

Minutes
Redvale Landfill
Community Liaison Committee Meeting
Held at the Redvale Landfill Office- Monday 8/12/2025 at 6:00 pm

Landfill Tour took place at **6:00pm**

Meeting started at **6:53pm**

Present: W Hojem (Chairman), G Jujnovich, J Jefferis, M Drury (PRP), A Pattle (PRP), L Bentley (AC), E Singh (AC), L Whyte, K Hills, B Gibbs, A McNeil, A Parsonage, N de Witte, T Cowley, R Hopkins, K Mason, J Nahi, G Brown, J Hutchinson, R Milne, L Johnston, H Turley, M Buddle.

Apologies: None

Absent: L Richardson

Minutes previous meeting: Circulated

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

Seconded – L Bentley

- It was noted that K Mason would record the meeting.

1. Email Correspondence – In/Out

- T Wiggill distributed the minutes, presentations, and list of complaints received from L Bentley (AC) to all CLC members on 16/09, and the presentation from J Jefferis was distributed on 07/10.
- Email received from I Cronin-Knight informing the members of the consultation findings report on 12/09.
- G Jujnovich informed the CLC members of the proposed change to the leachate monitoring at Redvale Landfill. Various emails were received from members, and a meeting was held on 19/11/25. The minutes were distributed on 27/11.
- L Johnston sent email requesting feedback from the PRP regarding the cover of Class 2. A Pattle provided a response on 04/10.
- G Jujnovich sent the leachate reports as requested by B Gibbs on 01/10.
- Q3 odour inspection reports were distributed to all CLC members on 31/10. A Parsonage queried the difference between processes for detected versus non-detected odour, and G Jujnovich responded on the same day.
- Email received from W Hojem asking G Jujnovich whether the final version of the LMP will be presented at the next CLC meeting. 11/11
- G Jujnovich emailed all members on 17/11 advising that WM New Zealand has decided to proceed with the fast-track application.
- W Hojem sent an email on 17/11 requesting the water testing results from Dairy Flat School and seeking confirmation of the landfill tour on 8/12. K Hills provided the water testing results. G Jujnovich confirmed that the tour will go ahead as planned.
- Received an email from G Jujnovich providing a link to the fast-track documents that have been submitted 21/11.
- G Jujnovich emailed the CLC members providing all water, soil, and dust testing documents, all related actions have been closed. 27/11.
- T Wiggill sent an email on 01/12 with a link to the documents submitted for the consenting of Pond 5 and Pond 6.
- T Wiggill sent the latest PRP Report #66 to all CLC members on 01/12.
- An email was received from B Gibbs regarding the testing results for Redvale. G Jujnovich responded to the queries 3/12.
- G Jujnovich sent out Latest water quality testing report. 03/12

- An email was received from L Bentley attaching a copy of the AC complaint summary enquiring whether the changes to the LMP will be presented at the meeting to be held on 8 December. 3/12
- Various emails between N de Witte and L Bentley regarding an odour complaint on 2 Dec. 3/12 & 5/12

2. **New Matters arising/Actions:**

<u>Action</u>	<u>Person Responsible</u>	<u>Date Requested</u>	<u>Possible Due Date</u>
1. Transfer 10-minute DVD about Redvale to USB and share at next CLC meeting	G Jujnovich	03/03/25	23/03/26
2. Arrange independent third-party review of Tonkin & Taylor's assessments	J Jefferis	09/06/25	To Be Confirmed
3. T Wiggill to review previous minutes and confirm who requested that the reports undergo a third-party review.	T Wiggill	8/12/25	23/03/26
4. Investigate retesting Benevap and stack; provide new and 2021 results	J Jefferis	08/09/25	23/03/26
5. Continue discussions on future use of buffer land after closure	J Jefferis/Executive Management	08/09/25	To Be Confirmed
6. AC to provide an update on the deployment and operational status of the new portable air-quality monitoring units.	L Bentley	8/12/25	23/03/26
7. J Jefferis to prepare a report outlining the number of dwellings that would be affected by the proposed 500 m buffer.	J Jefferis	8/12/25	23/03/26
8. L Bentley to investigate whether Auckland Council can provide a map showing generalised "hot spot" odour complaint areas	L Bentley	8/12/25	23/03/26
9. WM's odour technician to include odour descriptors in text-message responses.	Odour Technician	8/12/25	ASAP

3. **Resolved Matters/Actions:**

1. Add landfill tour to the agenda for the next CLC meeting	T Wiggill	08/09/25	Completed 8/12/25
2. Add column to complaint records showing time/date of investigation (per W. Hojem's request)	G Jujnovich	08/09/25	Next CLC 8/12/25 Completed
3. Arrange water testing at the school (per K Hills' request)	J Jefferis	09/06/25	Completed 16/10/25
4. Arrange dust testing at B Gibbs' property	J Jefferis	09/06/25	Completed 05/11/25
5. Investigate soil testing around landfill and school (per L Richardson & K Hills)	J Jefferis	09/06/25	Completed 16/06/25
6. Arrange for Auckland Council managers to attend the next CLC meeting	L Bentley	08/09/25	Completed Email received from L Bentley on 03/12/25
7. Explore waiver option for sharing complainants' personal detail	L Bentley	08/09/25	Completed 8/12/25. See attached record.

4. **Complaints Register:**

- Sent with Agenda.
- W Hojem thanked AC for providing the summary of complaints received for the current quarter.

- W Hojem asked why no complaints were recorded on Saturdays and Sundays. L Bentley clarified that Auckland Council did not receive any complaints on those days, despite the hotline operating 24/7.
 - E Singh confirmed that complaints can be lodged at any time, and that all complaints are important.
- A Parsonage expressed concern that odour assessments reported “no odour detected” despite complainants clearly reporting odour.
- J Jefferis confirmed that, where possible, he would like to accompany the odour technician to investigate odour complaints at both K Mason’s and A Parsonage’s properties.
- L Bentley advised that Auckland Council cannot take enforcement action on complaints that fall within the Notional Odour Boundary, though a map outlining this boundary has been made available. She emphasised that all complaints are still considered important.
- M Drury (PRP) noted that similar odour issues have been raised in past meetings. He explained that odour can move and dissipate, meaning a complainant may experience it while the odour technician may not detect it upon arrival. This does not invalidate the complaint; all odour reports are considered valid and must be investigated.
- CLC members raised concerns with L Bentley about difficulties reporting odour incidents, including long call-centre wait times. L Bentley advised that AC will work to rebuild trust and will relay these concerns to management. E Singh added that while the system is not perfect, improvements are underway and continued reporting is important to ensure AC has accurate data.
- R Milne asked whether AC receives the complaints submitted to WM. L Bentley confirmed they do and outlined their process, including checking WM’s investigation timeframe, wind direction and environmental factors, and any odour findings and corrective actions.
- A Parsonage asked whether Auckland Council will consider the full odour complaints register when assessing WM’s fast-track application. L Bentley confirmed that AC first reviews complaints received directly by AC, followed by those forwarded by WM. She reiterated that odour complaints must still be reported to WM for consent-related investigation, though logging them with AC as well can be beneficial.
- G Jujnovich referred to the slide in the presentation noting that WM’s odour technicians are not permitted to enter complainants’ properties and must remain at the boundary. He asked CLC members to remind their communities to stay focused on the complaint and to treat WM staff respectfully, avoiding aggressive behaviour or personal accusations.

J Jefferis requested that all information submitted to WM for odour or noise complaints be factual and clearly descriptive.
- N de Witte suggested Odour apps such as Smell it.
- A Parsonage and the PRP suggested that WM include odour descriptors in text message responses to complainants to help them more accurately describe the odour.
- K Hills suggested that WM’s odour technician be permitted to enter the school grounds when conducting odour assessments, noting that the school is a public space.

5. Operations reports/Reviews Presentation:

- *Presentation sent with draft minutes*
- Waste tonnes: 2250t
- Soil tonnes: 1150t
- Average daily truck numbers: Sept 234, Oct 244, Nov 262.
- By-pass road – Some construction activities at Stockpile 4, but access is open outside of these times
- Managed fill (standing item)- No change
- Pest control (standing item)
 - K Mason requested that all shooting be stopped immediately.
 - L Whyte suggests WM add silencers to the shot guns to help suppress the noise.
 - AC Head of Natural Environment Specialist Services has confirmed that the shooting method is considered satisfactory.
- Rainfall data summary (standing item)
- Easement update (standing item)- No Change
- Nursery update (standing item)- No Change
- Air space update (Standing Item) Provided annually (Sept)

- LMP Updates (In presentation)
- Dairy Flat School Water Quality (In presentation)
 - R Hopkins noted that samples from the bottom of the water tanks should have been taken for testing and suggested that WM's sampling process was incorrect.
 - J Jefferis confirmed that WM will continue to monitor the school's water supply to ensure it remains safe.
 - K Hills advised that the water should be re-tested, as the tanks had recently been filled rather than containing collected rainwater. G Jujnovich clarified that WM was not informed of this and noted that the school should have advised them prior to testing.
- Dust testing results (In presentation)
 - B Gibbs expressed concern that the dust-testing results were unreliable due to inaccurate wind-direction data. J Jefferis responded that WM cannot control wind conditions but assured the CLC that regular dust-monitoring will continue.
- Soil Testing (In presentation)
 - R Hopkins noted that when he queried ChatGPT, it suggested testing for mercury and asked why WM is not doing so. The PRP responded that the chemicals currently tested are the appropriate ones, none were detected, and all results meet residential standards.
 - L Johnston raised concerns about asbestos and suggested that WM install boundary monitors to detect any potential asbestos before it reaches neighbouring properties. G Jujnovich and J Jefferis advised that there is no risk, as WM follows the required health and safety protocols for asbestos management.

6. PRP updates:

- M Drury and A Pattle clarified that the PRP does not have the authority to take enforcement action against WM; this responsibility lies with Auckland Council. They advised that the PRP continues to recommend necessary improvements but noted that WM operates a generally safe and well-managed site.
- M Drury added that WM is following appropriate processes to manage leachate levels, including transporting leachate off-site. He emphasised the importance of diligent monitoring to ensure levels at the sump remain low.

7. Auckland Council Licensing and Compliance department updates:

- *Auckland Council update document sent with minutes.*
- It was noted that if the community experiences an odour, they should report it to both Auckland Council and WM.
- L Bentley advised that Redvale complaints are classified as Priority 1 and must receive a response within four hours. Current response times are being reviewed.
- L Whyte asked whether Auckland Council could produce a map showing odour hotspot complaint areas. L Bentley advised she can investigate this but noted that exact addresses and locations cannot be disclosed.
- Auckland Council Pollution Hotline: 09 377 3107 24/7 number
<https://www.aucklandcouncil.govt.nz/en/environment/what-you-can-do-for-environment/report-pollution.html>
- L Bentley advised members that if they experience any issues with the call centre, they should email her and/or E Singh so the matter can be followed up with management.
- L Bentley reported that the Compliance Response Team has purchased portable air-quality monitors for use during odour complaint investigations. The equipment is currently being calibrated and officers trained, with an update to be provided at the next CLC meeting.

8. General Business:

- Under Action Item 2, J Jefferis advised that the next stage of the fast-track application will include an independent third-party review of all reports. The review is expected to occur within the next three months, and he will continue to update the CLC as the process progresses.

- A Parsonage asked who would undertake the review; J Jefferis confirmed that no reviewer has been appointed at this stage.
She further noted that the action item, originally raised on 9 June, has remained unresolved for six months and expressed concern that this suggests WM has not adequately addressed the CLC's concerns.
- A Parsonage also clarified that the original request was for the publicly released information to be independently reviewed. She asked whether the report had been made public; J Jefferis confirmed it had not.
- K Mason enquired who originally raised the action. T Wiggill will confirm by reviewing previous minutes.
- W Hojem highlighted that Tonkin & Taylor had completed a report prior to 17 March 2025 referencing the waste crisis, and this had already been raised as a concern by the CLC at that time.
- J Jefferis reiterated that all documents, including consultation feedback and the report currently under discussion, are still being finalised. Once complete, they will undergo the independent third-party review and then be shared with CLC members.
- W Hojem asked J Jefferis to explain how WM calculated the projected additional 200 truck movements should Redvale not be granted the extension. He expressed concern that the calculation may be misleading, suggesting that existing trucks would simply travel south and therefore would not generate additional emissions. G Jujnovich clarified that transporting the same volume of waste to disposal sites further south would require more truck movements, due to increased travel distance and turnaround times.
 - **J Jefferis explained that two scenarios must be considered:**
 - Redvale would remain open and continue operating with enhanced odour patrols, ongoing monitoring, and a reduced tip-face area.
 - Redvale closes and Wayby Valley is not yet operational, resulting in waste being redirected to Hampton Downs. He noted that in this scenario, the longer travel distance would increase truck movements and emissions.
 - A Parsonage stated that because these numbers have not been independently reviewed, the public would not know whether they are final or draft figures, which is why the CLC members have requested an independent review.
 - CLC members did not reach agreement on whether truck movements and associated emissions would in fact increase and noted that they don't agree with the 500m buffer that's been proposed in the new application.
 - R Milne noted that there is currently a lack of trust and transparency from WM within the community. J Jefferis reiterated that WM is committed to working with the CLC members and the wider community in a constructive way to ensure the process is transparent and effective for all parties.
- N de Witte suggested that WM may be withholding information from the Acceptance Panel, noting that some information provided has not yet been independently reviewed.
J Jefferis disagreed, clarifying that WM has met its consent obligations by sharing all required information prior to the referral application. He advised that any further information generated during the next stage of the application process will also be shared with CLC members.
- L Whyte clarified that the consent document submitted to the EPA states that the 500 m separation distance does not comply with the Conservation Plan, which specifies a minimum separation distance of 1 km from the nearest dwelling. J Jefferis confirmed that all relevant information is transparently documented and will be made available to the CLC members at the appropriate stage.
- J Jefferis to provide a report outlining the number of dwellings that would be affected by the proposed 500 m buffer.
- J Hutchinson asked what contingency plans WM has in place should the extension not be granted. J Jefferis advised that no alternative options have been finalised at this stage, but WM will need to consider other solutions and will update the CLC as soon as information becomes available.
- Under Action Item 5, J Jefferis advised that WM is currently working through the detailed planning for the landfill and its future design. This includes outlining the approach should the fast-track application be accepted. WM will continue to update the CLC as this work progresses.

- CLC members requested regular testing of the Benevap system, noting that the ammonia complaint lodged by J Hutchinson in November 2024 should have prompted testing at the time.
- R Milne enquired if WM has submitted the Leachate consent to AC.
 - G Ujnovich advised that WM has not yet submitted the required information. R Milne asked Auckland Council whether they were satisfied with this, noting that an abatement notice was issued four years ago. AC confirmed they are not satisfied. The PRP clarified that this is considered a *technical non-compliance* but that they are confident there is no environmental impact, a view shared by AC’s specialist.
- K Mason requested that the leachate consent be publicly notified.
- B Gibbs noted that in previous years C Wills proactively discussed all consent variations with the CLC, and he feels that WM is no longer considering the CLC’s input.
 - In response, J Jefferis asked what feedback B Gibbs would have provided had WM notified him before lodging the leachate consent. B Gibbs confirmed he would have opposed it.

Meeting closed: 9:55PM

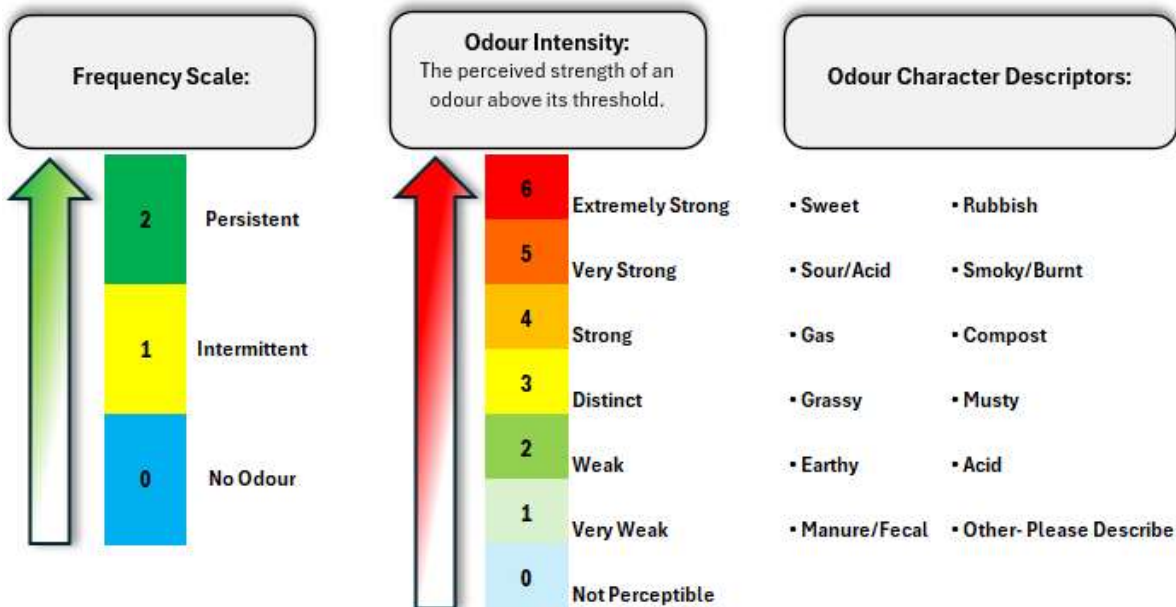
THE DATES BELOW HAVE BEEN APPROVED.

2026 Meeting Dates:

- **Monday, 23rd March 2026**
- **Monday, 8th June 2026**
- **Monday, 7th September 2026**
- **Monday, 7th December 2026**

Complaints process – first instance: TEXT: 8601, CALL: 021 190 2018 or EMAIL: redvalecomplaints@wm.nz

FREQUENCY **I**NTENSITY **D**URATION **O**FFENSIVENESS **L**OCATION



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/>

Complaint ID	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 (0-2)	Landfill likely to be the source	
Internal	132 Horseshoe Bush Road	1-Sep	1-Sep	8:59	8:59	9:15	Sharon Race	Call	Noise	Hi There, I had to close my windows because of the noise of the trucks coming from your site. It probably isn't above your threshold, but it is very annoying the constant beep beep beeping noise.	SW	229.7	No	7.7	14	No	N	N/A	N	N	A noise assessment was conducted under clear, calm conditions with a SW wind direction (229.7°) at 7.7 m/s and a temperature of 14°C. At the address, ambient noise levels were measured to be below 55 dBA. The investigator was able to identify the 'beeping' noise as a bulldozer, but the level was under the consent threshold. After talking with the operations team, a plan was put in place to minimise this noise as much as possible, and when the issue was reinvestigated at 13:00, the noise was not detectable.	N	0	1	2.00	Unlikely	
Internal	132 Horseshoe Bush Road	3-Sep	3-Sep	20:30	20:50	21:00	Sharon Race	Text	Odour	Hi Ben, there's a terrible odour tonight, started about 5pm and has got worse. I've just returned home at 8.30pm and it's disgusting. I've sent this message to Glen & Jim and asked them to test the smell now, that would help you all decipher what it is. It's very strong & the night is still so it's not going anywhere & will only get worse. Please investigate and advise outcome. Thanks Sharon	SSW	193.3	Yes	0.0	7	Yes	Y	LFG	2-3	N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Fortunately, A WM employee was able to investigate at 21:50. During their assessment at the complaint address, they detected a 2-3 level gas odour. Conditions at the time show wind from the southeast (138.1°) at 0.0m/s and a temperature of 7°C. These conditions may have contributed to limited dispersion and potential pooling of odour. A walkover patrol was completed at 7:00 am, 4/9. During this investigation, a gas well located on the northwestern side of the landfill was found to have a failure, resulting in it being only partially under vacuum and releasing landfill gas to the atmosphere. Repairs were completed at 8:30 am, 4/9. A follow-up patrol was carried out at 7:37 am, 4/9 under different wind conditions. No odour was detected during this assessment. Additionally, a site-wide walkover inspection has been undertaken to confirm the condition of LFG infrastructure. A surface emissions monitoring survey is scheduled for 5/9 (weather dependent) to confirm whether any further releases are occurring. Based on the manual patrols completed, the failed gas well has been identified as the sole source of the odour.	N	0	0	11.00	Very Likely
Internal	Along Horseshoe Bush Road	3-Sep	4-Sep	19:58	19:58	7:30	Ashleigh Lehmann	Text	Odour	Wow!!! The smell is repulsive and the worst ice smelt it's the same place every time. Early 100s. It stinks like rubbish that's been lying in the sun. It was gag worthy and heavy in the air. Sure... ashleigh lehmann	WNW	288.3	No	0.3	8	Yes	Y	LFG	2-3	N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Fortunately, A WM employee was able to investigate at 21:50. During their assessment at the complaint address, they detected a 2-3 level gas odour. Conditions at the time show wind from the southeast (138.1°) at 0.0m/s and a temperature of 7°C. These conditions may have contributed to limited dispersion and potential pooling of odour. A walkover patrol was completed at 7:00 am, 4/9. During this investigation, a gas well located on the northwestern side of the landfill was found to have a failure, resulting in it being only partially under vacuum and releasing landfill gas to the atmosphere. Repairs were completed at 8:30 am, 4/9. A follow-up patrol was carried out at 7:37 am, 4/9 under different wind conditions. No odour was detected during this assessment. Additionally, a site-wide walkover inspection has been undertaken to confirm the condition of LFG infrastructure. A surface emissions monitoring survey is scheduled for 5/9 (weather dependent) to confirm whether any further releases are occurring. Based on the manual patrols completed, the failed gas well has been identified as the sole source of the odour.	N	321	0	4.00	Likely
1777	Dairy Flat School	4-Sep	4-Sep	8:07	8:07	8:07	Paula Lucas	Text	Odour	Dairy Flat School - it smells here this morning	NNW	331.3	Yes	2.3	11	Yes	Y	Exhaust, Hard to Describe	1-4	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions, and wind from the north-northwest (331.3°) at 2.3m/s and a temperature of 11°C. During the FIDOL assessment, a hard to describe odour was detected on arrival with an intensity of 1, and an exhaust odour with an intensity of 2-4 was detected intermittently. The investigator noted: Gentle northerly breeze observed. FIDOL conducted at school carpark. The investigator was already proactively patrolling the area, and was able to investigate immediately. The patrol started at 7:37 4/9 and no odour was detected off site during the patrol. The investigator was at the location from 8:06 to 8:48 and did not detect any landfill odour. Later in the day (~13:00), Auckland Council were able to attend, and did not detect any odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved.	Y	135	0	8.00	Very Likely

1778	Dairy Flat School	4-Sep	4-Sep	8:15	8:15	8:15	Katie Hills	Text	Odour	Morena it smells at school this morning. Please investigate	N	354.7	Yes	1.8	11	Yes	Y	Exhaust	2-3	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions, and wind from the north (354.7°) at 1.8m/s and a temperature of 11°C. During the FIDOL assessment, an exhaust odour with an intensity of 2-3 was detected intermittently. The investigator noted: The exhaust odour is overpowering and offensive to anyone standing in proximity for too long. It gets in your mouth similar to other objectionable odours. Gentle breeze swinging from northerly to westerly. Very heavy traffic on dairy flat highway. Multiple cars parked with their engines running. The investigator was already conducting a FIDOL at the location, and was able to investigate immediately. The investigator was at the location from 8:06 to 8:48 and did not detect any landfill odour. Later in the day (~13:00), Auckland Council were able to attend, and did not detect any odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved.	Y	135	0	7.00	Likely
1779	Dairy Flat School	4-Sep	4-Sep	8:40	8:55	9:04	Auckland Council	Email	Odour	she is dropping her kids to the local school and its very strong in the air - happening now - she called in about 8.40am very strong chemical like smell	NNW	331.4	Yes	1.0	12	Yes	Y	Exhaust, Rubbish	2	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions, and wind from the north-northwest (331.4°) at 1.0m/s and a temperature of 12°C. During the FIDOL assessment, an exhaust odour with an intensity of 2 was detected intermittently and a short rubbish odour was detected with an intensity of 2. The investigator noted: Rubbish truck went past 5 minutes in and there was a brief rubbish odour. Another potential source of odour is livestock across the road. Handheld anemometer recorded average windspeed of 0.6m/s and a max windspeed of 2.0m/s. Observed northerly breeze. Moderate traffic on dairy flat highway. Two FIDOLS were completed just before the incident which did not detect any landfill odour. Later in the day (~13:00), Auckland Council were able to attend, and did not detect any odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved.	Y	135	0	10.00	Very Likely
1780	Dairy Flat School	4-Sep	4-Sep	9:00	9:00	9:04	Amy	Text	Odour	Rubbish Smell In Dairy Flat School	NW	307.3	Yes	2.2	13	Yes	Y	Exhaust, Rubbish	2	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions, and wind from the northwest (307.3°) at 2.2m/s and a temperature of 13°C. During the FIDOL assessment, an exhaust odour with an intensity of 2 was detected intermittently and a short rubbish odour was detected with an intensity of 2. The investigator noted: Rubbish truck went past 5 minutes in and there was a brief rubbish odour. Another potential source of odour is livestock across the road. Handheld anemometer recorded average windspeed of 0.6m/s and a max windspeed of 2.0m/s. Observed northerly breeze. Moderate traffic on dairy flat highway. Two FIDOLS were completed just before the incident which did not detect any landfill odour. Later in the day (~13:00), Auckland Council were able to attend, and did not detect any odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved.	Y	135	0	10.00	Very Likely
Internal	132 Horseshoe Bush Road	4-Sep	5-Sep	23:14	23:14	7:58	Sharon Race	Text	Odour	Issue is not fixed. LFG odour is severe again this evening. Please investigate thoroughly to identify & close off the source of the leak.	N	355.0	No	0.0	6	No	N	N/A		N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Conditions at the time show wind from the north (355.0°) at 0.0m/s and a temperature of 6°C. These conditions may have contributed to limited dispersion and potential pooling of odour. FID monitoring was undertaken during the morning of the 5/9, to uncover any leaks. The monitoring uncovered a previously unknown leak in the cover on the northern side. Cover was improved at 11:30 am, 5/9, to fix the gas leak. A follow-up assessment was conducted by the gas team at 14:45, and the issue was confirmed to be resolved. During an odour inspection at 15:30 no odour was detected in the area.	N	0	1	2.00	Unlikely
Internal	Along Horseshoe Bush Road	4-Sep	5-Sep	20:15	20:15	7:54	Ross	Text	Odour	Hi Ben just driving between 132 and 168 HSB road. Most disgusting sulfurous smell emanating from your dump. It's just appalling. You need to get someone here to sort it out. It's a 24/7 job running a landfill in Redvale	SSW	192.8	No	0.2	8	Yes	N	N/A		N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut, however someone was able to investigate. Conditions at the time show wind from the south-southwest (192.8°) at 0.2m/s and a temperature of 8°C. During the investigation, no odour was detected. While investigating, the investigator was approached by CLC member Louise Johnson who also appeared to be investigating the complaint, who stated that she could not detect any odour. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The gas team confirmed there was no outages or reductions that may have affected gas extraction overnight. During the first patrol of the day on 5/09 at 07:58, no landfill odour was detected off site.	N	321	1	3.00	Unlikely

1781	98/2 Tender Road	8-Sep	8-Sep	12:02	12:02	12:12	Shirley	Text	Odour	Landfill odour 3/6, 98/2 Tender Rd, Shirley	ENE	76.1	Yes	2.2	14	Yes	N	No Odour	N	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions, and wind from the east-northeast (76.1°) at 2.2m/s and a temperature of 14°C. During the FIDOL assessment, no odour was detected. The investigator noted: Very light north to north westerly breeze observed at location. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved in the afternoon.	Y	257	2	9.00	Very Likely	
Internal	194D Horseshoe Bush Road	8-Sep	8-Sep	7:05	7:05	7:40	Raymond Venter	Text	Odour	The odor this morning is unacceptable	SW	214.6	No	1.6	6	Yes	N	No Odour	N	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions, and wind from the southwest (214.6°) at 1.6m/s and a temperature of 6°C. During the FIDOL assessment, no odour was detected. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. With this wind direction, another potential odour source is a portaloos and green waste facility upwind of the complainant. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved in the afternoon.	N	325	0	1.00	Unlikely	
Internal	Along Horseshoe Bush Road	8-Sep	9-Sep	19:00	10:00	12:00	Ashleigh Lehmann	Text	Odour	Hello, the smell has been really bad around the same time and place as much last message. Something is not right. It's really bad. Around 6ish the last couple of nights The same place, 100s to early 200s HSB Last night was really bad, we now hold our breathe.	NNE	13.1	No	0.0	9	No	N	N/A	N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Conditions at the time show wind from the north-northeast (13.1°) at 0.0m/s and a temperature of 9°C. These conditions may have contributed to limited dispersion and potential pooling of odour. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The gas team confirmed there was no outages or reductions that may have affected gas extraction overnight. During walkover inspections on 8/9 no leaks or LFG odour was found and patrols on 9/9 no odour was detected offsite.	N	321	0	0.00	Unlikely	
Internal	Along Horseshoe Bush Road	8-Sep	9-Sep	22:30	17:45	12:00	Ross	Text	Odour	I would also like to lodge a further odour complaint which occurred last night in while driving along HSB road between 132 and 168 at circa 10.30pm on my way home from the CLC meeting. I would describe the smell as objectionable	S	190.5	No	0.0	7	No	N	N/A	N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Conditions at the time show wind from the south (190.5°) at 0.0m/s and a temperature of 7°C. These conditions may have contributed to limited dispersion and potential pooling of odour. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The gas team confirmed there was no outages or reductions that may have affected gas extraction overnight. During walkover inspections on 8/9 no leaks or LFG odour was found and patrols on 9/9 no odour was detected offsite.	N	321	2	3.00	Unlikely	
Internal	132 Horseshoe Bush Road	9-Sep	9-Sep	5:54	5:54	7:30	Sharon Race	Text	Odour	Hi Ben, severe LFG odour through the night. Intensity this morning is SEVERE. It is unbreathable. Unfortunately it has permeated through my hous	SSE	154.4	Yes	0.0	4	Yes	N	N/A	N	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Conditions at the time show wind from the south-southeast (154.4°) at 0.0m/s and a temperature of 4°C. These conditions may have contributed to limited dispersion and potential pooling of odour. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The gas team confirmed there was no outages or reductions that may have affected gas extraction overnight. During walkover inspections on 8/9 no leaks or LFG odour was found and patrols on 9/9 no odour was detected offsite. A FIDOL was done nearby at 7:35 and no landfill related odour was detected. Note: the complaint was received just after the CLC meeting.	N	0	1	9.00	Very Likely	
Internal	146 Horseshoe Bush Road	9-Sep	9-Sep	7:19	7:19	7:35	Katherine Mason	Text	Odour	Objectionable and offensive smell when we walk out our front door this morning.	SSE	146.7	Yes	0.0	5	Yes	Y	Exhaust	2	N	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions, and wind from the south-southeast (146.7°) at 0.0m/s and a temperature of 5°C. During the FIDOL assessment, no odour was detected. The investigator noted: No wind, 7-10 vehicles a minute, no rubbish or gas odour, only smell is from passing traffic. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved at 12:45.	N	355	1	10.00	Very Likely
Internal	Along Horseshoe Bush Road	12-Sep	12-Sep	6:56	6:56	7:31	Ashleigh Lehmann	Text	Odour	Morning, wow this morning is really bad again. Same place 100s HSB. Really bad. Ashleigh Lehmann. It's always rubbish, sour smell. I wouldn't message for earthy or gas. It's a strong rubbish smell, makes you gag	SW	225.4	No	0.8	13	Yes	Y	Earthy	2	N	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions, and wind from the southwest (225.4°) at 0.8m/s and a temperature of 13°C. During the FIDOL assessment, an earthy odour with an intensity level of 2 was detected for a short amount of time. The investigator noted: no wind observed at location, a brief stale wet smell. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved at 12:30.	N	321	1	5.00	Likely

1782	Dairy Flat School	12-Sep	12-Sep	8:42	8:42	8:48	Amy	Text	Odour	Rubbish odour at Dairy Flat School	NW	313.8	Yes	2.4	15	Yes	Y	Exhaust, Soap, Woody, Hard to describe	2-3	N	A 25-minute FIDOL assessment was conducted at the complaint address, with wind from the northwest (313.8°) at 2.4m/s and a temperature of 15°C. The conditions changed from overcast with a weak breeze to showers with moderate gusts. During the FIDOL assessment, exhaust odour was detected intermittently with an intensity level of 2-3. Once the School traffic had died down, weaker odours were detected such as a brief soap odour with an intensity of 2 and a woody odour with an intensity of 2. A hard to describe odour was also detected with an intensity of 1. The investigator noted: Heavy morning traffic on dairy flat highway. Handheld anemometer recorded average windspeed of 0.1 m/s and a max windspeed of 2.2m/s. Frequent northerly and westerly gusts, but more consistent lulls. Conditions slowly got more windy over the 15 minutes. Started raining 13 minutes in. Wind started gusting from the south. The investigator did a follow-up FIDOL assessment at 12:00 and did not detect any odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved in the afternoon.	N	135	1	10.00	Very Likely
1783	Dairy Flat School	12-Sep	12-Sep	8:43	8:43	8:48	Sarah Richardson	Text	Odour	I'm at DF School and it stinks! Sort immediately!!	NW	313.8	Yes	2.4	15	Yes	Y	Exhaust, Soap, Woody, Hard to describe	2-3	N	A 25-minute FIDOL assessment was conducted at the complaint address, with wind from the northwest (313.8°) at 2.4m/s and a temperature of 15°C. The conditions changed from overcast with a weak breeze to showers with moderate gusts. During the FIDOL assessment, exhaust odour was detected intermittently with an intensity level of 2-3. Once the School traffic had died down, weaker odours were detected such as a brief soap odour with an intensity of 2 and a woody odour with an intensity of 2. A hard to describe odour was also detected with an intensity of 1. The investigator noted: Heavy morning traffic on dairy flat highway. Handheld anemometer recorded average windspeed of 0.1 m/s and a max windspeed of 2.2m/s. Frequent northerly and westerly gusts, but more consistent lulls. Conditions slowly got more windy over the 15 minutes. Started raining 13 minutes in. Wind started gusting from the south. The investigator did a follow-up FIDOL assessment at 12:00 and did not detect any odour. The complainant described the issue only as 'it stinks' but did not provide further clarification regarding the character or intensity of the odour, despite a follow-up request for more detail. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved in the afternoon.	N	135	1	9.00	Very Likely
1784	Dairy Flat School	12-Sep	12-Sep	8:46	8:46	8:48	Katie Hills	Text	Odour	Awefull Smell today at school. Please investigate	NW	313.8	Yes	2.4	15	Yes	Y	Exhaust, Soap, Woody, Hard to describe	2-3	N	A 25-minute FIDOL assessment was conducted at the complaint address, with wind from the northwest (313.8°) at 2.4m/s and a temperature of 15°C. The conditions changed from overcast with a weak breeze to showers with moderate gusts. During the FIDOL assessment, exhaust odour was detected intermittently with an intensity level of 2-3. Once the School traffic had died down, weaker odours were detected such as a brief soap odour with an intensity of 2 and a woody odour with an intensity of 2. A hard to describe odour was also detected with an intensity of 1. The investigator noted: Heavy morning traffic on dairy flat highway. Handheld anemometer recorded average windspeed of 0.1 m/s and a max windspeed of 2.2m/s. Frequent northerly and westerly gusts, but more consistent lulls. Conditions slowly got more windy over the 15 minutes. Started raining 13 minutes in. Wind started gusting from the south. The investigator did a follow-up FIDOL assessment at 12:00 and did not detect any odour. The complainant described the issue only as 'awefull' but did not provide further clarification regarding the character or intensity of the odour, despite a follow-up request for more detail. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimize any potential odour, T bar lines were moved, and one odour suppression cannon was moved in the afternoon.	N	135	1	9.00	Very Likely

Internal	85 Horseshoe Bush Road	16-Sep	16-Sep	11:50	11:50	11:58	enny Readmar	Text	Odour	Hi just to let you know the odour is strong and rubbish smell this morning	SW	228.6	Yes	4.8	16	Yes	Y	Rubbish	2	N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and wind from the southwest (228.6°) at 4.8m/s and a temperature of 16°C. During the FIDOL assessment, a brief rubbish odour was detected twice with an intensity of 2. The investigator noted: odour detected when the wind swings to a southerly and then dies down. Handheld anemometer recorded average windspeed of 0.9m/s and a max windspeed of 2.9m/s. Conditions were gusty with predominantly westerly and sometimes southerly winds, with some still moments. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To help with odour suppression, the odour suppression devices were all adjusted/re-angled to service the variable wind direction by 12:45. The investigator conducted a follow-up patrol at 14:12, during which no odour was detected.	N	45	1	9.00	Very Likely	
1785	Dairy Flat School	17-Sep	17-Sep	16:22	16:22	7:00	Amy	Text	Odour	Stinks outside Dairy Flat School	WNW	302.7	Yes	8.5	16	Yes	Y	Rubbish	2	N	The complaint was identified at 18:00 and was processed during the after-hours response window, and was investigated via desktop review. Conditions at the time were fine with wind from the west-northwest (302.7°) at 8.5m/s and a temperature of 16°C. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. A FIDOL assessment was completed at 14:33 and a proactive patrol was completed at 18:40 with no landfill related odour detected at either. To help with odour suppression, two odour suppression devices were moved at 08:30 and 09:30 on 18/9.	Y	135	0	7.00	Likely	
1787	Dairy Flat School	18-Sep	18-Sep	11:22	11:22	11:27	Sarah Richardson	Text	Odour	I'm at DF School and it stinks!! Sort it out now!!! It it stinks of rubbish and that's your job to sort it out I'm sick of sending you these messages	NW	318.1	Yes	5.1	14	Yes	Y	Hard to describe, Petrol, Wet Vegetation, Rubbish	2-3	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with showers and windy conditions and wind from the northwest (318.1°) at 5.1m/s and a temperature of 14°C. During the FIDOL assessment, an petrol odour was detected intermittently with an intensity of 2-4. A hard to describe odour was also detected briefly with an intensity of 1, A wet vegetation odour was detected briefly with an intensity of 3 and a Rubbish odour was detected briefly with an intensity of 2-3 (from a passing waste truck). The investigator noted: Distinct petrol smell present in low wind moments. Handheld anemometer recorded average windspeed of 1.2m/s and a max windspeed of 2.9m/s. Wind swinging from southerly to westerly at location. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The investigator completed a FIDOL in the area one hour beforehand, and did not detect any landfill related odour. Auckland Council were able to investigate the complaint at approximately 12:00 and did not detect odour. The investigator conducted a follow-up patrol at 13:08 and did not detect odour.	Y	135	2	10.00	Very Likely
1786	Dairy Flat School	18-Sep	18-Sep	10:28	10:28	10:35	Katie Hills	Text	Odour	Hi there is a fout smell in the air today. Please investigate Disgusting sour smell	NW	320.7	Yes	7.8	15	Yes	Y	Earthy, Exhaust	2-3	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with showers and windy conditions and wind from the northwest (320.7°) at 7.8m/s and a temperature of 16°C. During the FIDOL assessment, an earthy odour was detected intermittently with an intensity of 2. An exhaust order was also detected briefly with an intensity of 2-3. The investigator noted: the muddy/earthy odour, was similar to wet sand. Unable to detect the sour odour mentioned by complainant. Handheld anemometer recorded average windspeed of 3.4 m/s and a max windspeed of 6.2m/s. Wind at location was observed to be predominantly southwesterly. Strong wind. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. Auckland Council were able to investigate the complaint at approximately 12:00 and did not detect odour. the investigator conducted a follow-up patrol at 13:08 and did not detect any odour.	Y	135	1	7.00	Likely
1788	Dairy Flat School	18-Sep	18-Sep	16:08	16:08	16:13	Amy	Text	Odour	Very smelly now!!!	NW	322.4	Yes	5.9	13	Yes	Y	Damp/Musty, Exhaust	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions and wind from the northwest (322.4°) at 5.9m/s and a temperature of 13°C. During the FIDOL assessment, a musty/damp odour was detected intermittently with an intensity of 2. An exhaust order was also detected with an intensity of 3, and hard to describe odour was detected with an intensity of 1. The investigator noted: Vehicle exhaust noticed occasionally as traffic picked up. Must and damp odour were on and off thought out FIDOL. Lots of rain. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint.	Y	135	1	7.00	Likely	

Internal	132 Horseshoe Bush Road	19-Sep	19-Sep	13:56	13:56	14:04	Sharon Race	Text	Odour	Hi Ben a rubbish smell is coming from the landfill, can you please investigate and advise outcome, thanks	SW	228.7	No	5.7	16	Yes	Y	Rubbish	2	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the southwest (228.7°) at 5.7m/s and a temperature of 16°C. During the FIDOL assessment, a weak rubbish odour was detected briefly with an intensity of 2. The investigator noted: steady southwesterly to westerly breeze. One detection of possible rubbish odour for roughly 10 seconds. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The investigator conducted a follow-up patrol at 14:55 and did not detect any landfill related odour in the area. To help with odour suppression, the odour suppression devices were reangled to serve variable conditions.	Y	0	1	7.00	Likely
1789	98/2 Tender Road	20-Sep	20-Sep	7:48	7:48	7:52	Terry	Text	Odour	Landfill odour 5/6, 98/2 Tender Rd. Terry	SSW	201.1	No	0.0	9	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and wind from the south-southwest (201.1°) at 0.0m/s and a temperature of 9°C. During the FIDOL assessment, no odour was detected. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. Another potential contributor of odour in the area is a greenwaste and portalo facility on Horseshoe Bush Road. Given that the complaint address is located 1787m away from the landfill and windspeed at the time was minimal, the likelihood of odour transmission from redvale landfill is considered to be low.	Y	257	1	2.00	Unlikely
1790	73 Karahiwi Lane	20-Sep	20-Sep	10:43	10:43	11:00	Wendy & Gavin	Text	Odour	10:43 Gavin From 73 Karahiwi lane The tip absolutely stinks today Smells like rotten food Regards Gavin 10:44 Wendy H the smell of rotting rubbish has been very strong today. 73 Karahiwi Lane.	ENE	59.3	Yes	2.8	14	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions and wind from the east-northeast (59.3°) at 2.8m/s and a temperature of 14°C. During the FIDOL assessment, no odour was detected. The investigator noted: breeze coming from landfill direction, but no odour detection. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. Two messages were received at 10:43 and 10:44 for the same location, and have therefore been regarded as one incident.	Y	235	1	7.00	Likely
Internal	184 Richards Road	22-Sep	22-Sep	9:30	9:30	9:44	Jennie Hutchinson	Email	Noise	At time of writing this I have been listening to trucks reverse beeping. Wind direction, being a northerly brings considerable operational noise, the beeping part of same. Jennie Hutchinson	NNE	24.8	Yes	2.9	16	Yes	N	No Odour		N	A noise assessment was conducted under cloudy, breezy conditions with a NNE wind direction (24.8°) at 2.9m/s and a temperature of 16°C. Ambient noise levels were measured to be between 48-51 dBA. The investigator originally did not hear any beeping noises, but after investigating further onsite, the source was determined to be Contractor container trucks that come once every two weeks. We have followed up with the company to discuss options around replacing the beeping noise with a squawker which doesn't carry as far. They have replied saying they are finding a solution.	Y	210	1	6.00	Likely
1791	Dairy Flat School	24-Sep	24-Sep	16:09	16:09	16:15	Louise Johnson	Text	Odour	Hi Ben , just letting you know there is a landfill gas odour on Dairy flat highway between landfill access and Richards road by the school . Thanks Louis e	NNW	336.3	Yes	2.4	16	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complaint address, with drizzling conditions and wind from the north-northwest (336.3°) at 2.4m/s and a temperature of 16°C. During the FIDOL assessment, no odour was detected. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The Gas team confirmed that vacuum levels remained consistent across the day, and there were no outages or reductions that could have caused issues with extraction. A proactive odour patrol was conducted at 14:30 in the area, and no odour was detected.	Y	135	2	8.00	Very Likely
Internal	1351 Dairy Flat Highway	25-Sep	26-Sep	8:30	22:06	7:00	Angela Parsonage	Text	Odour	22:06 25/9 The odour is very bad again. Please investigate and resolve ASAP 5:59 26/9 We smelt it from the western side of our property. It is definitely landfill putrid smell that was immediately noticeable from the first breath outside. This was at 8:30pm	WSW	251.5	Yes	1.2	11	No	N	No Odour		N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. The investigation was done primarily through desktop review. Conditions at the time show wind from the west-southwest (251.5°) at 1.2m/s and a temperature of 11°C. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The first patrol of the next day (7:05 26/9) did not detect any odour in the area. A proactive 15-minute FIDOL assessment was conducted at 14:49, 25/9, roadside at 1351 Dairy Flat Highway, and no odour was detected.	N	70	0	8.00	Very Likely
Internal	Along Horseshoe Bush Road	30-Sep	30-Sep	7:36	7:36	7:47	Ashleigh Lehmann	Text	Odour	7:36 Morning, it is so incredibly bad again in the early 100s HSB. Really really bad. 7:37 A very strong sour rubbish smell	E	84.3	No	0.0	10	Yes	Y	Morning Dew, Hard to Describe, Sour	1-2	N	A 15-minute FIDOL assessment was conducted at 132 Horseshoe Bush Road (early 100s), with cloudy conditions and wind from the east (84.3°) at 0.0m/s and a temperature of 10°C. During the FIDOL assessment, an intermittent morning dew odour was detected with an intensity of 2, a hard to describe odour was detected briefly with an intensity of 1 and a brief sour odour was detected with an intensity of 2. The investigator noted: gentle easterly gusts, but very little wind. The sour smell did not have rubbish characteristics. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. Three odour suppression devices and a T bar line were moved this morning to help with odour suppression.	N	321	1	5.00	Likely

Internal	132 Horseshoe Bush Road	30-Sep	30-Sep	7:37	7:37	7:47	Sharon Race	Text	Odour	The rubbish smell is getting stronger this morning. Please investigate asap	E	84.3	No	0.0	10	Yes	Y	Morning Dew, Hard to Describe, Sour	1-2	N	A 15-minute FIDOL assessment was conducted at 132 Horseshoe Bush Road, with cloudy conditions and wind from the east (84.3°) at 0.0m/s and a temperature of 10°C. During the FIDOL assessment, an intermittent morning dew odour was detected with an intensity of 2, a hard to describe odour was detected briefly with an intensity of 1 and a brief sour odour was detected with an intensity of 2. The investigator noted: gentle easterly gusts, but very little wind. The sour smell did not have rubbish characteristics. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. When talking with the resident, she explained that the odour she experienced had dispersed before I arrived. Three odour suppression devices and a T bar line were moved this morning to help with odour suppression. The Investigator conducted a follow-up patrol of the area at 11:45 and did not detect any odour.	N	0	1	4.00	Likely
Internal	85 Horseshoe Bush Road	30-Sep	30-Sep	13:14	13:14	13:21	Jenny Readman	Text	Odour	Hi just to let you know the odour is in and off string rubbish smell	WSW	239.0	Yes	2.4	17	Yes	Y	Grassy, Coffee Grinds	2-3	N	A 15-minute FIDOL assessment was conducted at the complainants address, with cloudy conditions and wind from the west-southwest (239.0°) at 2.4m/s and a temperature of 17°C. During the FIDOL assessment, a brief grassy odour was detected with an intensity of 2 and a coffee grind odour was detected with an intensity of 3. The investigator noted: moderate southwesterly breeze. There was a gardener on the property laying out coffee grinds. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. A T bar line was adjusted to minimise any potential odour. The Investigator conducted a follow-up patrol of the area at 16:04 and did not detect any odour.	N	45	2	11.00	Very Likely
Internal	146 Horseshoe Bush Road	1-Oct	1-Oct	11:38	11:38	11:43	Dan Beauchamp	Text	Noise	Hello Ben, it is very noisy from the dump today machines & constant fireworks going off which are scaring my animals to death, can this please be stopped. Thanks Dan	WNW	282.7	No	4.7	17	Yes	N	No Odour		N	A noise assessment was conducted under cloudy, breezy conditions with a WNW wind direction (282.7°) at 4.7m/s and a temperature of 17°C. Ambient noise levels were measured to be between 54-55 dBA. The investigator heard one firework-esque noise while investigating, and the sound meter spiked to 67 dBA. Other noise spikes recorded were passing traffic at 87 dBA and nearby bird noise at 64 dBA. The sound meter can measure for consistent sounds, and the machinery was measured to be a uniform 48 dBA. The source of the noise was determined to be the bird scarer used at the active area to keep birds away. As this is a necessary practice, as discussion was had around minimising its usage to only when necessary.	N	355	2	2.00	Unlikely
Internal	146 Horseshoe Bush Road	6-Oct	6-Oct	13:25	13:25	13:45	Dan Beauchamp	Text	Odour	Hiya, smelling alot at 146 horseshoebush rd today Thanks it was a sweet sour smell	SW	232.9	No	3.1	14	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complainants address, with cloudy conditions and wind from the southwest (232.9°) at 3.1m/s and a temperature of 14°C. During the FIDOL assessment, no odour was detected. The investigator noted: strong southwesterly breeze at location. FIDOL conducted at letterbox. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To minimise any potential odour, the sprayline at Pond 4 was turned on at 15:00. The Investigator conducted a follow-up patrol at 15:30 and did not detect any odour.	N	355	0	1.00	Unlikely
Internal	corner of Horseshoe Bush Road	9-Oct	9-Oct	6:36	6:36	6:40	Venessa Venter	Text	Odour	The gas smell on Horeshoe Bush Road is unbearable	E	96.3	No	0.0	7	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complainants address, with cloudy conditions and wind from the East (96.3°) at 0.0m/s and a temperature of 7°C. During the FIDOL assessment, no odour was detected. The investigator noted: very little wind. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The conditions may have contributed to limited dispersion and potential pooling of odour. We have scheduled for FID monitoring to go ahead on the 10/10, and will run some odour suppression controls overnight to help with potential odour in the morning.	N	56	1	1.00	Unlikely
1792	Dairy Flat School	13-Oct	13-Oct	8:51	8:51	8:57	Katie Hills	Text	Odour	Hi. The tip smells bad this morning at DFS. Please investigate. Thank you	NNW	329.2	Yes	1.9	16	Yes	Y	Earthy, Exhaust, Rubbish	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and wind from the north-northwest (329.2°) at 1.9m/s and a temperature of 16°C. During the FIDOL assessment, a consistent earthy odour was detected with an intensity of 2-3, an exhaust odour was detected briefly with an intensity of 3 and a Rubbish odour was detected briefly with an intensity of 2. The investigator noted: weak rubbish and exhaust odours masked by a consistent nutty/earthy smell. gentle westerly breeze at location. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To help with odour suppression, three odour suppression cannons were moved, and a line of T bars was adjusted. This was completed by 11:30. The investigator conducted a follow-up patrol at 11:44 through the area and did not detect any odour.	Y	135	0	9.00	Very Likely

1793	Dairy Flat School	13-Oct	13-Oct	9:10	9:10	9:10	Amy	Text	Odour	Rubbish smell at Dairy Flat School	NW	320.2	Yes	3.1	17	Yes	Y	Grassy, Earthy, Rubbish	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and wind from the northwest (320.2°) at 3.1m/s and a temperature of 17°C. During the FIDOL assessment, a consistent earthy odour was detected with an intensity of 2-3, a grassy odour was detected briefly with an intensity of 3 and a Rubbish odour was detected briefly with an intensity of 2. The investigator noted: gentle westerly breeze at location. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To help with odour suppression, three odour suppression cannons were moved, and a line of T bars was adjusted. This was completed by 11:30. The investigator conducted a follow-up patrol at 11:44 through the area and did not detect any odour.	Y	135	1	9.00	Very Likely
1794	Dairy Flat School	13-Oct	13-Oct	12:51	12:51	12:58	Paula Lucas and Susan Thompson	Text	Odour	Susan Thompson - 12:51 The smell at the school is disgusting. In the playground and office very noticeable today 12:52 I have had to close my office windows at the front of the school DFS Deputy Principal Paula Lucas - 12:52 Really bad odour at Dairy Flat School. We have had to shut our windows	NW	317.6	Yes	4.4	17	Yes	N	No Odour	N	A 15-minute FIDOL assessment was conducted at the complaint address, with rainy conditions and wind from the northwest (317.6°) at 4.4m/s and a temperature of 17°C. During the FIDOL assessment, no odour was detected. The investigator noted: consistent rain, swirling wind. Two complaints were received within a minute of each other and referenced the same location, and have therefore been classified as the same incident. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. It is possible that these complaints were influenced by earlier staff discussions, rather than a recurrence of the issue. The Investigator conducted a follow-up patrol and FIDOL at 14:35 and did not detect odour.	Y	135	2	6.00	Likely	
1795	Dairy Flat School	14-Oct	14-Oct	13:19	13:19	13:25	Amy	Text	Odour	Something mild in the air at DFS Not really sorry, it is mild but there is an odour	WNW	299.3	Yes	4.3	14	Yes	N	No Odour	N	A 15-minute FIDOL assessment was conducted at the complaint address, with rainy conditions and wind from the west-northwest (299.3°) at 4.3m/s and a temperature of 14°C. During the FIDOL assessment, no odour was detected. The investigator noted: heavy rain. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. Another WM employee patrolled the area at 16:15 and did not detect any odour. Note: Upon request, the complainant was unable to attribute any characteristics to the odour other than mild.	Y	135	2	6.00	Likely	
1796	Dairy Flat School	15-Oct	15-Oct	16:10	16:10	16:14	Amy	Text	Odour	Rank smell at DFS	SW	233.3	No	3.7	15	Yes	Y	Sheep, Exhaust	3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the south-west (233.3°) at 3.7m/s and a temperature of 15°C. During the FIDOL assessment, a livestock(sheep) odour was detected twice with an intensity of 3. An exhaust odour was also briefly detected with an intensity of 3. The investigator noted: sheep/cattle smell and car exhaust fumes detected, no landfill odour detected. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The winds recorded at both our weather station (233.3° at 3.7m/s) and the nearby MADIS Hibiscus station (183° at 5m/s) were southwesterly/southerly. This direction does not align with the location referenced in the complaint (Dairy Flat School), meaning it is unlikely that Redvale landfill is the source of the odour experienced.	Y	135	1	4.00	Likely
Internal	85 Horseshoe Bush Road	15-Oct	15-Oct	16:26	16:26	16:36	Jenny Readman	Text	Odour	Hi just to let you know the odour is strong and rubbish smell at the moment	SW	232.6	Yes	3.4	15	Yes	N	No Odour	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the south-west (232.6°) at 3.4m/s and a temperature of 15°C. During the FIDOL assessment, no odour was detected. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. proactive monitoring was done in the area, A patrol at 14:08 and a FIDOL at 14:37, during which no odour was detected.	N	45	1	6.00	Likely	
Internal	146 Horseshoe Bush Road	16-Oct	16-Oct	11:52	11:52	12:00	Dan Beauchamp	Text	Odour	Hello Ben, there is a strong gas smell at 146 Horseshoebush rd today	W	270.4	No	2.3	16	Yes	Y	Herbal/Minty	2-4	N	A 15-minute FIDOL assessment was conducted at the complaint address, with windy/cloudy conditions and wind from the west (270.9°) at 2.3m/s and a temperature of 16°C. During the FIDOL assessment, a consistent herbal/minty odour was detected with an intensity of 2-4. The investigator noted: consistent strong westerly wind. Resident was pulling apart garden beds using an excavator. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. It is possible the gas odour the complainant experienced was from the machinery he was operating. During the first patrol of the next morning (7:07, 17/10) there was no gas odour present, indicating a leak is unlikely.	N	355	1	3.00	Unlikely

1797	184 Richards Road	17-Oct	20-Oct	17:25	17:30	7:06	Jennie Hutchinson	Text	Odour	Hi, Tip Face odour detected at 184 Richards Rd at 5:25pm. Score 3+.	NNE	24.5	Yes	1.2	16	No	N	No Odour	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. The investigation was done primarily through desktop review. Conditions at the time show wind from the north-northeast (24.5°) at 1.2m/s and a temperature of 16°C. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. The first patrol of the investigators next working day (7:06 20/10) did not detect any odour in the area. A proactive patrol was conducted at 13:48, 17/10 in the area, and no odour was detected. To help with odour suppression, an odour suppression device was moved on the morning of 20/10.	Y	210	1	8.00	Very Likely		
1798	Dairy Flat School	20-Oct	20-Oct	20:33	20:33	21:45	Venessa Venter	Text	Odour	Just left the meeting at DairyFlat Hall and the smell is unbearable at the school.	NNW	334.3	Yes	1.1	14	Yes	N	No Odour	N	The Complaint was received outside of Landfill operating hours, and the landfill was shut. Fortunately, a WM employee was in the area at 21:45 and was able to investigate. During their investigation, no odour was detected. Conditions at the time show wind from the north-northwest (334.3°) at 1.1m/s and a temperature of 14°C. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. A proactive patrol was conducted at 15:40, 20/10 in the area, and no odour was detected.	Y	135	0	7.00	Likely		
1799	Dairy Flat School	22-Oct	22-Oct	9:55	9:55	10:01	Amy	Text	Odour	Stinks at Dairy Flat School	SW	218.5	No	1.6	16	Yes	Y	Exhaust, Damp Earth	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with rainy conditions and wind from the southwest (218.5°) at 1.6m/s and a temperature of 16°C. During the FIDOL assessment, a brief exhaust odour was detected with an intensity of 3, and a damp earth odour was detected with an intensity of 2. The investigator noted: consistent rain. Wind was observed to be southerly but died off towards the end of the FIDOL. There was livestock in paddocks next to the school as a potential source of odour. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The wind was recorded and observed during the investigation to not be blowing from Redvale landfill to the school, indicating there may be another source of the odour, such as the neighbouring livestock. During proactive monitoring, A FIDOL assessment was undertaken at 8:15 at the school, and no odour was detected. A request for more information was sent to the complainant, but there was no reply.	Y	135	1	3.00	Unlikely	
Internal	146 Horseshoe Bush Road	22-Oct	22-Oct	11:35	11:35	11:42	Dan Beauchamp	Text	Noise	Hello Ben, your bird scarers are going off with uncontrolled consistency, the overly persistent noise is petrifying my animals!can you please put stop to this insecent noise.. Thanks	WNW	297.8	No	5.5	17	Yes	N	No Odour	N	A noise assessment was conducted under windy, overcast conditions with a WNW wind direction (297.8°) at 5.5 m/s and a temperature of 17°C. At the address, ambient noise levels were measured to be below 56 dBA. Passing traffic peaked at 86 dBA. The investigator was able to identify the bird scarer noise, but the level was under the consent threshold (62dBA). After talking with the operations team, they were reminded to use it as little as possible. When the issue was reinvestigated later in the day, the noise was not detected.	Y	355	1	1.00	Unlikely		
1800	Dairy Flat School	23-Oct	23-Oct	10:24	10:24	10:31	Lana	Text	Odour	Hi there. Writing a complaint about the smell. There is a terrible smell coming over the Dairy Flat School, with kids around it's not very nice. Time 10:34am / location dairy flat school / type rubbish smell / intensity strong smell. Lana	NW	309.2	Yes	10.1	19	Yes	Y	Exhaust	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and strong wind from the northwest (309.2°) at 10.1m/s and a temperature of 19°C. During the FIDOL assessment, a short exhaust odour was detected twice with an intensity of 3 and 2. No landfill-related odour was detected. The investigator noted: Strong wind, observed to be from multiple directions. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. A proactive FIDOL assessment was conducted at the school at 8:16, during which no landfill odour was detected.	Y	135	1	8.00	Very Likely	
1801	Dairy Flat School	23-Oct	23-Oct	16:24	16:24	16:35	Karine	Text	Odour	Hi, I'm at DF school with the kids and it smells like rubbish odour 2/6	NW	315.2	Yes	10.1	20	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted at the complaint address, with overcast conditions and strong wind from the northwest (315.2°) at 10.1m/s and a temperature of 20°C. During the FIDOL assessment, a Hard to Describe odour was detected with an intensity of 1, and a short animal manure odour was detected with an intensity of 2. The investigator noted: potential odour source: lambs in the paddock across the road from the school. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. A proactive patrol was conducted in the area at 16:08, during which no landfill odour was detected.	Y	135	1	8.00	Very Likely	
Internal	Along Horseshoe Bush Road	24-Oct	24-Oct	9:40	9:40	9:47	Asheigh Lehmann	Text	Odour	Morning, The usual early 100s HSB road. Absolutely disgusting rubbish smell, really really bad again.	SSW	193.1	No	3.7	17	Yes	Y	Earthy, Burning, Tree Sap, Woody	2-3	Y	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions and wind from the south-southwest (193.1°) at 3.7m/s and a temperature of 17°C. During the FIDOL assessment, many different odours were detected - Earthy, Burning, Woody and Tree sap odours were detected intermittently with intensities of 2-3. no landfill related odour was detected. The investigator noted: low wind speed at location. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. A follow-up patrol was conducted in the area at 12:57, during which no landfill odour was detected. Auckland Council were able to attend the complaint at roughly 11:00 and did not detect any odour.	N	321	1	5.00	Likely

1802	Dairy Flat School	24-Oct	24-Oct	15:02	15:02	15:07	Amy	Text	Odour	Stinks at dairy flat school 25/10 9:07 Time was immediately as I sent the text, location, outside Room 6/7, walking towards the office.	WSW	257.6	No	2.3	20	Yes	Y	Earthy, Exhaust	2	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the west-southwest (257.6°) at 2.3m/s and a temperature of 20°C. During the FIDOL assessment, an earthy odour was detected with an intensity of 2 intermittently and an exhaust odour was detected with an intensity of 3. No landfill related odour was detected. The investigator noted: roadworks underway on DF Highway in front of the school - possible odour source. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The recorded wind direction was not blowing from the landfill to the school (WSW) and it is possible the odour originated from another source, such as nearby roadworks.	N	135	2	5.00	Likely
1803	68 Horseshoe Bush Road	25-Oct	25-Oct	10:54	10:54	11:07	Brendon Abel	Text	Odour	6, rubbish, very strong has been like this 3 days, horseshoe bush road	SSW	212.8	Yes	2.1	16	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the south-southwest (212.8°) at 2.1m/s and a temperature of 16°C. During the FIDOL assessment, no odour was detected. The investigator noted: owners raking up garden waste. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The odour suppression setup was adjusted on 27/10 to minimize any potential odour.	N	42	1	8.00	Very Likely
Internal	132 Horseshoe Bush Road	25-Oct	25-Oct	8:49	8:49	9:10	Sharon Race	Call	Odour	Call: 6/6 Rubbish odour at her house, worried about it being present over the long weekend	SW	214.8	Yes	3.5	14	Yes	Y	Rubbish	3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the southwest (214.8°) at 3.5m/s and a temperature of 14°C. During the FIDOL assessment, an intermittent rubbish odour was detected with an intensity of 3. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The odour suppression setup was adjusted on 27/10 to help with odour suppression.	N	0	0	7.00	Likely
1803	68 Horseshoe Bush Road	25-Oct	25-Oct	10:54	10:54	11:07	Brendon	Text	Odour	6, rubbish, very strong has been like this 3 days, horseshoe bush road	SSW	212.8	Yes	2.1	16	Yes	N	No odour		N	A 15-minute FIDOL assessment was conducted at the complaint address, with fine conditions and wind from the south-southwest (212.8°) at 2.1m/s and a temperature of 16°C. During the FIDOL assessment, no odour was detected. The investigator noted: owners raking up garden waste. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. The odour suppression setup was adjusted on 27/10 to minimize any potential odour.	N	42	1	8.00	Very Likely
Internal	146 Horseshoe Bush Road	28-Oct	28-Oct	16:40	16:40	17:00	Katherine Mason	Text	Noise	The gunshots have just started, are excessive and this is what they have done to our dog. She has not had a run or anything but was just here in the shed with us.	WSW	248.9	No	7.3	12	Yes	N	No odour		N	A noise assessment was conducted under windy, fine conditions with a WSW wind direction (248.9°) at 7.3 m/s and a temperature of 12°C. A 15 min inspection next to the road was conducted. Natural background noise was around 55-65dB, with wind gusts reaching over 70 dB. Vehicles that passed by ranged from 75 to 85 dB. On average there was 2-3 gunshots per min. Most of the gunshots didn't show a rise on the device, only 2 shots reached 75dB. The noise was a one-off event of contractors culling birds, and didn't breach our noise consents.	N	355	0	1.00	Unlikely
1804	Dairy Flat School	28-Oct	28-Oct	8:20	8:20	8:25	Katie Hills	Text	Odour	Hi. The dump smells at the school this morning	NW	317.5	Yes	5.6	17	Yes	Y	Exhaust, Grassy, Rubbish	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address, with cloudy conditions and wind from the northwest (317.5°) at 5.6m/s and a temperature of 17°C. During the FIDOL assessment, an intermittent exhaust odour was detected with an intensity between 2 and 3. A short grassy odour and a short rubbish odour were both detected with an intensity of 2. The investigator noted: Consistent traffic on dairy flat highway. Handheld anemometer recorded average windspeed of 1.8m/s and a max windspeed of 3.5m/s. Gustly conditions. The odour suppression system was confirmed to be fully operational at the time of the investigation, and the weighbridge operator confirmed that no significant odorous loads were received during the time of the complaint. To help with odour suppression, the odour suppression setup was adjusted, and a line of T bars were moved.	N	135	0	7.00	Likely
1805	98/2 Tender Road	30-Oct	30-Oct	10:58	10:58	11:13	Shirley Robinson	Text	Odour	Landfill odour 3/6, 98/2 Tender Rd, Shirley	NE	53.6	Yes	1.9	17	Yes	Y	Earthy	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address under cloudy conditions, with wind from the northeast (53.6°) at 1.9 m/s and a temperature of 17 °C. A consistent earthy odour of intensity 2-3 was noted at the property letterbox. The odour was fresh and damp in character, consistent with recently dug road drains, and not landfill related. Local conditions were calm, with handheld anemometer readings averaging 0.2 m/s (max 0.4 m/s) from a southerly drift, differing from the station's northeast record. At the time, the landfill odour suppression system was fully operational, and the weighbridge operator confirmed no significant odorous loads. A proactive patrol at 7:01 observed an excavator working near the address and detected no landfill odour. The odour was low-intensity, earthy, and consistent with local excavation, not landfill activity.	Y	257	1	9.00	Very Likely

1806	Dairy Flat School	30-Oct	30-Oct	9:30	13:22	11:40	Louise Johnson	Text	Odour	13:22 Morning, just to let you know there was odour at the top of Blackbridge Road and at school carpark at 9.30am today . Not sure of wind direction . Apologies for not reporting it earlier . Many thanks Louise	ESE	122.8	No	0.8	15	No	N	No Odour	N	Because the complaint was lodged around four hours after the odour was detected, a response visit was not undertaken, as conditions would no longer have been representative. Proactive patrols carried out in the area at 7:01 and 11:40 did not detect any landfill-related odour. At the time of the reported incident, weather data showed an east-southeast wind (122.8°) at 0.8 m/s and a temperature of 15 °C. Given that the recorded wind direction was not blowing towards the locations mentioned in the complaint, it is likely that the odour originated from another source rather than the landfill. During the reported time, the odour suppression system was fully operational, and the weighbridge operator confirmed no significant odorous loads were received.	Y	135	1	1.00	Unlikely	
Internal	192 Horseshoe Bush Road	30-Oct	31-Oct	21:43	21:43	7:10	Louise	Text	Odour	21:43 Hi there, was just outside getting my dog and the odour is pretty bad out there right now. Don't expect you to come out at this hour of course but just advising you. (requested additional information) 31/10 8:03 Morning, if 10 being the worst it was probably a 6. Just like a rubbish smell	SSW	207.4	No	1.5	12	No	N	No Odour	N	The Complaint was received after hours, and the landfill was shut. Conditions at the time show wind from the south-southwest (207.4°) at 1.5m/s and a temperature of 12°C. The investigation was done primarily through desktop review. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. During the first patrol of the day on 31/10 at 7:10, no landfill-related odour was detected	Y	300	0	2.00	Unlikely	
Internal	146 Horseshoe Bush Road	31-Oct	31-Oct	10:25	10:25	10:34	Dan Beauchamp	Text	Odour	Your dump stinks badly today at 146 horseshoebush road. Very strong sour smell.	SW	218.5	Yes	4.4	16	Yes	Y	Sour, Rubbish	2-3	N	A 15-minute FIDOL assessment was conducted at the complaint address under fine conditions, with a southwesterly wind direction (218.5°) at 4.4 m/s, and an ambient temperature of 16°C. During the assessment, two brief odour events were noted at the property's letterbox; a short sour odour with an intensity rating of 2-3, and a short rubbish-like odour with an intensity rating of 2. Both odours were weak and only detectable during intermittent wind lulls. Local wind conditions were breezy, with handheld anemometer readings averaging 2.1 m/s and peaking at 3.7 m/s. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As part of proactive odour management, a line of T-bars was repositioned and two odour cannons were adjusted to enhance suppression effectiveness. A follow-up patrol was conducted at 13:11, during which no odour was detected.	N	355	1	7.00	Likely
Internal	132 Horseshoe Bush Road	31-Oct	31-Oct	14:02	14:02	14:10	Sharon Race	Text	Odour	The rubbish odour is back. Level 3 up to 4 when the wind dies down. Please investigate and make changes asap.	SSW	208.3	Yes	5.9	18	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted at the complaint address under fine conditions, with a south-southwesterly wind direction (208.3°) at 5.9m/s, and an ambient temperature of 18°C. During the assessment, an intermittent very weak odour was detected that was hard to describe. It had an intensity of 1 and was only present in wind lulls. Local wind conditions were breezy, with handheld anemometer readings averaging 2.2 m/s and peaking at 4.7 m/s. There was a lot of garden waste on the property. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As part of proactive odour management, a line of T-bars was repositioned and two odour cannons were adjusted to enhance suppression effectiveness. A follow-up patrol was conducted at 15:12, during which no odour was detected.	N	0	1	7.00	Likely
1807	48 Horseshoe Bush Road	31-Oct	31-Oct	15:50	15:50	15:58	Dan	Call	Odour	Must be bad if I can smell it, bad odour at 48 Horseshoe Bush Road	SW	229.0	Yes	5.5	18	Yes	Y	Earthy	2	N	A 15-minute FIDOL assessment was conducted at the complaint address under fine conditions, with a southwesterly wind direction (229.0°) at 5.5m/s, and an ambient temperature of 18°C. During the assessment, a short earthy odour was detected with an intensity of 2. The investigator observed active earthworks across the road from the complainant's property, which may have contributed to the odour event The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As part of proactive odour management, a line of T-bars was repositioned and two odour cannons were adjusted to enhance suppression effectiveness.	N	38	1	7.00	Likely
Internal	Along Horseshoe Bush Road	1-Nov	1-Nov	10:46	10:46	10:57	Lloyd Richardson	Text	Odour	Rubbish odour all morning from 100 - 200 HSB road	S	187.4	No	3.5	18	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted at the complaint address under fine conditions, with a southerly wind direction (187.4°) at 3.5m/s, and an ambient temperature of 18°C. During the assessment, a hard to describe odour was detected for a short amount of time with an intensity of 1. There was very light wind at the location. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads.	N	321	1	5.00	Likely

1808	100 Tender road	1-Nov	1-Nov	13:06	13:06	13:30	Andrew	Text	Odour	Getting steady landfill odour at 100 Tender Road	ESE	111.6	Yes	2.1	19	Yes	N	No Odour	N	A 15-minute FIDOL assessment was conducted at the complaint address under fine conditions, with a east-southeasterly wind direction (111.6°) at 2.1m/s, and an ambient temperature of 19°C. During the assessment, no odour was detected. The investigator noted light wind conditions, consistent with recorded data. Additional information relevant to the complaint was requested but had not been received. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. PPM strips for the odour suppressant in the odour cannons were reviewed, with all readings found to be at appropriate levels.	N	257	1	7.00	Likely		
1809	255 Horseshoe Bush Road	2-Nov	2-Nov	2:49	2:49	6:23	Lloyd Richardson	Text	Odour	LFG leaking from you business tonight address it asap	SSW	200.6	No	0.3	10	Yes	Y	Earthy, Grassy	2-3	N	The complaint was received outside of operating hours, and the landfill was shut. Fortunately, a WM employee was in the area and was able to attend the complaint at 6:23. During their investigation, they detected a stale earthy odour and a damp grassy odour with an intensity of 2-3. No landfill-related odour was detected. Conditions at the time show a south-southwesterly wind (200.6°) at 0.3m/s with an ambient temperature of 10°C. The daily cover was reviewed and confirmed to be up to standard. Vacuum levels across the gas extraction system remained stable throughout the weekend, with no recorded outages.	N	280	1	4.00	Likely	
Internal	194D Horseshoe Bush Road	3-Nov	3-Nov	7:08	7:08	7:20	Raymond Venter Sarah Richardson	Text	Odour	7:08 Raymond: The odor this morning is unacceptable 7:08 Sarah: It absolutely stinks outside!!! Horseshoe Bush Road!	SSE	153.8	Yes	0.1	7	Yes	N	No Odour	Y	N	A 15-minute FIDOL assessment was undertaken at the complaint address under calm conditions. At the time of the investigation, the wind was south-southeasterly (153.8°) at 0.1 m/s, with an ambient temperature of 7°C. No odour was detected during the assessment, and wind conditions at the site were still, consistent with recorded meteorological data. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As two complaints were received simultaneously referencing the same location, they have been treated as a single incident. Additional information relevant to the complaint was requested but had not been received at the time of reporting. Auckland council were called out and attended at 8:15, and did not detect odour.	N	325	0	8.00	Very Likely	
1810	255 Horseshoe Bush Road	3-Nov	3-Nov	8:06	8:06	8:22	Lloyd Richardson	Text	Odour	8:06 Sort out your odour, you are again in breach of you RC 6/6 rubbish odour You clearly can't contain it FIX it! (request for location) 8:39 all over our place and HSB / tender road	S	187.9	No	0.0	13	Yes	Y	Pine	2	Y	N	A 15-minute FIDOL assessment was undertaken at the complaint address under calm conditions. At the time of the investigation, the wind was southerly (187.9°) at 0.0 m/s, with an ambient temperature of 13°C. During the assessment, an intermittent pine odour was detected with an intensity of 2. There were pines trees at the complainant's letterbox. Local conditions were observed as a gentle easterly breeze with readings from an anemometer showing an average windspeed of 1.8m/s (max 2.2m/s), differing from nearby weather stations. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Prior to the formal complaint, the environmental analyst was rung by the complainant and issued an informal warning that "there will be an avalanche of complaints from a lot of people" (7:50). Because of this comment and the wide area referenced, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	280	0	4.00	Likely

1811	240 Horseshoe Bush Road	3-Nov	3-Nov	8:08	8:08	8:22	Cathy	Text	Odour	Hi Ben, it's Cathy here from 240 horseshoe bush road. I can't go outside today as the smell is absolutely putrid coming from the Rosedale dump.	S	187.9	No	0.0	13	Yes	Y	Pine	2	Y	N	A 15-minute FIDOL assessment was undertaken under calm conditions at the same time as the investigation for 255 Horseshoe Bush Road, as the complaints came in at the same time and are within 20 meters of each other. At the time of the investigation, the wind was southerly (187.9°) at 0.0 m/s, with an ambient temperature of 13°C. During the assessment, an intermittent pine odour was detected with an intensity of 2. There were pines trees in the area, and wind conditions at the site were still, consistent with recorded meteorological data. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Due to a prior comment from the community (see 1810) and the wider area referenced therein, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	114	0	2.00	Unlikely
1812	100 Tender road	3-Nov	3-Nov	8:23	8:23	8:40	Andrew McNeil	Text	Odour	Getting steady landfill odour at 100 Tender Road	ENE	72.6	Yes	0.6	15	Yes	N	No Odour		Y	N	A 15-minute FIDOL assessment was undertaken under calm conditions at the complainant's letterbox. At the time of the investigation, the wind was an east-northeasterly (72.6°) at 0.6 m/s, with an ambient temperature of 15°C. During the assessment, no odour was detected. While using a handheld anemometer, the investigator recorded average windspeed of 1.1m/s (max 1.8m/s), and observed the wind to be a northeasterly. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Due to a prior comment from the community (see 1810) and the wider area referenced therein, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	257	0	8.00	Very Likely
1813	77 Tender Road	3-Nov	3-Nov	8:26	8:26	8:47	Lynda Mann	Text	Odour	Hi , awful smell this morning . Very thick in the air . 77 Tender Road . Lynda Mann	ENE	72.6	Yes	0.6	15	Yes	N	No Odour		Y	N	A 15-minute FIDOL assessment was undertaken under calm conditions at the complainant's letterbox. At the time of the investigation, the wind was an east-northeasterly (72.6°) at 0.6 m/s, with an ambient temperature of 15°C. During the assessment, no odour was detected. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Due to a prior comment from the community (see 1810) and the wider area referenced therein, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	247.5	1	8.00	Very Likely

1814	Along Horseshoe Bush Road	3-Nov	3-Nov	7:30	9:23	8:22	Ashleigh Lehmann	Text	Odour	I am glad to see you are on the road. It was so bad right passed the 300s of a low hint of rotting rubbish in the air. Absolutely disgusting!!!! Unlivable I drove right through HSB and I could smell it right up the road at 7:30. Its gone now BUT it was so incredibly bad. Its unacceptable	S	185.2	Yes	0.0	10	Yes	N	No Odour	Y	N	Due to the delayed nature of the complaint, a site visit was not undertaken as conditions would no longer have been representative. At the time of the reported incident, the wind was a southerly (185.2°) at 0.0 m/s, with an ambient temperature of 10°C. FIDOL assessments were carried out on Horseshoe Bush Road at 7:20 and 8:22, with neither detecting landfill-related odour. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Due to a prior comment from the community (see 1810) and the wider area referenced therein, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	321	0	8.00	Very Likely
1815	98/2 Tender Road	3-Nov	3-Nov	9:47	9:47	9:48	Shirley Robinson	Text	Odour	Hi there landfill odour 4/6, 9:46am, 2/11, 2/98 Tender Rd. Shirley	E	89.1	Yes	2.1	18	Yes	N	No Odour	Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complainant's letterbox. At the time of the investigation, the wind was an easterly (89.1°) at 2.1 m/s, with an ambient temperature of 18°C. During the assessment, no odour was detected. A resident at 99 Tender Road approached the investigator, and mentioned that there had been no odour all morning. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Due to a prior comment from the community (see 1810) and the wider area referenced therein, four other WM employees conducted additional investigations in the surrounding area (following the initial assessment) between 8:45 and 9:45, to proactively monitor the area and be able to respond in real-time. These team members were positioned evenly across sectors 5, 6, and 7, with the 4th roaming across these sectors on foot. No landfill-related odour was detected in these follow-up investigations. Auckland Council were able to visit the area to investigate at roughly 8:15 and 9:00, and did not detect odour. As a precautionary measure, two odour suppression cannons were repositioned in the morning, to optimise coverage.	N	257	0	7.00	Likely
1816	8 Karahiwi Lane	3-Nov	3-Nov	13:24	13:24	13:45	Nick de Witte	Text	Odour	Hi There is odour floating around here today. Up to level 3. Cheers Nick	NE	43.0	Yes	2.3	19	Yes	N	No Odour	N	N	A 15-minute FIDOL assessment was undertaken under breezy, fine conditions at the complainant's letterbox. At the time of the investigation, the wind was a northeasterly (43.0°) at 2.3 m/s, with an ambient temperature of 19°C. During the assessment, no odour was detected. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. A follow-up patrol was conducted at 13:23, during which, no odour was detected.	Y	235	1	7.00	Likely
1817	100 Tender road	4-Nov	4-Nov	7:59	7:59	8:20	Andrew McNeil	Text	Odour	Landfill odour at 100 Tender Road. (additional information was requested but not provided)	NE	49.2	Yes	0.0	16	Yes	Y	Earthy, Hard to Describe	1-2	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complainant's letterbox. At the time of the investigation, the wind was northeasterly (49.2°) at 0.0m/s, with an ambient temperature of 16°C. During the assessment, a short earthy odour was detected with an intensity rating of 2. A level 1 odour was noted, which the investigator couldn't confidently identify but was perceived as a possible mixture of earthy and smoke odours. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. A follow-up patrol was conducted at 11:30, during which, no odour was detected. As a precautionary measure, one odour suppression device and a line of T bars were repositioned to mitigate any potential odour emissions.	Y	257	2	12.00	Very Likely
1818	98/2 Tender Road	4-Nov	4-Nov	8:10	8:12	8:20	Shirley Robinson	Text	Odour	Hi There landfill odour 98/2 Tender Rd, 8:10am 4/11, 6/6 had to shut house windows. Shirley	NE	54.2	Yes	1.7	16	Yes	Y	Floral	1-3	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complainant's letterbox. At the time of the investigation, the wind was northeasterly (54.2°) at 1.7m/s, with an ambient temperature of 16°C. During the assessment, A consistent floral odour was detected, ranging in intensity from 1-3. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. A follow-up patrol was conducted at 11:30, during which, no odour was detected. The findings from the FIDOL assessment conducted at 100 Tender Road (no landfill-related odour) are also considered relevant to this investigation, as the assessment was carried out between the time of the complaint and the FIDOL inspection for 98 Tender Road, and the properties are in close proximity. As a precautionary measure, one odour suppression device and a line of T bars were repositioned to mitigate any potential odour emissions.	Y	257	2	10.00	Very Likely

1819	Along Horseshoe Bush Road	5-Nov	5-Nov	5:30	5:30	6:25	+6420413183 53	Text	Odour	Smell from waste management terrible from tender road (requested more information) Time: as per first text sent 5.30am Location : as per first text sent Tender Road - specifically the kahikatea flat end Intensity: terrible had to close all open windows in the house due to the stench.	SSW	196.6	No	0.0	9	Yes	Y	Grassy, Sweet	2-3	N	The complaint was received outside of operating hours, and the landfill was shut. At the time of the incident, the wind was south-southwesterly (196.6°) at 0.0m/s, with an ambient temperature of 9°C. Fortunately, at 6:25 a WM employee was in the area, and able to investigate. During the investigation, damp grass and a sweet floral smell were detected. The investigator noted the odour was similar to gorse flower. Daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. A follow up patrol was conducted in the area at 7:03, and did not detect odour.	Y	321	0	4.00	Likely	
Internal	Along Horseshoe Bush Road	5-Nov	5-Nov	8:05	8:05	8:12	Ashleigh Lehmann	Text	Odour	Unacceptable PUTRID smell of rubbish early HSB 100s. Disgusting!!	SSW	197.6	No	1.1	14	Yes	N	No Odour		Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was south-southwesterly (197.6°) at 1.1m/s, with an ambient temperature of 14°C. During the assessment, no odour was detected. Metereological data shows the wind direction was not aligned with the complainants address, suggesting the possibility of another source of odour. Local conditions were observed to be a gentle easterly breeze with readings from the handheld anemometer showing an average windspeed of 0.6m/s (max 0.8m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Auckland Council were in the area investigaing at approximately 9:40, and did not detect odour. A follow-up patrol was conducted at 12:57, during which, no odour was detected. As a precautionary measure, one odour suppression device was repositioned to mitigate any potential odour emissions.	N	321	0	2.00	Unlikely
Internal	176 Horseshoe Bush Road	5-Nov	5-Nov	8:09	8:09	8:29	Gregg Brydon	Text	Odour	Bloody stinks here again today (requested more information) I can nearly taste it so 9 / 10 disgusting	SSW	213.2	No	1.3	15	Yes	Y	Hard to Describe	1	Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was south-southwesterly (213.2°) at 1.3m/s, with an ambient temperature of 14°C. During the assessment, a hard to describe odour was detected with an intensity of 1. A WM employee was present on the site boundary and did not detect odour. Meteorological data shows the wind direction was not aligned with the complainants address, suggesting the possibility of another source of odour. Local conditions were observed to be a gentle breeze with readings from the handheld anemometer showing an average windspeed of 0.4m/s (max 0.8m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Auckland Council were in the area investigating at approximately 9:40, and did not detect odour. A follow-up patrol was conducted at 12:57, during which no odour was detected. As a precautionary measure, one odour suppression device was repositioned to mitigate any potential odour emissions.	N	315	0	3.00	Unlikely
Internal	192 Horseshoe Bush Road	5-Nov	5-Nov	8:12	8:12	8:28	Louise	Text	Odour	Morning, just to advise the odour this morning for the last 2hrs has been quite high I've had to shut my doors and windows. A real dirty rubbish smell not pleasant. I'm ok horseshoe bush road thanks, Louise	SSW	213.2	No	1.3	15	Yes	Y	Exhaust, Grassy, Floral, Hard to Describe	1-3	Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was south-southwesterly (213.2°) at 1.3m/s, with an ambient temperature of 14°C. During the assessment, grassy, floral and exhaust odours were detected ranging in intensity from 2-3. A hard to describe odour was detected with an intensity of 1. A WM employee was present on the site boundary and did not detect odour. Meteorological data shows the wind direction was not aligned with the complainants address, suggesting the possibility of another source of odour. Local conditions were observed to be a gentle breeze with readings from the handheld anemometer showing an average windspeed of 0.4m/s (max 0.8m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Auckland Council were in the area investigating at approximately 9:40, and did not detect odour. A follow-up patrol was conducted at 12:57, during which no odour was detected. As a precautionary measure, one odour suppression device was repositioned to mitigate any potential odour emissions.	N	300	0	3.00	Unlikely

Internal	200 Horseshoe Bush Road	5-Nov	5-Nov	8:42	8:42	8:47	Chris Gore	Text	Odour	We are getting hit badly from fumes today from your machine! This has to be hazardous to health!	S	188.0	No	1.7	17	Yes	Y	Diesel Smoke	2-3	Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was southerly (188.0°) at 1.7m/s, with an ambient temperature of 17°C. During the assessment, a diesel smoke odour was detected with an intensity of 2-3. At the time of complaint, a WM employee watched as a truck pulled out of the yard at 223 Horseshoe Bush Road, blowing large amounts of diesel smoke into the air. Meteorological data shows the wind direction was not aligned with the complainants address, suggesting the possibility of another source of odour. Local conditions were observed to be very little wind. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. Auckland Council were in the area investigating at approximately 9:40, and did not detect odour. A follow-up patrol was conducted at 12:57, during which no odour was detected. As a precautionary measure, one odour suppression device was repositioned to mitigate any potential odour emissions.	N	299	0	3.00	Unlikely
Internal	194D Horseshoe Bush Road	6-Nov	6-Nov	7:15	7:15	7:32	Raymond Venter	Text	Odour	The odour in Horseshoe Bush Rd is unacceptable at the moment.	S	172.9	Yes	0.0	11	Yes	N	No Odour		N		A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was southerly (172.0°) at 0.0m/s, with an ambient temperature of 11°C. During the assessment, no odour was detected. The investigator was accompanied by another WM employee, who corroborated the findings. Local conditions were still, with the anemometer reading staying at 0m/s. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. A proactive patrol was conducted at 6:20, during which no odour was detected.	N	325	0	7.00	Likely
1820	296 Horseshoe bush road	6-Nov	6-Nov	8:09	8:09	8:20	Julie Earwalker	Call	Odour	Call – Julie Earwalker, 296 Road there is a waste management smell, upon asking for a character such as rubbish or landfill gas, she confirmed it was neither and it was a "waste management smell" and had also been present on a morning two or three days ago.	ESE	116.1	Yes	0.0	17	Yes	Y	Agapanthus, Musty/Earthy	2-4	N		A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was east-southeasterly (116.0°) at 0.0m/s, with an ambient temperature of 17°C. During the assessment, a consistent agapanthus odour was detected ranging in intensity from 2 to 4. Additionally a short Musty/Earthy odour was detected with an intensity of 2. Local conditions differed from the weather station, with the investigator observing an easterly breeze with handheld anemometer recordings showing an average windspeed of 1.2m/s (max 1.5m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. PPM strips for the odour suppressant in the odour cannons were reviewed, with all readings found to be at appropriate levels.	N	290	0	13.00	Very Likely
1821	98/2 Tender Road	6-Nov	6-Nov	8:44	8:44	8:52	Shirley Robinson	Text	Odour	Hi There landfill odour 98/2 Tender Rd, 8:45am 6/11, 6/6 had to shut house windows. Shirley	ENE	64.0	Yes	1.0	18	Yes	Y	Dust, Hard to Describe, Exhaust	1-4	N		A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complaint location. At the time of the investigation, the wind was east-northeasterly (64.0°) at 1.0m/s, with an ambient temperature of 18°C. During the assessment, an intermittent dust odour was detected with an intensity of 2. Additionally a short Hard to describe odour was detected with an intensity of 1, and a short exhaust odour was detected with an intensity of 4. Dust odour from was from cars kicking up dust on the gravel road. Local conditions were observed to be a north-northeasterly breeze, with handheld anemometer recordings showing an average windspeed of 1.0m/s (max 1.5m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. PPM strips for the odour suppressant in the odour cannons were reviewed, with all readings found to be at appropriate levels.	Y	257	1	11.00	Very Likely
1823	Along Horseshoe Bush Road	6-Nov	7-Nov	19:33	19:33	6:10	Alf Gracie	Text	Odour	Hi there I would like to make a complaint about the smell of the redvale waste management dump! I live on Horseshoe bush road and I am sick of the smell it is revolting! I drive past every morning and night and the smell is getting worse and worse it is a complete joke! Something needs to be done because obviously the owner don't care about the general public they only care about lining there pockets!!! (requested more info) Every morning between 5-8am and every night between 5-8 the whole way along horseshoe bush road	E	82.4	No	0.1	18	No	N	No Odour		N		An odour complaint was received outside of operating hours, during which the landfill was closed. Conditions at the time show the wind was an easterly (82.4°) at a speed of 0.1 m/s, with an ambient temperature of 18°C. The investigation was done primarily through desktop review. The daily cover was verified to be compliant with operational standards, and vacuum levels remained stable throughout the night. The first patrol of the following day, conducted at 06:10 on 7/11, did not detect any landfill-related odour.	Y	321	1	3.00	Unlikely
1822	73 Karahiwi Lane	6-Nov	7-Nov	18:17	18:17	6:10	Wendy & Gavin	Text	Odour	18:17 Gavin Tip stinks tonight at 64 Karahiwi lane Sorry 73 karahiwi lane 18:18 Wendy. Hi we can smell the tip, rotten rubbish smell at our house and can hear diggers working. 6:18pm 73 Karahiwi Lane	NE	49.0	Yes	0.5	21	No	N	No Odour		N		An odour complaint was received outside of operating hours, during which the landfill was closed. At the time of the reported incident, meteorological data indicated an northeasterly wind direction (49.0°) at a speed of 0.5 m/s, with an ambient temperature of 21°C. Construction work continued until 18:30. Odour suppression equipment remained active until the operator's departure at 19:00. As two complaints were received simultaneously from the same household, they have been treated as a single incident. The daily cover was verified to be compliant with operational standards, and vacuum levels remained stable throughout the night. The first patrol of the following day, conducted at 06:10 on 7/11, did not detect any landfill-related odour.	Y	235	1	10.00	Very Likely

1824	291 Horseshoe Bush Road	7-Nov	7-Nov	6:55	6:55	7:07	Joel	Text	Odour	Hi, Joel from 291 Horseshoe Bush road here. The smell from the tip this morning distinct and persistent outside our house. It's been similar the last few mornings but today is worse. It's makes being outside very unpleasant.	S	186.6	No	0.7	11	Yes	N	No Odour	N	A 15-minute FIDOL assessment was undertaken under foggy, calm conditions at the complainants letterbox. At the time of the investigation, the wind was southerly (186.6°) at 0.7m/s, with an ambient temperature of 11°C. During the assessment, no odour was detected. The recorded wind direction does not align with the location of the landfill relative to the complaint address, suggesting the possibility of an alternative odour source. Local conditions differed slightly from those recorded at the weather station, with the investigator observing little to no wind. Handheld anemometer recordings showing an average windspeed of 0m/s (max 0.4m/s). The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As a precautionary action, one odour suppression device was repositioned to mitigate any potential emissions)	Y	280	0	1.00	Unlikely	
1825	255 Horseshoe Bush Road	7-Nov	7-Nov	10:39	10:39	10:52	Lloyd Richardson	Text	Odour	Rubbish order is bad now 5/6 at our place 255 HSB road	ESE	118.9	Yes	1.0	22	Yes	N	No Odour	N	A 15-minute FIDOL assessment was undertaken under fine, calm conditions at the complainants letterbox. At the time of the investigation, the wind was east-southeasterly (118.9°) at 1.0m/s, with an ambient temperature of 22°C. During the assessment, no odour was detected. Local conditions differed slightly from those recorded at the weather station, with the investigator observing a moderate easterly breeze with some still moments. Handheld anemometer recorded average windspeed of 2.2m/s (max 3.8m/s). On this wind direction, there is a portalo facility, and an active construction site, which are potential sources of odour. The landfill's odour suppression system was confirmed to be fully operational at the time of inspection, and the weighbridge operator reported no receipt of significantly odorous loads. As a precautionary action, one odour suppression device was repositioned to mitigate any potential emissions.	Y	280	0	8.00	Very Likely	
1826	73 Karahiwi Lane	7-Nov	7-Nov	14:13	14:13	14:25	Wendy	Text	Odour	Hi it was smelly like rubbish driving along horseshoe bush road around 8am this morning. Now it is smelly like stinky rubbish at our house.	NE	46.7	Yes	2.5	23	Yes	Y	Floral	3	N	A 15-minute FIDOL assessment was undertaken under fine, calm conditions at the complainant's letterbox, at 14:25. At the time of the investigation, the wind was northeasterly (46.7°) at 2.5m/s, with an ambient temperature of 23°C. During the assessment, a short floral was detected with an intensity of 3. The investigator noted that bins were out for collection, but they weren't odourous. At the time of the complaint, the odour suppression system was operating at partial capacity. It was later confirmed that three odour suppression cannons were not operating from at least 13:30 until approximately 14:20. The issue appears to have stemmed from odour-control procedures not being followed correctly by an untrained person, resulting in water reservoirs not being filled. The weighbridge operator reported no receipt of significantly odorous loads. As a precautionary action, one odour suppression device was moved to mitigate any potential emissions.	Y	235	2	11.00	Very Likely
Internal	194D Horseshoe Bush Road	7-Nov	7-Nov	7:06	7:06	7:25	Raymond & Venessa	Text	Odour and Noise	The odour in Horseshoe Bush Rd is unacceptable at the moment. - Raymond The smell is unbearable this morning, please attend. There is also a squeaky noise from one of the machines working - will have to resolve that too. - Venessa	S	186.6	Yes	0.7	11	Yes	Y	Wet Vegetation	2	N	A 15-minute FIDOL assessment was undertaken under foggy, still conditions at the complaint location. At the time of the investigation, the wind was southerly (186.6°) at 0.7m/s, with an ambient temperature of 11°C. During the assessment, a wet vegetation odour was detected with an intensity of 2. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Between 7:45 and 8:15, two additional WM employees assisted in odour investigation in the area, with none detecting landfill odour. The squeaky noise was identified to be a contractors bulldozer, and it was swapped to a less exposed area to minimise nuisance. As two complaints came from the same household within ten minutes of each other, they have been regarded as a single complaint.	N	325	0	8.00	Very Likely
Internal	233 Horseshoe Bush Road	7-Nov	7-Nov	7:29	7:29	7:44	Karine Dellow	Text	Odour	Hi, it's Karine from 233 Horseshoe Bush Road, my kids are waiting for the Dairy Flat school bus and there is a 2/6 constant rubbish odour which is getting worse	S	188.6	No	0.0	13	Yes	N	No Odour	N	A 15-minute FIDOL assessment was undertaken under foggy, still conditions at the complaint location. At the time of the investigation, the wind was southerly (188.6°) at 0.0m/s, with an ambient temperature of 13°C. During the assessment, no odour was detected. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Two additional WM employees assisted in odour investigation arriving at 7:45 and 7:48, placing themselves downwind of the complainants property, with none detecting landfill odour. Local conditions were still with handheld anemometer recordings showing an average windspeed of 0.0m/s.	N	280	0	2.00	Unlikely	

Internal	222 Horseshoe Bush Road	7-Nov	7-Nov	12:14	12:14	12:23	Paul	Text	Odour	Odour apparent 222 Horseshoe Bush Rd - Level 3, varying with wind swings, so intermittent. Also heavy machinery noise, sounds like tracked machinery. Rgds, Paul	NE	53.4	No	1.9	23	Yes	Y	Animal Manure	2	N	A 15-minute FIDOL assessment was undertaken under fine, breezy conditions at the complaint location. At the time of the investigation, the wind was north-easterly (53.4°) at 1.9m/s, with an ambient temperature of 23°C. During the assessment, an animal manure odour was detected with an intensity of 2. The investigator noted there was livestock in front paddock. Ongoing construction across the road at 225 HSB Rd is the loudest noise source in area. Location conditions were observed to be an easterly breeze, with handheld anemometer recordings showing an average windspeed of 1.4m/s (max 2.8m/s). The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	N	296	2	5.00	Likely
Internal	194D Horseshoe Bush Road	8-Nov	8-Nov	6:31	6:31	6:41	Venessa Venter	Text	Odour	6:31 Please address the smell. It's getting worse! 6:45 Now, intensity very strong, Horseshoe Bush Rd.	SSW	205.7	No	0.0	13	Yes	Y	Native Bush	2	N	A 15-minute FIDOL assessment was undertaken under still conditions at the complainant's letterbox. At the time of the investigation, the wind was south-southwesterly (205.7°) at 0.0m/s, with an ambient temperature of 13°C. During the assessment, a native bush odour was detected with an intensity of 2. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. T bars were adjusted to minimise potential odour.	N	325	1	4.00	Likely
Internal	146 Horseshoe Bush Road	9-Nov	10-Nov	16:00	18:09	7:30	Dan Beauchamp	Text	Odour	Hi. Today between 4 and 4.30pm your dump smelled.. after the rain. It was a strong; classic sour dump smell. The dump is closed on a Sunday and is meant to be capped so why does it smell?	ESE	116.1	No	1.2	20	No	N	No Odour		N	The complaint was received outside of operating hours, and the landfill was shut. Conditions at the time show an east-southeasterly (116.1°) at 1.2 m/s with an ambient temperature of 20°C. The investigation was done primarily through desktop review. The daily cover was reviewed and found to be up to standard. Vacuum levels remained consistent and there were no recorded outages. At both the time of the complaint, and the time of the incident, the recorded wind direction was not towards the complainants property.	N	355	1	2.00	Unlikely
1827	Dairy Flat School	10-Nov	10-Nov	12:47	12:47	13:01	Amy	Text	Odour	Stinks of rubbish inside the school, just after the office	SW	234.4	No	1.9	22	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was undertaken under cloudy, calm conditions at the complaint location, at 13:01. At the time of the investigation, the wind was southwesterly (234.4°) at 1.9m/s, with an ambient temperature of 22°C. During the assessment, a hard to describe odour was detected with an intensity of 1. The investigator thought the smell resembled a burning odour and some kind of food, but couldn't be sure due to the faint nature. On the recorded wind direction (SW) the school is not downwind of the landfill, indicating potentially another source of odour. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	Y	135	1	5.00	Likely
Internal	194D Horseshoe Bush Road	10-Nov	10-Nov	17:03	17:03	17:05	Venessa Venter	Text	Noise	The explosive noise is causing my animals to become distressed - it's been going on all day. Please address.	NE	41.6	No	1.7	20	Yes	N	No Odour		N	A noise complaint was received outside of normal operating hours while the landfill was closed. Fortunately, a WM employee was onsite and able to verify the situation. The investigation confirmed that contractors were present from 15:00 to 17:00 conducting bird culling activities. The contracted work had ceased by 17:00, prior to the time the complaint was lodged. As the shooting had stopped before the complaint was received, real-time noise measurements could not be taken. However, based on historical monitoring data, noise levels from similar bird culling activities have never exceeded 75 dBA, which is within the applicable compliance limits.	Y	325	1	1.00	Unlikely
Internal	85 Horseshoe Bush Road	11-Nov	11-Nov	10:41	10:41	10:52	Jenny Reidman	Text	Odour	The odour is strong and rubbish smell today, as usual it is smelt out the back of our house as that is the way the wind is blowing from the tip. It went be smelt as strong out the front in front of our hedge where the person stands	WSW	243.1	Yes	2.6	20	Yes	N	No Odour		N	A 15-minute FIDOL assessment was undertaken under cloudy conditions at the complainant's letterbox. At the time of the investigation, the wind was a west-southwesterly (243.1°) at 2.6m/s, with an ambient temperature of 20°C. During the assessment, no odour was detected. Local conditions were observed to be a brisk westerly. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. A line of T bars was adjusted to minimise potential odour.	N	45	0	6.00	Likely
Internal	146 Horseshoe Bush Road	11-Nov	11-Nov	11:03	11:03	11:18	Dan Beauchamp	Text	Odour	Your dump is smelling bad at 146 horseshoebush rd today. How will you be remedying this?	WSW	247.8	No	1.5	19	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was undertaken under cloudy conditions at the complainant's letterbox. At the time of the investigation, the wind was a west-southwesterly (247.8°) at 1.5m/s, with an ambient temperature of 19°C. During the assessment, a hard to describe odour was detected intermittently with an intensity of 1. The investigator thought this could be a native bush smell, but it was too faint to be sure. Local conditions were observed to change from a westerly to a south westerly during the assessment. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. A line of T bars was adjusted to minimise potential odour. On the recorded wind direction, the complainant's property is not aligned with the landfill, indicating the possibility of another source of odour.	N	355	0	3.00	Unlikely

Internal	100 Tender road	12-Nov	12-Nov	5:45	5:45	6:15	Andrew McNeil	Text	Noise	Strong sustained operational noise coming from your direction 4.30 am onwards. Is this possible?	SSE	158.9	No	0.0	11	No	N	No Odour	N	The complaint was received outside of operational hours, and the landfill was closed. The site cameras were reviewed and the following was observed: No operational equipment was started until after 6:00am. The first truck arrived at the gate at 4:30am. Red bin trucks were on the weighbridge at 4:58am. These circumstances indicate that any sustained operational noise at 4:30 am is likely from another source and not Redvale landfill, as operations did not commence until after 6:00am.	Y	257	1	2.00	Unlikely	
1828	109 Turley Road	12-Nov	12-Nov	7:25	7:25	7:46	+64 21 393 496	Text	Odour	Reporting bad rubbish smell today from dairy flate waste management we are at 109 Turley Road Dairy Flat	SSW	204.5	No	0.0	12	Yes	Y	Earthy, Manure	2	N	A 15-minute FIDOL assessment was undertaken under fine, calm conditions at the complaint location. At the time of the investigation, the wind was south-southwesterly (204.5°) at 0.0m/s, with an ambient temperature of 12°C. During the assessment, an earthy odour and a animal manure odour were detected both with an intensity of 2. The investigator observed cows in paddocks in the area. Based on the recorded wind direction (SSW) the wind was not blowing from the landfill towards the complaint location, indicating there is potentially another source of odour. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	Y	335	1	6.00	Likely
1829	296 Horseshoe bush road	12-Nov	12-Nov	8:20	8:20	8:28	Julie Earwalker	Text	Odour	Julie Earwalker 296 horseshoe bush rd The smell is strong rubbish V strong	SSW	194.6	No	1.1	15	Yes	Y	Rubbish, Earthy	2	N	A 15-minute FIDOL assessment was undertaken under cloudy, calm conditions at the complaint location. At the time of the investigation, the wind was south-southwesterly (194.6°) at 1.1m/s, with an ambient temperature of 15°C. During the assessment, a short rubbish odour was detected for less than 30 seconds, with an intensity of 2. An earthy odour was also detected with an intensity of 2. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. A line of T bars were moved to optimise odour suppression following the investigation.	Y	290	1	6.00	Likely
1830	Along Turley Road	12-Nov	12-Nov	8:33	8:33	8:55	Gillian B	Text	Odour	Good morning. We are in Turley Road. The smell of methane and general rubbish has been bad this week but is especially so this morning. We wake up to the smell any time from 5.30am. We have had a bout of fine weather and still conditions which may have exacerbated the problem. We smell the tip from time to time but this is the first time it is bad enough for me to register a complaint!! Cheers Gill B	ESE	110.1	No	0.6	15	Yes	Y	Farm	2	N	A 15-minute FIDOL assessment was undertaken under cloudy, calm conditions at the complaint location. At the time of the investigation, the wind was east-southeasterly (110.1°) at 0.6m/s, with an ambient temperature of 15°C. During the assessment, a farm odour was detected with an intensity of 2. The investigator also patrolled Horseshoe Bush Road, which lies in between the landfill and Turley Road, and did not detect odour. Based on the recorded wind direction (ESE), the wind was not blowing from the landfill to the complaint location, and indicates there is potentially another source of odour. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. There were no recorded outages, and vacuum levels remained consistent. A line of T bars were moved to optimise odour suppression.	Y	350	1	5.00	Likely
1831	255 Horseshoe Bush Road	12-Nov	13-Nov	18:02	18:02	7:25	Lloyd Richardson	Text	Odour	Bad rubbish odour at our place right now. Fix your cover!	ENE	70.0	Yes	2.5	17	No	N	N/A	N	The complaint was received after hours, and the landfill was shut. The investigation was primarily done through desktop review. At the time of the reported incident, meteorological data recorded showed an east-northeasterly wind direction (70.0°) at a speed of 2.5 m/s, with an ambient temperature of 17°C. The daily cover was confirmed to be up to standard, and vacuum levels remained consistent across the night. During the first patrol of the day on 13/11 at 07:25, no landfill odour was detected offsite.	Y	280	2	8.00	Very Likely	
Internal	233 Horseshoe Bush Road	12-Nov	12-Nov	6:38	6:38	7:01	Karine Dellow	Text	Odour	There is low grade rubbish odour this morning near 233 Horseshoe Bush Road	S	185.9	No	0.0	11	Yes	Y	Earthy	2	N	A 15-minute FIDOL assessment was undertaken under still conditions at the complainant's letterbox. At the time of the investigation, the wind was a southerly (185.9°) at 0.0m/s, with an ambient temperature of 11°C. During the assessment, an earthy odour was detected intermittently with an intensity of 2. Local conditions were observed to be no wind. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Another WM employee investigated the area from 7:28, and did not detect landfill related odour.	N	280	1	5.00	Likely
Internal	192 Horseshoe Bush Road	12-Nov	12-Nov	7:14	7:14	7:19	Louise	Text	Odour	Morning, I'm in my top paddock and the odour right now is pretty high not pleasant to breath. Even my daughter said it stinks and she's never complained!	S	178.9	No	0.0	11	Yes	Y	Earthy	2	N	A 15-minute FIDOL assessment was undertaken under still conditions at the complainant's letterbox. At the time of the investigation, the wind was a southerly (178.9°) at 0.0m/s, with an ambient temperature of 11°C. During the assessment, an earthy odour was detected intermittently with an intensity of 2. Local conditions were observed to be still. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Another WM employee investigated the area from 7:28, and did not detect landfill related odour.	N	300	1	4.00	Likely

Internal	200 Horseshoe Bush Road	12-Nov	12-Nov	8:14	8:29	8:44	Chris Gore	Text	Odour	Smells shocking of rot today!! Level 10 and smells like rotten trash! 200 horseshoe	ESE	110.1	Yes	0.6	15	Yes	Y	Grassy, Floral	2	N	A 15-minute FIDOL assessment was undertaken under still conditions at the complainant's letterbox. At the time of the investigation, the wind was a east-southeasterly (110.1°) at 0.6m/s, with an ambient temperature of 15°C. During the assessment, a grassy odour and a floral odour were detected with an intensity of 2. Local conditions were observed to be a gentle easterly. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. During the investigation, the complainant informed the investigator that the odour was present 30 minutes before she arrived (15 before notification).	N	299	1	10.00	Very Likely
1832	Dairy Flat School	13-Nov	13-Nov	8:32	8:32	7:25	Lloyd Richardson	Text	Odour	Toxic rubbish smell at DF school right now sort it out!	NW	312.7	Yes	1.8	16	Yes	Y	Earthy, Exhaust,	2	N	A 15-minute FIDOL assessment was undertaken under cloudy, calm conditions at the complaint location. At the time of the investigation, the wind was northwesterly (312.7°) at 1.8m/s, with an ambient temperature of 16°C. During the assessment, a consistent earthy odour was detected with an intensity of 2, and short exhaust odours were detected with an intensity of 2. The investigator noted earthy odour was likely from construction/earthworks across road, local conditions were observed to be still, with handheld anemometer recordings showing an average windspeed of 0.0m/s (max 0.2m/s). The complaint was received while the investigator was already undertaking a proactive FIDOL assessment at the school. That proactive assessment produced similar findings, with the addition of a short, hard-to-describe odour of intensity 1. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	Y	135	2	11.00	Very Likely
Internal	146 Horseshoe Bush Road	14-Nov	14-Nov	11:37	11:37	11:48	Dan Beauchamp	Text	Odour	Strong odour at 146 horseshoebush rd today, how do you plan to control this?	SW	225.9	No	3.1	17	Yes	Y	Floral, Hard to Describe	1-2	N	A 15-minute FIDOL assessment was undertaken under cloudy, breezy conditions at the complaint location. At the time of the investigation, the wind was southwesterly (225.9°) at 3.1m/s, with an ambient temperature of 17°C. During the assessment, a short floral odour was detected with an intensity of 2, and a short hard to describe odour was detected with an intensity of 1. Local conditions were observed to change from cloudy and breezy to rainy and windy over the course of the FIDOL. handheld anemometer recordings showed an average windspeed of 2.3m/s (max 4.6m/s), increasing to an average of 4.6m/s and a max of 7.8m/s. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. On the recorded wind direction, the complainants property is not downwind of the landfill, indicating there is potentially another odour source.	N	355	1	4.00	Likely
Internal	1351 Dairy Flat Highway	14-Nov	14-Nov	16:41	16:41	16:43	Angela Parsonage	Text	Odour	The odour is terrible at my house. Please sort it out ASAP as we have guests over	WSW	252.8	Yes	4.8	19	Yes	Y	Burning	3	N	A 15-minute FIDOL assessment was undertaken under fine, breezy conditions at the complainant's letterbox. At the time of the investigation, the wind was west-southwesterly (252.8°) at 4.8m/s, with an ambient temperature of 19°C. During the assessment, a consistent burning odour was detected with an intensity of 3. The investigator observed a smoke plume in-between Horseshoe Bush Road and Dairy Flat Highway but was too far away to determine the exact source. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. T bars were moved the following morning to mitigate any potential odour.	N	70	0	6.00	Likely
1833	8 Karahiwi Lane	17-Nov	17-Nov	8:46	8:46	8:58	Nick de Witte	Text	Odour	Odour at my place this morning. Cheers Nick 8 Karahiwi Lane (additional information requested but not provided)	E	81.7	Yes	3.9	18	Yes	Y	Earthy, Hard to Describe	1-2	N	A 15-minute FIDOL assessment was undertaken under cloudy, calm conditions at the complainant's letterbox. At the time of the investigation, the wind was easterly (81.7°) at 3.9m/s, with an ambient temperature of 18°C. During the assessment, an earthy odour was detected with an intensity of 2, and a short, hard to describe odour was detected with an intensity of 1. Local conditions were observed to be calm, with handheld anemometer readings showing an average windspeed of 0.8m/s (max 1.9m/s). The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. An internal patrol was done along the site boundary (paper road) by a WM employee between 8:01 and 8:05, during which a weak rubbish odour was present with an intensity of 2. To help minimise potential odour, a cannon was moved closer to the active cell. This was completed at midday.	Y	235	1	6.00	Likely
1834	8 Karahiwi Lane	18-Nov	18-Nov	10:47	10:47	10:59	Nick de Witte	Text	Odour	Level 2 odour again at my place today. Nick 8 Karahiwi Lane	NE	41.6	Yes	3.1	18	Yes	N	No Odour		N	A 15-minute FIDOL assessment was undertaken under calm, drizzling conditions at the complainant's letterbox. At the time of the investigation, the wind was a north-easterly (41.6°) at 3.1m/s, with an ambient temperature of 18°C. During the assessment, no odour was detected. Local conditions were observed to be still and drizzling, which differed slightly from the weather station. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. At 11:45 an odour suppression cannon move was completed, to help minimise potential odour.	Y	235	2	6.00	Likely

Internal	Along Horseshoe Bush Road	19-Nov	20-Nov	21:35	21:35	7:10	Ashleigh Lehmann	Text	Odour	Hi, it is so incredibly bad tonight again around the 100s. It stinks like rotten rubbish	SSW	210.2	No	0.1	17	No	N	No Odour	N	The complaint was received outside of operating hours, and the landfill was shut. Conditions at the time show an south-southwesterly (210.2°) at 0.1 m/s with an ambient temperature of 17°C. The investigation was done primarily through desktop review. The daily cover was reviewed and found to be up to standard. Vacuum levels remained consistent and there were no recorded outages. Th first patrol of the next day (7:10, 20/11) did not detect landfill related odour.	N	321	0	2.00	Unlikely		
Internal	132 Horseshoe Bush Road	20-Nov	21-Nov	15:57	15:57	16:06	Sharon Race	Text	Odour	The tip stinks! It's refuse & getting stronger by the minute. Please sort out asap. You know where I live. Get out and have a smell, I'm busy working!	SW	234.9	No	2.4	23	Yes	Y	Exhaust, Hard to Describe.	2	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complainant's address. At the time of the investigation, the wind was a south-westerly (234.9°) at 2.4m/s, with an ambient temperature of 23°C. During the assessment, an intermittent exhaust odour was detected with an intensity of 2 and a hard to describe odour with an intensity of 1. Local conditions were observed to be a strong westerly breeze that dropped off. The investigator noted moderate traffic levels that seemed to be increasing. On the recorded wind direction, the complainants property is not aligned with the landfill, indicating the possibility of another odour source. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	N	0	0	4.00	Likely	
1835	118 Kahikatea Flat Road	21-Nov	21-Nov	7:37	7:37	7:54	Glen Munn	Call	Odour	stinks at my house (118 Kahikatea Flat Road) I can see the landfill from my window. Rubbish odour, smells like someone tipped a wheelie bin in my bedroom.	SE	140.8	No	0.0	14	Yes	Y	Grassy	2	Y	N	A 15-minute FIDOL assessment was undertaken under calm, fine conditions at the complainant's address. At the time of the investigation, the wind was a south-easterly (140.8°) at 0.0m/s, with an ambient temperature of 14°C. During the assessment, a grassy odour with an intensity rating of 2 was detected; however, no odour associated with the landfill was identified. Local conditions were observed to be still. It was noticed that kerbside collection was that morning, and bins lined up the road. The odour suppression system was confirmed to be fully operational at the time of complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Auckland Council were called out, and investigated at roughly 8:40. They did not detect any odour.	Y	22.5	1	6.00	Likely
1836	98/2 Tender Road	21-Nov	21-Nov	10:30	10:30	10:54	Shirley Robinson	Text	Odour	Landfill odour 3/6 10:30am 98/2 Tender Rd. Shirley	ENE	58.0	Yes	1.0	21	Yes	Y	Rubbish	2	N	A 15-minute FIDOL assessment was conducted under calm, fine weather conditions at the complainant's address. At the time of the investigation, the wind was recorded as east-northeasterly (58.0°) at 1.0 m/s, with an ambient temperature of 21°C. During the assessment, a rubbish odour was detected with an intensity rating of 2. The investigator attributed this odour to a cluster of wheelie bins located at the top of Tender Road, where approximately 15-20 properties appeared to leave their bins for collection. This concentration of bins created a noticeable odour in the immediate vicinity. Upon walking around the corner away from the bins, the odour was no longer detectable. Local conditions included an intermittent northerly breeze with some still periods. Handheld anemometer readings showed an average wind speed of 1.7 m/s and a maximum wind speed of 2.4 m/s. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Furthermore, the recorded wind direction was not blowing from the landfill toward the complainant's property, supporting the conclusion that the odour originated from kerbside bins rather than the landfill.	Y	257	1	12.00	Very Likely	
Internal	176 Horseshoe Bush Road	21-Nov	21-Nov	7:46	7:46	8:13	Greg Brydon	Text	Odour	Bloody stinks here today 8 out of 10	SSW	198.0	No	0.0	16	Yes	Y	Rubbish, Hard to Describe	1-2	N	A 15-minute FIDOL assessment was conducted under calm and fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as south-southwesterly (198.0°) at 0.0 m/s, with an ambient temperature of 16°C. During the assessment, a short rubbish odour was detected with an intensity rating of 2 for less than 30 seconds. A hard to describe odour was also detected with an intensity of 1. Local weather conditions were observed to be a gentle southeasterly breeze. The investigator noted that it was kerbside collection day, and there were numerous wheelie bins left out in the sun. The investigator was unable to determine whether the source of the rubbish odour was the landfill or the bins. Another WM employee was nearby conducting a FIDOL assessment and didn't detect any landfill-related odour. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. To optimise odour suppression, a T bar line was moved and extended.	Y	315	1	5.00	Likely	

Internal	194D Horseshoe Bush Road	21-Nov	21-Nov	7:47	7:47	8:02	Venessa Venter	Text	Odour	The smell is not acceptable- please address	SSW	198.0	No	0.0	16	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted under calm and fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as south-southwesterly (198.0°) at 0.0 m/s, with an ambient temperature of 16°C. During the assessment, an intermittent hard to describe odour was detected with an intensity of 1. Local weather conditions were observed to be a gentle southeasterly breeze. The investigator noted that it was kerbside collection day, and there were numerous wheelee bins left out in the sun. The investigator thought the faint odour could have been the bins but wasn't sure. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. To optimise odour suppression, a T bar line was moved and extended.	N	325	1	4.00	Likely	
Internal	1351 Dairy Flat Highway	21-Nov	24-Nov	20:18	20:18	8:02	Angela Parsonage	Text	Odour	The smell is incredibly terrible again. It's hard to be outside.	SSW	206.9	Yes	1.4	17	No	N	No Odour		N	The complaint was received outside of operating hours, and the landfill was shut. Conditions at the time show an south-southwesterly (206.9°) at 1.4 m/s with an ambient temperature of 17°C. The investigation was done primarily through desktop review. The daily cover was reviewed and found to be up to standard. Vacuum levels remained consistent and there were no recorded outages.	N	70	1	7.00	Likely	
Internal	233 Horseshoe Bush Road	22-Nov	22-Nov	7:30	7:30	7:38	Karine Dellow	Text	Odour	Morning the dump odour smells really strong	SSW	193.3	No	0.0	15	Yes	N	No Odour		N	A 15-minute FIDOL assessment was conducted under calm, fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as a south-south-westerly (193.3°) at 0.0 m/s, with an ambient temperature of 15°C. During the assessment, no odour was detected. The investigator noted that there was a high volume of portalo trucks entering and leaving the facility just up the road. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads.	N	280	0	0.00	Unlikely	
Internal	146 Horseshoe Bush Road	22-Nov	22-Nov	11:05	11:05	11:19	Dan Beauchamp	Text	Odour	Your dump is omitting a strong odour again today at 146 horseshoebush rd how are you going to fix this?	WSW	256.1	No	0.7	21	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted under calm, fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as a west-south-westerly (256.1°) at 0.7 m/s, with an ambient temperature of 21°C. During the assessment, a hard to describe odour was detected with an intensity of 1. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. The recorded wind direction was not blowing from the landfill to the complainant's property, indicating the possibility of another source of odour.	N	355	1	4.00	Likely	
1837	118 Kahikatea Flat Road	24-Nov	24-Nov	7:38	7:38	7:52	Glen Munn	Text	Odour	Initial contact was via phone; however, the call quality was poor, and details of the complaint could not be clearly understood. The complainant was requested to provide the information via text message, which was received at 07:41 stating: "118 Kahikatea flat road ... rubbish stench plz check . Calling council now too"	SSW	197.1	Yes	1.7	17	Yes	Y	Earthy	2	Y	N	A 15-minute FIDOL assessment was conducted under light wind and fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as south-southwesterly (197.1°) at 1.7 m/s, with an ambient temperature of 17°C. During the assessment, a short earthy odour was detected with an intensity rating of 2. Local weather conditions were observed to be a moderate southerly breeze, consistent with recorded meteorological data. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. To minimise any potential odour, an odour suppression device was moved at 9:00. The investigator conducted a follow-up patrol at 10:35 during which no landfill related odour was detected. Another potential source of odour is a mulch facility located across the road from the complainant. At approximately 9:20, Auckland council were able to investigate, and did not detect any odour.	Y	22.5	0	9.00	Very Likely
Internal	132 Horseshoe Bush Road	24-Nov	24-Nov	6:36	6:36	6:48	Sharon Race	Text	Odour	The tip smells disgusting this morning - rubbish, outside my house, intensity of 5+	SSW	197.7	Yes	1.3	13	Yes	Y	Rubbish, Manure, Damp Vegetation , Exhaust	2	N	A 15-minute FIDOL assessment was conducted under calm, fine weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as a south-south-westerly (197.7°) at 1.3 m/s, with an ambient temperature of 13°C. During the assessment, a short rubbish odour was detected on arrival with an intensit of 2. damp vegetation, exhaust and manure odours were all detected intermittently with intensities of 2. Upon internal investigation it was found that at the time of the complaint, a putrescible class 1 waste truck had accidentally tipped at class 2, where there are no odour controls. This incident is being investigated internally by the operations team, #123622. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. An odour suppression device and a line of T bars were moved by 9:00 to mitigate any potential odour emissions.	N	0	0	11.00	Very Likely	

Internal	85 Horseshoe Bush Road	24-Nov	24-Nov	14:25	14:25	14:33	Jenny Reidman	Text	Odour	Hi, the odour is very strong rubbish smell. Please don't send someone to sit outside our hedge, the odour is not as bad there but very bad behind our house facing the tip	WSW	238.2	Yes	2.3	23	Yes	Y	Rubbish	2	N	A 15-minute FIDOL assessment was conducted under light winds, and fine weather conditions in a paddock behind the complainant's property. At the time of the investigation, the wind was recorded as a west-south-westerly (238.2°) at 2.3 m/s, with an ambient temperature of 23°C. During the assessment, a short rubbish odour was detected twice with an intensity of 2. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. Two T bar lines were moved following the complaint, and two odour cannons were repositioned/adjusted by 15:30 to optimise odour suppression.	N	45	0	10.00	Very Likely
1838	100 Tender road	25-Nov	25-Nov	7:09	7:09	7:21	Andrew McNeil	Text	Odour	Hi Team. Odour at 100 Tender Road.	ENE	64.9	Yes	0.0	16	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted under light winds and overcast weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as an east-north-easterly (64.9°) at 0.0 m/s, with an ambient temperature of 16°C. During the assessment, the investigator detected an odour but could not attribute it to landfill. The odour was hard to describe, intermittent, and had an intensity of 1. Local weather conditions were observed to be a gentle northerly breeze. Handheld anemometer readings showed an average windspeed of 0.5m/s (max 0.7m/s). The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. To optimise odour suppression, an odour suppression device was moved at 8:45.	N	257	0	10.00	Very Likely
1839	98/2 Tender Road	25-Nov	25-Nov	7:34	7:33	7:35	Shirley Robinson	Text	Odour	Landfill odour 4/6 7:34am 98/2 Tender Rd. Shirley	ENE	70.6	Yes	1.5	17	Yes	Y	Hard to Describe	1	N	A 15-minute FIDOL assessment was conducted under light winds and overcast weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as an east-north-easterly (70.6°) at 1.5 m/s, with an ambient temperature of 17°C. During the assessment, the investigator detected an odour but could not attribute it to landfill. The odour was hard to describe, intermittent, and had an intensity of 1. Local weather conditions were observed to be a gentle northerly breeze. Handheld anemometer readings showed an average windspeed of 0.7m/s (max 1.7m/s). The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. When the complaint was received, the investigator was conducting a FIDOL assessment at the neighbouring property, with similar findings - an intermittent hard to describe odour with an intensity of 1. To optimise odour control, an odour suppression device was moved at 8:45.	Y	257	0	10.00	Very Likely
1840	10 Karahiwi Lane	25-Nov	25-Nov	11:34	11:34	11:49	Nick de Witte	Text	Odour	Odour at my place. Level 3 Nick 10 Karahiwi Lane	ENE	68.0	Yes	5.7	21	Yes	Y	Dust	2	N	A 15-minute FIDOL assessment was conducted under breezy and overcast weather conditions at the complainant's letterbox. At the time of the investigation, the wind was recorded as an east-north-easterly (68.0°) at 5.7 m/s, with an ambient temperature of 21°C. During the assessment, a dusty odour was detected with an intensity of 2. No landfill-related odour was detected. The investigator attributed this odour to dust kicked up by passing traffic. Local weather conditions were observed to be a gentle north-north-easterly breeze. Handheld anemometer readings showed an average windspeed of 2.4m/s (max 3.7m/s), which differed slightly from weather station recordings. The odour suppression system was confirmed to be fully operational at the time of the complaint, and the weighbridge operator reported no receipt of significantly odorous loads. An internal patrol was carried out along the paper road immediately after the FIDOL, during which no landfill odour was detected. To optimise odour control, two T bar lines were adjusted, finished by 14:30.	Y	250	1	7.00	Likely
Internal	222 Horseshoe Bush Road	26-Nov	26-Nov	14:08	14:08	14:18	Paul	Text	Noise	Hi, obtrusive noise from heavy tracked vehicle(s) apparent for at least the last 3 hours - suspect ongoing given wind direction. No odour apparent!	NE	46.0	No	5.7	23	Yes	N	No Odour		N	A noise assessment was conducted under windy, overcast conditions with a NE wind direction (46.0°) at 5.7 m/s and a temperature of 23°C. Immediately across the road from the complainant's letterbox was an active construction site. While I was present, excavators, a roller, and plate compactors were in use. The noise level recorded from these was between 60-65dBA. At one point, all of the construction machinery was turned off, and landfill operations could be heard faintly in the background. During this period, the ambient noise level was recorded at 51dBA. Passing traffic spiked at 6dBA, and a plane passing overhead spiked at 58-59dBA. The site manager of the construction site approached me, and informed me they were well within their consents, and that no one nearby should be able to hear the landfill over their sites noise.	N	296	0	1.00	Unlikely
Internal	Along Horseshoe Bush Road	26-Nov	27-Nov	20:11	20:11	7:10	Ashleigh Lehmann	Text	Odour	It absolutely honks!! Just after early 100s. Really bad	SSE	147.6	Yes	0.9	18	No	N	No Odour		N	The complaint was received outside of operating hours, and the landfill was shut. Conditions at the time show an south-south-easterly (147.6°) at 0.9 m/s with an ambient temperature of 18°C. The investigation was done primarily through desktop review. The daily cover was reviewed and found to be up to standard. Vacuum levels remained consistent and there were no recorded outages. During the first patrol of the next day (7:10, 27/11), no landfill odour was detected.	N	321	1	8.00	Very Likely