

VDI scale for reporting an odour complaint.

Feedback or Odour complaints can be reported to Redvale Landfill through three different methods,

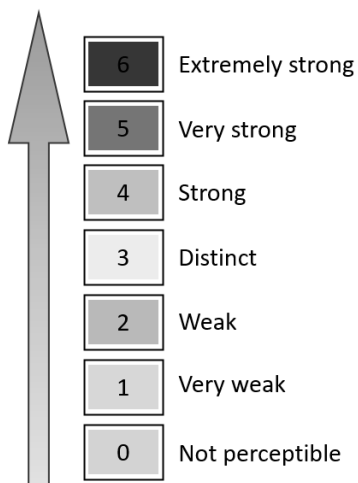
1. Email redvalecomplaints@wm.nz
2. Phone call 09 427 0600 or 021 190 2018
3. Text message 021 190 2018

To work with us, please provide constructive feedback only, which includes the following information,

1. Time and location of the odour
2. Type of the odour
3. Character and intensity of the odour
4. Frequency of the odour – how often it occurs, duration of the odour and time of exposure.

VDI scale example below on how to classify odour intensity.

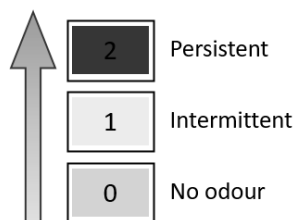
Odour Intensity



Odour Intensity: The perceived strength of an odour above its threshold. It is determined by an odour panel and is described in categories that progress from “Not perceptible”; “Very Weak”; “Weak”; “Distinct”, “Strong”, “Very Strong”, to “Extremely Strong”.

The best way of assessing odour is via the human nose. But everyone reacts to odours differently. One person may object strongly to an odour while another is not bothered by it. The only objective method to assess odours is a calibrated nose that has completed Olfactometric measurement.

Frequency Scale



Odour frequency: The perceived duration of time or exposure experienced.

Please feel free to access Redvale landfill weather station data by using the below link,

<https://app.outpostcentral.com/english/login2.aspx>

Username: redvaleguest

Password: communit