odour over the last few 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
15/03/2023	9:10:00 am	EPA Environmental Line	Odour	Tarago Train Station	Complainant reported being impacted by a "bad odour from Veolia". They said it "smells like rotting garbage". They said there was no wind at the time and they rated the strength of the odour as "about 3 or 4 out of 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
15/03/2023	9:00:00 am	EPA Environmental Line	Odour	Mulwaree Street, Tarago	Complainant reported a "gas rubbish smell" that they alleged was coming from the Woodlawn Bioreactor. They said "the odour is much less than usual but still noticeable".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
15/03/2023	5:00:00 pm	EPA Environmental Line	Odour	Mulwaree Street, Tarago	Complainant reported that a rubbish smell from the Woodlawn Bioreactor has "been hanging around all day". They said it was still present at 7pm.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
14/03/2023	9:30:00 pm	EPA Environmental Line	Odour	Taylor's Creek Road, Tarago	Complainant reported being affected by "offensive rotten refuse odour" that they attributed to "the Veolia Woodlawn waste facility". They said that they were "compelled to close up the house to stop the odour infiltrating the home".	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.

11/03/2023	7:00:00 am	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	Complainant reported that “the landfill at Veolia’s Woodlawn Eco-Precinct on Collector Road Tarago is stinking again this morning. It was foggy this morning and is now warm and still with no wind. We are over 15kms from the tip. The smell is like a rotten taint in the air. It invaded the house when I opened the windows this morning at about 7am. It’s making me feel quite sick. The smell is consistent with previous odours from the tip - it is not an agricultural 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
11/03/2023	8:00:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by a very strong odour that they alleged was coming from “Veolia Woodlawn”. They said they first noticed the odour at 8am and that it was ongoing until at least 10am. They said it was “very strong to the point of gagging” when they walked outside. They said there was no wind and quite a heavy fog.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
11/03/2023	8:30:00 am	EPA Environmental Line	Odour	Braidwood Road, Tarago	Complainant reported that they detected a distinct “rotten garbage” odour as they drove along Braidwood Road in the vicinity of the Tarago Showground.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
11/03/2023	8:30:00 am	E-mail	Odour	Braidwood Road, Tarago (near Tarago Showground)	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: westerly wind Note: Odour was detected while driving to Tarago.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
10/03/2023	All week	EPA Environmental Line	Odour	Rosebery Street, Tarago	Complainant reported that they were impacted by an offensive rubbish odour daily for the past week (call received on 17 March 2023). They alleged the odour was coming from “Veolia Woodlawn” and that they first noticed the odour about a week ago in the morning. They said the odour was at its strongest on Wednesday 15 March 2023 and said that was the worst they had experienced since moving to Tarago in 2017. They said the odour has been consistently present since then but has varied in intensity, sometimes being less intense and sometimes getting more intense. They said the odour overall is very strong and intense, to the point where it was causing them to choke.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
10/03/2023	9:15:00 am	Community Feedback Line	Road Traffic	619 Collector Road, Tarago	Complainant reported that whilst passing site, a truck turning right of of Woodlawn pulled out right in front of them causing them to slam on brakes to avoid a collision. In addition, they stated that the truck drivers are usually very careful, so this was very unusual.	The registration no. supplied to Veolia by the complainant was used to identify the contractor’s truck and driver at fault. The dashcam footage was reviewed to ascertain the exact cause the incident, and the driver was reminded of transport code of conduct expectations.
09/03/2023	8:05:00 am	EPA Environmental Line	Odour	Tarago Public School	Complainant reported being impacted by a distinct organic 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
08/03/2023	6:30:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by a very strong offensive odour between 6:30AM and 9:00AM at their home. They alleged the odour was coming from the Woodlawn Bioreactor and said it was so strong that it impacted them both outside and inside their home.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
08/03/2023	9:30:00 am	EPA Environmental Line	Odour	Tarago Public School	Complainant reported being impacted by a distinct organic 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.

**Licensee:**

**Veolia Environmental Services (Australia) Pty Ltd  
Cnr Unwin & Shirley Streets, Rosehill NSW 2142**

**Premises:**

**Woodlawn Landfill**

