

Woodlawn Bioreactor Complaints Register

Date	Time	Method	Type	Location	Description	Response/action taken to resolve the complaint
18/05/2022	4:00:00 pm	Community Feedback Line	Odour	Connen Hill, Lake Bathurst	Veolia received a report to their Community Feedback Line from a resident of Lake Bathurst, Connen Hill, reporting an odour that they believed was coming from Woodlawn. They stated that they occasionally smell the odour but have not been reporting it until seeing a recent Veolia newsletter encouraging locals to report any odours.	Site personnel responded to the complainants location immediately following the report and was unable to detect any 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.
17/05/2022	2:00:00 pm	E-mail	Odour	Tarago Primary School	Veolia received an email from a resident reporting an odour of rotten garbage at the Tarago Primary School, that they rated a 5/10, lasting at least 20 minutes.	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.
14/05/2022	7:30:00 am	E-mail	Odour	Boro Road, Braidwood Road and Tarago Township	Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage, that they rated a 5/10, lasting at least an 2 hours.	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.
13/05/2022	9:40:00 am	Phone (Direct)	Odour	Braidwood Road, Tarago	Veolia received a call to its Community Feedback Line from a resident of Tarago reporting a very bad odour that was throughout the entire house.	The Woodlawn Manager contacted the complainant.
03/05/2022	4:30:00 pm	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a residen who was affected by an offensive odour at their property. The reporter stated that the smell is rotten, gassy and poisonous. As the odour got progressively worse, the reporter has had to go inside, close all the windows and bring her dog inside because she was concerned for its health.	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.
03/05/2022	9:00:00 am	EPA Environmental Line	Odour	Burrabinga Road, Tarago	The EPA received a complaint from a resident who reported an odour described as a "weird, choking, chemical odour" that was observed throughout the early morning hours and abated at around 9:00am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	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.
03/05/2022	8:30:00 am	EPA Environmental Line	Odour	Duckfield Road, Boro	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The reporter was affected this morning by strong, offensive rotten egg odour attributed to the Woodlawn waste facility. There was some fog this morning. A further report was made by the complainant reporting that they were affected by offensive odour of rotten eggs, at 11:15, though not as strong as before.	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.
03/05/2022	8:20:00 am	E-mail	Odour	Burrabinga Road, Tarago	Veolia received an email from a resident of Tarago reporting a bad methane smell allegedly coming from the Bioreactor. This was also reported to the EPA at the same time.	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.
03/05/2022	7:45:00 am	EPA Environmental Line	Odour	Braidwood Road, Tarago	The EPA received a report to Environment Line from a resident who was affected by an offensive odour when driving their child to the bus stop on Braidwood Road, Tarago. The reporter stated that they had to change the air vents in the vehicle so no air was coming inside from the outside, but could still smell 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.
03/05/2022	7:00:00 am	E-mail	Odour	Boro Road, Lower Boro, Braidwood Road and Tarago Village	Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage, that they rated a 6/10.	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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03/05/2022	6:30:00 am	E-mail	Odour	Rosebery Street, Tarago	Veolia received an email from a resident reporting a horrendous smell this morning. They stated that I've put up with it for many years and never complained but it is not getting better.	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.
03/05/2022	6:30:00 am	Community Feedback Line	Odour	King Street, Tarago	The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor. The odour was described as horrible but somewhat fading now as the wind is picking up. It was also noticed the previous 2 mornings.	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.
02/05/2022	10:55:00 am	EPA Environmental Line	Odour	Mt Fairy Road, Mt Fairy	The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property on 29/04/2022 at 10:55am which continued until 30/04/2022. The reporter described the odour as a rotting decaying smell which was very extreme.	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.
02/05/2022	7:30:00 am	E-mail	Odour	Burrabinga Road, Tarago	Veolia received an email from a resident of Tarago reporting a smell of rotten egg and gas allegedly coming from the Bioreactor. This was also reported to the EPA at the same time.	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.
02/05/2022	7:00:00 am	E-mail	Odour	Boro Road, Lower Boro	Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage. They rated it a 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.
02/05/2022	6:00:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	The EPA received two reports from a resident who was affected by an offensive odour at their property on 30/04/2022. It was a rotting garbage, sour milk, dirty nappies odour with a back of throat tang.	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.
01/05/2022	7:41:00 am	EPA Environmental Line	Odour	Duralla Place, Mt Fairy	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated Smells like rotten garbage coming from 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.
01/05/2022	7:00:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	The EPA received a complaint from a resident who reported a odour described as a "rotting garbage, sour milk smell with a back of throat tang" that was first observed at approximately 7:00am and carried through to approximately 10:00am that morning. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	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.
30/04/2022	8:23:00 pm	EPA Environmental Line	Odour	Goulburn Street, Tarago	The EPA received a complaint from a resident who reported a "putrid sulphur smell" that was observed throughout the entire day but became very intense at approximately 8:23pm in the evening when the call was made to the EPA. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	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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30/04/2022	8:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	The EPA received two reports from a resident who was affected by an offensive odour at their property on 02/05/2022. Rotting garbage, sour milk and dirty nappies coming from Woodlawn Bio Reactor - Veolia	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.
29/04/2022	6:00:00 am	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property. The odour was described by the Reporter as a rotten and sickly sweet smell. The reporter has stated that smell has given them a headache and made them feel nauseous to the point where they were retching.	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.
21/04/2022	5:45:00 am	EPA Environmental Line	Odour	Hilltop Close, Tarago	The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property. The odour was described by the reporter as a bin juice 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.
18/04/2022	9:30:00 am	EPA Environmental Line	Odour	Braidwood Road, Tarago	The EPA received a report to Environment Line from a resident of Lower Boro, who was affected by an offensive odour whilst passing through the town and had stopped at the service station. The odour was described as a rotten garbage smell.	After carrying out an assessment of meteorological data and operational activity in relation to the location, date and time of the report of odour in order to investigate the potential source or cause of odour, it was apparent that this complaint was the same as a report made directly to Veolia and previously reported to the EPA.