

Complaints note

Further information has been received from the Council's Environmental Health Team who have accessed files from the older system. Information as follows:

There were a total of 5 complaints registered between 2009 – 2020 regarding noise and odour (smell of gas).

Details of complaints as follows:

- **9/8/18** Complaint re noise and smell of gas
- **8/11/11** Complaint re noise from oil refinery
- **18/1/11** Complaint re smell of gas – reported to EA who were to investigate
- **1/10/10** Noise complaint from very noisy deliveries at 7:15am (appears to be dispute between residents and EA as to whether deliveries permitted pre 7:30am – EA say from 7am but it is alleged noise shakes properties and rattles glass in Howmic Ct. This would be on EA permit. Residents requested no deliveries pre 7:30am)
- **22/9/09** Complaint re noise from deliveries.

There are no details whether the odour complaints were found to be related to Arlington Works or not.