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Dear Sir/Madam

**Letter of reply to all the complainants:- Offensive odours from Lucky Star Fishmeal Factory, 10 & 11 April 2016.**

Thank you for your e-mail of complaint.

A site visit was conducted of Lucky Star facilities on the 11<sup>th</sup> of April 2016 by a member of the City's Air Quality Management Unit. A follow-up inspection of the Hout Bay area was also conducted last night.

The Lucky Star factory had commenced the latest production on Saturday the 9<sup>th</sup> of April through to Monday the 11<sup>th</sup> and was in full production at the time of the visit. A review of their operational records and control systems showed that no abnormal working conditions had been reported or observed during the production run.

As we have previously stated, Hout Bay has very complex terrain which when coupled with stable atmospheric conditions as was experienced over this past weekend, the odours can become trapped in the valley until some atmospheric instability returns, compounding the nuisance conditions.

We are continuing to engage with both the Lucky Star Management and our Provincial Authorities to better understand the causes and effects of the emissions and to further quantify and assess them.

Staff of the City's Air Quality Management Unit together with our Provincial colleagues will be undertaking some unannounced night time observations in the Hout Bay area to observe the odour impacts.

For this reason it is essential that complainants provide their physical addresses when lodging complaints. This will enable the location of where the odour impacts are being experienced to be plotted on a GIS map.

This will guide future monitoring actions.

Lastly, Lucky Star has committed to and has been given authority to upgrade their Chemical Scrubbing system. This is a time consuming process, but which should ultimately see a decrease in the odour intensity and improve on the current scrubbing system.

In the interim we will continue to monitor the plant operations for legal compliance with the conditions of their atmospheric emission licence.

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