

EPL No:	<a href="#">11436</a>
Date:	19/04/2023

Date	Time	Method	Type	Location	Description	Response/action taken to resolve the complaint
12/04/2023	7:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by odour coming from Veolia Woodlawn Bioreactor at 7:00 PM which they stated was "really bad and ongoing" and smelt of "dirty nappy, rotten garbage, and sour milk". They described the strength of the odour to be a 6/6. Collector Rd, Tarago affecting resident at 41 Leahys Lane TARAGO NSW 2580. The complainant said that the smell entered their house and that it was overpowering – the smell continuing until they went to bed at 10 PM.	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.
10/04/2023	6:09:00 pm	EPA Environmental Line	Odour	Cullulla Road, Tarago	The complainant reported a smell coming from the west – reportedly from 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
09/04/2023	10:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being affected by odour from Woodlawn Waste facility at 10:00 PM. They described the odour to smell like "dirty nappy, rotten garbage and sour milk" and said that the smell continued until they went to bed at midnight.	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.
08/04/2023	4:00:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being impacted by odours coming from Woodlawn Bioreactor. The complainant noticed the odour on Saturday 08/04/23 and smelt the odour twice during the day. First time was at 4 pm and then again at 11 pm. They described the odour to be the smell of "dirty nappy, rotten garbage, and sour milk".	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.
08/04/2023	10:02:00 am	EPA Environmental Line	Odour	Mulwaree Street, Tarago	Complainant reported that the odours from Woodlawn waste facility were affecting them on and off. They stated that the smell had worsened after rain from the previous night and that the smell got throughout the whole house, making them feel nauseous. The complainant expressed that it is very frustrating not being able to have fresh air or a breeze in the house for fear of the waste facility making them sick or staining their washing.	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.
01/04/2023	9:00:00 am	E-mail	Odour	Braidwood Road - south of Tarago into Tarago township	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: slight breeze / unknown - driving through the town	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.
30/03/2023	8:30:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported being affected by an offensive odour which they attributed to the Woodlawn waste facility. They described the odour as a "rotten garbage/sour milk/nappies" 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.
30/03/2023	9:00:00 am	E-mail	Odour	Tarago Coffee Shop	Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: slight breeze	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.
28/03/2023	9:00:00 am	Community Feedback Line	Odour	King Street, Tarago	The complainant reported smelling a faint odour in the evening of 27/03/2023 which still around til around 9am on the morning of 28/03/2023 which they felt was unusual. They described the odour to be a septic smell, and alleged it was coming for the Woodlawn.	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.
23/03/2023	8:40:00 pm	EPA Environmental Line	Odour	Rosebery Street, Tarago	Complainant reported being affected by offensive rotten refuse odour attributed to the Woodlawn waste facility on 3 occasions: 8:30pm on 22/3/23, 6:40am on 23/3/23 and 12:15pm on 23/3/23.	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.

23/03/2023	9:00:00 am	EPA Environmental Line	Odour	Braidwood Road, Tarago	Complainant reported a strong, organic odour coming from the Woodlawn waste facility, with no wind to blow it away. Complainant stated that they had to change their activity as it was too strong to be outside and that they had been noticing the odour all week.	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.
23/03/2023	8:00:00 am	EPA Environmental Line	Odour	Rosebery Street, Tarago	Complainant reported being affected by a strong, sour/rotting odour originating from Woodlawn waste facility at 8:00 AM. They stated that the odour was still present and getting stronger at 11.45 AM. Complainant said that they can usually put up with it but today the smell is overpowering. It is their first time reporting to the EPA.	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.
23/03/2023	7:45:00 am	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant reported an offensive odour coming from the Woodlawn waste facility at 7:45 AM and again on their drive home at 11:30 AM. The complainant described the odour as a "rotten garbage dirty nappy smell" and described the strength of the odour as 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
23/03/2023	3:00:00 pm	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	Complainant reported being impacted by an odour while driving from Tarago to Bungendore. They stated that while driving along Bungendore Road they observed a "hideous stench of rotting garbage" for 10km. The complainant said that "It smelt like hundreds of dead animals were being fermented in warm water and the manky stench was being wafted along the road" and that it made them retch. They stated that it was consistent with the stench close to Veolia's landfill on Collector 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
22/03/2023	10:20:00 am	EPA Environmental Line	Odour	Roseberry Street, Tarago	Complainant reported being impacted by an offensive rotten garbage odour at 10:20 AM, which they attributed to the Woodlawn waste facility. Complainant also reported being affected by a similar offensive odour on Sunday 20/3/23 at about 7:30 PM.	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.
22/03/2023	7:00:00 am	EPA Environmental Line	Odour	Willow Glen Road, Lower Boro	Complainant reported experiencing odour from the Woodlawn bioreactor on 22/03/23. They stated that the odour was bad in the morning and that it returned in the evening. Complainant described the odour to be "like milk that's gone bad mixed with mould and dirty nappies" and "like a rotten taint in the air". Complainant noticed the odour in the morning at about 7am and it disappeared around 11am. In evening complainant noticed odour at approximately 8pm and was still present when complainant lodged this complaint at 08:31 PM. Complainant advised they have been smelling it very often lately - too often to find the time to report it constantly. The odour gives complainant a headache and makes complainant feel 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
22/03/2023	2:30:00 pm	EPA Environmental Line	Odour	Leahys Lane, Tarago	Complainant affected by offensive odour reportedly coming from the Woodlawn waste facility. Complainant described the odour as a "rotten refuse odour" which smelt like "sour milk and nappies". The odour was first noted by the caller at about 2:30pm. Complainant has been compelled to close windows/doors and bring in the washing due to the odour. Complainant noted it was quite unusual to experience the odour at this time, it is more frequently a problem in the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken.
22/03/2023	9:45:00 am	EPA Environmental Line	Odour	Boro Road, Lower Boro	Complainant reported being affected by odours at 9:45 AM. They described the odour to smell like "rotten garbage" which had the same characteristics of 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.
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.

**Licensee:**

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

**Premises:**

**Woodlawn Landfill  
Collector Road, Tarago NSW 2580**