ODOUR MANAGEMENT PLAN

Chequerhouse Farm

Chequerhouse Farm Limited

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Oaktree Environmental Ltd, Lime House, 2 Road Two, Winsford, Cheshire, CW7 3QZ
Tel: 01606 558833 | E-Mail: sales@oaktree-environmental.co.uk | Web: www.oaktree-environmental.co.uk

Registered in the UK | Company Number: 4850754

Oaktree Environmental

Waste, Planning & Environmental Consultants

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1.1	22/06/2026	DY	CFL	Submitted to EA with permit application

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1 Introduction

1.1 Site Operator/Permit Holder

1.1.1 This document contains the Odour Management Plan (OMP) for Chequerhouse Farm. The farm will be operated by Chequerhouse Farm Limited. An application is being submitted to vary the permit to increase stocking capacity to 378,000 broilers. The following documents have been consulted during completion of this OMP.

- EPR 6.09 Sector Guidance Note: How to Comply with your Permit for Intensive Farming, EA, January 2010;
- Best Available Techniques (BAT) Reference Document for the Intensive Rearing of Poultry or Pigs, European Commission, 2017;
- Odour Management: Comply with your Environmental Permit, EA, 2025;
- Poultry Industry Good Practice Checklist: Reducing Odours from Poultry Production through the Application of Best Available Techniques, Version 2, August 2013; and,
- Top Tips for Completing an Intensive Farming Odour Management Plan, EA, August 2014.

1.2 Site Location

1.2.1 The site is located on Land at Chequerhouse Farm as shown on Drawing No. MFC125 A 02 51 within Appendix I.

1.3 Background and Context

1.3.1 An Environmental Permit (EP) is already in place for the site, reference EPR/HP3031JS, for a stocking capacity of 252,000 broiler places across four poultry houses. An application to vary the EP is being submitted to add an additional two poultry houses and increase stocking capacity to 378,000 broilers.

1.3.2 An approved OMP is already in place for the existing operation. This has been updated for the proposed site expansion.

1.4 Installation Details

1.4.1 Reference should be made to Appendix I for permit boundary and layout plan. The site will contain the following principal infrastructure:

- Six poultry houses;
- Weighbridge;
- Implement store;
- Office;
- Messing facilities;
- Feed silos;
- Backup generator;
- Cold store;
- Wash down pad;
- Water storage tank;
- Pump house;
- Three biomass boilers and fuel silos (subject to viability);
- Biomass store (subject to viability);
- Liquefied Petroleum Gas (LPG) tanks;
- Attenuation reservoir;
- Sealed underground tanks for collection of house washdown water; and,
- Small sewage treatment plant for treating effluent from welfare facilities.

1.4.2 This variation application is for the addition of two poultry houses, increasing the site stocking capacity up to a maximum of 378,000 broilers. Chicks will be delivered to site from a hatchery and transported to a meat processing factory at the end of each growing period. The growing cycle length between delivery of chicks to site and transportation off-site will be between 5 and 8 weeks.

1.4.3 Between each crop cycle, the houses will be power washed, disinfected, fumigated and prepared for the arrival of the next batch of chicks. Wash water from house cleanout will be channelled to sealed underground tanks and subsequently exported from the farm by a cleanout contractor in a sealed tanker lorry. Used litter will be taken away from the farm, supplied on contract to a power station as a fuel source. House preparation will include bedding floors with wood chips/shavings and pre-warming the houses. Heating for the farm will be provided using LPG. Subject to viability/feasibility, biomass heating will also be used.

1.4.4 As the birds grow, the house ventilation rate increases and the temperature is reduced throughout the growing period. Feed will be supplied from a local mill and stored on site in purpose designed galvanised steel bulk bins. Diets will be formulated according to the bird requirements and stage of growth. Water is to be provided via nipple drinkers, which is designed to minimise spillage. Low energy lighting systems will be used throughout the farm.

1.4.5 Broiler mortalities which arise during the crop cycle will be removed from houses and held in a small lockable cold store prior to collection by licensed contractor under the DEFRA fallen stock scheme. Numbers will be recorded.

1.4.6 The farm will be primarily ventilated by high velocity roof exhaust fans. This will provide optimum and efficient dilution and dispersion of residual emissions, minimising potential for impacts. Gable end fans will be used occasionally, during periods of very warm/hot weather.

1.4.7 Clean surface water from roof and yard areas will be collected in an attenuation reservoir, treated and re-used on the farm, maximising the sustainability of the operation.

1.4.8 A Small Sewage Treatment Plant will be installed to treat effluent arising from welfare facilities. It is understood that this will meet the qualifying criteria to be classed as exempt from requiring a permit.

2 Site Context

2.1 Reference should be made to the drawing within Appendix I for Site Layout Plan.

2.2 Sensitive receptors are also indicated on the supporting Sensitive Receptors Plan provided in Appendix II.

2.3 The site is bordered primarily by arable farmland, with Thievesdale Lane directly to the South.

2.4 There are three residential properties within 400m of the installation boundary. This includes two properties adjacent to the permit boundary to the South-West/West. These are not located predominantly downwind from the main operations on site, including the poultry houses. As such, any odour is likely to be carried away from these properties.

2.5 The two adjacent properties are under the control of the applicant. These were originally built to accommodate workers at the previous dairy farm in the 1970s and have been used to support agricultural operations to the present day. The previous agricultural uses would be considered to be worse in terms of potential for odour than the proposed enclosed and highly controlled poultry farming operation. It is therefore considered that the proposed use will be reducing potential for odour at these properties compared to previous use of the site. Furthermore, it is understood that these will both ultimately become farm worker dwellings.

2.6 There is one further property within 400m, which is a residential property approximately 300m to the East-South-East.

2.7 In addition to the previous landuses outlined above, satellite views of the site reveal that the surrounding land is dominated by agricultural use with potential manure spreading activities and other scattered livestock units in the vicinity.

2.8 Reference should be made to Appendix IV for a wind rose showing wind speed and direction frequency across five years of data from Robin Hood Airport meteorological station. This met station is located approximately 16km to the North-North-East of the

site and it is considered that it provides suitably representative data for the proposed site, given the elevation, topology and proximity to the site.

2.9 The table below identifies receptors within 400m of the permit boundary. With reference to the wind rose in Appendix IV, he closest receptors (O1) are located predominantly upwind of the proposed poultry houses. Receptor O2 is located a significant distance from the installation boundary (200m) and >400m from the main potential source of odour (proposed poultry houses). As such, potential for odour impacts are not considered significant. This OMP has identified odour mitigation measures which are considered sufficient to control potential odour impacts at sensitive receptor locations.

Table 2.1 - Odour Sensitive Receptors

Receptor Identifier	Receptor Description	NGR (m)		Type of Receptor
		X	Y	
O1	Farm Worker Cottages	464029	381681	Residential
O2	Residential property off Thievesdale Lane	464690	381560	Residential

3 Odour Control Measures

3.1 Overview

3.1.1 This OMP provides detailed information on proposed odour control measures at the installation to ensure that odour is controlled as far as is possible.

3.1.2 The principal sources of odour at the unit are as follows:

- Manufacture and selection of feed;
- Feed delivery and storage;
- Litter management on site;
- Ventilation system;
- Carcass disposal;
- House clean out operations;
- House washdown water management; and,
- Manure management.

3.1.3 The following sections provide more detailed information on the odour management methods, with reference to the relevant guidance and site-specific conditions.

3.2 Manufacture and Selection of Feed

3.2.1 The following summarises how potential odour from manufacture and selection of feed will be minimised:

- No milling or mixing of feeds to be undertaken on site, feed to be delivered to site ready prepared; and,
- Feed to be supplied by supplier who has nutrition specialist(s) on site at the place of production.

3.3 Feed delivery and Storage

3.3.1 Other than the indirect implications the feed has for odour generation from manure which are discussed in the next section, the feed itself is considered to be a relatively minor source of direct odour in comparison to the other sources identified above. However, fugitive release of dust from feed due to poor handling could give rise to potential for odour. However, use of the following control methods should ensure that potential for fugitive release of dust from feed is minimised as far as is practicably possible:

- Use of sealed delivery systems during the transfer of feed from lorries to feed bins to reduce atmospheric dust;
- In the event of a spillage, immediate cleaning (sweeping up) of feed;
- Fill pipes will be continuously checked during every delivery of feed. All feed deliveries will be supervised by the driver. In the event of spillage, these will be immediately cleaned used appropriate methods;
- Daily visual inspection of feed bins will be undertaken by the site manager to check for any obvious signs of damage or leaks. Records of daily inspection will be logged on the daily record sheet and any issues will be reported to the Site Manager for appropriate action;
- In the event of damage or leak being identified, this will be rectified in a prompt manner by suitable contractor; and,
- The above will be supplemented by more detailed annual inspection as part of the annual inspection and maintenance programme.

3.4 Litter Management

3.4.1 If the litter is inappropriately managed, this can be a potentially significant source of odour within intensive livestock units, especially if insufficient or poor quality litter is used or if the litter is wet. The type of feed and animal diet can greatly influence the potential for nitrogen and phosphorous within manure, and hence the odour generation potential. The use of the following control measures should ensure that odour generation potential is minimised as far as is practicably possible:

- Use of nipple drinking systems to minimise spillage – drinking systems will be visually inspected on a daily basis by the site manager to check for any spillage or overflows;
- Stocking density will be maintained at optimal levels to prevent overcrowding;
- Housing will be designed to minimise risk of water ingress to poultry houses;
- In the event of a water leak/pipe failure within the poultry houses, this will be repaired promptly. If the leak is severe, litter will be removed and replaced with fresh litter;
- Protein content of feed will be reduced throughout growing period;
- Use of a health plan, with specialist veterinary input as necessary;
- Broilers will be fed a minimum of three diets during the growing cycle and phosphorus levels in the diet will be reduced as the growing cycle progresses; and,
- Use of bedding which does not have a high dust content, eg wood chips rather than straw.

3.5 Ventilation System

3.5.1 Whilst every effort should be made to minimise the level of odour arising from the operation through careful litter management, the choice and design of ventilation system at a livestock unit is key to the level of dilution and dispersion of residual odour. All houses will be primarily ventilated by high velocity roof fans, with gable end fans to be used occasionally during periods of warmer weather. The use of high velocity roof fans achieves a higher level of odour control at surrounding receptor locations when compared to other ventilation technology such as side and natural ventilation and 'capped' roof fans. This is since air from within the shed is released above roof level and at a high vertical velocity which maximises dilution and dispersion of potentially odourous emissions.

3.5.2 The ventilation system will be regularly adjusted to meet the requirements of the flock. Each roof exhaust fan will operate in an 'on-off' rather than 'variable' flow mode. This ensures that the fans provide the best possible dilution and dispersion of emissions when in operation, minimising resulting residual odour concentrations at surrounding ground level locations.

3.5.3 The ventilation and heating systems will be inspected every 6 months. In addition, the ventilation system will be subject to ongoing continual checks by the farm manager during operations, who will action repair of any intermediate faults.

3.6 Carcass Disposal

3.6.1 Carcasses will be placed in a cold store immediately after they are removed from houses and will only be removed from site by a specialist contractor. The specialist enclosed storage minimises the potential for rodent infestation. Carcasses will be removed from site on a regular basis. The frequency of carcass collection will be dependent on the stage of the growth cycle. This is since a lower weight of carcasses would be expected to arise during the early stages of the cycle given the lower weight of the livestock.

3.6.2 The cold store will be subject to ongoing inspection during operations. If a leak or state of disrepair is found, the site operator will organise a repair. The cold store will be washed and disinfected at the end of every growth cycle.

3.7 House Clean-Out Operations

3.7.1 The clean-out of houses may give rise to potential for odourous emissions as a result of exposure of the used litter/manure to air. The key is to minimise this exposure time as far as is reasonably possible which will be achieved using the following control measures:

- Litter removal will be undertaken within 48 hours of the last bird removal;
- The cleanout of all sheds will take a total of 5 to 7 days;
- Ventilation will be maintained at the required minimum level during litter removal, to ensure continual dispersion and dilution of residual odours;
- Litter will be placed in carefully positioned trailers, positioned at the entrance to each house;
- Once the trailer is full, it will be covered and immediately removed from site to minimise potential for odour; and,
- Exhaust vents will be cleaned during house cleanout, which is done by washing without the fan in question in operation.

3.7.2 An additional source of odour during clean-out operations is the cleaning products used. Only Department for Environment, Food and Rural Affairs (DEFRA) approved products will be used.

3.8 House Washdown Water Management

3.8.1 Water arising from the clean out operation may have potential to generate odorous emission. The site will be designed to minimise risk that water from wash down operations will escape to the surrounding land. Drains will collect house washdown water and direct to underground sealed tanks, prior to collection by licensed contractor in sealed tankers. Drains will undergo inspection annually as part of the annual maintenance and inspection programme. House washdown will occur immediately after litter removal and will take up to 2 days in duration.

3.8.2 All working areas around poultry houses will be concreted. All washdown operations will be sufficiently supervised to ensure water drains effectively to the tanks. Water levels within the tank will be monitored during washdown to prevent overfill. In the event of a water drain malfunction, the washdown operations will be immediately stopped and problem investigated and remedied prior to the continuation of the operation. The house washdown water system will be cleaned/flushed through with water at the end of every crop.

3.9 Manure Management

3.9.1 Used litter/manure will not be stored outside the poultry houses at any time. The manure will be removed from site and exported to a power station for energy recovery.

3.10 Contingency Measures

3.10.1 The following table outlines the potential forms of abnormal operation and issues and the contingency measures that will be in place to minimise risk from odour from such events. If high odours are detected, the contingency plan below will be followed. Sniff testing of odour will be undertaken on a frequent basis during and after implementation

of contingency measures to confirm whether measures have been successful. Monitoring will be undertaken in accordance with the methodology outlined in Section 3.11.

Table 3.1 – Contingency and Emergency Measures

Odour Source	Potential Cause	Remedial Measure(s)	Emergency Measure(s)
Ventilation system failure	Power outage	• Systems on site, including control system and ventilation fans will be powered by a back-up generator in the event of a power failure, ensuring that critical systems continue to operate. • The back up generator will be powered up automatically in the event of a failure. The back-up generator would be immediately used in the event of a power failure and continued to be used whilst power outage continues. • Once power is restored, the back up generator will no longer be used. The back-up generator will be tested on a weekly basis on a random day. Records of testing to be maintained.	• In the event of back-up generator failure, a further back-up generator will be installed as soon as is practically possible. • Whilst the additional generator is being deployed, shed doors will be immediately opened to provide natural ventilation. • Once /power ventilation is recovered and ventilation back to required level from system, shed doors will be closed.
Failure of fans	Fault in fan	• Fans will be regularly maintained to minimise risk of breakdown and will be inspected as part of the annual maintenance and inspection programme. However, each shed will contain multiple high velocity fans. In the event of a fan failure, the remaining fans, via the automated control system, would be able to manage the load. • Should a fan fail, this will be fixed as soon as is practicably possible with the aim to fix within a week. • Once the fan has been fixed, it will be operated again and the automated control system would adjust the load of each fan to ensure the correct ventilation is maintained at all times. • The automated control system will be designed to immediately respond to ventilation requirements so in the event of fan failure, the system will immediately adjust the load of each remaining fan to provide required ventilation and will immediately adjust the load of each fan again once the fan is replaced/repaired.	• In the event of a failure of the control system to adjust the ventilation, or a number of fans failing, so that required ventilation can't be maintained, the site operator will open shed doors to provide additional ventilation. • Once faulty fans/control system has been fixed and the required ventilation maintained again by the control system, shed doors will be closed.

Odour Source	Potential Cause	Remedial Measure(s)	Emergency Measure(s)
Bird health issues/disease	Health issues	• In the event of an issue being identified related to bird health, a vet will be called in immediately and medication/treatment given to resolve the issue. • The vet will be called in on the same day as the issue identified, if practicably possible, and medication/treatment prescribed immediately, as applicable/required. • Dietary schedules and health plans will be reviewed immediately to identify any modifications required. • Within a day of the health issue being identified, the ventilation system will be assessed to ensure it is providing the required level of ventilation at all times and the control system adjusted as necessary. • Feed lines and nipple drinking systems will also be inspected within a day to ensure that they are functioning correctly.	• Should inadequate ventilation be identified, this will be immediately adjusted/rectified. Whilst this is being adjusted, shed doors will be opened, if additional ventilation required. Once normal ventilation systems have been restored to required level, shed doors will be closed. • Should a fault in feed/drinking systems be identified, immediate arrangements will be made for repair/replacements. • If faulty feed/drinking systems are identified, troughs can be brought into site with manual distribution of food and water as required. These will be removed once normal systems are restored.
Carcass storage failure	Damage/leak to cold store	• Carcasses will be moved directly to the cold store after removal from houses. • In the event of damage to the cold store, arrangements will be made to replace/repair the damage. The cold store will be subject to ongoing inspections during operations to ensure that any issues can be dealt with promptly to prevent significant issues.	• In the event of odour arising from the cold store as a result of damage/leak, arrangements will be made immediately for alternative storage, including deployment of sealed bins. Additional carcass collections will be arranged, as necessary. • Once the cold store issue has been rectified, carcasses will be moved to the cold store again.
Delay in manure being exported from site	Issue with power station receiving manure	• Manure is to be provided on contract to a power station and will normally be removed from site on the same day as it is removed from sheds. In the unlikely event that there is an issue with the power station, meaning that manure cannot be exported to the facility, immediate arrangements would be made for disposal to an alternative appropriately licensed facility.	• In the unlikely event of an excess of manure arising, immediate arrangements for alternative disposal/recovery will be made through contacting an appropriately licenced facility within one day.
Feed spillages	Pipe or bin failure causing leak	• Any feed spillage will be immediately swept up. • Feed bin condition will be visually checked on a daily basis. Should any defects be identified, these will be rectified immediately. • Any defects to bins/pipes will be rectified within 2 days of identification of the issue, if practically possible.	• In the event of a bin failing, deliveries to bin will cease immediately until the bin is repaired/replaced. Deliveries of feed to the damaged bin will only recommence once the fault is rectified. • In the event of all bins failing on an individual house, troughs will be immediately deployed to sheds with manual distribution of feed. • Once feed bins are repaired, feed will be delivered to the bins again and troughs removed from sheds.

Odour Source	Potential Cause	Remedial Measure(s)	Emergency Measure(s)
Staff unavailability	Staff illness/other absence reason	• In the event of staff illness/unavailability, the site operator has additional staff that would be immediately deployed to manage operations on site until such time that the regular manager returns to site.	• Additional staff available that could be immediately deployed to site to manage operations.
High litter moisture	Wet litter	• High litter moisture is not expected to be an issue, given that adequate bedding is used. Furthermore, the farm will have a high level of automated process control and ventilation, which will constantly adjust to control temperature and humidity within the houses. • However, in the event that an issue is identified with litter moisture, the automated control and ventilation system will be immediately assessed to ensure it is working correctly. • Assessment of bedding will also be undertaken to ensure sufficient bedding material is being used. • Should an issued be identified, appropriate action will be taken immediately. If ventilation rates need to be increased, this can be implemented immediately. If additional bedding is required, this can be implemented immediately.	• Should the wet litter issue not be resolved by the remedial measures, the following actions will be taken whilst further investigation takes place: • Open shed doors to provide additional ventilation. • Once the litter moisture issue is resolved, shed doors will be closed.
House washdown water management	Odour release from drainage/standing water	• In the event that standing water arises during house washdown, the operation will immediately cease whilst the problem is investigated. • Any standing water will be immediately contained and cleaned/collected. • The washdown water drainage system will be immediately assessed to identify the fault and a repair actioned as necessary.	• Additional temporary containment can be deployed on the same day to collect house washdown waters whilst the issue with the house washdown water drainage system is rectified. • Once the fault with the house washdown water drainage system has been rectified, further washdown water will be directed back to the sealed underground tanks again.
House cleanout operations	Odour from litter and house washdown water	• See manure management and house washdown water management measures above.	• See manure management and house washdown water management measures above.

3.11 Monitoring

3.11.1 Site staff will undertake routine sniff testing of odour at the site boundary on a daily basis. If a complaint is received, the site operator will investigate in accordance with the complaints procedure, which will include sniff testing/boundary odour monitoring. This will be undertaken by a person who does not work continuously on the site and who is familiar with the requirements of H4 guidance. This type of odour monitoring will also be undertaken in the event of abnormally high housekeeping odours being detected on site.

3.11.2 The results from all odour monitoring will be logged and available for inspection by the EA. If elevated odours are detected, the site operator will immediately investigate potential causes and will follow the Contingency Plan outlined in the previous section.

3.11.3 A met station will be installed on the farm to assist with odour monitoring and investigation of complaints.

3.12 Complaints Procedure

3.12.1 A complaints procedure will be implemented to ensure full investigation of any odour complaints received about the site. A copy of the complaints procedure is included in Appendix III.

3.13 Key Responsibilities

3.13.1 The table below outlines the key responsibilities and the person(s) responsible for overseeing/undertaking the tasks.

Table 3.2 – Key Responsibilities

Task	Staff position responsible
Overseeing/monitoring feed deliveries	Farm manager and driver
Sweeping up spillages around feed bins	Farm manager and assistant
Adjusting ventilation and heating system	Farm manager and assistant

Task	Staff position responsible
Stock inspections	Farm manager and assistant
Carcass disposal	Farm manager and assistant
Checking carcass bins for damage/leaks	Farm manager and assistant
Monitoring wash water tank levels and organising emptying of tanks	Cleanout contractors
Cleaning of sediment traps/drains	Farm manager and assistant
Monitoring water consumption to detect leaks/pipe failure	Farm manager and assistant
Documenting /reviewing abnormal events	Farm manager and assistant
Reviewing annual plans	Farm manager + specialist advisor
Complaints Log	Farm manager + specialist advisor

4 Odour Risk Assessment

4.1 An Odour Risk Assessment has been completed as part of the EP variation application, in accordance with the relevant guidance. This has concluded that with the proposed mitigation and control measures in place, the residual risk of odour impacts is not predicted to be significant.

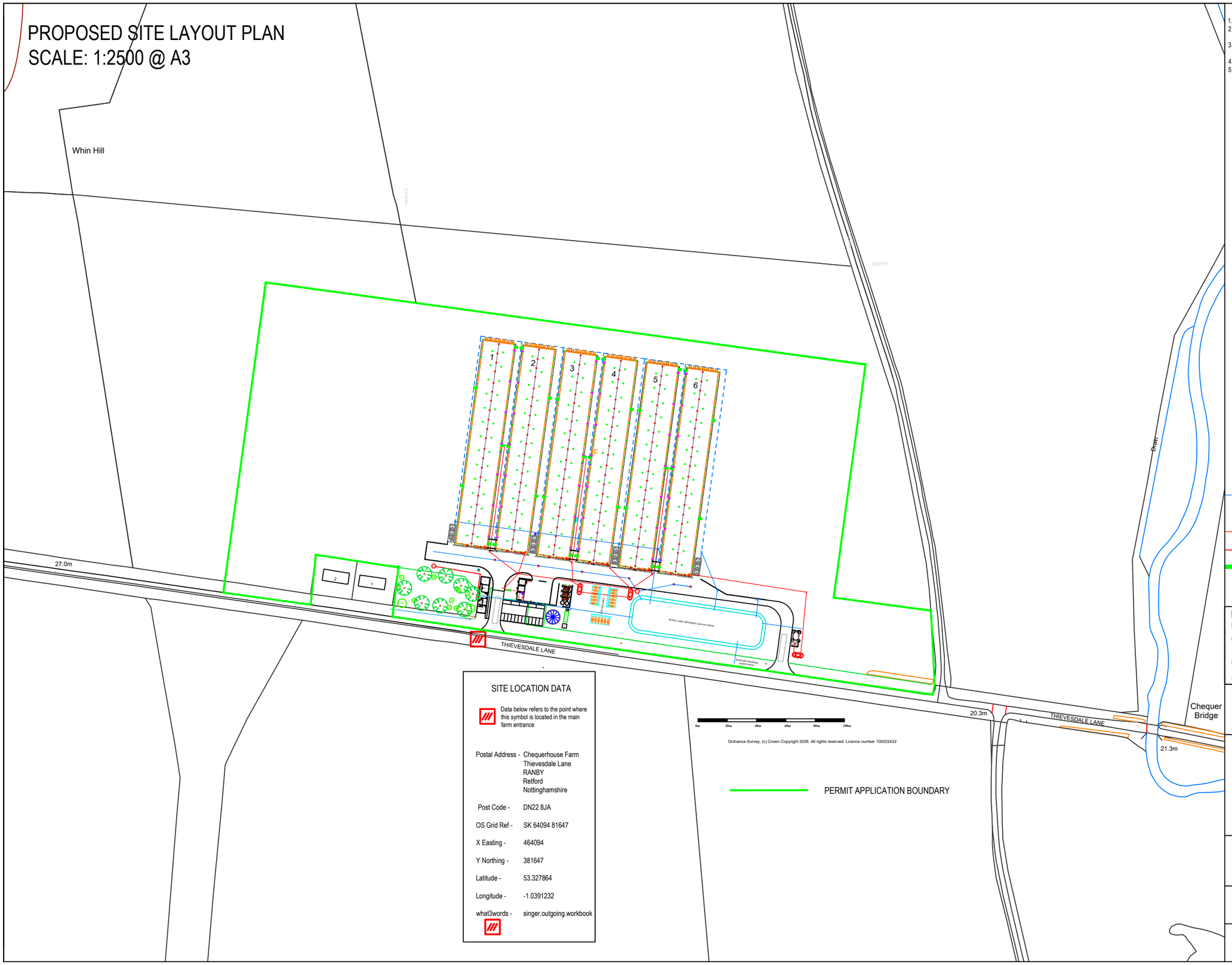
5 Review of OMP

5.1 This OMP will be subject to review at least once per year to assess the effectiveness of odour control methods and procedures. This interval will be more frequent if there is a significant change to the operation, or should complaints be received in relation to odour.

OMP Appendix I

Site Plans

PROPOSED SITE LAYOUT PLAN
SCALE: 1:2500 @ A3



SITE LOCATION DATA

Data below refers to the point where this symbol is located in the main farm entrance

Postal Address -	Chequerhouse Farm Thievesdale Lane RANBY Retford Nottinghamshire
Post Code -	DN22 8JA
OS Grid Ref -	SK 64094 81647
X Easting -	464094
Y Northing -	381647
Latitude -	53.327864
Longitude -	-1.0391232
what3words -	singer.outgoing.workbook

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LEGEND

- Fence
- Kerbs
- Falls / gradients
- Air Inlet Duct
- HV Exhaust fan
- Tunnel Fan (occasional use)
- Biomass boiler flue
- Feed Storage Silos
- Water Storage Tank
- Gas Tank
- Gas Heater
- Generator (in container)
- Sewage Treatment Plant
- Dirty Water Tank
- Diverter Valve
- Dirty Water Inspection Chamber
- Rainwater Inspection Chamber
- Rainwater soakaway
- French Drain* - Rainwater - Existing
- French Drain* - Rainwater - Proposed
- Drain - Rainwater - Existing
- Drain - Rainwater - Proposed
- Drain - Dirty Water - Existing
- Drain - Dirty Water - Proposed
- Foul Drain - Existing/Proposed
- Application Boundary

Rev	Date	Description

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T: 01584 823406 / 07768 721400
E: MARTIN@MFSURVEYORS.CO.UK
CALIFORNIA, HAYTONS BENT, LUDLOW, SY8 2AS

CLIENT
CHEQUERHOUSE FARM LTD

PROJECT
CHEQUERHOUSE FARM
Thievesdale Lane
RANBY
Retford
DN22 8JA

DRAWING TITLE
PROPOSED SITE LAYOUT PLAN

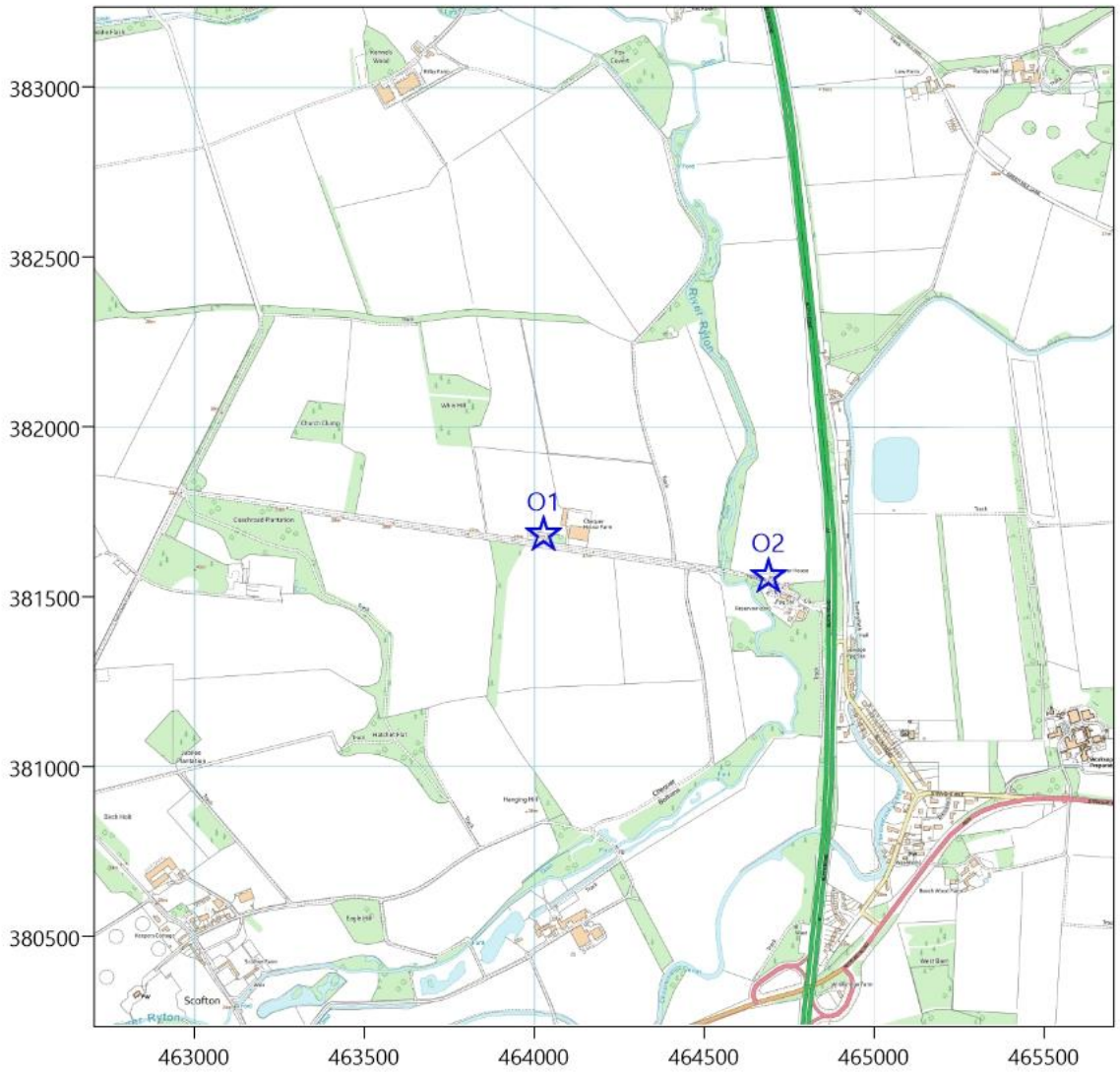
DATE	SCALE
15 JUN 26	1:2500 @ A3

DRAWING NO.	REV
MFC125 A 02 51	-

C:\Users\marti\Dropbox\MFC - DWGS - CURRENT\MFC 125 D - Chequer Farm\MFC 125 Chequerhouse Fm General V32 260507.dwg, A3 02 51

OMP Appendix II

Sensitive Receptor Locations



Odour Sensitive Receptors within 400m of Permit Boundary

☆ Odour Receptor Location

O1 Odour Receptor Identifier

Oaktree Environmental Ltd
Lime House
2 Road Two
Winsford
Cheshire
CW7 3QZ

OMP Appendix III

Complaints Procedure

CHEQUERHOUSE FARM LIMITED - COMPLAINTS REPORT FORM (CHF/RF/7)

Date Recorded:	**Reference Number:**
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (noise, odour, dust, other) (date, time, duration)	
Weather at the time of complaint (rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint	
Follow Up	
Actions taken	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures	
Changes to Environmental Management System (EMS)	
Date changes implemented	
Form completed by	
Signed	
Date completed	

COMPLAINT RECORDING PROCEDURE:

Any complaints received will be recorded on form CHF/RF/7. This form will normally be completed, signed and dated by the Site Manager; if they are not available the Office Manager will complete the form.

1) The name, address and telephone number of the caller will be requested.

2) Each complaint will be given a reference number.

3) The caller will be asked to give details of:

   a) the nature of the complaint;
   b) the time;
   c) how long it lasted;
   d) how often it occurs;
   e) Is this the first time the problem has been noticed; and
   f) what prompted them to complain.

4) The person completing the form will then, if possible, make a note of:

   a) the weather conditions at the time of the problem (rain, snow, fog etc.);
   b) strength and direction of the wind; and
   c) the activity or activities taken place on the site at the time the noise was detected, particularly anything unusual.

5) The reason for the complaint will be investigated and a note of the findings added to the report.

6) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

7) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be invited to contact the Environment Agency

Note: Following any complaint the relevant management plan(s) will be reviewed to ensure appropriate actions are in place to counter any problems.

OMP Appendix IV

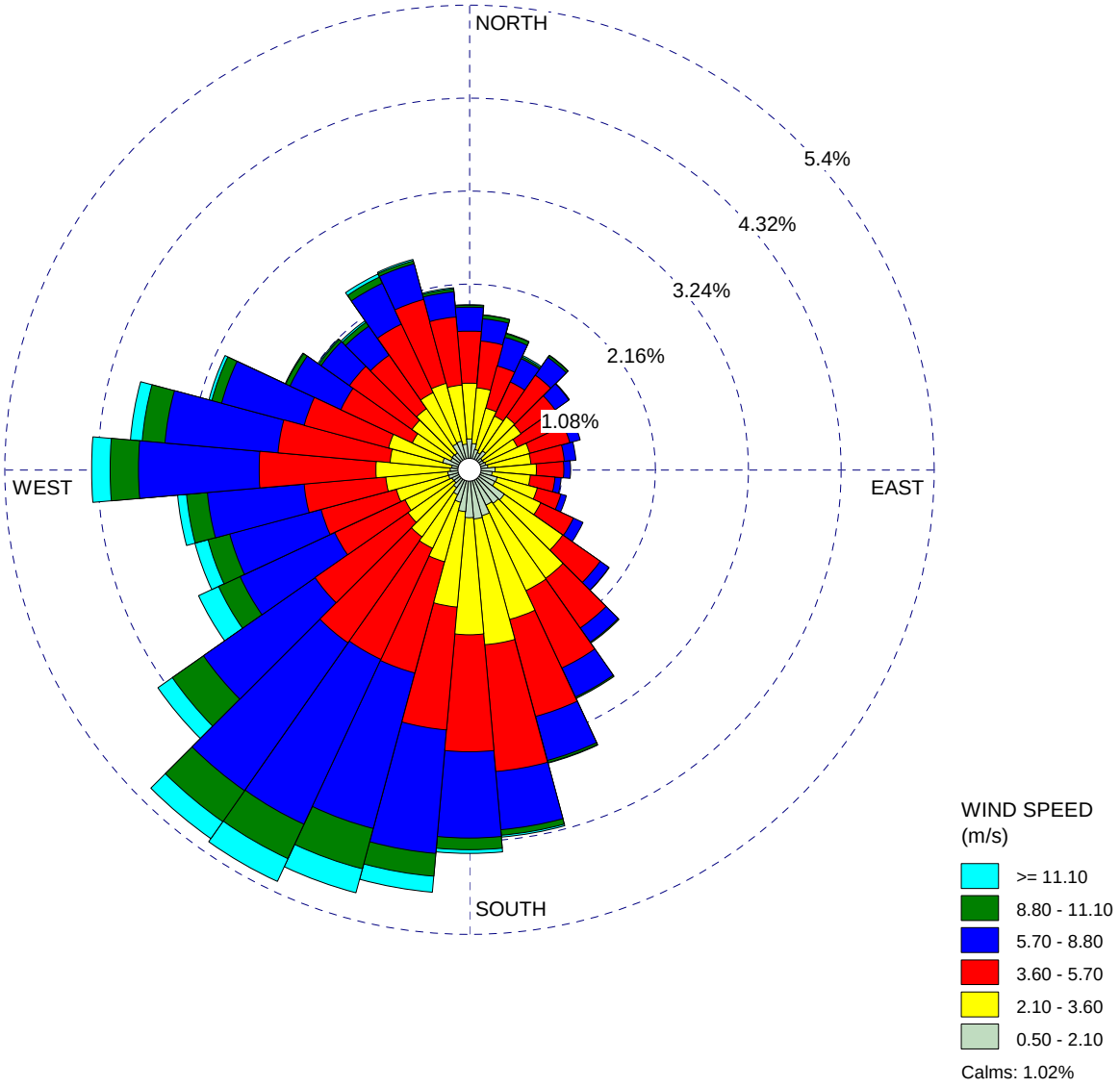
Wind Rose

WIND ROSE PLOT:

Wind Speed and Direction Frequency at Robin Hood Airport, 2011 - 2015

DISPLAY:

Wind Speed
Direction (blowing from)



COMMENTS:	DATA PERIOD: **Start Date: 01/01/2011 - 00:00** **End Date: 31/12/2015 - 23:59**	COMPANY NAME:	
		MODELER:	
	CALM WINDS: **1.02%**	TOTAL COUNT: **43558 hrs.**	
	AVG. WIND SPEED: **4.55 m/s**	DATE: **22/06/2026**	PROJECT NO.: **098-024**