



Jon Davies  
Secretary  
Long Leys Residents Association

**Our Ref:** EMD-57481

**Your Ref:**

**Date:** 30/08/2017

Dear Jon,

**Enquiry regarding – LP3839DK and the fly and odour problem.**

Thank you for your enquiry which was received on 17/08/2017.

We respond to requests under the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

Thank you for your email of 17th August requesting an update on our investigations into the reports about odour and flies at Veolia's Welshcroft Close Refuse Derived Fuel processing facility in Kirkby in Ashfield.

I can confirm that the odour and flies issues were related to the specific permit at the Veolia facility.

We have recently met with the Company to discuss the reports that we have received in connection with the odours and flies which have been affecting nearby residents. We have agreed a program of improvements to the odour abatement equipment with Veolia to better control the emissions of odour and we have also required them to control the flies.

The improvement works commenced 1st July and were completed on the 24th July. We are pleased to confirm that we have seen a significant reduction in complaints since the improvements were completed.

In addition to this, the company have been undertaking more surveillance within the community to make sure that the control measures that have been implemented are working. The Veolia facility is a newly permitted operation which began processing waste in April. We feel it is too early to form any wider conclusions at this time.

Having discussed the matter with the Lead Officer regulating the Veolia facility, they are happy to talk to you about this. Please provide a contact telephone number and I will ensure the Officer makes contact with you.

Please be assured that we will continue to assess the effectiveness of the odour and fly control measures to ensure the facility operates to the highest possible standards at all times.

If you would like to discuss this further then please contact John Dronfield, Regulated Industry Team Leader who will be happy to help you. You can contact John at [john.dronfield@environment-agency.gov.uk](mailto:john.dronfield@environment-agency.gov.uk) or at Environment Agency, Trentside Offices, Scarrington Road, West Bridgford, Nottingham, NG2 5FA.

Please refer to [Open Government Licence](#) which explains the permitted use of this information.

Please get in touch if you have any further queries or contact us within two months if you'd like us to review the information we have sent.

Yours sincerely

Nicole Nally  
Customers & Engagement Officer  
East Midlands

For further information please contact the Customers & Engagement Team on 02084 747770

Direct e-mail:- [EMDenquiries@environment-agency.gov.uk](mailto:EMDenquiries@environment-agency.gov.uk)