

Draft Minutes
Redvale Landfill
Community Liaison Committee Meeting
Held at the Redvale Landfill Office- Monday 8/06/2026 at 6:30 pm

The meeting started at 6:32 pm.

Welcome and Introductions of Chris Rogers (Redvale Branch manager) and Stuart Airs (Auckland Council)

Present: W Hojem, G Jujnovich, C Rogers, J Jefferis, R Griffiths, A Svendsen, P Kennedy, A Pattle, L Bentley, S Airs, B Gibbs, N de Witte, T Cowley, R Hopkins, K Hills, K Mason, A McNeil, R Milne, T Wiggill

Apologies: L Whyte, E Singh, L Richardson, A Parsonage.

Absent: G Huatahi, J Nahi

Minutes of the previous meeting: Circulated

Minutes be accepted as a true and correct record – N de Witte

Seconded – R Hopkins

1. Email Correspondence – In/Out

- Received a complaints summary and Auckland Council update from L Bentley on 24/03/26.
- T Wiggill distributed the draft minutes from the 23 March meeting on 02/04/26.
- G Jujnovich distributed correspondence regarding fast-track approval on 29/04/26.
- T Wiggill distributed the Q1 odour field inspection report, and K Hills requested the complaints register in Excel format on 01/05/26.
- T Wiggill distributed correspondence regarding Paul Kennedy's appointment and sought feedback on 14/05/26.
- T Wiggill distributed the 2026 Annual Settlement Report, and W Hojem requested reports from previous years on 18/05/26 and 20/05/26.
- T Wiggill sent reminders to G Jujnovich, J Jefferis, W Hojem, and L Bentley regarding outstanding actions on 20/05/26.
- Correspondence sent by T Wiggill on 29/05/26 regarding the status of the PRP report.
- K Mason circulated an email to CLC members (with the exception of T Wiggill) re pest control. 05/06/26

2. New Matters arising/Actions:

<u>Action</u>	<u>Person Responsible</u>	<u>Date/Person Requested</u>	<u>Possible Due Date</u>
1. Discussion on notional odour boundaries not being maintained and expired property covenants.	L Bentley	08/06/26	07/09/26
2. It was requested that L Bentley add the street names to the AC complaints register	L Bentley	08/06/26	07/09/26
3. W Hojem to provide an example of the complaints register to L Bentley as an alternative to a hotspot map.	W Hojem	23/03/26	<i>Underway</i>
4. Continue planning on future use of buffer land after closure	J Jefferis/G Jujnovich	08/09/25	<i>Ongoing</i>
5. N de Witte requested an explanation of the complaint's formula.	G Jujnovich	08/06/26	07/09/26
6. AC was asked what could be done differently from a compliance perspective. It was noted that the matter sits with the intelligence. Analyst, who may recommend alternative enforcement approaches	L Bentley	08/06/26	07/09/26

7. N de Witte raised concerns about a resident at 33 Karahiwi Lane, adjacent to 126 Richards Road (landfill boundary), reporting significant rat activity, including large rats. G Jujnovich to investigate WM bait station data in the area	G Jujnovich	08/06/26	07/09/26
8. K Mason requested Auckland Council to follow up on the use of tracking methods (e.g., tracking stations) to count rat populations.	L Bentley	08/06/26	07/09/26
9. K Mason requested review of pest control processes; G Jujnovich to investigate.	G Jujnovich	08/06/26	07/09/26

3. **Resolved Matters/Actions:**

Action	Person Responsible	Date Requested	Possible Due Date
1. W Hojem requests to record CLC meetings in future. G Jujnovich will investigate	W Hojem/ G Jujnovich	23/03/26	08/06/26
2. N de Witte requested historical weather station data (up to ~10 years). G Jujnovich to investigate availability.	G Jujnovich	23/03/26	08/06/26
5. G Jujnovich to include the lowest and highest daily truck volumes in the presentation.	G Jujnovich	23/03/26	08/06/26
6. L Bentley to investigate availability of data from handheld portable air quality monitors to CLC members, noting it is held by another department.	L Bentley	23/03/26	08/06/26
7. G Jujnovich to investigate provision of the complaints register in Excel format.	G Jujnovich	23/03/26	08/06/26
8. G Jujnovich to update the odour complaints bar graph to include both internal and external complaints.	G Jujnovich	23/03/26	08/06/26
9. G Jujnovich to include the actual location where the odour investigation was conducted	G Jujnovich	23/03/26	08/06/26

Discussions on resolved actions:

Action 1. G Jujnovich confirmed the Teams transcription function has been trialled.

Action 2. G Jujnovich confirmed historical data remains accessible via the previous weather station.

Action 5. G Jujnovich included these in the operations report (Presentation)

Action 6. When the devices were being used, photographs of the device to show the readings were being taken. If any member of the public would like these records, a LGOIMA is required to be lodged.

Action 7. G Jujnovich confirmed that, following review, the Odour complaints excel spreadsheet is best distributed in PDF format to maintain document integrity.

Action 8. G Jujnovich confirmed the bar graphs include internal and external complaints.

Action 9. G Jujnovich confirmed the location has been added to the Investigation and Response column in the Complaints Register.

4. **Complaints Register:**

- A complaints register was distributed to all members with the agenda on 02/06/26.
- L Bentley circulated the list of complaints received by AC and confirmed a digital copy will be provided.
- L Bentley noted that 124 complaints were received by AC for March, April, and May.
- Discussion on notional odour boundaries not being maintained and expired property covenants; L Bentley to investigate. (*Action 1*)
- K Mason queried the location of six-monthly inspections, noting no boundary inspections had been observed on her property boundary between her and her neighbours. L Bentley advised inspections are

conducted from public vantage points, not private property. P Kennedy noted the notional odour boundary is mapped in the quarterly odour reports provided to CLC members.

- It was requested that L Bentley add the street names to the AC complaints register; L Bentley will investigate. (*Action 2*)
- It was noted that complaints from 233 and 240 Horseshoe Bush Road on 23/03 received different ratings (“Unlikely” and “Likely”) despite their proximity; clarification on the ratings was requested. After investigation, it’s noted that the complaints were 40 min apart, during which the barometric pressure changed, affecting the formula.
- N de Witte requested an explanation of the complaint’s formula. G Jujnovich confirmed a slide will be provided at the next meeting. (*Action 5*)
- AC was asked by R Milne what could be done differently from a compliance perspective. It was noted the matter sits with the intelligence analyst, who may recommend alternative enforcement approaches; L Bentley to investigate. (*Action 6*)
- N de Witte requested that AC consider initiating a Section 128 review (Condition 10) of the consent conditions in response to odour concerns. AC advised a Section 128 review would likely exceed the landfill’s remaining life (approximately two years), with limited specialist appetite to undertake the review.
- It was noted that six complaints in the PDF Complaints Register (1925, 1930, 1931, 1942, 1946, and 1977) appeared not to have been notified to Council; clarification was requested. Post-meeting, G Jujnovich confirms this was a typographical error.
- A discrepancy was noted between the odour complaints slide (216) and the Complaints Register (191) for March–May; clarification was requested. Post meeting, this was attributed to differences in reporting timeframes.
- R Milne queried whether WM considers complaints to be valid and not fictitious in nature; G Jujnovich confirmed all complaints are treated seriously as valid complaints, reported and investigated.
- G Jujnovich raised concerns regarding increasing instances of aggressive and threatening behaviour towards WM staff, including in person, via multiple media channels. Various members suggested involving law enforcement, while others proposed issuing group communication to residents as a polite means of addressing expected conduct.

5. Event report

- G Jujnovich presented a slide on the 15 May fire event; the presentation will be distributed with the minutes.
- G Jujnovich outlined the timeline and investigation of the 14–15 May fire event, noting it was identified shortly after 11:00pm on 14 May and extinguished by approximately 2:30am following coordination with FENZ. The fire was localised (approximately 200 m²), surface-level, and did not become deep-seated. The cause is unconfirmed but may have involved a lithium battery. Response actions included smothering the fire, thermal imaging checks, continued fire watch, and capping of the area. Opportunities for improved detection (e.g., thermal monitoring) are being reviewed.
- Members queried the proximity of the fire to gas infrastructure. G Jujnovich confirmed the fire was not located near any gas lines and advised that landfill gas concentrations at source are typically not within a flammable range. It was also noted that no methane was detected at the surface in the affected area.
- It was queried whether air testing was undertaken; G Jujnovich advised it was not required, as confirmed by FENZ. Low wind conditions were noted, and FENZ assessed the incident as minor, with no pollution response or evacuation required.

6. Operations reports/reviews:

- Presentation will be distributed with the minutes.
- Query raised on whether truck numbers include all truck types (e.g., leachate trucks); G Jujnovich confirms that these numbers do not include leachate trucks
- Managed fill (Standing Item) - No update
- Pest control – Provided in presentation.

- N de Witte raised concerns about a resident at 33 Karahiwi Lane, adjacent to 126 Richards Road (landfill boundary), reporting significant rat activity, including large rats. G Jujnovich to investigate WM bait station data in the area. (*Action 7*)
- K Mason queried the basis of pest monitoring, specifically whether rat populations are directly measured.
- G Jujnovich advised that monitoring focuses on bait uptake and bait station activity rather than direct rat counts, using internal ecological expertise and occasional industry peer input.
- K Mason noted that tracking methods (e.g., tracking stations) can be used to count rat populations and requested that AC follow up on this approach, noting it is commonly used by Auckland Council. (*Action 8*)
- P Kennedy added that bait uptake trends are commonly used as an indicator of population changes.
- G Jujnovich confirmed that pest management is undertaken in accordance with an approved pest and vermin management plan.
- Rainfall data summary – Provided in the presentation.
- Easement update (standing item) – No Update
- Airspace update (standing Item) Provided annually (Sept)

7. PRP updates:

- PRP Report No. 67 received by WM on 05/06/26 (afternoon) and circulated on 10/06/26.
- PRP advised that further analysis of odour complaint data, requested by Council following Report No. 66, is ongoing, with a report expected in the coming weeks.
- PRP advised the analysis uses anonymous data and focuses on trends in odour complaints (e.g., wind direction and changes over time), rather than individuals or specific streets.
- Observations were raised that complaints may be extending further geographically; PRP noted this had not yet been analysed but could be reviewed.
- PRP confirmed the intent of the analysis is to identify any relationship between landfill operations and complaint patterns and to inform potential recommendations.
- PRP noted limitations in the available data, particularly in linking odour sources to specific complaint locations, and indicated improvements in data collection may be required.
- It was confirmed that all complaints are treated as valid odour complaints for the purposes of the analysis.
- Members queried daily cover application; G Jujnovich confirmed WM applies approximately 300–350 mm, exceeding the 150mm consent requirement and that the Class 2 area is covered daily with daily cover.
- PRP advised that leachate levels continue to be monitored. While there have been consent exceedances, PRP is satisfied there is no evidence of leakage through the liner.
- The focus remains on maintaining leachate levels within sump areas and managing extraction effectively.
- It was noted that short-term increases in leachate levels may occur due to operational factors; however, levels are expected to trend downwards over time, which is generally being achieved.
- PRP advised that an application to increase the consented leachate level by 3 metres was lodged last year, noting the current limit is considered unreasonable and that no environmental risk is anticipated.
- PRP noted that P Kennedy is being appointed as a new member replacing M Drury, with no feedback received from CLC members following email consultation (as at 08/06/26); council will proceed with final approval. Members suggested a third PRP member with air quality expertise.

8. Auckland Council Licensing and Compliance department updates:

- Auckland Council report to be distributed with the minutes; summary provided below
- L Bentley noted a WM site inspection scheduled for 09/06/26.
- AC advised air monitoring devices are used at officer discretion; records require a LGOIMA request.
- Fire incident assessed as minor and accidental, with no pollution response required.

- It was noted that the Pollution Response Team determined that testing of dust/ash deposits following the fire was not required, and no concerns were identified in relation to drinking water quality.
- W Hojem referred to further reports of suspected fires during operational hours; G Jujnovich advised these were investigated, with no fire identified.
- AC odour scouting continues, including evening monitoring; LMP review ongoing.
- Three additional groundwater monitoring sites approved.
- PRP appointment progressing with no CLC feedback; AC will proceed with final approval.
- AC undertaking odour data analysis to identify trends; timeline not confirmed.
- Fraudulent emails reported and under investigation; consent reporting ongoing.
- Monitoring devices cannot confirm odour or be used as legal proof; they are used as supporting tools only.

9. General Business:

- It was noted that S Airs will become the liaison person for Auckland Council.
- J Jefferis advised that WM has been approved to proceed via the Fast Track process, with submission expected in the coming months; CLC members will be notified.
- K Mason requested review of pest control processes; G Jujnovich to investigate. (*Action 9*)

Meeting Closed: 20:30PM

Meeting Dates 2025: Monday, 7th September 2026
Monday, 7th December 2026

Complaints process – Complaints process – first instance: TEXT: 8601 or EMAIL: redvalecomplaints@wm.nz

Community Website:

<https://www.wastemanagement.co.nz/my-region/auckland/redvale-energy-park-community-liaison/>
<https://www.wastemanagement.co.nz/my-region/auckland/auckland-regional-landfill/>

ComplaintID	Address	Start Date of Incident	End Date of Incident	Time of Incident	Time of Complaint	Time of Site Investigation	Complaint By	Complaint received via	Odour - Noise - Litter - Mud -	Complaint details	Wind Direction (N-S)	Wind Direction (°)	Wind blows towards the address?	Wind Speed (m/s)	Temp	Site Visited by Redvale (Y/N)	Detected Odour when visited (Y/N)	Odour Type	Odour Intensity	AC Visited (Y/N)	AC Finding	Investigation and Response	AC Notified? (Y/N)	Direction of complainant to Landfill (°)	Barometric Pressure (h-2)	Landfill likely to be the source	
1915	240 Horseshoe Bush Road	16-Mar	16-Mar	15:17	15:17	15:34	Cathy	Text	Odour	Super bad stench coming from the Rosedale dump. My address 240 horseshoe bush road Dairyflat. Cathy	E	89.3	No	1.1	18	Yes	Y	Floral, Hard to Describe	1-2	N	N	At the time the complaint was received (15:17), winds were easterly (89.3°) at 1.1 m/s, with an ambient temperature of 18°C. Just before the complaint, a proactive patrol of the surrounding area was conducted at 14:40, during which no landfill odour was detected along Horseshoe Bush Road. A 15-minute FIDOL assessment was then conducted upwind of the complainant's property (15:34). Since an internal address (233 Horseshoe Bush Road), located just across the road from 240 Horseshoe Bush Road, registered a complaint at the same time, the FIDOL assessment location was selected upwind at 223 Horseshoe Bush Road—between the landfill and the two residences—to allow for proactive detection of any landfill-related odour. At the time of the assessment, wind conditions were south-southeasterly (159.5°) at 0.9 m/s, with an ambient temperature of 19°C. During the assessment, an intermittent floral odour was detected with an intensity of 2, and a short, hard-to-describe odour was detected with an intensity of 1. No landfill-related odour was detected during the assessment. Odour control equipment was inspected and confirmed to be operating with full suppression coverage, with no adjustments required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	1	3.00	Unlikely
Internal	146 Horseshoe Bush Road	16-Mar	16-Mar	09:42	09:42	09:52	Dan Beauchamp	Text	Odour	Your dump continues to stink badly today at 146 horseshoebush rd, how are you going to fix this?	ESE	121.4	No	0.7	19	Yes	Y	Rubbish, Wet Vegetation, Exhaust	1-3	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with drizzling conditions. At the time of the complaint, wind conditions were east-southeasterly (121.4°) at 0.7 m/s with an ambient temperature of 19°C. During the assessment, an intermittent wet vegetation odour was detected with an intensity of 2, and a short rubbish odour was detected with an intensity of 2, and a short vehicle exhaust odour was detected with an intensity of 3. Handheld anemometer recorded average windspeed of 0.6m/s and a max windspeed of 1.2m/s. To optimise odour suppression, an additional odour suppression irrigation line was utilised and the angles of odour suppression devices were adjusted. follow-up patrol later in the day did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	0	4.00	Likely
Internal	233 Horseshoe Bush Road	16-Mar	16-Mar	15:17	15:17	15:34	Karine Dellos	Text	Odour	There is a strong rubbish odour that has started in the last 5 minutes	E	89.3	Yes	1.1	18	Yes	Y	Floral, Hard to Describe	1-2	N	N	At the time the complaint was received (15:17), winds were easterly (89.3°) at 1.1 m/s, with an ambient temperature of 18°C. Just before the complaint, a proactive patrol of the surrounding area was conducted at 14:40, during which no landfill odour was detected along Horseshoe Bush Road. A 15-minute FIDOL assessment was then conducted upwind of the complainant's property (15:34). Since another address (240 Horseshoe Bush Road), located just across the road from 233 Horseshoe Bush Road, registered a complaint at the same time, the FIDOL assessment location was selected upwind at 223 Horseshoe Bush Road—between the landfill and the two residences—to allow for proactive detection of any landfill-related odour. At the time of the assessment, wind conditions were south-southeasterly (159.5°) at 0.9 m/s, with an ambient temperature of 19°C. During the assessment, an intermittent floral odour was detected with an intensity of 2, and a short, hard-to-describe odour was detected with an intensity of 1. No landfill-related odour was detected during the assessment. Odour control equipment was inspected and confirmed to be operating with full suppression coverage, with no adjustments required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	10.00	Very Likely
Internal	194D Horseshoe Bush Road	16-Mar	17-Mar	19:21	19:21	07:30	Venessa Venter	Text	Odour	Bad smell again on Horseshoe Bush rd now	SW	221.7	No	1.6	18	No	N	No Odour	0	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southwesterly at 221.7 degrees with a windspeed of 1.6 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend. The first patrol on the following day (7:26, 16/3) did not detect any landfill related odour in the area.	N	325	2	3.00	Unlikely
1916	240 Horseshoe Bush Road	17-Mar	17-Mar	09:08	09:08	09:16	Cathy	Text	Odour	Really bad smell here at 240 horseshoe bush road Dairyflat.	ESE	116.4	No	0.3	14	Yes	Y	Burning, Hard to Describe	1-2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 9:16. At the time of the assessment, wind conditions were south-southeasterly (167.5°) at 0.1 m/s, with an ambient temperature of 14°C. During the assessment, a burning odour was detected with an intensity of 2, and a hard-to-describe odour was detected with an intensity of 1. The investigator noted that the burning odour was acidic. No landfill related odour was detected during the assessment. At the time the complaint was received (9:08), winds were east-southeasterly (116.4°) at 0.3 m/s, with an ambient temperature of 14°C. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. A proactive FIDOL was undertaken at 8:23 at 240 Horseshoe Bush Road, and no landfill-related odour was detected. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	0	2.00	Unlikely

1917	Along Turley Road	17-Mar	17-Mar	06:00	09:17	09:40	1. +64210333646 2. +642108503089 3. +64211129986	Text	Odour	1. Terrible smell of rubbish, Turley road Early morning still stinks now. Turley road top end past 81. Stinks 2. Stink in dairy flat today I'm on turley road and it's so bad I can't open my windows! Every cold morning this happens! For matter day I want this shit closed down ??? 17 March 6am till now turley road dairy flat 3. ODOUR 7am turley road and INTENSE increasing	SSE	167.5	Yes	0.1	14	Yes	N	No Odour	0	N	N	Turley Road was patrolled from No. 81 through to the end of the road, followed by a 15-minute FIDOL assessment at 107 Turley Road. At the time of the assessment, wind conditions were southerly (184.4°) at 0.1 m/s, with an ambient temperature of 19°C. No landfill-related odour was detected during the assessment. At the time the complaint was received (8:17 am), wind conditions were south-southeasterly (167.5°) at 0.1 m/s, with an ambient temperature of 14°C. All odour control equipment was inspected and confirmed to be operating effectively with full suppression coverage, and no adjustments were required. Given the very low wind speeds recorded at the time, atmospheric dispersion would have been limited, resulting in localised odour conditions near the source. Under these conditions, sustained transport of odour over distances of approximately 2 km is considered unlikely. In addition, proactive patrols conducted earlier in the morning did not detect any landfill-related odour along Horseshoe Bush Road, which is located within 1 km of the landfill. The weighbridge operator also confirmed that no unusually odorous loads were received at the time.	Y	350	0	9.00	Very Likely
Internal	132 Horseshoe Bush Road	17-Mar	17-Mar	06:30	07:00	07:06	Sharon Race	Text	Odour	I haven't messaged in a while, to look after my mental health. But I should be reporting DAILY about the smell. It's his morning at 6.30am it was strong, rubbish smell. No wind, clear skies.	E	87.2	No	0.0	11	Yes	Y	Exhaust	2	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with cloudy conditions. At the time of the complaint, wind conditions were easterly (87.2°) at 0.0 m/s with an ambient temperature of 11°C. During the assessment, a short exhaust odour was detected with an intensity of 2. This was directly attributable to passing traffic. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	0	0	3.00	Unlikely
Internal	200 Horseshoe Bush Road	17-Mar	17-Mar	12:28	12:28	12:40	Chris Gore	Text	Odour	Hey guys! It's smelly today! Smells very rotten like odour	SW	218.7	No	3.5	21	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with cloudy conditions. At the time of the complaint, wind conditions were southwesterly (218.7°) at 3.5 m/s with an ambient temperature of 21°C. During the assessment, no landfill related odour was detected. The angles of two odour suppression devices were adjusted to provide better coverage for Horseshoe Bush Road. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	299	2	2.00	Unlikely
Internal	146 Horseshoe Bush Road	17-Mar	17-Mar	12:56	12:56	13:07	Dan Beauchamp	Text	Odour	Hi, your dump stinks again today at 146 horseshoebush rd	SSW	208.7	Yes	2.8	21	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with cloudy conditions. At the time of the complaint, wind conditions were south-southwesterly (208.7°) at 2.8 m/s with an ambient temperature of 21°C. During the assessment, no landfill related odour was detected. The angles of two odour suppression devices were adjusted to provide better coverage for Horseshoe Bush Road. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	355	2	6.00	Likely
Internal	85 Horseshoe Bush Road	17-Mar	17-Mar	16:11	16:11	16:28	Jenny Readman	Text	Odour	Hi the landfill odour is very strong today	SE	138.5	No	1.1	24	Yes	Y	Earthy, Grassy	2	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with cloudy conditions. At the time of the complaint, wind conditions were southeasterly (138.5°) at 1.1 m/s with an ambient temperature of 24°C. During the assessment, earthy and grassy odours were detected with intensities of 2. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	45	1	5.00	Likely
Internal	146 Horseshoe Bush Road	17-Mar	18-Mar	22:00	22:51	08:00	Katherine Mason	Text	Odour	Hi. I am doing some work outside, on our front deck and it stinks. Was getting worse around 10pm. Foul repulsive, dump smell. You probably wont smell it up on the road. I also noticed it inside the house, every time I come down the stairs. I had my vehicle doors open and my camper now stinks inside. Can you please confirm what the depth of cover is tonight? Thanks, K	S	181.5	Yes	0.1	11	No	N	No Odour	0	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southerly at 181.5 degrees with a windspeed of 0.1 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	355	1	9.00	Very Likely
1918	98/2 Tender Road	18-Mar	18-Mar	12:00	12:03	12:13	Shirley Robinson	Text	Odour	Landfill odour 5/6, 12pm 18/03/26 Shirley, 98/2 Tender Rd	SSE	162.6	No	0.4	22	Yes	Y	Dusty	2	N	N	At the time the complaint mentioned (12:00), winds were south-southeasterly (162.6°) at 0.4 m/s, with an ambient temperature of 22°C. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox under cloudy conditions. At the time of the assessment, wind conditions were south-southeasterly (151.5°) at 0.5 m/s, with an ambient temperature of 22°C. During the assessment, an intermittent dusty odour was detected with an intensity of 2. No landfill-related odour was detected during the assessment. A patrol of the surrounding area was subsequently undertaken, during which no landfill odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage, with no adjustments required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	257	2	6.00	Likely

1919	240 Horseshoe Bush Road	18-Mar	18-Mar	15:02	15:02	15:09	Cathy	Text	Odour	Hi there super potent smell coming from the Rosedale landfill right now. 240 horseshoe bush road Dairyflat !!	S	171.6	No	2.6	23	Yes	Y	Rubbish	2-3	N	N	At the time the complaint was received (15:02), winds were southerly (171.6°) at 2.6 m/s, with an ambient temperature of 23°C. Horseshoe Bush Road was patrolled at 15:07. A 15-minute FIDOL assessment was then conducted upwind of the complainant's property (15:09). Since an internal address (233 Horseshoe Bush Road), located just across the road from 240 Horseshoe Bush Road, registered a complaint a few minutes beforehand, the FIDOL assessment location was selected upwind at 223 Horseshoe Bush Road—between the landfill and the two residences—to allow for proactive detection of any landfill-related odour. At the time of the assessment, wind conditions were east-southeasterly (113.4°) at 1.9 m/s, with an ambient temperature of 22°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 3. The investigator observed swirling wind conditions, with some still periods which led to occasional rubbish odour detections. Immediate mitigation actions were taken, comprising an increase in odour suppressant dosage through the fixed sprayline system and repositioning of the odour cannon.	Y	114	1	5.00	Likely
Internal	144 Horseshoe Bush Road	18-Mar	18-Mar	08:06	08:06	08:15	Katherine Mason	Text	Noise	Please can you advise the noise levels at 144 at present as it is very loud. So loud they are echoing off our house. What is the name of the large machine that is driving along rattling, thumping and squeaking, vibrating extremely loudly. What was that noise then...3] secs ago? Gunshot? Gunshot?	SSE	148.4	Yes	0.1	9	Yes	N	No Odour	0	N	N	A noise assessment was completed at the letterbox of 144 Horseshoe Bush Road. Conditions were fine with very little wind. During the assessment, no gunshots or gunshot like sounds were detected. Passing traffic was the loudest noise source, spiking up to 87 dB. Landfill associated noise was a consistent 44 dB, with occasional spikes up to 57 dB. ambient bird noise in the area fluctuated between 53-55dB. The recorded noise levels were well within our consents.	N	354	1	8.00	Very Likely
Internal	233 Horseshoe Bush Road	18-Mar	18-Mar	14:55	14:55	15:09	Karine Delows	Text	Odour	Hi, a rubbish odour has steadily got worse over the last 20 minutes	ESE	108.4	Yes	1.8	22	Yes	N	No Odour	0	N	N	At the time the complaint was received (14:55), winds were east-southeasterly (108.4°) at 1.8 m/s, with an ambient temperature of 22°C. Horseshoe Bush Road was patrolled at 15:07. A 15-minute FIDOL assessment was then conducted upwind of the complainant's property (15:09). Since another address (240 Horseshoe Bush Road), located just across the road from 233 Horseshoe Bush Road, registered a complaint a few minutes afterwards, the FIDOL assessment location was selected upwind at 223 Horseshoe Bush Road—between the landfill and the two residences—to allow for proactive detection of any landfill-related odour. At the time of the assessment, wind conditions were east-southeasterly (113.4°) at 1.9 m/s, with an ambient temperature of 22°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 3. The investigator observed swirling wind conditions, with some still periods which led to occasional rubbish odour detections. Immediate mitigation actions were taken, comprising an increase in odour suppressant dosage through the fixed sprayline system and repositioning of the odour cannon.	N	280	1	8.00	Very Likely
1920	260 Horseshoe Bush Road	19-Mar	19-Mar	09:20	09:20	09:26	Desiree Marcelino	Text	Odour	Strong odour is present on Horseshoe Bush Road now. Desiree Marcelino, resident at 260 Horseshoe Bush Rd, Dairy Flat	SSE	157.5	No	0.9	15	Yes	N	No Odour	0	N	N	At the time the complaint was received (9:20), winds were south-southeasterly (157.5°) at 0.9 m/s, with an ambient temperature of 19°C. Horseshoe Bush Road was patrolled at 9:24. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (9:26). At the time of the assessment, wind conditions were southerly (180°) at 1.3 m/s, with an ambient temperature of 19°C. During the assessment, no odour, landfill related or otherwise was detected. To optimise odour suppression, an odour suppressant irrigation line of 1 bars was moved closer, and a odour suppression device was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	290	1	2.00	Unlikely
1921	Along Burne Road	19-Mar	20-Mar	17:24	17:24	08:00	Matt White	Email	Odour	We are in Burne Road and are now actively smelling your landfill dump pretty much every day and into the night this never used to be an issue before so may i ask if you're doing anything that would cause this all of a sudden? As this has been going on for over a month now. Obviously we'll need to flag this to the council as we shouldn't be smelling it here.	WNW	285.3	No	3.9	24	No	N	No Odour	0	N	N	A FIDOL assessment was not undertaken as the complaint was received while the landfill was closed, and no on-site investigation could be conducted at that time. A desktop review was subsequently completed. At the time of the complaint (17:24), wind conditions were west-northwesterly (285.3°) at 3.9 m/s. Meteorological data for the preceding hour (16:25-17:25) shows that winds were generally light (average ~1.9 m/s) and highly variable, shifting from southerly through southwesterly to westerly directions, with intermittent calm periods (<1 m/s) and a short-duration gust (~4.7 m/s). These conditions indicate unstable airflow and limited dispersion. Based on these meteorological conditions, there was no sustained airflow from the landfill toward the complainant location. Given the separation distance of more than 3 km and the absence of consistent downwind conditions, it is considered unlikely that landfill operations were the source of the reported odour. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	Y	270	0	1.00	Unlikely
Internal	194D Horseshoe Bush Road	19-Mar	19-Mar	05:29	05:29	07:30	Venessa Venter	Text	Odour	Strong gas smell on horseshoe Bush Road	S	179.5	Yes	0.4	12	No	N	No Odour	0	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southerly at 179.5 degrees with a windspeed of 0.4 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	325	1	8.00	Very Likely

Internal	233 Horseshoe Bush Road	19-Mar	19-Mar	14:58	14:58	15:10	Karine Dellows	Text	Odour	Hi, there is a rubbish odour on Horseshoe Bush Road while I'm waiting for the kids to get off the school bus	ENE	74.3	Yes	1.9	26	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox with cloudy conditions. At the time of the complaint, wind conditions were east-northeasterly (74.3°) at 1.9 m/s with an ambient temperature of 28°C. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	280	1	7.00	Likely
Internal	Along Horseshoe Bush Road	21-Mar	23-Mar	08:31	06:31	07:00	Yvonne Venter & Lloyd Richardson	Text	Odour	VV: Intense gas smell on horseshoe bush rd LR: Complaint LFG pollution at 100 - 150 horseshoe bush road high toxicity level 5/5	SSE	154.4	Yes	0.0	11	No	N	No Odour	0	N	N	A 15-minute FIDOL assessment was undertaken at the complaint location. At the time of the complaint, wind conditions were south-southeasterly (154.4°) at 0.0 m/s with an ambient temperature of 11°C. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	321	0	9.00	Very Likely
1922	along Dairy Flat Highway	22-Mar	23-Mar	07:26	07:26	07:15	Louise Johnston	Text	Odour	Mornign , landfill odour along Dairy Flat Highway between Landfill access and Horseshoe bush. Stronger closer to Horseshoe bush thanks Louise	E	79.2	No	0.2	11	No	N	No Odour	0	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as easterly at 79.2 degrees with a windspeed of 0.2m/s. These recorded wind conditions were not directed towards the complaint location from landfill. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	Y	90	1	1.00	Unlikely
1923	240 Horseshoe Bush Road	23-Mar	23-Mar	08:21	08:21	08:44	Cathy	Text	Odour	Reporting absolute stench coming from the dump, can't breathe!! 240 horseshoe bush road Dairyflat.	S	186.6	No	0.2	15	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (8:21), winds were southerly (186.6°) at 0.2 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (8:46). At the time of the assessment, wind conditions were south-southwesterly (197.6°) at 0.6 m/s, with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2 and a short burning odour was detected with an intensity of 2. To optimise odour suppression, an odour suppressant irrigation line of 1 bars was extended, and three odour suppression devices were repositioned. A follow-up patrol was conducted at 12:48 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	0	3.00	Unlikely
1924	53 Tender Road	23-Mar	23-Mar	09:00	13:08	13:23	Andrea Moxted	Text	Odour	Persistent smell since 9am. Moderate intensity. 53 Tender Rd, Dairy Flat. Andrea Moxted.	ENE	74.3	Yes	2.7	17	Yes	Y	Manure	2	N	N	At the time the complaint was received (13:08), winds were east-northeasterly (74.3°) at 2.7 m/s, with an ambient temperature of 17°C. The complainant detailed persistent odour from 9am. Proactive monitoring patrols were conducted along Tender Road at 12:45 and 7:15, neither of which detected landfill-related odour. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (13:23). At the time of the assessment, wind conditions were east-southeasterly (113.8°) at 0.9 m/s, with an ambient temperature of 16°C. During the assessment, an intermittent manure odour was detected with an intensity of 2. There were paddocks with livestock upwind. Handheld anemometer recordings showed a local average windspeed of 2.7m/s and a max windspeed of 4.1m/s. To optimise odour suppression, two odour suppression devices were repositioned. A follow-up patrol was conducted at 15:15 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	260	1	8.00	Very Likely
Internal	233 Horseshoe Bush Road	23-Mar	23-Mar	07:38	07:38	07:44	Karine Dellows	Text	Odour	There is a strong rubbish odour this morning	SSW	207.7	No	0.3	14	Yes	Y	Exhaust, Hard to Describe	1-2	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's driveway under fine conditions. At the time of the complaint, wind conditions were south-southwesterly (207.7°) at 0.3 m/s with an ambient temperature of 14°C. During the assessment, no landfill related odour was detected. To optimise odour suppression, an odour suppressant irrigation line of 1 bars was extended, and three odour suppression devices were repositioned. A follow-up patrol was conducted at 12:45 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	280	1	4.00	Likely
1925	71 Tender Road	24-Mar	24-Mar	07:00	07:00	07:09	Wendy Bremner	Text	Odour	Hi there, reporting bad odour this morning from the landfill. We are at 71 Tender Rd, thanks	ENE	67.2	Yes	1.7	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (07:00), winds were east-northeasterly (67.2°) at 1.7 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox (07:09). At the time of the assessment, wind conditions were easterly (84.2°) at 0.7 m/s, with an ambient temperature of 17°C. During the assessment, no landfill related odour was detected. To optimise odour suppression, two odour suppression devices were repositioned. A follow-up patrol was conducted at 11:45 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	247.5	2	9.00	Very Likely

1926	255 Horseshoe Bush Road	24-Mar	24-Mar	07:34	07:34	07:49	Lloyd Richardson	Text	Odour	Complaint Rubbish odour and LFG leakage combined. Intermittent at level 4	E	89.3	Yes	1.3	16	Yes	Y	Exhaust	2	N	N	At the time the complaint was received (07:34), winds were easterly (89.3°) at 1.3 m/s, with an ambient temperature of 16°C. The Odour technician had started a FIDOL inside the notional odour boundary just upwind of the complaint location at 07:33, during which no landfill related odour was detected. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox (07:49). At the time of the assessment, wind conditions were easterly (103.3°) at 3.0 m/s, with an ambient temperature of 17°C and cloudy conditions. An exhaust odour was detected with an intensity of 2 and was attributed to passing traffic. During the assessment, no landfill related odour was detected. To optimise odour suppression, two odour suppression devices were repositioned. A follow-up patrol was conducted at 11:45 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	1	12.00	Very Likely
1927	98/2 Tender Road	24-Mar	24-Mar	12:04	12:04	12:09	Shirley Robinson	Text	Odour	Landfill odour 4/6 in drifts, 12:00pm 24/03/, 98/2 Tender Rd, Shirley.	E	86.3	Yes	2.4	20	Yes	Y	Earthy, Hard to Describe	1-3	N	N	At the time the complaint was received (12:04), winds were easterly (86.3°) at 2.4 m/s, with an ambient temperature of 20°C. The Odour technician had just completed a proactive patrol along Tender Road and Horseshoe Bush Road at 11:45, during which no landfill related odour was detected. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (12:09). At the time of the assessment, wind conditions were east-southeasterly (114.4°) at 2.0 m/s, with an ambient temperature of 20°C and cloudy conditions. A earthy odour was detected with an intensity of 3, and a hard to describe odour was detected with an intensity of 1. During the assessment, no landfill related odour was detected. To optimise odour suppression, two odour suppression devices were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	257	2	11.00	Very Likely
1928	53 Tender Road	24-Mar	24-Mar	14:49	14:49	15:00	Andrea Mexted	Text	Odour	Strong intermittent odour. 53 Tender Rd. Andrea Mexted.	ENE	71.3	Yes	2.6	22	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (14:49), winds were east-northeasterly (71.3°) at 2.6 m/s, with an ambient temperature of 22°C. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (15:00). At the time of the assessment, recorded wind conditions were northeasterly (54.2°) at 2.6 m/s, with an ambient temperature of 21°C and cloudy conditions. During the assessment, a short rubbish odour was detected with an intensity of 2. The investigator described the rubbish detection as very brief moments of weak rubbish odour. Local conditions were captured by a handheld anemometer, which recorded an average windspeed of 4.2m/s, and a max windspeed of 7.3m/s. To optimise odour suppression, the angle was changed on two odour suppression devices. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	260	1	9.00	Very Likely
Internal	233 Horseshoe Bush Road	24-Mar	24-Mar	07:29	07:29	07:33	Karine Dellowes	Text	Odour	There is a rubbish odour smell again this morning	E	89.3	Yes	2.0	17	Yes	Y	Hard to Describe	1	N	N	At the time the complaint was received (07:29), winds were easterly (89.3°) at 2.0 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox (07:33). At the time of the assessment, wind conditions were easterly (89.3°) at 1.3 m/s, with an ambient temperature of 16°C and cloudy conditions. A hard to describe odour was detected with an intensity of 1. During the assessment, no landfill related odour was detected. To optimise odour suppression, two odour suppression devices were repositioned. A follow-up patrol was conducted at 11:45 through the area, which did not detect landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	280	2	11.00	Very Likely
1929	255 Horseshoe Bush Road	25-Mar	25-Mar	06:18	06:33	06:39	Lloyd Richardson	Text	Odour	Complaint Rubbish Odour Starting 15mins ago we are getting consistent rubbish odour at level 4. This is from 300 HSB road through through to 100 HSB road.	E	83.2	Yes	2.7	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (06:33), winds were easterly (83.2°) at 2.7 m/s, with an ambient temperature of 18°C. A patrol of Horseshoe Bush Road was conducted along the range of addresses mentioned in the complaint multiple times at 06:38. No landfill odour was detected during this patrol. A 15-minute FIDOL assessment was then conducted near the middle of the range of locations provided, and upwind of the complainants residence at 223 Horseshoe Bush Road (06:45). At the time of the assessment, recorded wind conditions were northeasterly (51.2°) at 1.7 m/s, with an ambient temperature of 18°C and overnight conditions. During the assessment, no landfill related odour was detected. To optimise odour suppression, the angle was changed on one odour suppression device. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	6.00	Likely
1930	Dairy Flat School	27-Mar	27-Mar	06:03	06:03	06:16	Louise Johnston	Text	Odour	Hi there , just drove past Dairy Flat School and definitely a landfill gas odour .	NW	309.9	Yes	0.7	17	Yes	Y	Exhaust, Damp	2-3	N	N	At the time the complaint was received (06:03), winds were northwesterly (309.9°) at 0.7 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was then conducted roadside at the school (06:16). At the time of the assessment, wind conditions were northwesterly (319°) at 0.3 m/s, with an ambient temperature of 16°C. A exhaust odour was detected with an intensity of 3, and a damp odour was detected with an intensity of 2. The exhaust odour was attributed to passing traffic. During the assessment, no landfill related odour was detected. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A follow-up patrol was conducted at 07:35 through the area, which did not detect landfill related odour.	N	135	1	11.00	Very Likely
1931	98/2 Tender Road	27-Mar	30-Mar	19:42	19:42	07:00	Shirley Robinson	Text	Odour	Landfill odour 4/6, 8:45pm, 27/03/, 98/2 Tender Rd, Shirley.	ESE	107.4	Yes	0.5	19	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-southeasterly at 107.4 degrees with a windspeed of 0.5 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	257	1	9.00	Very Likely

Internal	146 Horseshoe Bush Road	27-Mar	27-Mar	13:20	13:20	13:27	Dan Beauchamp	Text	Odour	Hi, your dump continues to stink badly today again at 146 Horseshoebush rd	ESE	116.4	No	0.6	23	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox. At the time of the complaint, wind conditions were east-southeasterly (116.4°) at 0.6 m/s with an ambient temperature of 22°C. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill related odour. Note: it was kerbside collection day, and wheeler bins were out in the sun. The investigator conducted the FIDOL assessment away from the bins, and didn't detect any odour from them, but they could potentially be an odour source.	N	355	1	2.00	Unlikely
1932	255 Horseshoe Bush Road	28-Mar	28-Mar	08:22	08:22	08:42	Sarah & Lloyd Richardson	Text	Odour	8:22 - 28/3 - Sarah It absolutely stinks!! We can't go outside!! This is not good enough 8:39 - 29/3 - Lloyd Yesterday morning LF odour 4/6 consistent all morning	S	182.5	No	0.2	15	Yes	N	No Odour	0	N	N	At the time the complaint was received (08:22), winds were woutherly (182.5°) at 0.2 m/s, with an ambient temperature of 15°C. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox (08:42). At the time of the assessment, wind conditions were east-northeasterly (70.2°) at 0.0 m/s, with an ambient temperature of 19°C. During the assessment, no landfill related odour was detected. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend. A patrol of the surrounding area was subsequently undertaken, which did not detect landfill related odour.	Y	280	0	1.00	Unlikely
1933	255 Horseshoe Bush Road	29-Mar	30/2	09:39	09:39	07:00	Lloyd Richardson	Text	Odour	8:39 Today LFG 4/6 intermittent last three hours 9:47 Now it's rubbish odour! Please send date stamped photos of your cover. The community don't believe you have correctly applied it	SE	129.4	Yes	0.5	16	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southeasterly at 129.4 degrees with a windspeed of 0.5 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	Y	280	1	10.00	Very Likely
Internal	146 Horseshoe Bush Road	31-Mar	31-Mar	11:03	11:03	11:13	Dan Beauchamp	Text	Odour	Your dump stinks again today at 146 horseshoebush rd	SW	226.7	No	5.7	20	Yes	Y	Rubbish, Hard to Describe	1-2	N	N	A 15-minute FIDOL assessment was undertaken at the complainant's letterbox. At the time of the complaint, wind conditions were southeasterly (226.7°) at 5.7 m/s with an ambient temperature of 20°C. During the assessment, a rubbish odour was detected with an intensity of 2, and a hard to describe odour was detected with an intensity of 1. The investigator noted rubbish odour was detectable for only very short periods of time on lids in the wind. Upon inspection of the odour suppression system, coverage was found to only be partial. This was due to 2 cannons being off at the time of the complaint. One was being moved to optimise odour suppression coverage, and simultaneously a cannon experienced unplanned downtime due to a generator issue, with two cannons off, the odour suppression coverage was not full, and led to odour detection at 146 Horseshoe Bush Road. Both cannons were operational by 11:45. Follow-up patrols did not detect any further landfill odour.	N	355	0	4.00	Likely
Internal	168 Horseshoe Bush Road	1-Apr	1-Apr	06:49	06:49	06:10	Ross	Text	Odour	Hi driving into town and I can smell your dump in the dip in HSB road outside 168. I would describe it as objectionable level 3. I feel bad for the people sleeping with that smell and so should you! I want to know the outcome of this complaint including whether the smell is ultimately attributed to the landfill and if not what is the cause. Thanks	SSW	201.6	Yes	0.2	12	Yes	Y	Rubbish, Hard to Describe	1-2	N	N	The complaint was received while the landfill was closed, however a FIDOL assessment was able to be completed ~20 minutes later at 06:10. The wind was recorded as south-southwesterly at 201.6 degrees with a windspeed of 0.2 m/s. No landfill related odour was detected during the assessment. A desktop review was also undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	350	0	11.00	Very Likely
1934	255 Horseshoe Bush Road	2-Apr	2-Apr	07:41	07:41	07:58	Lloyd Richardson	Text	Odour	Complaint Weakens outside Significant rubbish odour consistent at 4/6	NNW	347.0	No	0.7	12	Yes	N	No Odour	0	N	N	At the time the complaint was received (07:41), winds were north-northwesterly (347.0°) at 0.7 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (07:58). At the time of the assessment, wind conditions were south-southwesterly (209.8°) at 0.5 m/s, with an ambient temperature of 12°C. During the assessment, no landfill related odour was detected. Fender Road was patrolled immediately following the FIDOL assessment, and no landfill odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 12:35 through the area, which did not detect landfill related odour.	Y	280	0	1.00	Unlikely
1935	286 Austin Rd	2-Apr	2-Apr	08:14	08:14	08:19	Jake Morgan	Text	Odour	Can smell the redvale landfill from 286 Austin road this morning. Bam. Intensity 3 of 6. Starting to smell it more frequently these days	SW	234.7	No	0.3	12	Yes	Y	Burning, Hard to Describe	1-2	N	N	At the time the complaint was received (08:14), winds were southwesterly (234.7°) at 0.3 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (08:19). At the time of the assessment, wind conditions were southwesterly (222.7°) at 0.5 m/s, with an ambient temperature of 12°C. During the assessment a short burning odour was detected with an intensity of 2 and a hard to describe odour was detected with an intensity of 1. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 12:35 through the sector, which did not detect landfill related odour. Based on the predominant southwesterly and northwesterly wind directions with low windspeed conditions, there was no sustained airflow from the landfill toward the complainant location. Given the separation distance of more than 2.5 km and the absence of consistent downwind conditions, it is considered unlikely that landfill operations were the source of the reported odour.	Y	290	0	3.00	Unlikely

1936	255 Horseshoe Bush Road	3-Apr	7-Apr	09:59	09:59	07:00	Lloyd Richardson	Text	Odour	Complaint Come on guys it's Good Friday and we've rubbish odour. Clearly your cover isn't sufficient. Get the gear out and fix it please. We have a doo this afternoon with 40 guests arriving. Put yourself in our shoes!	ESE	104.3	Yes	3.2	18	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-southeasterly at 104.3 degrees with a windspeed of 3.2 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	Y	280	1	6.00	Likely
Internal	233 Horseshoe Bush Road	3-Apr	7-Apr	09:30	10:42	07:00	Karine Delouis	Text	Odour	Hi, there is a strong dump prior this morning which has been persistent since 9.30am	ENE	74.3	Yes	2.3	19	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-northeasterly at 74.3 degrees with a windspeed of 2.3 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	280	1	6.00	Likely
1937	240 Horseshoe Bush Road	4-Apr	4-Apr	09:31	09:31	09:57	Cathy	Text	Odour	Bad odour coming from revalde dump this morning. 240 horseshoe bush road.	S	170.5	No	0.7	16	Yes	N	No Odour	0	N	N	At the time the complaint was received (09:31), winds were southerly (170.9°) at 0.7 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (09:57). At the time of the assessment, wind conditions had changed significantly from southerly to east-northeasterly (89.2°) at 1.0 m/s, with an ambient temperature of 18°C, and remained between NE and SE for the rest of the day. Under these wind conditions, the complainant's location was not downwind of the landfill. Therefore, any odour detected at that time would not be expected to originate from landfill activities. Consistent with this, no landfill-related odour was detected during the investigation. Odour control equipment was inspected and confirmed to be operating with full suppression coverage, and no adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	0	0.00	Unlikely
1938	255 Horseshoe Bush Road	4-Apr	4-Apr	10:50	10:50	11:19	Lloyd Richardson	Text	Odour	Complaint Intense rubbish odour at 4-4/6 consistent. Please fix ASAP	SE	126.4	Yes	1.5	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:50), winds were southeasterly (136.4°) at 1.5 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was then conducted at the complainants letterbox (11:19). At the time of the assessment, wind conditions were north-northeasterly (32.1°) at 2.1 m/s, with an ambient temperature of 18°C. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	1	8.00	Very Likely
1939	255 Horseshoe Bush Road	5-Apr	7-Apr	07:27	07:27	07:00	Lloyd Richardson	Text	Odour	Complaint Easter morning and we have wave's of rubbish odour! 5/6 sort it out	ENE	78.3	Yes	1.2	15	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-northeasterly at 78.3 degrees with a windspeed of 1.2 m/s. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	Y	280	0	8.00	Very Likely
1940	255 Horseshoe Bush Road	6-Apr	6-Apr	06:30	06:31	07:27	Lloyd Richardson	Text	Odour	Complaint Strong LFG pollution, 4/6 in strong waves consistently occuring from 5:30 am and on going.	ENE	71.2	Yes	3.4	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (06:31), winds were east-northeasterly (71.2°) at 3.4 m/s, with an ambient temperature of 17°C. The complaint was received prior to landfill operations commencing for the day. A FIDOL assessment was subsequently undertaken at the complainant's letterbox at 07:27, after the landfill had opened and with all odour suppression systems in operation. At the time of the assessment, winds were east-northeasterly (61.2°) at 2.8 m/s. No landfill-related odour was detected during the FIDOL assessment. A desktop review was also undertaken following the complaint. The daily cover in place at the time was confirmed to be compliant with operational requirements. Landfill gas extraction data was reviewed, and vacuum levels were found to be consistently high over the weekend, indicating effective gas capture.	Y	280	1	5.00	Likely
1941	8 Karahive Lane	6-Apr	6-Apr	13:48	13:48	13:58	Nick de Witte	Text	Odour	Odour at my place today. Level 2 currently.	NNE	33.1	Yes	7.7	21	Yes	N	No Odour	0	N	N	At the time the complaint was received (13:48), winds were north-northeasterly (33.1°) at 7.7 m/s, with an ambient temperature of 21°C. Wind speeds of this magnitude are generally associated with increased atmospheric mixing and dispersion, reducing the likelihood of sustained odour accumulation at downwind locations. A FIDOL assessment was conducted at 13:58 at a location on the paper road between the landfill and the complainant's property. This location was selected as a conservative interception point along the potential odour transport pathway. As under high wind speed conditions, assessing closer to the source can provide a more reliable indication of any landfill-derived odour before further dilution and dispersion occurs downwind. At the time of the assessment, winds remained elevated at 6.2 m/s from the east-northeast (67.2°). No landfill-related odour was detected during the FIDOL assessment. Odour control equipment was inspected and confirmed to be operating with full suppression coverage, and no adjustments were required.	Y	235	2	5.00	Likely

Internal	Along Horseshoe Bush Road	9-Apr	9-Apr	07:56	07:56	08:06	Lloyd Richardson	Text	Odour	Complaint - LFG 6/6 100 to 200 HSB road Get to work boys	SSW	211.6	No	0.8	16	Yes	Y	Rubbish	2	N	N	The range mentioned in the complaint was patrolled multiple times with no landfill odour detections before the investigator conducted a 15-minute FIDOL assessment at 132 Horseshoe Bush Road, inside the location range and downwind of the landfill. At the time of the complaint, wind conditions were south-southwesterly (211.6°) at 0.8 m/s with an ambient temperature of 16°C. During the assessment, a rubbish odour was detected with an intensity of 2. Two Odour suppression cannons were repositioned and an additional irrigation line of odour suppressant was utilised to optimise odour suppression. On a follow-up assessment at 14:30, no further landfill odour was detected. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	Y	321	0	5.00	Likely
Internal	146 Horseshoe Bush Road	9-Apr	9-Apr	10:20	10:20	10:29	uchamp & Katherine	Text	Odour + Noise	DB: Hi your dump stinks again today KM: Please can you advise what the very loud noise was in the last minute. What direction was it facing?	SSW	205.7	Yes	1.9	20	Yes	Y	Rubbish	3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox. At the time of the complaint, wind conditions were south-southwesterly (205.7°) at 1.9 m/s with an ambient temperature of 20°C. During the assessment, a rubbish odour was detected with an intensity of 3. Two Odour suppression cannons were repositioned and an additional irrigation line of odour suppressant was utilised to optimise odour suppression. On a follow-up assessment at 14:30, no further landfill odour was detected. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A 20-minute noise assessment was undertaken in between the active cell and the complainant's residence which recorded a peak of 65 dB, which is well within consented limits. No usages of the bird scanner were observed during the FIDOL or noise assessment, but the operations team has been reminded to limit usage to only when necessary.	N	355	1	9.00	Very Likely
Internal	233 Horseshoe Bush Road	9-Apr	9-Apr	16:01	16:01	16:17	Karine Dellowes	Text	Odour	There is an intermittent rubbish odour smell	ENE	74.3	Yes	2.8	23	Yes	Y	Exhaust, Grassy	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (16:17). At the time of the complaint, wind conditions were east-northeasterly (74.3°) at 2.8 m/s with an ambient temperature of 23°C. During the assessment, a vehicle exhaust odour and a grassy odour were both detected with an intensity of 2. No landfill-related odour was detected during the assessment. Odour control equipment was inspected and confirmed to be operating with full suppression coverage. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A patrol of the surrounding area was subsequently undertaken and did not detect landfill-related odour.	N	280	2	9.00	Very Likely
Internal	144 Horseshoe Bush Road	9-Apr	10-Apr	20:21	20:21	07:00	Katherine Mason	Text	Odour	Just walked outside at 8.20pm and yr dump stinks, on our front porch.	SSW	213.7	Yes	1.2	15	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as south-southwesterly at 213.7 degrees with a windspeed of 1.2 m/s with an ambient temperature of 15°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	N	354	0	6.00	Likely
Internal	146 Horseshoe Bush Road	10-Apr	10-Apr	08:48	08:48	08:56	Dan Beauchamp	Text	Odour	Goodmorning, your dump continues to stink badly yet again today at 146 horseshoebush rd, how are you going to fix this?	SSW	202.6	Yes	2.1	17	Yes	Y	Exhaust, Hard to Describe, Rubbish, Earthy, Grassy	1-3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (08:56). At the time of the complaint, wind conditions were south-southwesterly (202.6°) at 2.1 m/s with an ambient temperature of 17°C. During the assessment, a vehicle exhaust odour was detected with an intensity of 3, a hard to describe odour was detected with an intensity of 1 and both grassy and rubbish odour were detected with an intensity of 2. The investigator noted a large smoke plume ~300 meters away, but it wasn't detectable. Swirling wind conditions led to detections of multiple odours. To optimise odour suppression, an odour suppression device was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow up assessment was conducted at 12:30, which did not detect any further landfill-related odour.	N	355	0	8.00	Very Likely
1942	Along Horseshoe Bush Road	11-Apr	11-Apr	07:53	07:53	08:15	Lloyd Richardson	Text	Odour	Complaint LFG odour 4/6 consistent from 70 - 200 HSB rd	S	175.5	Yes	1.4	16	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (07:53), winds were southerly (175.5°) at 1.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was then conducted near the middle of the range of locations provided at 132 Horseshoe Bush Road (08:15). At the time of the assessment, recorded wind conditions were southerly (175.5°) at 1.5 m/s, with an ambient temperature of 16°C. During the assessment, no landfill related odour was detected. Horseshoe Bush Road was patrolled immediately following the FIDOL assessment, and during the patrol, an intermittent rubbish odour was detected with an intensity of 2 at 200 Horseshoe Bush Road. The investigator observed a high number of kerbside bins on the road. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, the angles on multiple odour suppression devices were adjusted by midday. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 15:50 through the area, which did not detect landfill related odour.	N	321	0	10.00	Very Likely

1943	240 Horseshoe Bush Road	11-Apr	11-Apr	11:23	11:23	11:45	Russell Brickhill	Text	Odour	Odour report from 240 Horseshoe Bush Road. Rotten garbage smell on the wind.	ESE	111.4	No	5.4	21	Yes	Y	Rubbish, Manure	2-3	N	N	At the time the complaint was received (11:23), winds were east-southeasterly (111.4°) at 5.4 m/s, with an ambient temperature of 21°C. A 15-minute FIDOL assessment was then conducted at the complainant's letterbox (11:45). At the time of the assessment, wind conditions were east-southeasterly (121.4°) at 7.4 m/s, with an ambient temperature of 21°C. During the assessment, a rubbish odour with an intensity of 2 was detected intermittently, and a consistent animal manure odour was detected with an intensity of 3. The investigator noted swirling and gusty wind conditions with occasional weak rubbish odour during certain wind gusts and lulls, and that animal manure was the main odour detected. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, the angles on multiple odour suppression devices were adjusted by midday. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 13:50 through the area, which did not detect landfill related odour.	Y	114	2	5.00	Likely
Internal	194D Horseshoe Bush Road	11-Apr	11-Apr	08:15	08:15	08:29	Raymond Venter	Text	Odour	The older this morning is unacceptable. Now, horseshoe bush road, sour odour, high intensity. The noise and floodlights are also annoying first thing on a Saturday morning.	S	175.5	Yes	1.5	16	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (08:29). At the time of the complaint, wind conditions were southerly (175.5°) at 1.5 m/s with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The investigator noted that it was kerbside collection day and there was a large number of bins out. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 13:50 through the area, which did not detect landfill related odour.	N	325	1	10.00	Very Likely
Internal	200 Horseshoe Bush Road	11-Apr	11-Apr	08:26	08:26	08:44	Chris Gore	Text	Odour	Still stinks this morning	SE	129.4	Yes	2.0	17	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (08:44). At the time of the complaint, wind conditions were southeasterly (129.4°) at 2.0 m/s with an ambient temperature of 17°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The investigator noted that it was kerbside collection day and there was a large number of bins out. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 13:50 through the area, which did not detect landfill related odour.	N	299	1	10.00	Very Likely
Internal	233 Horseshoe Bush Road	11-Apr	11-Apr	08:58	08:00	10:25	Karine Dellows	Text	Odour	Morning, there is a strong dump odour this morning since I am. I've seen the waste management Ute going back and forth past my property but there has been no change in the odour unfortunately and it appears to be getting worse	ESE	121.4	Yes	2.5	19	Yes	Y	Rubbish	2	N	N	An internal patrol was conducted at 10:25, and then a 15-minute FIDOL assessment was conducted at the complaint location (08:44). At the time of the complaint, wind conditions were east-southeasterly (121.4°) at 2.5 m/s with an ambient temperature of 19°C. During the assessment, conditions were very similar (ESE, 2.8 m/s). During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The investigator noted that it was kerbside collection day and there was a large number of bins out. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time. A follow-up patrol was conducted at 13:50 through the area, which did not detect landfill related odour.	N	280	2	12.00	Very Likely
1944	along Dairy Flat Highway	16-Apr	17-Apr	18:26	18:26	07:00	Louise Johnston	Text	Odour	Hi there, There is a strong rubbish odour on Dairy Flat Highway about 10 minutes ago. Not sure of number but between Horseshoe Bush and the Pallet yard. Thanks Louise	WSW	247.8	Yes	1.4	14	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as west-southwesterly at 247.8 degrees with a windspeed of 1.4 m/s with an ambient temperature of 14°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted through the area next morning (7:40 17/4) under similar wind conditions (SSW, 0.8m/s), which did not detect landfill-related odour.	Y	90	0	8.00	Very Likely
1945	34 Richards Road	17-Apr	20-Apr	18:54	18:54	07:00	Tony Cowley	Text	Odour	This is an Odour Report Reporter: Tony Cowley Frequency: 2. Persistent Intensity: 4. Strong Character: Rubbish Location: 34 richards road Date and Time: NOW	N	4.1	No	0.8	13	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as northerly at 4.1 degrees with a windspeed of 0.8 m/s with an ambient temperature of 13°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	Y	30	0	1.00	Unlikely

1946	87 Richards Road	18-Apr	20-Apr	09:30	12:11	07:00	Roger & Maree Sorenson	Email	Odour	For the second time this week the smell coming from your site is extreme. Today it is still around, first smell it 8.30am and now at 12noon still very strong. Need to be up the front of our property working but headache material and have to change plans. Not acceptable. Roger and Maree Sorensen. 87 Richards Road	N	353.5	Yes	3.8	20	No	N	N/A	N/A	N	N	Between 08:30 and 12:00 on Saturday (18/04), the on-site weather station recorded an average wind speed of 3.8 m/s and an average wind direction of 353.9° (northerly), with minimal variation. The complaint was submitted via email at 12:11 and was identified on Monday (20/04) morning. As a result, a site investigation at the time of the complaint was not undertaken. This has been noted, and improvements to the complaint notification process are being considered. Following identification of the complaint, and noting that wind conditions remained similar since 06:30 on Monday (7 th , northerly), corrective actions were implemented. Two odour suppression cannons were repositioned to improve coverage under northerly wind conditions, and targeted monitoring was undertaken to assess potential odour impacts at the complaint location. No landfill-related odour was detected during the monitoring (FIDOL assessment and patrol), which commenced at 07:36. Wind conditions at this time were comparable, with a northerly wind direction (355.0°) and wind speed of 1.3 m/s. No further complaints have been received in relation to this event.	N	165	2	6.00	Likely
1947	Dairy Flat School	20-Apr	20-Apr	08:02	08:02	08:10	Katie Hills	Text	Odour	Smell is bad	NNW	326.6	Yes	3.1	12	Yes	Y	Earthy, Rubbish	2-3	N	N	At the time the complaint was received (08:02), winds were north-northwesterly (326.6°) at 3.1 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was conducted at the complaint location at 08:10. During the assessment, wind conditions remained north-northwesterly (329.0°) at 2.8 m/s, with an ambient temperature of 12°C. Localised conditions recorded using a handheld anemometer indicated low wind speeds, with an average of 0.1 m/s and a maximum of 0.5 m/s. During the assessment, an intermittent earthy odour (intensity 3) and a weak rubbish odour (intensity 2) were detected. The earthy odour was attributed to the construction site located across the road from the school. The rubbish odour was low in intensity and not sustained, and its source could not be definitively attributed to the landfill, with passing refuse collection vehicles also considered a potential source. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, the angles of multiple odour suppression devices were adjusted by midday. The weighbridge operator also confirmed that no unusually odorous loads had been received at the time. A follow-up patrol was conducted at 11:20 in the surrounding area, during which no landfill-related odour was detected.	Y	135	0	7.00	Likely
Internal	132 Horseshoe Bush Road	20-Apr	21-Apr	17:14	17:14	06:15	Sharon Race	Text	Odour	The tip stinks of refuse, very bad ☹️ please investigate urgently.	SW	215.7	Yes	0.6	15	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southwesterly at 215.7 degrees with a windspeed of 0.6 m/s with an ambient temperature of 19°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	N	0	0	7.00	Likely
1948	61 Kahikatea Flat Road	21-Apr	21-Apr	10:39	10:39	10:52	James Dolphin	Text	Odour	Hi, we live at the start of Kahikatea and the dump has smell really bad since late yesterday afternoon	SSW	197.6	Yes	2.3	16	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:39), winds were south-southwesterly (197.6°) at 2.3 m/s, with an ambient temperature of 16°C. Kahikatea Flat Road was patrolled between 0-11h, with no landfill odour detected. A 15-minute FIDOL assessment was then conducted at the 61 Kahikatea Flat Road, near the start of residential houses (10:52). At the time of the assessment, wind conditions were south-southwesterly (200.8°) at 3.1 m/s, with an ambient temperature of 16°C. The investigator recorded local conditions using a handheld anemometer, which showed an average windspeed of 0.6m/s and a max of 1.1m/s. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, two odour suppression devices were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	5	0	6.00	Likely
1949	Along Horseshoe Bush Road	21-Apr	21-Apr	11:25	11:26	11:34	Chris Bretherton	Text and Email	Odour	64210594267: Horseshoe bush Road and tender road horrendous smell 11:26am April 21st CB: Terrible smell all up horseshoe bush road Tender road to the top	SSE	161.5	Yes	2.0	18	Yes	Y	Manure	2	N	N	At the time the complaint was received (11:26), winds were south-southwesterly (161.5°) at 2.0 m/s, with an ambient temperature of 19°C. Horseshoe Bush Road and Tender Road were patrolled, with no landfill odour detected. A 15-minute FIDOL assessment was then conducted at 43 Tender Road (11:34), which was chosen as it is halfway along Tender Road, and an internal FIDOL had just been completed on Horseshoe Bush Road (11:11). At the time of the assessment at Tender Road, wind conditions were southerly (171.6°) at 3.2 m/s, with an ambient temperature of 17°C. The investigator observed local conditions to be southeasterly. During the assessment, no landfill related odour was detected. During the internal assessment on Horseshoe Bush Road, a hard to describe odour was detected with an intensity of 1, a rubbish odour was detected with an intensity of 2 and a animal manure odour was detected with an intensity of 4, when a livestock truck drove past. To optimise odour suppression, two odour suppression devices were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	321	0	8.00	Very Likely

Internal	132 Horseshoe Bush Road	21-Apr	21-Apr	10:09	10:09	10:30	Sharon Race	Text	Odour	There is still smell this morning. 132HBR	SSW	191.6	Yes	1.9	15	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complaint location (10:30). At the time of the complaint, wind conditions were east-southwesterly (191.6°) at 1.9 m/s with an ambient temperature of 19°C. During the assessment, conditions were very similar (SSW, 2.2 m/s). During the assessment, an intermittent rubbish odour was detected with an intensity of 2. To mitigate odour and optimise the odour suppression system for the conditions, two odour suppression devices were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	0	0	9.00	Very Likely
Internal	Along Horseshoe Bush Road	21-Apr	21-Apr	10:58	11:00	11:11	Shirley Robinson	Text	Odour	Very bad Landfill odour 6/6, 10:58am, 21/04, along Horsebush Rd, Shirley.	SSW	192.6	No	2.6	16	Yes	Y	Rubbish, Hard to Describe, Manure	1-4	N	N	A 15-minute FIDOL assessment was conducted at the complaint location (11:11). At the time of the complaint, wind conditions were south-southwesterly (192.6°) at 2.6 m/s with an ambient temperature of 16°C. During the assessment, conditions were slightly different (SSE, 2.3 m/s). During the assessment, a hard to describe odour was detected with an intensity of 1, a rubbish odour was detected with an intensity of 2 and a animal manure odour was detected with an intensity of 4, when a livestock truck drove past. To optimise odour suppression, two odour suppression devices were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	321	0	6.00	Likely
Internal	146 Horseshoe Bush Road	21-Apr	21-Apr	13:55	13:55	14:05	Den Beauchamp	Text	Odour	Hi your dump smells badly at 146 horseshoebush rd today	SW	219.7	Yes	3.4	19	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (13:55), winds were southwesterly (216.6°) at 3.1 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (14:05). At the time of the assessment, wind conditions were south-southwesterly (194.6°) at 4.2 m/s, with an ambient temperature of 19°C. During the assessment, a short rubbish odour was detected with an intensity of 2. An odour suppression cannon was repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	355	1	7.00	Likely
1950	Along Horseshoe Bush Road	22-Apr	23-Apr	20:46	20:46	07:00	Lloyd Richardson	Text	Odour	Complaint LFG at intense level 6/6 from 100 to 250 HSB road.	SW	216.6	No	1.1	12	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while a landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southwesterly at 216.6 degrees with a windspeed of 1.1 m/s with an ambient temperature of 12°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 7:20 the following morning under similar conditions (S, 2.1 m/s) which did not detect landfill odour. Two odour suppression cannons were repositioned on the following morning to optimise odour suppression.	Y	321	0	2.00	Unlikely
Internal	132 Horseshoe Bush Road	22-Apr	22-Apr	07:17	07:17	07:28	Sharon Race	Text	Odour	TODAY ITS DISGUSTING !!!Extremely high level of rubbish smell, I can't breathe	SSW	205.6	Yes	1.1	11	Yes	Y	Rubbish	2-3	N	N	At the time the complaint was received (07:17), winds were south-southwesterly (205.6°) at 1.1 m/s, with an ambient temperature of 11°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (07:28). At the time of the assessment, wind conditions were southwesterly (217.6°) at 1.9 m/s, with an ambient temperature of 11°C. During the assessment, a intermittent rubbish odour was detected with an intensity of 2 and 3. An odour suppression cannon was repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	0	0	10.00	Very Likely
Internal	Along Horseshoe Bush Road	22-Apr	22-Apr	07:46	07:46	07:52	Lloyd Richardson	Text	Odour	laint LFG POLLUTION! 100 -200 HSB road	SSW	207.6	No	1.2	12	Yes	Y	Rubbish	2-3	N	N	At the time the complaint was received (07:46), winds were south-southwesterly (207.6°) at 1.2 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was conducted inside the range mentioned by the complainant ~15 minutes earlier under similar conditions(07:28). At the time of the assessment, wind conditions were southwesterly (217.6°) at 1.9 m/s, with an ambient temperature of 11°C. During the assessment, a intermittent rubbish odour was detected with an intensity of 2 and 3. A patrol was conducted when this complaint was received which confirmed the findings of the earlier assessment. An odour suppression cannon was repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	321	0	6.00	Likely

Internal	146 Horseshoe Bush Road	22-Apr	22-Apr	13:04	13:04	13:27	Dan Beauchamp	Text	Odour & Noise	Hi your dump continues to omit excessive noise & odour at 146 horseshoebush rd today, how will you mitigate this?	SSW	212.7	Yes	3.5	18	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (13:04), winds were south-southwesterly (212.7°) at 3.5 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (13:27). At the time of the assessment, wind conditions were south-southwesterly (192.7°) at 2.5 m/s, with an ambient temperature of 17°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, multiple odour suppression cannons were repositioned. A noise assessment was carried out simultaneously. Landfill noise was not recorded above the consented threshold. A few spikes over 75dB were recorded, but these were directly attributable to passing traffic. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	355	0	6.00	Likely
Internal	176 Horseshoe Bush Road	23-Apr	23-Apr	16:45	16:45	17:00	Greg Brydon	Text	Odour	Your bloody tip is fucken disgusting the smell today has been absolutely next level your control is absolutely pathetic	ESE	114.4	Yes	1.4	14	Yes	Y	Rubbish, Hard to Describe, Grassy	1-3	N	N	At the time the complaint was received (16:45), winds were east-southeasterly (114.4°) at 1.4 m/s, with an ambient temperature of 14°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (17:00). At the time of the assessment, wind conditions were southeasterly (129.4°) at 1.3 m/s, with an ambient temperature of 13°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2, a hard to describe odour was detected with an intensity of 1 and a grassy odour was detected with an intensity of 2. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, a odour suppression device was repositioned the next morning (07:15, 24/4) and an odour suppression irrigation line was extended. A follow-up patrol conducted at 07:20 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	315	0	10.00	Very Likely
Internal	146 Horseshoe Bush Road	23-Apr	23-Apr	16:06	16:06	16:15	Dan Beauchamp	Text	Odour	Your dump stinks again this afternoon at 146 horseshoebush rd	SSW	199.7	Yes	1.4	16	Yes	Y	Earthy, Burning, Rubbish	2	N	N	At the time the complaint was received (16:06), winds were south-southwesterly (199.7°) at 1.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (16:15). During the assessment, earth and burning odours were detected intermittently at an intensity of 2, and a short rubbish odour was detected with an intensity of 2. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, a odour suppression device was repositioned the next morning (07:15, 24/4) and an odour suppression irrigation line was extended. A follow-up patrol conducted at 07:20 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	0	9.00	Very Likely
Internal	200 Horseshoe Bush Road	23-Apr	23-Apr	16:48	16:48	17:00	Chris Gore	Text	Odour	200 horseshoe. Smells like rotten rubbish	SE	141.5	Yes	0.7	13	Yes	Y	Rubbish, Hard to Describe, Grassy	1-3	N	N	At the time the complaint was received (16:48), winds were southeasterly (141.5°) at 0.7 m/s, with an ambient temperature of 13°C. A 15-minute FIDOL assessment was conducted down the road at 176 HSB Rd (17:00), as they had also put in a complaint. At the time of the assessment, wind conditions were southeasterly (129.4°) at 1.3 m/s, with an ambient temperature of 13°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 1 and a grassy odour was detected with an intensity of 2. The investigator conducted a brief assessment at 200 HSB Rd, and confirmed the findings of the FIDOL performed at 176 HSB Rd. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, a odour suppression device was repositioned the next morning (07:15, 24/4) and an odour suppression irrigation line was extended. A follow-up patrol conducted at 07:20 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	0	11.00	Very Likely
Internal	Along Horseshoe Bush Road	23-Apr	23-Apr	16:59	16:59	17:00	Karine Dellowes	Text	Odour	Hi, there is a strong rubbish odour on Horseshoe Bush Road	SE	129.4	Yes	1.3	13	Yes	Y	Rubbish, Hard to Describe, Grassy	1-3	N	N	At the time the complaint was received (16:59), winds were southeasterly (129.4°) at 1.3 m/s, with an ambient temperature of 13°C. A 15-minute FIDOL assessment was conducted at 176 HSB Rd (17:00), which was deemed representative of the location mentioned by the complainant. At the time of the assessment, wind conditions were southeasterly (129.4°) at 1.3 m/s, with an ambient temperature of 13°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 3, a hard to describe odour was detected with an intensity of 1 and a grassy odour was detected with an intensity of 2. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, a odour suppression device was repositioned the next morning (07:15, 24/4) and an odour suppression irrigation line was extended. A follow-up patrol conducted at 07:20 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	321	0	11.00	Very Likely
Internal	200 Horseshoe Bush Road	25-Apr	27-Apr	14:09	14:09	07:00	Chris Gore	Text	Odour	Stinks again today!!	S	173.6	No	1.4	18	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southerly at 173.6 degrees with a windspeed of 1.4 m/s with an ambient temperature of 18°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	N	299	0	1.00	Unlikely

Internal	132 Horseshoe Bush Road	28-Apr	28-Apr	06:35	06:29	06:39	Sharon Race	Text	Odour	The tip stinks again this morning! It's 6.35am and I can't open a window or door without the smell entering my house.	SSW	194.5	Yes	0.1	8	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (06:39). At the time of the complaint, wind conditions were south-southwesterly (194.5°) at 0.1 m/s with an ambient temperature of 8°C. During the assessment, no landfill related odour was detected. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	0	0	8.00	Very Likely
Internal	Along Horseshoe Bush Road	28-Apr	28-Apr	06:47	06:47	06:39	Louise	Text	Odour	Hi, just to advise the odour outside right now is disgusting! Thanks I'm on horseshoe bush road	SSE	159.4	Yes	0.0	8	Yes	N	No Odour	0	N	N	At the time of the complaint, wind conditions were south-southeasterly (159.4°) at 0.0 m/s with an ambient temperature of 8°C. A 15-minute FIDOL assessment was conducted at 132 Horseshoe Bush Road (06:39). At the time of the assessment, wind conditions were south-southwesterly (194.5°) at 0.1 m/s with an ambient temperature of 8°C. During the assessment, no landfill related odour was detected. The surrounding area was patrolled following the FIDOL, and no landfill related odour was detected. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	321	0	8.00	Very Likely
Internal	209 Horseshoe Bush Road	28-Apr	28-Apr	10:08	10:08	10:18	Chris Gore	Text	Odour	Smells nasty!	E	97.3	Yes	0.7	16	Yes	N	Rubbish	2-3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (10:18). At the time of the complaint, wind conditions were easterly (97.3°) at 0.7 m/s with an ambient temperature of 19°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2-3. To mitigate odour and optimise the odour suppression system for the conditions, the angles on multiple odour suppression devices were adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	1	8.00	Very Likely
Internal	233 Horseshoe Bush Road	28-Apr	29-Apr	17:09	17:09	07:00	Karine Dellow	Text	Odour	There is a strong dump odour outside my property	ENE	67.3	Yes	0.9	17	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-northeasterly at 67.3 degrees with a windspeed of 0.9 m/s with an ambient temperature of 17°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	N	280	1	7.00	Likely
1951	240 Horseshoe Bush Road	28-Apr	28-Apr	10:51	10:51	11:03	Cathy	Text	Odour	Hideous bad smell from the Rosedale landfill this morning, all the way to the top of Austin road, and from 240-270 and further on horseshoe bush road.	SE	124.4	No	2.6	19	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:51), winds were southeasterly (124.4°) at 2.6 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (11:03). At the time of the assessment, wind conditions were east-southeasterly (112.4°) at 2.4 m/s, with an ambient temperature of 18°C. During the assessment, no landfill-related odour was detected. However, a Level 2-3 rubbish odour was detected earlier that morning at approximately 200 Horseshoe Bush Road. In response, a suppression device was repositioned at approximately 11:00. The overall odour suppression system was subsequently reviewed, and several suppression units were repositioned to improve coverage toward the northern area of the landfill. A follow-up patrol conducted at 14:30 did not detect landfill odour. The weighbridge operator confirmed that no unusually odorous loads had been received at that time.	Y	114	0	1.00	Unlikely
1952	98/2 Tender Road	28-Apr	28-Apr	14:26	14:27	14:37	Shirley Robinson	Text	Odour	Landfill odour 4.6, 2:26pm, 28/04, 98/2 Tender Rd, Shirley.	NE	34.1	Yes	1.8	19	Yes	N	No Odour	0	N	N	At the time the complaint was received (14:27), winds were northeasterly (34.1°) at 1.8 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (14:37). At the time of the assessment, wind conditions were east-northeasterly (76.3°) at 2.8 m/s, with an ambient temperature of 20°C. During the assessment, no landfill related odour was detected. Odour control equipment was inspected and confirmed to be in full coverage. A patrol was conducted around the surrounding area at 14:30 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	257	0	6.00	Likely
1953	255 Horseshoe Bush Road	28-Apr	29-Apr	17:04	17:04	07:41	yd & Sarah Richards	Text	Odour	Sarah - 5:04 - It absolutely stinks!! Boy! - 5:07 - Complaint Abhorrent rubbish odour at 6/6.	E	94.3	Yes	1.0	17	No	N	N/A	N/A	N	N	At the time the complaint was received (17:04), the landfill was shut. Recorded wind conditions were easterly (94.3°) at 1.0 m/s, with an ambient temperature of 17°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. The first patrol of the next day conducted at 07:41 did not detect landfill related odour. To optimise odour suppression several odour suppression cannons were repositioned on the following morning.	Y	280	0	8.00	Very Likely
Internal	146 Horseshoe Bush Road	29-Apr	29-Apr	08:45	08:45	08:55	Dan Beauchamp	Text	Odour	Hi, your dump stinks again this morning at 146 horseshoe bush rd	SSW	196.6	Yes	0.9	14	No	Y	Rubbish, Exhaust	2-3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (08:55). At the time of the complaint, wind conditions were south-southwesterly (196.6°) at 0.9 m/s with an ambient temperature of 14°C. During the assessment, a short rubbish odour was detected with an intensity of 3, and a short exhaust odour was detected with an intensity of 2. In response, a suppression device was repositioned at approximately 11:00. The overall odour suppression system was subsequently reviewed, and several suppression units were repositioned to improve coverage toward the northern area of the landfill. A follow-up patrol conducted at 14:30 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	1	11.00	Very Likely

1954	347 Horseshoe Bush Road	29-Apr	29-Apr	09:58	09:58	10:18	Pippa Walker	Call	Odour	Call from Pippa Walker at 09:58 am to reception. Rubbish smell at her place especially if the breeze picks up. "I asked on a scale of 1-5 how intense the smell was and she gave a 2.5."	SE	131.4	Yes	1.2	19	Yes	N	No Odour	0	N	N	At the time the complaint was received (09:58), winds were southeasterly (131.4°) at 1.2 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (10:18). At the time of the assessment, wind conditions were easterly (89.8°) at 0.2 m/s, with an ambient temperature of 19°C. During the assessment, no landfill-related odour was detected. While returning from the investigation, the investigator detected a rubbish odour with an intensity of 3/5 in sector 8 on Horseshoe Bush Road (inside the odour boundary). Multiple odour suppression cannons were repositioned to optimise odour suppression. A follow-up patrol conducted at 14:50 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	292.5	0	8.00	Very Likely
1955	98/2 Tender Road	29-Apr	29-Apr	11:48	11:48	12:05	Shirley Robinson	Text	Odour	Landfill odour 4-5, 11:48am, 29/04, 98/2 Tender Rd, Shirley. Pls sort out as don't enjoy texting everyday	E	92.3	Yes	0.6	21	Yes	Y	Earthy, Floral	2-3	N	N	At the time the complaint was received (11:48), winds were easterly (92.3°) at 0.6 m/s, with an ambient temperature of 21°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (12:05). At the time of the assessment, wind conditions were northeasterly (50.2°) at 2.3 m/s, with an ambient temperature of 20°C. During the assessment, an intermittent earthy odour was detected with an intensity of 3, and a floral odour with an intensity of 2 were detected. An odour suppression cannons was repositioned to optimise odour suppression. A follow-up patrol conducted at 14:50 did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	257	0	10.00	Very Likely
1960	98/2 Tender Road	30-Apr	1-May	17:14	17:14	06:30	Shirley Robinson	Text	Odour	Landfill odour 4-6, 5:12pm, 30/04, 98/2 Tender Rd, Shirley. Pls sort out as don't enjoy texting everyday.	ENE	66.2	Yes	0.5	16	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed (17:14). Recorded conditions show east-northeasterly winds (66.2°) at 0.5 m/s, with an ambient temperature of 16°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 6:40 the following morning which did not detect landfill odour. An odour suppression cannon and a line of T bars were repositioned on the following morning to optimise odour suppression.	Y	257	0	9.00	Very Likely
1959	55 Tender Road	30-Apr	1-May	17:01	17:01	06:30	Mark Ryland	Text	Odour	Redwale odour xonxern From 16:00 today @ 55 Tender Road, Dairy Flat Level 5 persistent rubbish odour	ENE	66.2	Yes	0.9	17	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed (17:01). Recorded conditions show east-northeasterly winds (66.2°) at 0.9 m/s, with an ambient temperature of 17°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 6:40 the following morning which did not detect landfill odour. An odour suppression cannon and a line of T bars were repositioned on the following morning to optimise odour suppression.	Y	265	0	8.00	Very Likely
1956	240 Horseshoe Bush Road	30-Apr	30-Apr	15:06	15:06	15:13	Cathy	Text	Odour	Hidexous smell coming from the redwale landfill right now. 240 horseshoe bush road. It's getting worse.	SE	127.5	No	2.2	18	Yes	Y	Rubbish, Vehicle Exhaust	2	N	N	At the time the complaint was received (15:06), winds were southeasterly (127.5°) at 2.2 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted across the road from the complainant's letterbox, at 233 Horseshoe Bush Road (15:13) as a internal complaint was being investigated simultaneously. At the time of the assessment, wind conditions were southeasterly (134.9°) at 1.6 m/s, with an ambient temperature of 19°C. During the assessment, a intermittent rubbish odour was detected with an intensity of 2 and a vehicle exhaust odour was detected with an intensity of 2. An odour suppression cannon was repositioned to optimise odour suppression. A follow up patrol was conducted at 16:15 which did not detect landfill-related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	1	5.00	Likely
Internal	194D Horseshoe Bush Road	30-Apr	30-Apr	05:58	05:58	06:29	Venessa	Text	Odour	Gas smell on horseshoe bush Road this morning	SSW	213.6	No	0.5	8	No	Y	No Odour	0	N	N	The complaint was recieved while the landfill was shut (5:58). At the time of the complaint, wind conditions were south southwesterly (213.6°) at 0.5 m/s with an ambient temperature of 8°C. A patrol through the area was conducted at 06:29, which did not detect any landfill related odour. The overall odour suppression system was subsequently reviewed, and an odour suppression cannon was repositioned to optimise odour suppression. Follow-up monitoring later in the day did not detect landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	325	1	4.00	Likely
Internal	146 Horseshoe Bush Road	30-Apr	30-Apr	10:55	10:55	11:03	Dan Beauchamp	Text	Odour	Your dump continues to stink daily at 146 horseshoebush rd. Today it is bad, what are you going to do?	SSW	208.7	Yes	3.3	18	Yes	Y	Rubbish	3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (11:03). At the time of the complaint, wind conditions were south-southwesterly (208.7°) at 3.3 m/s with an ambient temperature of 18°C. During the assessment, a short rubbish odour was detected with an intensity of 3. In response, an odour suppression cannon was repositioned to optimise odour suppression. A follow up patrol was conducted at 16:15 which did not detect landfill-related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	0	6.00	Likely

Internal	206 Horseshoe Bush Road	30-Apr	30-Apr	12:52	12:52	13:02	Chris Gore	Text + Call	Odour	Stinks again! (+ Nasty Call to Reception)	S	172.6	No	3.7	21	Yes	Y	Earthy, Grassy	2-3	N	N	N	299	0	3.00	Unlikely	
Internal	233 Horseshoe Bush Road	30-Apr	30-Apr	15:00	15:00	15:13	Karine Dellowes	Text	Odour	There is a strong rubbish odour in the air	ESE	107.4	Yes	2.0	19	Yes	Y	Rubbish, Vehicle Exhaust	2	N	N	N	280	0	10.00	Very Likely	
1957	291 Horseshoe Bush Road	30-Apr	30-Apr	16:05	16:05	16:26	Debbie Griffin	Call	Odour	Odour complaint call received @ 16:05 from Debbie Griffin. Gas kind of smell, definitely coming from the landfill. Been bad all week especially in the lower areas of Horseshoe bush Rd. Intensity 5/6. Worst she has smelt, she cant open windows or doors. 291A Horseshoe Bush Road.	E	81.3	Yes	1.6	18	Yes	N	No Odour	0	N	N	N	Y	280	0	7.00	Likely
1958	255 Horseshoe Bush Road	30-Apr	30-Apr	16:58	16:58	17:13	yd & Sarah Richards	Call	Odour	Complaint Bad rubbish odour 5/6 persistent For the last 90mins Please address immediately	ENE	66.2	Yes	0.9	17	Yes	Y	Hard to Describe	1	N	N	N	Y	280	0	9.00	Very Likely
1962	98/2 Tender Road	1-May	1-May	11:33	11:34	11:45	Shirley Robinson	Text	Odour	Landfill odour 4-6, 11:33, 01/05, 98/2 Tender Rd, Shirley. This is not the smell rubbish bins at the top of the drive so don't blame them. Ple sort out as don't enjoy texting everyday.	E	96.3	Yes	0.9	18	Yes	Y	No Odour	0	N	N	N	Y	257	1	12.00	Very Likely
1963	254 Horseshoe Bush Road	1-May	1-May	14:52	14:52	15:09	anonymous complainant	Text	Odour	Very strong rubbish odour now at 254 Horseshoe Bush Road	ESE	103.3	Yes	1.5	16	Yes	Y	Rubbish	2	N	N	N	Y	285	2	13.00	Very Likely
1964	255 Horseshoe Bush Road	1-May	1-May	15:09	15:09	15:24	Sarah & Lloyd Richardson	Text	Odour	Complaint 5/6 rubbish odour for the last 5 hours getting more intense now	E	86.3	Yes	1.8	16	Yes	Y	Rubbish	2-3	N	N	N	Y	280	2	12.00	Very Likely

1965	347 Horseshoe Bush Road	1-May	1-May	15:58	15:58	15:24	Pippa Walker	Call	Odour	She mentioned that the smell is strong this week and asked if anything is being done differently. She was concerned about whether it will be the same tomorrow, as she has a family event and is worried it may be embarrassing. She also asked if Saturday operations are the same as during the week. I advised that we do accept waste on Saturdays. She then asked again if the smell would be as strong tomorrow, and I explained that I'm unable to predict odour levels for the following day.	ENE	73.3	Yes	1.2	16	Yes	Y	Hard to Describe	1	N	N	At the time the complaint was received (15:58), winds were east-northeasterly (73.3°) at 1.2 m/s, with an ambient temperature of 16°C. An internal patrol was conducted at 16:24, and then a 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (15:42). At the time of the assessment, wind conditions were easterly (82.3°) at 1.1 m/s, with an ambient temperature of 15°C. During the assessment, a hard to describe odour was detected with an intensity of 1. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	292.5	2	11.00	Very Likely
1966	441 Horseshoe Bush Road	1-May	1-May	15:59	16:59	17:03	Ashleigh Lehmann	Text	Odour	BAD rotting rubbish smell 441 Horseshoe Bush Road NOW (prior to the last hour)	ENE	70.2	Yes	2.7	15	Yes	Y	Hard to Describe	1	N	N	At the time the complaint was received (16:59), winds were east-northeasterly (70.2°) at 2.7 m/s, with an ambient temperature of 15°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (17:03). At the time of the assessment, wind conditions were east-southeasterly (108.2°) at 1.1 m/s, with an ambient temperature of 16°C. During the assessment, a hard to describe odour was detected with an intensity of 1. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	277	2	9.00	Very Likely
1961	240 Horseshoe Bush Road	1-May	1-May	10:04	10:04	10:13	Cathy	Text	Odour	Really nasty smell from the redvale dump again this morning here at 240 horseshoe bush road. The smell is getting more pungent every day.	SE	131.4	No	2.0	16	Yes	Y	Hard to Describe	1	N	N	At the time the complaint was received (10:04), winds were east-northeasterly (131.4°) at 2.0 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (10:13). At the time of the assessment, wind conditions were southeasterly (122.4°) at 2.2 m/s, with an ambient temperature of 16°C. During the assessment, a short hard to describe odour was detected with an intensity of 1. The investigator noted the odour was too faint to determine a source, but the odour was possibly earthy. A light southerly was observed locally. The recorded wind directions did not support odour dispersion towards the complainant from the landfill, indicating another potential source of odour. The odour suppression gear was inspected and found to be fully operational. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	114	1	3.00	Unlikely
Internal	194D Horseshoe Bush Road	1-May	1-May	05:43	05:43	07:00	Venessa Venter	Text	Odour	The smell this morning is unbearable	SSW	206.0	No	0.7	7	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as south-southwesterly at 206 degrees with a windspeed of 0.7 m/s with an ambient temperature of 7°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted through the area at 6:40, which detected no landfill related odour.	N	325	0	1.00	Unlikely
Internal	233 Horseshoe Bush Road	1-May	1-May	15:04	15:04	15:24	Karine Dellowes	Text	Odour	There is a very strong rubbish odour again this afternoon	E	84.3	Yes	1.5	16	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (15:24). At the time of the complaint, wind conditions were easterly (84.3°) at 1.5 m/s with an ambient temperature of 16°C. During the assessment, no landfill related odour was detected. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, the angle of two odour suppression cannons was adjusted. An assessment conducted at 15:44 between the complainant and landfill (200 HSB Rd) did not detect landfill-related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	280	0	8.00	Very Likely
Internal	200 Horseshoe Bush Road	1-May	1-May	15:22	15:22	15:44	Chris Gore	Text	Odour	Not sure what you're doing lately, but it's becoming a daily occurrence. It stinks again.	SE	144.6	Yes	1.3	17	Yes	N	No Odour	0	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (15:44). At the time of the complaint, wind conditions were southeasterly (144.6°) at 1.3 m/s with an ambient temperature of 17°C. During the assessment, no landfill related odour was detected. The odour suppression gear was inspected and found to be fully operational. A rubbish odour was detected nearby earlier in the day, and to optimise odour suppression, the angle of two odour suppression cannons was adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	1	7.00	Likely
1967	254 Horseshoe Bush Road	2-May	2-May	12:17	12:17	12:29	anonymous complainant	Text	Odour	Strong rubbish odour now at 254 Horseshoe Bush Rd for the second day in a row	ESE	117.4	Yes	2.4	19	Yes	Y	Woody	2	N	N	At the time the complaint was received (12:17), winds were east-southeasterly (117.4°) at 2.4 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (12:29). At the time of the assessment, wind conditions were easterly (95.4°) at 0.7 m/s, with an ambient temperature of 19°C. During the assessment, a woody odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	285	2	11.00	Very Likely

1968	255 Horseshoe Bush Road	2-May	2-May	13:07	13:07	13:25	Lloyd Richardson	Text	Odour	Complaint Rubbish odour at 5/6 consistent	ENE	73.3	Yes	3.0	19	Yes	N	No Odour	0	N	N	At the time the complaint was received (13:07), winds were east-northeasterly (73.3°) at 3.0 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (13:25). At the time of the assessment, wind conditions were east-southeasterly (115.4°) at 2.3 m/s, with an ambient temperature of 20°C. During the assessment, no landfill odour was detected. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	5.00	Likely
1969	98/2 Tender Road	2-May	2-May	13:58	13:49	14:02	Shirley Robinson	Text	Odour	Landfill odour 5:6 1:58pm 02/05, 98/2 Tender Rd, Shirley. This is not the smell rubbish bins at the top of the drive so don't blame them. Pls sort out as don't enjoy texting everyday.	SE	127.2	No	1.9	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (13:49), winds were southeasterly (127.2°) at 1.9 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (14:02). At the time of the assessment, wind conditions were northeasterly (56.2°) at 3.2 m/s, with an ambient temperature of 17°C. During the assessment, no landfill odour was detected. The investigator noted that there wasn't any rubbish bins at the top of the driveway. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	257	0	3.00	Unlikely
Internal	200 Horseshoe Bush Road	2-May	2-May	12:13	12:13	12:35	Chris Gore	Text	Odour	It stinks again!!	ESE	117.4	Yes	2.4	19	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (12:35). At the time of the complaint, wind conditions were east-southeasterly (117.4°) at 2.4 m/s with an ambient temperature of 19°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. The angle of two odour suppression cannons was adjusted. Follow-up monitoring in the afternoon did not detect any further landfill related odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	2	11.00	Very Likely
Internal	222 Horseshoe Bush Road	2-May	2-May	13:12	13:12	13:30	Paul Stevenson-Whig	Text	Odour	Rubbish odour apparent over last few hours. Level 2, persistent. Paul, 222 Horseshoe Bush Road.	E	98.0	Yes	2.5	19	Yes	Y	No Odour	0	N	N	At the time the complaint was received (13:12), winds were easterly (98°) at 2.5 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (13:30). During the assessment, no landfill odour was detected. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	296	2	11.00	Very Likely
1970	255 Horseshoe Bush Road	3-May	4-May	11:06	11:06	07:00	Lloyd Richardson	Text	Odour	Complaint Rubbish odour coming in waves across the district. East of your business. Consistently at 5/6	ESE	108.4	Yes	0.6	18	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-southeasterly at 108.4 degrees with a windspeed of 0.6 m/s with an ambient temperature of 18°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 7:30 the following morning which did not detect landfill odour. One odour suppression cannons was repositioned on the following morning to optimise odour suppression.	Y	280	2	10.00	Very Likely
Internal	Along Horseshoe Bush Road	3-May	4-May	09:13	09:13	07:00	Ashleigh Lehmann	Text	Odour	Rotten rubbish smell heavy in the air around 100s-200s bend horseshoe bush road. Last night and NOW	SW	215.6	No	1.9	14	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southwesterly at 215.6 degrees with a windspeed of 1.9 m/s with an ambient temperature of 14°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	321	0	2.00	Unlikely
Internal	200 Horseshoe Bush Road	3-May	4-May	14:26	14:26	07:00	Chris Gore	Text	Odour	A odor hang over all weekend!	E	97.3	Yes	2.4	18	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as easterly at 97.3 degrees with a windspeed of 2.4 m/s with an ambient temperature of 18°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	299	0	6.00	Likely
1971	348 Horseshoe Bush Road	4-May	4-May	11:01	11:01	11:18	Viki McCulloch	Text	Odour	Strong rubbish odour 348 Horseshoe Bush Rd	ESE	122.4	Yes	5.9	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (11:01), winds were east-southeasterly (122.4°) at 5.9 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (11:18). At the time of the assessment, wind conditions were easterly (88.3°) at 2.9 m/s, with an ambient temperature of 18°C. During the assessment, no landfill odour was detected. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, in the afternoon, two spray lines and one cannon were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	292.5	1	6.00	Likely

Internal	146 Horseshoe Bush Road	4-May	4-May	08:01	09:01	08:22	Dan Beauchamp	Text	Odour	Your dump stinks again this morning at 146 horseshoebush rd, what are you going to do?	SSW	185.6	Yes	2.1	15	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (09:22). At the time of the complaint, wind conditions were south-southwesterly (185.6°) at 2.1 m/s with an ambient temperature of 19°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, in the afternoon, two spray lines and one cannon were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	1	10.00	Very Likely
Internal	200 Horseshoe Bush Road	4-May	4-May	10:26	10:26	10:37	Chris Gore	Text	Odour	It was smelly all weekend and is picking up again this morning	E	84.3	Yes	2.7	17	Yes	Y	Rubbish	3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (10:37). At the time of the complaint, wind conditions were easterly (84.3°) at 2.7 m/s with an ambient temperature of 19°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 3. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, in the afternoon, two spray lines and one cannon were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	1	8.00	Very Likely
Internal	222 Horseshoe Bush Road	4-May	4-May	12:55	12:55	13:10	Paul Stevenson-Wright	Text	Odour	Rubbish type odour apparent for at least the last few hours. Level 2, occasionally 3. Intermittent with wind changes.	E	87.3	Yes	1.6	19	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (13:10). At the time of the complaint, wind conditions were easterly (87.3°) at 1.6 m/s with an ambient temperature of 19°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, in the afternoon, two spray lines and one cannon were repositioned. A follow up patrol at 15:48 detected no further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	296	1	10.00	Very Likely
1972	255 Horseshoe Bush Road	5-May	5-May	13:33	13:33	13:55	Lloyd Richardson	Text	Odour	Complaint LF rubbish odour. Now at 4/5	NE	49.3	No	3.0	19	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (13:33), winds were northeasterly (49.3°) at 3.0 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the side gate of the complainant's property (13:55). At the time of the assessment, wind conditions were east-southwesterly (112.4°) at 3.9 m/s, with an ambient temperature of 20°C. During the assessment, a rubbish odour was detected with an intensity of 2. The investigator noted a faint rubbish odour that was not present for long. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, in the afternoon, two spray lines and one cannon were repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	2	7.00	Likely
1973	255 Horseshoe Bush Road	5-May	6-May	19:50	19:50	07:00	Lloyd Richardson	Text	Odour	Complaint. Rubbish odour now at 3/6 consistent. Just arrived home from a 14 hour day, didn't expect your business to be so invasive and still not performing within your RC after all the community complaints.	ENE	60.2	Yes	0.4	15	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-northeasterly at 60.2 degrees with a windspeed of 0.4 m/s with an ambient temperature of 15°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 7:07 the following morning, which did not detect landfill odour.	Y	280	0	8.00	Very Likely
1974	98/2 Tender Road	5-May	6-May	21:27	21:27	07:00	Shirley Robinson	Text	Odour	Very bad Landfill odour 6/6, 9-26pm, 05/05, along Horsebush Rd, Shirley.	WNW	301.9	No	0.0	13	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as west-northwesterly at 301.9 degrees with a windspeed of 0.0 m/s with an ambient temperature of 13°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol through the area was conducted at 7:07 the following morning, which did not detect landfill odour.	Y	257	0	1.00	Unlikely
Internal	168 Horseshoe Bush Road	5-May	5-May	09:19	09:19	09:28	Philippa	Text	Odour	I am driving along Horseshoe Bush Road the smell is absolutely terrible... Agent! Particularly by 168. You have no business intruding on peoples' enjoyment of their homes like this. Every day recently smell has been four or five out of 5, I'm going to lodge a complaint at the council as well.	SE	141.4	Yes	1.0	15	Yes	Y	Rubbish	2-3	N	N	A 15-minute FIDOL assessment was conducted at the complaint location (09:28). At the time of the complaint, wind conditions were southeasterly (141.4°) at 1.0 m/s with an ambient temperature of 15°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 3-3. The odour suppression gear was inspected and found to be fully operational. To optimise the odour suppression setup, two odour suppression cannons had the angle adjusted. A follow up patrol at 14:45 detected no further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	350	1	10.00	Very Likely

Internal	176 Horseshoe Bush Road	5-May	5-May	10:03	10:03	10:14	Greg Brydon	Text	Odour	The smell here today like yesterday and Sunday is disgusting	SE	141.4	Yes	2.4	16	Yes	Y	Rubbish	2-3	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (10:14). At the time of the complaint, wind conditions were southeasterly (141.4°) at 2.4 m/s with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2-3. The odour suppression gear was inspected and found to be fully operational. To optimise the odour suppression setup, two odour suppression canisters had the angle adjusted. A follow up patrol at 14:45 detected no further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	315	1	10.00	Very Likely
1975	255 Horseshoe Bush Road	6-May	6-May	07:03	07:03	07:15	Lloyd Richardson	Text	Odour	Complaint Rubbish odour at 3/6 Now consistent	NNE	23.1	No	0.7	14	Yes	N	No Odour	0	N	N	At the time the complaint was received (07:03), winds were north-northeasterly (23.1°) at 0.7 m/s, with an ambient temperature of 14°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (07:15). At the time of the assessment, wind conditions were easterly (100.2°) at 1.2 m/s, with an ambient temperature of 14°C. During the assessment, no landfill-related odour was detected. The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, two odour suppression devices were immediately adjusted, and a line of T bars was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	2.00	Unlikely
1976	73 Karahiwi Lane	6-May	6-May	16:18	16:18	16:32	Gavin Laird	Text	Odour	Tip smell is horrendous reporting from 73 Karahiwi lane	NNE	26.0	Yes	3.0	18	Yes	Y	Earthy	2	N	N	At the time the complaint was received (16:18), winds were north-northeasterly (26.0°) at 3.0 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox (16:32). During the assessment, an earthy odour was detected intermittently at an intensity of 2. Following the assessment, a patrol of the paper road in between the landfill and the complainant was undertaken, during which no landfill odour was detected. Odour control equipment was inspected and confirmed to be fully operational. To optimise odour suppression, multiple odour suppression devices had their angle adjusted the next morning. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	235	1	7.00	Likely
Internal	200 Horseshoe Bush Road	6-May	6-May	07:58	07:58	08:09	Chris Gore	Text	Odour	Stinks already	ESE	123.3	Yes	1.0	16	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (08:09). At the time of the complaint, wind conditions were east-southeasterly (123.3°) at 1.0 m/s with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. Conditions during the assessment were very similar (ESE, 1.0m/s). The odour suppression gear was inspected and found to be fully operational. As part of optimising the odour suppression setup, two odour suppression devices were immediately adjusted, and a line of T bars was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	299	0	10.00	Very Likely
Internal	146 Horseshoe Bush Road	11-May	11-May	11:14	11:14	11:30	Dan Beauchamp	Text	Odour	Your dump stinks again this morning at 146 horseshoebush rd	SW	215.7	Yes	1.8	16	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (11:30). At the time of the complaint, wind conditions were southwesterly (215.7°) at 1.8 m/s with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2 and a hard to describe odour was detected with an intensity of 1. Conditions during the assessment were very similar (SW, 1.0m/s). The odour suppression gear was inspected and found to be fully operational. A odour suppression device was repositioned, and a line of T bars was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	0	8.00	Very Likely
Internal	146 Horseshoe Bush Road	12-May	12-May	10:50	10:50	11:02	Dan Beauchamp	Text	Odour	Your dump continues to stink again today at 146 horseshoebush rd	SSW	199.6	Yes	3.9	17	Yes	Y	Rubbish, Hard to Describe	1-2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (11:02). At the time of the complaint, wind conditions were south-southwesterly (199.6°) at 3.9 m/s with an ambient temperature of 17°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2 and a hard to describe odour was detected with an intensity of 1. The investigator noted the odour was very weak and only detectable when passing traffic disturbed the air. The odour suppression gear was inspected and found to be fully operational. A odour suppression device was repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	355	0	6.00	Likely
Internal	Along Horseshoe Bush Road	12-May	12-May	15:52	15:52	16:16	Ashleigh Lehmann	Text	Odour	Absolutely stinks again around 100s early 200s. Rubbish rotten smell. Now	SSW	192.6	No	4.9	16	Yes	Y	Rubbish	2	N	N	A 15-minute FIDOL assessment was conducted at the complaint location (16:16). At the time of the complaint, wind conditions were south-southwesterly (192.6°) at 4.9 m/s with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. A odour suppression device was repositioned the following morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	321	1	6.00	Likely
Internal	194D Horseshoe Bush Road	13-May	13-May	06:40	06:40	06:48	Venessa Venter	Text	Odour	Please address the smell on horseshoe Bush Road	SSE	158.4	Yes	0.0	13	Yes	Y	No Odour	0	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (06:48). At the time of the complaint, wind conditions were south-southeasterly (158.4°) at 0.0 m/s with an ambient temperature of 13°C. During the assessment, no landfill related odour was detected. The odour suppression gear was inspected and found to be fully operational. A odour suppression device was repositioned in the morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	325	0	10.00	Very Likely

Internal	176 Horseshoe Bush Road	13-May	13-May	08:57	08:57	09:05	Greg Brydon	Text	Odour	Your tip smells disgusting again	SSW	198.6	No	3.0	13	Yes	Y	No Odour	0	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (09:05). At the time of the complaint, wind conditions were south-westerly (198.6°) at 3.0 m/s with an ambient temperature of 13°C. During the assessment, no landfill related odour was detected. The investigator noted local wind conditions to be a weak southeasterly. The odour suppression device was inspected and found to be fully operational. A odour suppression gear was repositioned in the morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	315	0	3.00	Unlikely
Internal	194 Horseshoe Bush Road	13-May	13-May	12:48	12:48	12:51	Neil Smith	Text	Odour	Hi. Bad odour here now at 194A Horseshoe Bush Road. Thanks. Neil Smith	E	81.3	Yes	2.7	15	Yes	Y	Rubbish, Hard to Describe	1-2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (12:48). At the time of the complaint, wind conditions were easterly (81.3°) at 2.7 m/s with an ambient temperature of 16°C. During the assessment, a short rubbish odour was detected with an intensity of 2 and a hard to describe odour was detected with an intensity of 1. The odour suppression gear was inspected and found to be fully operational. The angles were adjusted on two odour suppression device in the afternoon to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	300	0	7.00	Likely
1977	254 Horseshoe Bush Road	14-May	14-May	14:22	14:22	14:36	Viki McCulloch	Text	Odour	Rubbish odour at 254 Horseshoe Bush Rd. Viki McCulloch	ENE	67.3	Yes	1.8	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (14:22), winds were east-northeasterly (67.3°) at 1.8 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (14:36). At the time of the assessment, wind conditions were east-northeasterly (66.3°) at 2.3 m/s, with an ambient temperature of 17°C. During the assessment, no landfill odour was detected. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was moved at ~15:00. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	285	0	6.00	Likely
1978	98/2 Tender Road	14-May	15-May	17:31	17:31	07:00	Shirley Robinson	Text	Odour	Landfill odour 5/6, 5:30, 14/5 at 98/2 Tender Rd, Shirley.	NNE	30.1	No	0.0	9	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as north-northeasterly at 30.1 degrees with a windspeed of 0.0 m/s with an ambient temperature of 9°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted at 7:30 the following morning which did not detect landfill odour. One odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	257	0	2.00	Unlikely
Internal	194 Horseshoe Bush Road	14-May	14-May	11:05	11:05	11:25	Neil Smith	Text	Odour	Hi. Just advising of bad odour again today at 194A Horseshoe Bush Road. Is worse than yesterday. Thanks. Neil Smith	ESE	110.4	Yes	2.5	17	Yes	Y	Rubbish	1-2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (12:48). At the time of the complaint, wind conditions were easterly (81.3°) at 2.7 m/s with an ambient temperature of 16°C. During the assessment, a short rubbish odour was detected with an intensity of 2 for the first minute. The odour suppression gear was inspected and found to be fully operational. One odour suppression device was repositioned in the afternoon to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	300	0	9.00	Very Likely
Internal	194 Horseshoe Bush Road	14-May	14-May	14:59	14:59	15:06	Chris Gore	Text	Odour	Smells pretty bad	ENE	77.3	Yes	0.7	17	Yes	Y	Floral, Gasoline	2	N	N	A 15-minute FIDOL assessment was conducted at the complainant's letterbox (15:06). At the time of the complaint, wind conditions were east-northeasterly (77.3°) at 0.7 m/s with an ambient temperature of 17°C. During the assessment, a short floral odour and a short gasoline odour were detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. One odour suppression device was repositioned in the afternoon to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	N	300	0	8.00	Very Likely
Internal	233 Horseshoe Bush Road	14-May	14-May	16:47	16:47	17:08	Karine Dellow	Text	Odour	The dump stinks like rubbish	ENE	58.2	Yes	1.0	16	Yes	Y	Burning, Exhaust	3-4	N	N	At the time the complaint was received (16:47), winds were northeasterly (58.2°) at 1.0 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 17:08. During the assessment, no landfill related odour was detected. A consistent burning odour was detected with an intensity of 3-4, and an exhaust odour was detected with an intensity of 3. The odour suppression equipment was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	280	0	9.00	Very Likely
1979	255 Horseshoe Bush Road	15-May	15-May	15:59	15:59	16:19	yd & Sarah Richards	Text	Odour	Complaint Rubbish odour 4/6 the last 3 hours. Please fix immediately It stinks!!!! Sort it out now!! We can't go outside & it's a beautiful afternoon ☺	E	95.3	Yes	2.7	15	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (15:59), winds were easterly (95.3°) at 2.7 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the side gate of the complainant's property (16:19). At the time of the assessment, wind conditions were east-northeasterly (74.3°) at 1.0 m/s, with an ambient temperature of 19°C. During the assessment, a short rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was moved the next morning. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	1	10.00	Very Likely

Internal	176 Horseshoe Bush Road	15-May	15-May	10:07	10:07	10:20	Greg Brydon	Text	Odour	is disgusting now again like it has been a	S	174.5	Yes	0.6	14	Yes	Y	Exhaust, Silage, Rubbish	2-3	N	N	At the time the complaint was received (10:07), winds were southerly (174.9°) at 0.6 m/s, with an ambient temperature of 14°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 10:20. During the assessment, a silage odour was detected with an intensity of 3, a rubbish odour was detected with an intensity of 2 and a exhaust odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, an odour device was repositioned. Follow-up monitoring in the afternoon did not detect further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	9.00	Very Likely
Internal	Along Horseshoe Bush Road	16-May	16-May	08:25	08:25	08:54	Lloyd Richardson	Text	Odour	Road landfill gas and rubbish odour at 4	SSW	211.6	No	1.7	10	Yes	N	No Odour	0	N	N	At the time the complaint was received (08:25), winds were south-southwesterly (211.8°) at 1.7 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 08:54. During the assessment, no landfill-related odour was detected. Conditions during the assessment were similar, winds were south-southwesterly (208.9°) at 2.4 m/s. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, two odour devices had their angles adjusted. Follow-up monitoring did not detect further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	321	0	3.00	Unlikely
Internal	176 Horseshoe Bush Road	16-May	16-May	10:57	10:57	11:07	Greg Brydon	Text	Odour	Bloody disgusting smell again today	SE	143.5	Yes	0.4	16	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (10:57), winds were southeasterly (143.5°) at 0.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 11:07. During the assessment, a rubbish odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, two odour devices had their angles adjusted. Follow-up monitoring did not detect further landfill odour. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	11.00	Very Likely
Internal	194 Horseshoe Bush Road	16-May	16-May	11:42	11:42	11:54	Nina Rautenbach	Text	Odour	Ma horseshoe bush road. I'm pregnant a	ESE	116.4	Yes	2.2	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:57), winds were southeasterly (143.9°) at 0.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 11:07. During the assessment, a rubbish odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, two odour devices had their angles adjusted. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	300	0	7.00	Likely
1980	255 Horseshoe Bush Road	17-May	18-May	11:18	11:18	07:00	Lloyd Richardson	Text	Odour	Complaint Rubbish odour. 3/6 now	ESE	121.4	Yes	2.3	16	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-southeasterly at 121.4 degrees with a windspeed of 2.3 m/s with an ambient temperature of 16°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted at 7:30 the following morning which did not detect landfill odour. One odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	280	1	8.00	Very Likely
1981	347 Horseshoe Bush Road	18-May	18-May	13:42	13:42	14:00	Pippa Walker	Call	Odour	I received a call at reception from Pippa Walker at 13:42 (347 HSB) Frequency: Persistent Odour Intensity: 5 Description: Rubbish Dump Additional info: She advised that she has previously asked the odour technicians to enter her property, as she believes the odour is different at the top of her premises compared to the location where the technicians currently conduct their investigations. She mentioned that the technicians have previously explained that entering private property is against protocol.	SE	139.4	Yes	1.6	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (13:42), winds were southeasterly (138.4°) at 1.6 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (14:00). At the time of the assessment, wind conditions were southeasterly (135.9°) at 1.4 m/s, with an ambient temperature of 19°C. During the assessment, no landfill-related odour was detected. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned following the complaint. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	292.5	1	7.00	Likely
1983	205 Horseshoe Bush Road	18-May	18-May	16:18	16:18	16:30	yd & Sarah Richards	Text	Odour	16:18 Lloyd Complaint Intense odour. Rubbish pollution now at 5/6. Please fix your emissions immediately 16:22 Sarah It absolutely stinks!! It's been smelling all day! Gorgeous sunny day and you ruin it!	SE	125.4	Yes	0.5	14	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (16:18), winds were southeasterly (125.4°) at 0.5 m/s, with an ambient temperature of 14°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (16:30). At the time of the assessment, wind conditions were east-southeasterly (104.3°) at 1.5 m/s, with an ambient temperature of 14°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, an odour suppression cannon was repositioned the following morning. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	1	12.00	Very Likely
1984	Along Horseshoe Bush Road	18-May	19-May	17:14	17:14	07:00	Shirley Robinson	Text	Odour	Very very bad Landfill odour 7/6, 6:13pm, 18/05, along from 184 Horseshoe Bush Rd east to SH1 Shirley.	SSE	161.5	Yes	0.4	13	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as south-southeasterly at 151.5 degrees with a windspeed of 0.4 m/s with an ambient temperature of 13°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. One odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	321	1	10.00	Very Likely

1985	9 Austin Road	18-May	19-May	17:46	17:46	07:00	Phillippa	Text	Odour	I am walking along Austin Road and have walked from the Kahliluzia Road end. I can smell the stink from your rubbish. You are terrible citizens or .sorry non-citizens, you and your immoral private equity off shore parasites. Philippa	S	189.6	Yes	0.2	12	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southerly at 185.6 degrees with a windspeed of 0.2 m/s with an ambient temperature of 12°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. One odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	350	1	10.00	Very Likely
1982	43 Tender Road	18-May	18-May	13:55	13:55	14:20	Ben Finlay	Email	Odour	Hello I live at 43 Tender Road, Dairy Flat. The odour and noise is terrible. Can something please be done	ESE	121.4	Yes	3.0	19	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (13:55), winds were east-southeasterly (121.4°) at 3.0 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (14:20). At the time of the assessment, wind conditions were east-southeasterly (108.4°) at 2.2 m/s, with an ambient temperature of 18°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned following the complaint. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	8.00	Very Likely
Internal	Along Horseshoe Bush Road	18-May	18-May	08:37	08:37	08:44	Ashleigh Lehmann	Text	Odour	re bush by the bend. Partly also smells like	SSW	208.6	No	1.7	10	Yes	Y	Earthy	2	N	N	At the time the complaint was received (08:37), winds were south-southeasterly (208.4°) at 1.7 m/s, with an ambient temperature of 10°C. A 15-minute FIDOL assessment was conducted at 132 Horseshoe Bush Road at 08:44. During the assessment, an intermittent earthy odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	321	0	3.00	Unlikely
Internal	176 Horseshoe Bush Road	18-May	18-May	10:37	10:37	10:45	Greg Brydon	Text	Odour	Disgusting smells again	ESE	113.4	Yes	1.8	16	Yes	Y	Hard to Describe	1	N	N	At the time the complaint was received (10:37), winds were east-southeasterly (113.4°) at 1.8 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 10:45. During the assessment, an short hard to describe odour was detected with an intensity of 1. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	8.00	Very Likely
Internal	Along Horseshoe Bush Road	18-May	18-May	11:41	11:41	11:56	Ross	Text	Odour	Driving along Horseshoe Bush Road from around 168 to the corner at 132 stinks of landfill (as it does on what now seems to be a semi permanent basis). It's sour and disgusting and frankly totally unacceptable. Whatever WM is currently doing to properly address the issue is not adequate 16:49 Ross The smell along HSB road from around 168 to 200 is appalling. I am one of your trained officers is parked up at the bottom of Tender Road. If they head there now they might even have a chance of smelling it for themselves!	ESE	107.4	Yes	1.8	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (11:41), winds were east-southeasterly (107.4°) at 1.7 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 11:56. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received. Later on, the complainant reported a second odour event. Another WM employee was in the area at the time of the complaint, and detected an intermittent rubbish odour from 16:30-16:45 with an intensity of 2. To optimise odour suppression, an odour suppression cannon was repositioned the following morning.	N	321	0	6.00	Likely
Internal	233 Horseshoe Bush Road	18-May	18-May	15:26	15:26	15:33	Karine Dellovs	Text	Odour	Hi, there is a strong 'rubbish' odour this afternoon which isn't improving	E	86.3	Yes	1.0	17	Yes	Y	Rubbish, Earthy, Vegetation	2-3	N	N	At the time the complaint was received (15:26), winds were easterly (86.3°) at 1.0 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway at 15:33. During the assessment, a rubbish odour was detected with an intensity of 2-3, and vegetation and earthy odours were detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	280	0	11.00	Very Likely
Internal	200 Horseshoe Bush Road	18-May	18-May	15:59	15:59	16:12	Chris Gore	Text	Odour	It stinks And it's getting worse	E	86.3	Yes	1.3	15	Yes	Y	Rubbish	3-4	N	N	At the time the complaint was received (15:59), winds were easterly (86.3°) at 1.3 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted roadside at the complainant's property at 16:12. During the assessment, a consistent rubbish odour was detected with an intensity of 3-4. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned the following morning. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	299	0	9.00	Very Likely
Internal	222 Horseshoe Bush Road	18-May	18-May	16:16	16:16	16:16	Paul Stevenson-Wright	Text	Odour	1. Level 2 occ. 3. Continuous over last 1-2	SE	137.5	Yes	2.4	15	Yes	Y	Rubbish	3-4	N	N	At the time the complaint was received (15:59) A WM employee was 30m away at a neighbouring property, winds were southeasterly (137.5°) at 2.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the corner of the complainant's property closest to the landfill. During the assessment, a consistent rubbish odour was detected with an intensity of 3-4. The odour suppression equipment was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned the following morning. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	296	0	9.00	Very Likely

Internal	194 Horseshoe Bush Road	18-May	19-May	17:17	17:17	07:00	Venessa Venter	Text	Odour	ess odour - strong sour landfill smell at time	SSE	161.5	Yes	0.4	13	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as south-southeasterly at 151.5 degrees with a windspeed of 0.4 m/s with an ambient temperature of 19°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	300	0	8.00	Very Likely
1986	123 Kahikatea Flat Road	19-May	19-May	08:30	08:30	08:40	Jade Dolphin	Email	Odour	Hi there, We are at 123 kahikatea flat road. Just letting you know there has a mild-moderate odor from the dump here all morning. Thanks Jade	SSW	211.6	Yes	2.1	10	Yes	N	No Odour	0	N	N	At the time the complaint was received (08:30), winds were south-southwesterly (211.6°) at 2.1 m/s, with an ambient temperature of 10°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (08:40). At the time of the assessment, wind conditions were south-southwesterly (203.5°) at 1.8 m/s, with an ambient temperature of 11°C. During the assessment, no landfill related odour was detected. The odour suppression gear was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	22.5	0	6.00	Likely
1987	53 Tender Road	19-May	19-May	13:25	13:25	13:45	Andrea Mexted	Text	Odour	53 Tender Rd Andrea Mexted Strong odour last couple hours and horrendous all day yesterday!	ESE	101.4	Yes	3.4	19	Yes	N	No odour	0	N	N	At the time the complaint was received (13:25), winds were east-southeasterly (101.4°) at 3.4 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (13:45). At the time of the assessment, wind conditions were east-northeasterly (69.2°) at 2.0 m/s, with an ambient temperature of 18°C. During the assessment, no landfill related odour was detected. However, an intermittent rubbish odour with an intensity of 2 was detected later that afternoon at the bottom of Tender Road. The odour suppression gear was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	260	0	4.00	Likely
1988	255 Horseshoe Bush Road	19-May	19-May	15:14	15:14	15:37	Sarah Richardson	Text	Odour	It really stinks sort it out	E	99.4	Yes	1.7	17	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (15:14), winds were easterly (99.4°) at 1.7 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (15:37). At the time of the assessment, wind conditions were east-northeasterly (82.3°) at 3.7 m/s, with an ambient temperature of 16°C. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	280	0	9.00	Very Likely
1989	bottom of Tender road	19-May	19-May	15:51	15:51	15:52	Chris Bretherton	Text	Odour	Report smell Tender road dairy flat all day today and still bad now	NE	54.2	No	2.1	16	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (15:51), winds were northeasterly (54.2°) at 2.1 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the location the complainant specified (15:52). The recorded wind directions for the assessment are the same as the complaint as the investigator was already nearby. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression gear was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	285	0	4.00	Likely
1990	347 Horseshoe Bush Road	19-May	19-May	12:00	12:00	12:30	Pippa Walker	Call	Odour	Intensity: 4-4.5 Descriptor: Rubbish Additional information: Pippa advised that she works outside all day, every day, and stated that she should not have to put up with the smell. She described the smell as "disgusting."	E	79.3	Yes	2.8	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (12:00 pm), winds were easterly (79.3°) at 2.8 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 12:30 pm. The recorded wind conditions at the time of the assessment were southeasterly (126.5°) at 2.6 m/s. During the assessment, no landfill-related odour was detected. However, a rubbish odour with an intensity level of 2-3 had been detected at both 176 and 200 Horseshoe Bush Road approximately 30 mins prior to the complaint being received. The odour suppression equipment was inspected and found to be fully operational. Two odour cannons were repositioned later that afternoon to optimise odour suppression coverage. The wei	Y	292.5	0	6.00	Likely
Internal	176 Horseshoe Bush Road	19-May	19-May	10:47	10:47	10:54	Greg Brydon	Text	Odour	Again there is disgusting smells today	SSE	147.5	Yes	1.1	16	Yes	Y	Rubbish	2-3	N	N	At the time the complaint was received (10:47), winds were south-southeasterly (147.5°) at 1.1 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, an intermittent rubbish odour was detected with an intensity of 2-3. The odour suppression equipment was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	10.00	Very Likely

Internal	200 Horseshoe Bush Road	19-May	19-May	11:10	11:10	11:14	Chris Gore	Text	Odour	11:10 Stinks again Request for more information 11:26 Back yard	SSE	149.5	Yes	3.0	18	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (11:10), winds were south-southeasterly (149.5°) at 3.0 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received. The complainant reported odour a second time in the afternoon (13:10). The investigator patrolled the surrounding area, and did not detect further landfill odour.	N	299	0	7.00	Likely
Internal	194 Horseshoe Bush Road	19-May	19-May	11:54	11:54	12:11	Neil Smith	Text	Odour	our again today at 194AHorseshoe Bush	SE	127.5	Yes	3.1	19	Yes	Y	No Odour	0	N	N	At the time the complaint was received (11:54), winds were southeasterly (127.5°) at 3.1 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. Two odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	300	0	6.00	Likely
Internal	233 Horseshoe Bush Road	19-May	19-May	13:43	13:43	14:10	Karine Delows	Text	Odour	A strong rubbish odour again today. Very consistent. I've let the Auckland Council know too	ENE	59.2	Yes	2.0	18	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (13:43), winds were east-northeasterly (59.2°) at 3.1 m/s, with an ambient temperature of 19°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, an intermittent rubbish odour with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. An odour cannons were repositioned to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	280	0	9.00	Very Likely
1991	along Dairy Flat Highway	20-May	20-May	06:50	07:29	08:00	Louise Johnston	Text	Odour	Morning, just to let you know odour was bad on Dairy flat Highway around Horseshoe Bush Road at 550am. Sorry forgot to text you. Cheers Louise	S	185.0	No	1.0	7	Yes	N	No Odour	0	N	N	At the time the complainant detected odour (06:50), the landfill was shut. At the time, weather conditions were southerly (185.0°) at 1.0 m/s, with an ambient temperature of 7°C. A patrol was conducted through the area at 08:00, which did not detect landfill related odour. The complaint was received after a significant period of time had passed since the actual detection, and conditions were different. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. One odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	90	0	1.00	Unlikely
1992	441 Horseshoe Bush Road	20-May	20-May	14:48	14:48	15:00	Ashleigh Lehmann	Text	Odour	I can smell the landfill at my home 441 horseshoe bush. It absolutely stinks. NOW	E	84.3	Yes	1.8	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (14:48), winds were easterly (84.3°) at 1.8 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 15:00 pm. The recorded wind conditions at the time of the assessment were easterly (85.2°) at 4.3 m/s. During the assessment, no landfill-related odour was detected. The odour suppression equipment was inspected and found to be fully operational. oNE odour cannons were repositioned later in the afternoon to optimise odour suppression coverage. The weighbridge operator confirmed there had been no unusually odorous loads.	Y	277	0	7.00	Likely
1993	43 Tender Road	20-May	20-May	15:24	15:24	15:35	Ben Finlay	Text	Odour	Yet again the smell is terrible and a constant drone of noise. You just carry on. Ben 43 Tender Road, Dairy Flat .	ENE	71.3	Yes	1.8	16	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (15:24), winds were east-northeasterly (71.3°) at 1.8 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 15:35. The recorded wind conditions at the time of the assessment were east-northeasterly (76.6°) at 1.7 m/s. During the assessment, an intermittent rubbish odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. One odour cannon was repositioned in the afternoon to optimise odour suppression coverage. The weighbridge operator confirmed there had been no unusually odorous loads.	Y	280	0	8.00	Very Likely
1994	255 Horseshoe Bush Road	20-May	20-May	15:33	15:33	16:00	rah & Lloyd Richards	Text	Odour	16:33: It stinks again!! Every day this week when my kids get home, they can't play outside because it stinks!! You cannot control the odour from your landfill!! When are you going to be good neighbours??? Turn your odour cannons on NOW!!! 17:27: Complaint just arrived home absolutely wreaks of your rubbish odour. s/6 Fix it immediately! - It still stinks!!	ESE	104.3	Yes	4.1	16	Yes	N	No Odour	0	N	N	At the time the complaint was received (15:33), winds were east-southeasterly (104.3°) at 4.1 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 16:00. The recorded wind conditions at the time of the assessment were easterly (97.3°) at 1.7 m/s. During the assessment, no landfill-related odour was detected. The odour suppression equipment was inspected and found to be fully operational. One odour cannon was repositioned in the afternoon to optimise odour suppression coverage. The weighbridge operator confirmed there had been no unusually odorous loads. The complainant reported odour a second time after hours (17:27). A desktop review was undertaken. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. Two odour suppression cannon was repositioned on the following morning to optimise odour suppression.	Y	280	0	6.00	Likely

1996	8 Karahiwi Lane	21-May	21-May	08:52	09:52	09:57	Nick de Witte	Text	Odour	Odour at my place 8&10	NE	54.5	Yes	5.0	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (09:52), winds were northeasterly (54.8°) at 5.0 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 09:57. The recorded wind conditions at the time of the assessment were northeasterly (52.2°) at 4.5 m/s. During the assessment, no landfill related odour was detected. The paper road was patrolled afterwards inbetween the complainant and the landfill, and an intermittent rubbish odour with an intensity of 2 was detected. The odour suppression equipment was inspected and found to be fully operational. The angles of three odour cannons were adjusted to optimise odour suppression coverage. The weighbridge operator confirmed there had been no unusually odorous loads.	Y	235	0	4.00	Likely
1997	50 Karahiwi Lane	21-May	21-May	10:10	10:10	10:11	Liz & Chris Bretherton	Text	Odour	10:10 Smells again This time 50 Karahiwi lane daily flat 10:58 we can smell it today from our garden 50 karahiwi lane. Also the noise starts very early when the wind blows this way it's really bad	NE	51.2	Yes	4.1	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:10), winds were northeasterly (54.1°) at 4.1 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the closest accessible point at the top of Tender Road. The recorded wind conditions at the time of the assessment were northeasterly (51.2°) at 4.1 m/s. During the assessment, no landfill related odour was detected. The paper road was patrolled afterwards inbetween the complainant and the landfill, and an intermittent rubbish odour with an intensity of 2 was detected. The odour suppression equipment was inspected and found to be fully operational. The angles of three odour cannons were adjusted to optimise odour suppression coverage. The weighbridge operator confirmed there had been no unusually odorous loads.	Y	240	0	4.00	Likely
1995	255 Horseshoe Bush Road	21-May	21-May	07:52	07:52	07:53	Lloyd Richardson	Text	Odour	7:52 Complaint Rubbish odour 5/6 since 6:30am. I am spending the day at home and don't expect to have to put up with your toxic emissions in our air. I have left the gate open so you can freely come onto the property. 8:31 Complaint Now at 6/6 and cannot be out side without feeling sick. Fix it boys	WSW	246.7	No	0.7	10	Yes	Y	Pine	2	N	N	At the time the complaint was received (07:52), winds were west-southwesterly (246.7°) at 0.7 m/s, with an ambient temperature of 10°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 07:53. The recorded wind conditions at the time of the assessment were southwesterly (230.6°) at 0.8 m/s. During the assessment, a brief pine odour with an intensity of 2 was detected. At the time of the reported odour event (6:30 am to 8:00 am), wind conditions were very light and predominantly southwesterly to west-southwesterly. These conditions did not indicate a strong direct downwind pathway from the landfill to the complainant location west of the site. The odour suppression equipment was inspected and found to be fully operational. The angle of one odour cannon was adjusted following the complaint to optimise odour suppression coverage. The weighbridge operator also confirmed that no unusually odorous loads had been received. The complainant reported odour a second time approximately one and a half hours later (08:31). From approximately 08:40 onwards, wind direction shifted to easterly/least southwesterly and remained relatively consistent for the remainder of the monitoring period. Wind speeds also progressively increased from below 1 m/s to approximately 5 m/s by 09:50, when a patrol was conducted through the complainant area. No landfill related odour was detected during the patrol. Two odour suppression cannons were repositioned that morning to further optimise odour suppression coverage.	Y	280	0	3.00	Unlikely
1998	73 Karahiwi Lane	21-May	21-May	16:18	16:18	16:46	Gavin Laird	Text	Odour	Smell from the tip is heinous at 73 Karahiwi lane Please investigate property ie coming to my property not just the letter box	NE	35.1	Yes	1.4	16	Yes	Y	No Odour	0	N	N	At the time the complaint was received (16:18), winds were northeasterly (35.1°) at 1.4 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the letterbox of the complainant's property (14:46). At the time of the assessment, wind conditions were northeasterly (38.1°) at 2.4 m/s, with an ambient temperature of 16°C. During the assessment, no landfill related odour was detected. The paper road was also patrolled during the investigation, and a short rubbish odour with an intensity of 2 was detected. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned the following morning. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	235	0	9.00	Very Likely
1999	Along Horseshoe Bush Road	22-May	22-May	05:58	05:59	06:31	Shirley Robinson	Text	Odour	Landfill odour 6/6, 5:58am, 23/05, along from 194 Horseshoe Bush Rd east to SH1 Shirley.	SW	223.6	No	1.0	11	Yes	N	No Odour	0	N	N	At the time the complaint was received (05:59), the landfill was shut. winds were southwesterly (223.6°) at 1.0 m/s, with an ambient temperature of 11°C. An investigative patrol was undertaken through the area mentioned by the complainant (06:31). At the time of the assessment, wind conditions were southwesterly (215.6°) at 0.6 m/s, with an ambient temperature of 10°C. During the patrol, no landfill related odour was detected. The odour suppression gear was inspected and found to be fully operational. To optimise odour suppression, one odour suppression cannon was repositioned. The weighbridge operator also confirmed that no unusually odorous loads had been received at that time.	Y	321	1	3.00	Unlikely

2000	255 Horseshoe Bush Road	22-May	22-May	08:54	08:54	09:06	Lloyd Richardson	Text	Odour	Complaint Rubbish odour now at 5/6. Please address ASAP	E	96.3	Yes	2.4	14	Yes	N	No Odour	0	N	N	At the time the complaint was received (08:54), winds were easterly (86.3°) at 2.4 m/s, with an ambient temperature of 14°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 09:06. The recorded wind conditions at the time of the assessment were easterly (82.3°) at 1.0 m/s. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. The angle of one odour cannon was adjusted following the complaint to optimise odour suppression coverage. The weighbridge operator also confirmed that no unusually odorous loads had been received. The complainant reported odour again approximately two hours later (10:45). A patrol was conducted through the area from 10:50 to 10:57, during which no landfill odour was detected. The complainant notified again at 15:20. Another WH employee patrolled the wide area mentioned by the complainant, noticing no landfill odour but a hard to describe odour with an intensity of 1 was detected. Across the day, best practice odour suppression was carried out, moving two odour suppression cannons and adjusting the angles as needed. From 08:50 onwards, the wind oscillated between ENE and ESE, with an average windspeed of 2.4 m/s. The complainant also reported odour after the landfill had been shut for an hour and a half. A desktop review was carried out, and found that the daily cover was up to operational standards. Two odour suppression cannons were repositioned the next morning to optimise odour suppression.	Y	280	0	7.00	Likely
2001	50 Karahiwi Lane	22-May	22-May	09:31	09:31	09:44	onymous Complain	Text	Odour	hiwi lane dairy flat. You are welcome to c	ESE	102.3	Yes	1.2	16	Yes	N	No Odour	0	N	N	At the time the complaint was received (09:31), winds were east-southeasterly (102.3°) at 1.2 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 09:44. The recorded wind conditions at the time of the assessment were east-southeasterly (103.3°) at 3.3 m/s. During the assessment, no landfill related odour was detected. An internal patrol was conducted afterwards between the landfill and the complainant location, during which no landfill odour was detected. The odour suppression equipment was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	240	0	6.00	Likely
2002	corner of Horseshoe Bush Road	22-May	22-May	10:50	10:50	10:53	Gavin Laird	Text	Odour	Or of horseshoe bush road and tender road now/ this morning	ESE	113.4	No	2.5	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (10:50), winds were east-southeasterly (113.4°) at 2.5 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the complaint location at 10:53. The recorded wind conditions at the time of the assessment were east-southeasterly (113.4°) at 1.1 m/s. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	56	0	0.00	Unlikely
2003	100 Tender road	22-May	22-May	14:25	14:25	14:32	Chris Bretherton	Text	Odour	Still bad smells 100 tender road dairy flat And Karahiwi lane What's the conclusion here? What's the plan to stop this as its daily now Council been informed it's disgusting	E	99.3	Yes	2.5	18	Yes	N	No Odour	0	N	N	At the time the complaint was received (14:25), winds were easterly (89.3°) at 2.5 m/s, with an ambient temperature of 18°C. A 15-minute FIDOL assessment was conducted at the complaint location at 14:44. The recorded wind conditions at the time of the assessment were easterly (101.3°) at 3.5 m/s. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. The angles of two odour suppression cannons were adjusted to be optimal for the oscillating wind conditions (ENE-ESE). The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	257	0	6.00	Likely
2004	347 Horseshoe Bush Road	22-May	22-May	11:22	11:22	11:45	Pippa Walker	Call	Odour	Odour complaint received from Pippa Walker at 347 HSB at 11:22am today. Via call at reception, 0273442785 Intensity: 4 Descriptors: Rubbish	ESE	120.4	Yes	1.8	17	Yes	Y	Vehicle Exhaust	2	N	N	At the time the complaint was received (14:25), winds were east-southeasterly (120.4°) at 1.8 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 11:44. The recorded wind conditions at the time of the assessment were easterly (101.3°) at 2.0 m/s. During the assessment, a vehicle exhaust odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. The angles of two odour suppression cannons were adjusted to be optimal for the oscillating wind conditions (ENE-ESE) in the afternoon. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	282.5	0	9.00	Very Likely
2005	441 Horseshoe Bush Road	22-May	22-May	16:15	16:15	16:30	Ashleigh Lehmann	Text	Odour	It smells again at 441 Horseshoe Bush. Its really bad NOW	ESE	113.4	Yes	4.2	16	Yes	Y	Floral, Hard to Describe	2	N	N	At the time the complaint was received (16:15), winds were east-southeasterly (113.4°) at 4.2 m/s, with an ambient temperature of 16°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 16:30. The recorded wind conditions at the time of the assessment were easterly (86.3°) at 1.2 m/s. During the assessment, a floral odour was detected with an intensity of 2 and a hard to describe odour was detected with an intensity of 1. The odour suppression equipment was inspected and found to be fully operational. Two odour suppression cannons were repositioned the following morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	277	0	6.00	Likely
Internal	176 Horseshoe Bush Road	22-May	22-May	08:29	08:29	08:40	Greg Brydon	Text	Odour	Again there is disgusting smells today	SSE	165.5	Yes	1.1	13	Yes	Y	Rubbish, Exhaust	2	N	N	At the time the complaint was received (13:43), winds were south-southeasterly (165.5°) at 1.1 m/s, with an ambient temperature of 13°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, an intermittent rubbish odour with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. The angle of one odour cannon was adjusted following the complaint to optimise odour suppression coverage. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	9.00	Very Likely

Internal	233 Horseshoe Bush Road	22-May	22-May	09:21	09:21	09:23	Karine Delows	Text	Odour	n constant sine 7.30am this morning. I've	E	99.3	Yes	2.1	16	Yes	Y	Grassy, Exhaust	2	N	N	N	As the time the complaint was received (13:43), winds were south-southeasterly (165.5°) at 1 m/s, with an ambient temperature of 13°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, an intermittent exhaust odour with an intensity of 2 was detected, and a grassy odour with an intensity of 2 was detected. The odour suppression equipment was inspected and found to be fully operational. The angle of one odour cannon was adjusted following the complaint to optimise odour suppression coverage. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	280	0	9.00	Very Likely
2006	255 Horseshoe Bush Road	23-May	24-May	14:15	14:15	07:00	Lloyd Richardson	Text	Odour	Complaint Odour been consistent all day at 4/6 fix it so we can host our neighbourhood BBQ	E	100.4	Yes	1.9	20	No	N	N/A	N/A	N	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as easterly at 100.4 degrees with a windspeed of 1.9 m/s with an ambient temperature of 20°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	Y	280	0	6.00	Likely
Internal	233 Horseshoe Bush Road	23-May	23-May	14:32	14:32	14:47	Karine Delows	Text	Odour	It is a strong odour of rubbish from the d	ENE	78.7	Yes	1.5	18	No	N	N/A	N/A	N	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-northeasterly (78.7°) at 1.5 m/s, with an ambient temperature of 18°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	280	0	8.00	Very Likely
Internal	168 Horseshoe Bush Road	24-May	25-May	07:52	07:52	07:00	Phillippa	Text	Odour	It is 7:23 am on Sunday morning and we have just gone past the dip at number 168. Usual story a terrible stink, those poor people who have to live with that and how unhealthy. You are terrible neighbours. And furthermore stop whitewashing yourselves in the dairy Flat community newsletter ... just because you can assert something if it doesn't make it so. Phillippa	SE	135.4	Yes	1.3	12	No	N	N/A	N/A	N	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as southeasterly (135.4°) at 1.3 m/s, with an ambient temperature of 12°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent over the weekend.	N	350	0	6.00	Likely
2007	corner of Horseshoe Bush Road	25-May	25-May	12:55	12:55	13:08	Nick de Witte	Text	Odour	Oda in horseshoe Bush Road, Buy Tender Rd	ESE	102.4	No	1.1	17	Yes	N	No Odour	0	N	N	N	At the time the complaint was received (12:55), winds were east-southeasterly (102.4°) at 1.1 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 13:08. The recorded wind conditions at the time of the assessment were east-southeasterly (103.2°) at 4.5 m/s. During the assessment, no landfill related odour was detected. The investigator noted that while driving to the complaint location, they detected a rubbish odour inside the easement around 180 Horseshoe Bush Road. The odour suppression equipment was inspected and found to be fully operational. The angles of two odour suppression cannons were adjusted to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	56	2	2.00	Unlikely
2008	43 Tender Road	25-May	25-May	15:58	15:58	16:05	Ben Finlay	Email	Odour	Smell and noise again strong 43 tender Road, Dairy Flat Ben	ESE	103.3	Yes	3.9	15	Yes	N	No Odour	0	N	N	N	At the time the complaint was received (15:58), winds were east-southeasterly (103.3°) at 3.9 m/s, with an ambient temperature of 15°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox at 16:05. The recorded wind conditions at the time of the assessment were east-southeasterly (121.4°) at 0.6 m/s. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. An odour suppression was moved the following morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	280	1	6.00	Likely
2009	255 Horseshoe Bush Road	25-May	26-May	19:47	19:47	07:00	Lloyd Richardson	Text	Odour	Complaint Odour 3/6 now fix it ASAP	E	89.3	Yes	0.7	13	No	N	N/A	N/A	N	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as easterly at 89.3 degrees with a windspeed of 0.7 m/s with an ambient temperature of 13°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted the following morning at 7:40, which detected no landfill related odour.	Y	280	0	7.00	Likely
Internal	233 Horseshoe Bush Road	25-May	25-May	07:39	07:39	07:46	Karine Delows	Text	Odour	07:29 There is a rubbish odour in the air this morning 14:50 There is a strong rubbish odour in the air	ESE	113.3	Yes	3.3	12	Yes	N	No Odour	0	N	N	N	At the time the complaint was received (07:39), winds were east-southeasterly (113.3°) at 3.3 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. The angles of two odour suppression cannons were adjusted to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received. The complainant reported odour a second time in the afternoon (14:50). The investigator patrolled the surrounding area, and did not detect further landfill odour.	N	280	0	6.00	Likely

Internal	222 Horseshoe Bush Road	25-May	25-May	14:05	14:05	14:18	Paul Stevenson-Wright	Text	Odour	Odour 2/3 around 50% of time, so more than occasional - fluctuating with wind shifts. Usual rubbish odour. 222 HSB Rd.	ENE	73.3	Yes	5.2	17	Yes	N	Rubbish	2	N	N	At the time the complaint was received (14:05), winds were east-northeasterly (73.3°) at 5.2 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the complainant's driveway. During the assessment, a short rubbish odour was detected with an intensity of 2 at the start. The odour suppression equipment was inspected and found to be fully operational. The angles of two odour suppression cannons were adjusted to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	295	0	4.00	Likely
2010	along Dairy Flat Highway	26-May	27-May	20:14	20:14	07:00	Louise Johnston	Text	Odour	Evening, landfill gas odour on DFH approximate location is by Surfpark earthworks	SSE	157.5	No	0.0	10	No	N	N/A	N/A	N	N	A FIDOL assessment was not completed as the complaint was received while the landfill was closed, and no investigation could be undertaken at the time. The wind was recorded as east-southeasterly at 157.5-degrees with a windspeed of 0.0 m/s with an ambient temperature of 10°C. A desktop review was undertaken following the complaint. The daily cover in place at the time was confirmed to be up to standard and consistent with operational requirements. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight. A patrol was conducted through the area the following morning at 7:05, which detected no landfill related odour.	Y	90	0	1.00	Unlikely
Internal	132 Horseshoe Bush Road	26-May	26-May	16:04	16:04	16:07	Sharon Race	Call	Odour	I received a call from Sharon Race @ 16:04-0210347276. She says it stinks really bad and insisted on talking to Jim or Glen. Glen took her call.	SW	224.7	Yes	2.3	15	Yes	Y	Rubbish, Pine	2	N	N	At the time the complaint was received (16:04), winds were southwesterly (224.7°) at 2.3 m/s, with an ambient temperature of 15°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. On arrival at the corner, opposite Sharon's property, an initial 2/6 rubbish odour was detected across the road from the complainant's property, which lasted approximately 30-50 seconds. Following this, we patrolled up and down outside Sharon's property for the next 13 minutes. During this time, only a slight odour consisting mainly of a pine/sweet smell, along with one brief 30-second period of rubbish odour at an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. An odour suppression cannon was moved the following morning to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	0	0	8.00	Very Likely
2011	8 Karahiwi Lane	27-May	27-May	12:23	12:23	12:33	Nick de Witte	Text	Odour	Odour at my place, Level 2 (requested more detail) Landfill odour	E	88.0	Yes	1.2	17	Yes	N	No Odour	0	N	N	At the time the complaint was received (12:23), winds were easterly (88°) at 1.2 m/s, with an ambient temperature of 17°C. A 15-minute FIDOL assessment was conducted at the closest accessible location (the complainant's letterbox) at 12:33. The recorded wind conditions at the time of the assessment were easterly (88°) at 1.9 m/s. During the assessment, no landfill related odour was detected. The odour suppression equipment was inspected and found to be fully operational. No adjustments were required. An internal patrol was conducted between the landfill and the complainant, during which no landfill odour was detected. The weighbridge operator also confirmed that no unusually odorous loads had been received.	Y	235	1	8.00	Very Likely
Internal	176 Horseshoe Bush Road	27-May	27-May	09:56	09:56	10:11	Greg Brydon	Text	Odour	Again there is disgusting smells today	SSW	202.6	No	1.1	13	Yes	Y	Rubbish	2	N	N	At the time the complaint was received (09:56), winds were south-southwesterly (202.6°) at 1.1 m/s, with an ambient temperature of 12°C. A 15-minute FIDOL assessment was conducted at the complainant's letterbox. During the assessment, a rubbish odour was detected with an intensity of 2. The investigator noted that rubbish odour was only detectable when passing cars disturbed the air. The odour suppression equipment was inspected and found to be fully operational. The angle was adjusted on two odour suppression devices to optimise odour suppression. The weighbridge operator also confirmed that no unusually odorous loads had been received.	N	315	0	4.00	Likely
Internal	Along Horseshoe Bush Road	27-May	27-May	06:57	06:57	07:05	Lloyd Richardson	Text	Odour	~ 200 HSB road. It's that bad that breath.	E	99.3	Yes	0.0	8	Yes	Y	Earthy	2	N	N	At the time the complaint was received (06:57), winds were easterly (99.3°) at 0.0 m/s, with an ambient temperature of 8°C. A 15-minute FIDOL assessment was conducted within the range specified by the complainant at 132 Horseshoe Bush Road. During the assessment, a earthy odour was detected with an intensity of 2. The odour suppression equipment was inspected and found to be fully operational. No adjustments were required. The weighbridge operator also confirmed that no unusually odorous loads had been received. Landfill gas vacuum levels were reviewed and were found to be high and have remained consistent overnight.	N	321	0	10.00	Very Likely