

APPENDIX 3.1b

**Past 10-year Odour
Complaint Records**

Complaint records of Existing WENT Landfill from 1998-2008 (Landfill users excluded)

	Date of complaint	Complainant	Nature of complaint	Code						Details / Action taken	Remarks	Validity (Y/N)
				Odour	Flies / Mosquitoes	Water	Noise	Dust	Others			
1	14/7/1998	Newspaper	Bund wall subsidence in HPN						Others	site investigation, meeting, CED carried out remedial works		N
2	21/12/1998	Truck Asso.	Odour / Mosquitoes	Odour	Mosquitoes					cover carcasses trench		N
3	18/1/1999	CLP	Dust in Lung Mun Rd.						Others	inspection, VMF maintenance, litter pickup by SSITA within 300 km from entrance	case referred to LCO, HKPF, RSD	N
4	15/3/1999	TWG	Odour	Odour						inspection	possible source - open ditch	N
5	23/4/1999	DLO	Illegal dumping at TSH						Others	investigation, clearance		N
6	29/6/1999	HPN villager	Odour in HPN	Odour						site investigation	no odour detected	N
7	14/2/2000	Villager	Flies in Lung Kwu Tan Village		Flies					investigation by FMG, LCO, FEHD, cleaning and disinfecting refuse collection points	no excessive flies observed thereafter	N
8	18/2/2000	Newspaper	Flies in Lung Kwu Tan Village		Flies					investigation by FMG, LCO, FEHD, cleaning and disinfecting refuse collection points	no excessive flies observed thereafter	N
9	2/3/2000	Green power	Flies in Lung Kwu Tan		Flies					inspection	no excessive flies observed	N
10	22/5/2000	DO/YL	Bank erosion of TSH						Others	meeting, investigation	more information requested by DO	N
11	14/8/2000	FEHD	Rubbish in Lung Kwu Tan						Others	inspection	rubbish were found but no correlation to WENT	N
12	9/1/2001	HPN villager	Odour / Flies in HPN	Odour	Flies					inspection with FEHD, liaise with Health Dept.	no odour detected	N
13	6/2/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
14	24/3/2001	Unknown	Odour in HPN	Odour						cover carcasses trench in the	no odour detected	N
15	6/4/2001	Newspaper	Odour / Flies in HPN	Odour	Flies					inspection with FEHD, meeting with District Council member	no odour detected	N
16	20/4/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
17	7/5/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
18	8/5/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
19	13/5/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
20	21/5/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
21	4/6/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
22	18/6/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
23	20/6/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
24	23/6/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
25	26/6/2001	Newspaper	LFG in HPN	Odour						replied to editors	no odour detected	N
26	29/7/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
27	6/8/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
28	22/8/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
29	23/8/2001	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
30	16/9/2001	HPN villager	Noise in HPN				Noise			advised SSITA to be approved by LCO for working during Sunday/PH	noise level not beyond trigger level	N
31	8/4/2002	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
32	14/6/2002	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
33	17/6/2002	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N

	Date of complaint	Complainant	Nature of complaint	Code						Details / Action taken	Remarks	Validity (Y/N)
				Odour	Flies / Mosquitoes	Water	Noise	Dust	Others			
34	24/4/2003	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
35	17/5/2003	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
36	18/6/2003	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
37	23/7/2003	DO/YL	Flies in HPN		Flies					inspections, FEHD to action	no fly problem detected	N
38	15/9/2003	Villager	Flies in Lung Kwu Tan		Flies					inspections, informed LCO(TW), advised SSITA to carry out	no fly problem detected	N
39	30/9/2003	Villager	Odour / Flies in Nim Wan Rd.	Odour						inspection, advised SSITA to minimise fly problem	no odour detected	N
40	15/10/2003	Villager	Odour in Lung Kwu Tan	Odour						inspection	no odour detected	N
41	5/12/2003	Newspaper	Flies in Leung King Estate		Flies					inspection, investigations	nuisance caused by improper management of environmental hygiene in the estate	N
42	9/12/2003	Unknown	Flies in tipping area		Flies					inspections, pest control by SSITA	no fly problem detected	N
43	2/3/2004	Villager	Odour in Lung Kwu Tan	Odour						inspections	no odour detected	N
44	23/4/2004	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
45	23/4/2004	HPN villager	Odour in HPN	Odour						advised SSITA to minimise tipping	no odour detected	N
47	25/6/2004	HPN villager	Odour in HPN	Odour						inspections, LCO(TW) followed up the complaint, advised SSITA to carry out necessary actions	LCO(TW) case	N/A
48	8/7/2004	Resident	Odour in Leung King Estate	Odour						inspections, LCO(TW) followed up the complaint, advised SSITA to carry out necessary actions	LCO(TW) case	N/A
49	17/8/2004	Resident	Odour in San Wai Court	Odour						Complaint received by Regional Offices (West)	Regional Office (West) case	N/A
50	26/8/2004	Unknown	Contaminated surface water from landfill to off site			water			others	Complaint received by Regional Offices (West) ; SSITA was advised by FMG to stop contaminated surface water discharged from the site	Regional Office (West) case	N/A
51	30/8/2004	HPN villager	Odour / Flies in HPN	Odour	Flies					Complaint received by Regional Offices (West); SSITA was advised to minimise the tipping area	Regional Office (West) case	N/A
52	1/9/2004	Resident	Odour in Leung King Estate	Odour						Complaint received by Regional Offices (West)	Regional Office (West) case	N/A
53	14/9/2004	HPN Resident	Odour/flies in HPN	Odour						Case referred from Legco Member and then reported to FEHD	no fly problem detected	N
54	27/9/2004	Resident	Odour in Leung King Estate	Odour						Complaint received by Regional Offices (West)	Regional Office (West) case	N/A
55	16/11/2004	HPN Resident	Odour in HPN	Odour						Complaint received by Regional Offices (West)	Regional Office (West) case	N/A
56	13/5/2005	LCO, Hotline by phone	Odour complaint at Sheung Pak	Odour						Inspection on 20/05/2005. No malodour was scented.	Regional Office (West) case	N/A
57	7/7/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Inspection on 08/07/2005, 12/07/2005. No malodour was scented.	Regional Office (West) case	N/A

	Date of complaint	Complainant	Nature of complaint	Code						Details / Action taken	Remarks	Validity (Y/N)
				Odour	Flies / Mosquitoes	Water	Noise	Dust	Others			
58	7/7/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Inspection on 08/07/2005, 12/07/2005. No malodour was scented.	Regional Office (West) case	N/A
59	25/7/2005	LCO, Hotline by phone	Odour complaint at Leung King Tsuen	Odour						Inspection on 26/08/2005, 02/09/2005, 06/09/2005. Moderate malodour at Leung King Shan and slight malodour at complaint	Regional Office (West) case	N/A
60	6/9/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Moderate malodour at corridor and strong malodour at Leung King Shan on 06/09/2005	Regional Office (West) case	N/A
61	7/9/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Inspection on 06/09/2005, 07/09/2005. No malodour was scented.	Regional Office (West) case	N/A
62	20/9/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Slight malodour was scented at corridor of Leung Yin Hse on 20/09/2005	Regional Office (West) case	N/A
63	21/9/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Inspection on 22/09, 26/09, 29/09, 04/10. No malodour was scented.	Regional Office (West) case	N/A
64	3/10/2005	LCO, Hotline by phone	Odour complaint at Leung King	Odour						Inspection on 05/10/2005. No malodour was scented.	Regional Office (West) case	N/A
65	4/10/2005	LCO, Hotline	Odour complaint at Shan King	Odour						Inspection on 10/10/2005, 18/10/2005. No malodour was scented.	Regional Office (West) case	N/A
66	5/10/2005	LCO, Hotline	Odour complaint at Leung King	Odour						Inspection on 05/10/2005. No malodour was scented.	Regional Office (West) case	N/A
67	7/10/2005	LCO, Hotline	Odour complaint at Leung King	Odour						Inspection on 14/10/2005. No malodour was scented.	Regional Office (West) case	N/A
68	24/10/2005	LCO, Hotline	Odour complaint at Chelsea	Odour						Inspection on 26/10, 31/10. No malodour was scented.	Regional Office (West) case	N/A
69	7/11/2005	LCO, Hotline	Odour complaint at Blossom	Odour						Inspection on 08/11. No malodour was scented.	Regional Office (West) case	N/A
70	8/11/2005	LCO, Hotline	Odour complaint at Shan King and	Odour						No malodour was scented.	Regional Office (West) case	N/A
71	24/11/2005	LCO, Hotline	Odour complaint at San Wui Comm Society	Odour						Inspection on 25/11, 29/11. No malodour was scented.	Regional Office (West) case	N/A
72	14/12/2005	LCO, Hotline	Fly infestation at Ha Pak Nai		Flies					Complaint not justified.	Regional Office (West) case	N/A
73	23/2/2006	LCO, Hotline	Odour at San Wai Court, Tuen Mun	Odour						No malodour was scented.	Regional Office (West) case	N/A

	Date of complaint	Complainant	Nature of complaint	Code						Details / Action taken	Remarks	Validity (Y/N)
				Odour	Flies / Mosquitoes	Water	Noise	Dust	Others			
74	28/4/2006	LCO, Hotline	Odour at Ha Pak Nai	Odour						Joint inspection with RNG and WFG on 8/5/2006. No malodour at Ha Pak Nai but slight odour at Tai Shui Hang	Regional Office (West) case	N/A
75	5/7/2006	LCO, Hotline	Odour at Leung King Tsuen, Tuen	Odour						Inspection on 11/7/2006. No malodour was scented.	Regional Office (West) case	N/A
76	9/8/2006	LCO, Hotline	Odour at Kin Sang Estate, Tuen Mun	Odour						Conducted assessment at Tin King Estate and Leung King Shan, slight odour scented. No abnormality in	Regional Office (West) case	N/A
77	9/8/2006	LCO, Hotline	Odour at San Wai Court, Tuen	Odour						Conducted assessment at Tin King Estate and Leung King Shan, slight odour scented. No abnormality in	Regional Office (West) case	N/A
78	10/8/2006	LCO, Hotline	Odour at Leung King Estate, Tuen	Odour						Inspection on 11/8/2006, no bad odour was smelled.	Regional Office (West) case	N/A
79	1/9/2006	LCO, Hotline	Odour at Leung King Estate, Tuen	Odour						Conducted assessment at Tin King Estate and Leung King Shan, slight odour scented. No abnormality in	Regional Office (West) case	N/A
80	18/9/2006	LCO, Hotline	Odour at Leung King Estate, Tuen	Odour						Inspection on 19/9 & 22/9. No malodour was detected.	Regional Office (West) case	N/A
81	20/11/2006	LCO, Hotline	Odour at Leung King Estate, Tuen	Odour						Inspection on 22/11. No malodour was detected.	Regional Office (West) case	N/A
82	30/4/2007	LCO, Hotline	Fly complaint at Ha Pak Nai		Flies					No abnormal fly population was observed	Regional Office (West) case	N/A
83	11/6/2007	LCO, Hotline	Odour complaint at Tai Hing Estate	Odour						No malodour was detected	Regional Office (West) case	N/A
84	27/8/2007	LCO, Hotline	Odour complaint at Leung King	Odour						No malodour was detected.	Regional Office (West) case	N/A
85	27/8/2007	LCO, Hotline	Odour complaint at Shan King	Odour						No malodour was detected.	Regional Office (West) case	N/A
86	10/9/2007	LCO, Hotline	Odour complaint at Tin King Estate	Odour						Complained malodour in general, no specified time. No inspection conducted.	Regional Office (West) case	N/A
87	20/3/2008	LCO, Hotline	Odour nuisance after 8:00 pm and dust nuisance at Ha Pak Nai	Odour				Dust		No malodour was detected.	Regional Office (West) case	N/A
88	25/3/2008	LCO, Hotline	Contaminated water from landfill into stream near Ha Pak Nai			Water					Regional Office (West) case	N/A

	Date of complaint	Complainant	Nature of complaint	Code						Details / Action taken	Remarks	Validity (Y/N)
				Odour	Flies / Mosquitoes	Water	Noise	Dust	Others			
89	23/06/2008	LCO, Hotline	Complaint of malodour from Went Landfill, Nim Wan Road, Tuen Mun	Odour						No malodour was detected.	Regional Office (West) case	N/A
90	23/10/2008	LCO, Hotline	Complaint of Malodour From WENT Landfill that affcted Leung King Estate, Tuen Mun.	Odour						No malodour was detected.	Regional Office (West) case	N/A
				72	13	2	1	1	6			