



Update on Northacre Resource Recovery Centre

27 September 2021

We continue to liaise closely with the Environment Agency and Wiltshire Council on operations at the site and are aware that, despite the change of the bio-filter material and the maintenance work on the plant, some residents continue to experience odours.

The air extracted from the bio-hall and then passed through the bio-filter is still retaining some odour. As a result we have reduced the airflow speed through the bio-filter to allow the air to remain in contact with the filter material for a greater period of time and therefore further reduce any odour present.

We continue to engage with the technology suppliers of the plant and equipment to assist in managing and analysing the situation and on their advice we have now increased the amount of clean water put into the bio-filter which will improve the moisture content within the bio-filter media to provide better environmental conditions for the bio-filter to operate in.

We regret that the situation has not yet been resolved as we had anticipated and apologise for any affect we may have had on the local community. We would also like to reiterate that we are working constantly to try and resolve this situation as quickly as possible.

Contact details to report odours are:

- Hills Waste Solutions: Using this link <https://www.northacrerrc.co.uk/contact-us/> or by telephone on 01793 781207
- Environment Agency: Telephone 0800 80 70 60 (24 hours)

Paul Scriven
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