



## **Statement on Northacre Resource Recovery Centre, Westbury**

01 October 2021

Representatives from Hills Waste Solutions met with members of the Northacre liaison committee this week to give an update on the actions being taken to minimise odours from the plant following the replacement of the bio-filters.

We 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 bio-filter is not yet working to maximum efficiency as quickly as we had understood it would.

Hills is taking the following action to minimise odours:

- We are temporarily reducing the volume of waste that we will accept into the plant
- We are reducing the airflow speed through the bio-filter to allow the air to remain in contact with the bio-filter material for a greater period of time
- We continue to liaise with the technology suppliers of the plant and equipment to assist in managing and analysing the situation
- On their advice we have increased the amount of clean water put into the bio-filter which will improve the moisture content within the bio-filter media and provide better environmental conditions for the bio-filter to operate in.

We deeply regret that the situation has not yet been resolved as we had anticipated. We offer our sincerest apologies to the residents of Westbury who have been affected by the odours. We would also like to reiterate that we are working constantly to try and resolve this situation as quickly as possible as we do not want to have a negative impact on the local community and our neighbours.

Residents who experience odours can report these as follows:

- 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)

ENDS