

15th October 2007

Reg. in England & Wales 571289
Part of The Hills Group Limited

Dear Sir / Madam

Odour Complaints – Compton Bassett / Lower Compton

In recent months we have been aware that there have been a number of odour complaints directed at our Waste Management Facility at Lower Compton. We acknowledge that operating a facility such as ours at Lower Compton inevitably gives rise to various concerns to our neighbours and the local community. However, recently there seems to have been an increase in the number of reported odour complaints.

As a local family owned Company we are always keen to resolve any concerns and re-assure the local community that action is being taken in relation to issues raised.

With respect to the recent complaints regarding odour it is critical that we correctly identify the source and nature of the odour.

There are a number of potential sources of odour that can arise from a Waste Management Facility such as ours and neighbouring businesses. These include odours from:-

- Agricultural premises
- Sewage works
- Landfill Gas
- Compost
- Leachate
- Fresh waste
- Degraded waste

In addition factors such as wind speed/direction and temperature can affect intensity and timing of odour complaints.

As a result we would appreciate if all complaints are directed to the emergency contact number (07789 690735). Where possible we will attend the source of the complaint in an effort to clearly identify the source and nature of the odour.

Once we have identified the source and nature of the odour we can ensure that corrective action is then taken by either Hills Waste Solutions Ltd or other relevant parties.

In the meantime we are currently reviewing and extending our existing odour management systems and attempting to identify any point sources of odour at the site.

It is our intention to keep you informed of progress until this situation is resolved.

Yours faithfully



**P Andrew
Waste Disposal Team Manager**

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