

**From:** Hargraves, Philippa  
**Sent:** 27 May 2022 18:58  
**To:** [REDACTED]  
**Cc:** Laughland, Elisabeth; [REDACTED] uk'; 'William Franklin'; Tse, Chung  
**Subject:** Finer by Nature - Permit Application and Odour Emissions  
**Attachments:** PPC Application Response - Finer by Nature.docx; EN3 - Statutory nuisance leaflet.docx

Dear Mr Pitchford

**ENVIRONMENTAL PROTECTION ACT 1990 – ODOUR NUISANCE  
POLLUTION PREVENTION AND CONTROL ACT 1999  
ENVIRONMENTAL PERMITTING (ENGLAND AND WALES) REGULATIONS 2016 (AS AMENDED)**

I am writing to confirm the outcome of the visit Ms Laughland and myself made to your premises on the 26<sup>th</sup> May 2022, where we spoke to your Operations Manager, Neil in your absence.

I am sorry that you were not present but thank Neil for his time to discuss the permit application and the ongoing odour problems at Finer By Nature. This was an essential and useful meeting for communicating current concerns with regards to this odour issue and permit application.

As discussed, we have now had the opportunity to fully review the supporting permit application documents, in particular the Odour Assessment prepared by RSK. The report appears to indicate the drying process odour will reach levels where *complaints are highly likely and odour exposure at these levels may represent an actionable nuisance* (CIWIEM Guidance). This is in relation to the neighbouring commercial units and some residential properties as the operation currently stands. This was based on an odour modelling assessment and 'sniff test' detailed in the report you supplied as part of your permit application. As you are aware we have received a number of complaints regarding alleged offensive odour emissions from the drying of pet chews and further concerns have been received as part of the permit consultation. Again it is noted your odour modelling assessment appears to support the likelihood of such complaints.

As such we are now considering what formal action are available to us with regards to requiring the abatement of the offensive odour emissions.

As part of the discussions yesterday, it was implied that the business could consider a temporary and voluntarily ceased use of the drying oven to allow, the business time to further consider mitigation options available.

We are seeking written clarification from you on this matter and what measures you propose to put in place to remedy the situation. We request this response within 7 days of this email for our further consideration of this matter.

Further to the guidance I emailed this morning please find attached a leaflet on statutory nuisance for your information.

I also include my response to the permit application documents.

We would be happy to arrange a meeting week commencing the 6<sup>th</sup> June should you wish to discuss this further.

Kind regards

Philippa Hargraves  
Environmental Health Officer  
B.Sc.(Hons), M.Sc., MCIEH CEnvH



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(please note my normal working days are Tuesday, Wednesday and Thursday)

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VACCINES



FRESH AIR



FACE  
COVERING



STAY HOME  
IF UNWELL



HAND  
WASHING