

Tilbury 1 Complaints

Complaint Summation – (Point 1)

Ship generators: 24
 EMR: 40
 General Dock Activity: 13
 Wood Chipping: 3

Total: 80

Please note that the activities of EMR and the Wood Chippers are regulated under a permit issued by the Environment Agency. Thurrock Council Environmental Health has no jurisdiction within the Dock area; this is within the remit of the Port Health Authority.

Date	Source	Nature of Complaint (Point 2)	Actions (Point 3 & 4)
27.07.2012	Moored Ship	Dock Rd Tilbury Dock - noise complaint regarding noise from a vibrating Old Sea France Vessel	Phoned comp advised to contact Port Health gave no and also OOH number if it recurs tonight comp thinks noise associated with ship in docks arrived recently has been there for 3 days.
29.07.2012	Moored Ship	noise from generator on cruise ship in docks since Thurs	Visited complainant no access. Witnessed a noise that appeared to be from docks from large passenger ship. Visited Port Health offices and discussed with inspector who confirmed that he was investigating a complaint received last week. Advised had witnessed noise which was intrusive. Port Health to advise of their investigation outcome.
30.07.2012	Moored Ship	Tilbury Dock - loud droning noise keeping resident awake	Phoned comp and advised of current investigations. Advised will be monitoring at weekend and for recurrence. Comp advised noise has ceased at present. Also received call from Port Health another complainant has advised that noise has ceased left direct dial number with comp for future contact.
30.07.2012	Moored Ship	On Thursday afternoon a ship has docked since then it has had its Engines running the whole of the time. Very loud has been going day and night.	See below
30.07.2012	Moored Ship	Liner in dry dock, has had generators going since last Thursday, keeping residents awake, running 24 hours	Officers visited Port Health at 10am following more complaints. Met with Port Health Officer spoke with new captain and ship engineer. Obtained contact details for ship master. Generator 4 is the problem as the flue is at right angles and this has been an aftermarket fitment. Ship running on generator 3 since 9.30am today and no problems. Agreed with captain that they

			would continue using generator 3 until alternative power source can be arranged next week.
01.08.2012	Moored Ship	Loud vibration noise coming from the docks - started at 15.00hrs yesterday and went on all night - would appreciate and update phone call when possible	Called complainant and advised of action all ok.
20.08.2012	Scrap Metal Berth	Loud noise from loading metal into ships hold	Phoned comp and advised premises is not within our jurisdiction (Tilbury Port Health) and is permitted by the EA with Waste Management permit ref.: EPR/VP3094NK/V002 issued 01/06/2012 that includes noise control para 3.3. I have further advised the complainant of the EA 0800 number for reporting incidents and the general number should he wish to speak with the EA.
21.08.2012	Scrap Metal Berth	The noise from Tilbury Docks is becoming unbearable mainly from the scrap metal terminal, but also at night when certain ships are in dock the engine noise is becoming louder	Reported to EA.
28.09.2012	Moored Ship	Permanent noise from dock area, possibly from a generator.	Spoke with the ships master who said that there were no engineers on board but would get them to switch generators in the morning or try to find a solution. In addition the vessel was due to sail at midnight on Sunday. Later on OOH received a complaint from a member of the public with regard to the noise, explained the above but we were unable to do anything and hopefully it would be resolved by Saturday evening.
29.09.2012	Moored Ship	Ship noise from dock area	First witnessed near Brisbane House. Drove to Dock Road. New ship within docks. Entered Port and spoke to Police. Identified ship and spoke with first officer. Officer advised engineer would try to switch powers source during the day tomorrow. Request Officers revisit tomorrow night. Ship was Grande Brasile (Gibraltar).
01.10.2012	Scrap Metal Berth	Reporting loads of dust coming from the docks scrap metal works.	Visited complainants address 03/10/2012 at 10:30, no one in. Left calling card. Lady called 16:50, 03/10/2012 - hasn't made a complaint and isn't bothered about dust or noise from the dock area. Possibility that the address was logged in error. NFA.
01.10.2012	Moored Ship	Loud generator type of noise from the dock at night has been going on for 5 days and nights keeping residents awake can even be heard in Grays at night.	Called 12:25, 02/10/2012 and explained actions from late Friday night, Saturday and Monday. Informed that the ship would sail this afternoon and that we had been in dialogue with the Captain via e-mail to try and resolve the issue. The ship is due to be back in a month or so, have arranged with

			the Port Health Authority to inform this department when it returns to avoid a repeat.
01.10.2012	Moored Ship	Tilbury Dock - Dock Rd complaint about low frequency humming noise from generator on board cruise ship all weekend.	Called 12:38, 02/10/2012 - left message on answer phone outlining actions so far and that the ship is due to sail this PM. Left contact details if he wants more information.
01.10.2012	Moored Ship	Sea France ship Tilbury docks - Noise during the day is acceptable due to other daily activities that are going on. But in the still of the night its mental torcher This noise can be stopped if engine or generator was turned off at night there is no need for this to continue. Noise I understand has to be tolerated, but not for 24 hours day. Day in day out	Called 12:35, 02/10/2012, no reply, no answer service. Called 03/10/2012 at 11:35 explained actions undertaken.
02.10.2012	Moored Ship	Continual noise from generator on ship in dock being repaired	Called 12:55, 02/10/2012 explained actions undertaken.
02.10.2012	Moored Ship	Loud generator type of noise from the dock at night has been going on for 5 days and nights keeping residents awake.	Called 15:45, 03/10/2012 - left a message explaining actions and contact details on the answer service. Call returned approx. 14:30, 04/10/12 - further, more detailed advice given. Comp thanked TBC EH for their proactive style.
02.10.2012	Moored Ship	Loud noise from suspected Generator from ships in Tilbury dock, especially at night.	Visited comp advised of source and actions no further action required at present.
02.10.2012	Moored Ship	Noise at night from tilbury docks	Called and gave an update on the situation with the Grand Brasile and further efforts to try and resolve the issue and prevent a recurrence in the future. Advised to call OOH if any further 'droning' noise was noticed from the dock area.
02.10.2012	Moored Ship	Noise from docks; worse at night, sounds like a low flying helicopter with an unlimited fuel supply. Very disturbing and preventing sleep.	Visited complainants address 04/10/2012, advised of the noise source and actions taken since, firstly to stop the noise and secondly to avoid a recurrence in the future by working more closely with the Port Health Authority.
17.10.2012	Scrap Metal Berth	Noise complaint about scrap metal being loaded into ships at 6am	Visited comp discussed. Advised that the EA will be the enforcing authority advised would contact EA and refer complaint also advised re discussions with Port Health about noise. Left phone no as contact if comp wishes to contact.
12.11.2012	Moored Ship	Noise from Grimaldi Grande Brasile Ship in Tilbury dock	Met with PH Officers and gained access on board ship Grande Brasile. Discussed with Chief Mechanic, Grimaldi London representative and ship Captain.

			Officers visited engine room and witnessed the silencers causing the problem. Left ship and PH offices at 11.30hrs.
12.11.2012	Moored Ship	Noise from Grande Brasile - Grimaldi ship within the docks - noise started yesterday	As above.
13.11.2012	Moored Ship	Loud noise from unknown berth	Visited complainants address 11:30, 14/11/2012 - no answer to door bell left calling card stating the ship responsible was leaving at mid-day today. Drove past the docks at approx. 12:20 ship still there but smoke visible from the funnels.
13.11.2012	Moored Ship	Reporting noise that sounds like a generator coming from tilbury docks	Called comp 16:00, 23/11/2012 - advice given re previous investigations in Sept and July also advised that the Docks were on OOH monitoring list and visits would be made tonight.
14.11.2012	General Dock Activity	Noise of reversing alarms and machinery from tilbury docks	Called on comp no access left card no noise witnessed from docks at time of visit. Comp called discussed main issue was ship advised of our actions this week. Comp confirmed last night was quiet advised would arrange OOH to call re reversing alarms gave him OOH number as contact.
10.12.2012	Scrap Metal Berth	EMR Tilbury docks are still continuing to disrupt peoples lifes by the relentless noise from the crashing and banging?	Reported to EA.
15.02.2013	Scrap Metal Berth	Noise from metal crashing from a great height at 6am in the morning every day	Visited complainants address approx. 11:15, 18/02/2013, not in left calling card. Port Health informed at 13:35, 18/02/2013. Visited 28/02/2013 07:25 - 07:50, no noise from scrap movement witnessed, docks very quiet. Visited 05/03/2013 07:25 - 07:55, no noise from scrap movement witnessed. Informed comp and EA.
12.06.2013	Wood Chipping	Dust problems from wood recyclers in docks	Received call from comp concerned re wood dust from recycling plant in dock area. Advised her that it is an EA regulated installation covered by permit and would report to EA. Reported to EA visited Curzon Drive confirmed dust on burger van advised comp of actions to date.
12.06.2013	Wood Chipping	Lots of fallout from wood recycling plant in tilbury docks falling on cars could be toxic	Duplicate complaint see above.
13.08.2013	Scrap Metal Berth	EMR 13-18 Berth Tilbury Docks RM18 7EH. - noise pollution on-going problem with European Metal Recycling. This company is still continuing its regular harassment of the residents of Tilbury.	Discussed issue with comp and advised him to contact the EA.
07.10.2013	Moored Ship	Droning noise from the	Comp called re noise. Officer advised we

		docks all through last night	would check and had been in contact with Port Health already that day. Call received from Port Health advising would check docks area and report back after leave next week. Officers checked during day at Dock Road, Feenan Highway and Civic Square no obvious noise witnessed but day time background noise may interfere with observations.
09.10.2013	Moored Ship	Droning noise from ship in dock	I refer to your complaint to Thurrock Council regarding noise at night from a ship in Tilbury Docks. I write to confirm your complaint is being followed up with the Port Health Officers and is currently being investigated. The Environmental Protection Team operates an out of hours noise service on Friday and Saturday nights from 9pm until 3am the following morning and may be requested to visit by contacting telephone number 07788 200200, should noise occur at these times.
09.12.2013	Scrap Metal Berth	Phone call advising of noise from EMR in docks. This has been ongoing for 14 hours.	Phone message left advising of noise on going at docks for 14hrs. Has contacted PH authority who will investigate Monday. Further contact made at 09.30pm advising that noise has stopped. Complainant advised that source was EMR in docks.
28.01.2014	Scrap Metal Berth	Operating from 8am to 20:00 on Sat 25/1; 8am - 12.00 on Sun 26/1 also mon 27/1 droning noise from docked ship (unsure of berth) all through night. Has called EA and intends to call Port Health.	Call to comp made - unable to speak or leave message for complainant. No further contact from complainant - complainant has been informed before to contact EA and Port Health.
29.01.2014	Scrap Metal Berth	On Sat 25 Jan from 8am until 8pm E.M.R 13 - 18 berth where making extremely loud noise this continued on Sun 26	Service Request linked to earlier complaint. Comp called Environmental Protection before raising service request.
18.02.2014	General Dock Activity	noise from docks could be re demolition	Long discussion with Comp alleged banging and crashing thought to be from demolition but was not sure of source. Advised re contacts to Port Health and would visit Port Health gave no as contact. Visited Port Health advised of complaint PH to check area and come back. Call received today same issues advised contacted the EA apparently on site this afternoon advised Comp.
21.06.2014	General Dock Activity	Noise from wood recycling site	OOH call re noisy works from wood recycling plant. Officer spoke with complainant and advised Officers would monitor and feedback to the Officer who is dealing with alongside EA. Visit and monitored between 01:00 and 01:20. Intermittent grinding noise audible from outside complainant's property. Warm night,

			windows open in majority of flats. May well disturb sleep.
02.08.2014	General Dock Activity	Loud 'metallic clanging noises'	01:05 Call received. Comp would not agree to Officers coming into his property to witness the noise. Advised unable to take action without witnessing but we will listen from outside. 01:47 Visited and parked outside comps house with windows down. Heavy rain started as we arrived and no noise could be heard from the site over the rain on the roof-& windows of the car.
10.08.2014	Scrap Metal Berth	Tilbury dock ship being loaded with scrap metal on Sunday morning very extremely loudly. Can you help please?	Email sent: The loading activity is regulated under a permit issued by the Environment Agency which includes a condition to restrict noise emission beyond the dock boundary. The Environment Agency has been notified that complaints have been received regarding the noise on Sunday. A meeting is to take place with the company involved with the loading activity and the Environment Agency regarding the production of a noise management plan. Thurrock Council Environmental Protection and Port Health officers are to attend the meeting regarding mitigation of the noise from the site.
11.08.2014	Scrap Metal Berth	Lady is complaining about the Tilbury docks in respect of the huge cranes that are being used. The cranes are lifting heavy metal and transporting them onto containers. She said they are lifted high up and then the arm just lets the metal drop and there is a whooshing noise then an almighty clang. The complaint is that Sunday 10th August the cranes were going all day long from 8am until 7pm.	Visited Port Health and made them aware of the incident and asked if they could intervene should loud noises be witnessed early in the morning particularly on a Sunday. Spoke with the EA and discussed issues with EMR. EA stated that they would be meeting with EMR in the near future to discuss the Permit conditions and advise on the proposed noise management plan. Asked if TBC EH and Port Health could be present at this meeting and it was agreed. Comp informed of actions and comp details given to EA
11.08.2014	Scrap Metal Berth	Would like to make a noise complaint about Tilbury port - noise including on a Sunday 7am to 7pm caused by 2 cranes dropping scrap metal from a height into containers at the tilbury port- also huge amount of dust unable to open windows	Message left on answer service with actions undertaken and a contact number to call.
11.08.2014	Scrap Metal Berth	Really bad noise yesterday (10th) from tilbury docks went on all day sounded like cars being dropped on top of each other from a height	As above.

		did not stop until it got dark. Happens every day but not so loud and does not seem fair that it is being done on a Sunday	
11.08.2014	Scrap Metal Berth	Constant noise from the scrap metal recyclers on Sunday from 7:30 to 20:00	Contacted Comp 09:40, 12/08/2014 and explained actions to date and in the future.
12.08.2014	Scrap Metal Berth	Noise from metal works in the Docks. Also getting a lot of dust from there as well, cars are covered in dust. This was all day on Sunday started before 8am.	Visit to Comp. Discussed complaint. Advised them that the operation is carried out under a permit issued by the Environment Agency and a meeting is to take place with the Agency, the operator and EP officers to mitigate against the noise
23.09.2014	Moored Ship	Droning noise from ship before 5 AM, very disturbing	Informed of complaint by Port Health 24/09/2014, already spoken to Comp approx. 15:30, 23/09/2014 after he called TBC EH AM 23/09/2014. Advised that I would get details from the docks on the type of ship that was causing the noise. Visited Port Health AM 24/09/2014 and discussed possible contenders for the alleged noise. Only one ship docked at 06:50, 23/09/2014 (Calamar a large general cargo vessel). Spoke with comp approx. 15:50, 24/09/2014 and explained actions.
30.09.2014	Scrap Metal Berth	Ships are unloading sheets of metal and just dropping them. This happens throughout the night	Visited comps address AM 01/10/2014 and spoke with his wife. Advised her of the involvement of the EA and the rejected noise plan and TBC EH's wish to be involved with any subsequent meeting when a new noise management plan is submitted. Left contact details with her if her husband wanted to discuss the matter further.
12.12.2014	Moored Ship	Noise from ship's generator-?	Call received at 22:12. Comp states that there is a generator type noise from what he believes is a Grimaldi ship in the docks. He states that he is going to bed and does not want/need to be updated or contacted to visit etc. Visit made to Feenan Highway at approx. 23:40. No noise heard. Drove to Dock Road at hairpin bridge. Some faint generator noise although arguably not out of the ordinary for dock noise -& source unidentifiable. Unlikely to be audible/nuisance at Feenan Highway.
06.01.2015	General Dock Activity	Company are dropping scrap metal into ships instead of lowering it in. This makes a big crashing noise and is very nerve racking for local residents who do not know when they are next going to do this. Happens all day from early morning	Visited Feenan Highway approx. 14:30, 06/01/2015 - crashing noise witnessed, likely to be the Docks, although probably wouldn't be witnessed in doors. Visited EMR site (after speaking with Port Health) no crane movement witnessed, no ship in berth, crashing noise witnessed likely to be a lorry unloading (which entered the site during the visit). Other crashing noises witnessed were a container being lowered onto the floor at Cory's Environmental and

		sometimes until 9pm	an empty lorry (car transporter) hitting a road defect outside Cory's Environmental.
13.01.2015	Scrap Metal Berth	Crescendo of noise from EMR TILBURY DOCKS Arrived at my parents' house at 11.30 am Became anxious and distressed over intermittent noise from scrap metal which is being indiscriminately dropped from height showing contempt for health of local residents by the way they are carrying out there work practices	Visited docks 16:05, 13/01/2015 - spoke with the Port Health Authority and visited berth 13-20 within the docks (EMR). No activity witnessed on site, no ship moored in the berth. Possible source of noise could be a scrap lorry unloading. Environment Agency (as the Regulator) for the site informed of the complaint and dock visit.
30.03.2015	Scrap Metal Berth	Noise all day Sunday & dust from site	Spoke to Comp AM, visited docks and spoke with PH who said they would keep an eye on it. Visited berth, no ship in, loading finished. Heard crashing noise while putting out the NOx tube with DP (01/04/2015 PM), viewed from the bridge at Tilbury station witnessed grabber crane picking quantities of scrap from base of heap and dropping it on top causing noise.
30.03.2015	Scrap Metal Berth	There is load metal dumping in the dock all weekend in the night and early morning - causing lots of noise	As above.
02.06.2015	Scrap Metal Berth	Noise coming from the metal crushers that are just inside the entrance to the docks the noise from these machines is so loud that residents cannot open their windows - they had this noise all day on Sunday and 6.45am this morning - also residents are concerned about breathing in the particles from the broken metal as they drop this metal from a great height.	Visited the centre of Tilbury approx. 10:30, 02/06/2015 and witnessed very loud noise from the Docks in Calcutta Road. Visited Port Health and tried to get a contact at EMR. Went to berth 13-20 and witnessed the dropping of scrap into the ship (Guo Tou 101, due to sail 01:45 04/06/2015). Tried calling the EA but the Officer responsible was out of the office for the day, left a message to call TBC EH. Called EMR in Tilbury Docks and advised of the complaint, informed that they don't start work until 07:00.
02.06.2015	Scrap Metal Berth	Residents would like inspectors to come and check out the dirt grit and dust coming from the construction site is in Dock Road - this has been going on for months and now because of all of this wind the problem is becoming much worse - windows, doors cars and pathways covered	Spoke to comp 16:45, 02/06/2015 regarding dust and noise from EMR. Explained that the noise and emission of dust was controlled by conditions in their Environmental Permit issued for a waste operator. Therefore these types of complaints were within the remit of the EA and not TBC EH. The EA was contacted but the Officers responsible for EMR were both away from their desks, left a message to call back. Gave the comp the EA 24/7 emergency number 0800 807060 and advised to call that if early starts or dust was

		in silt.	witnessed.
02.06.2015	Scrap Metal Berth	Grit and dust coming from tilbury docks area - possibly from scrap metal or construction company with docks area - blowing in high wind causing problems for people in and around area by train station	Called 09:00, 03/06/2015 no response, message left on answer service explaining the role of the EA in regulating EMR. Asked to return call.
14.09.2014	General Dock Activity	I must admit things are a lot quieter now with regards but just wondered if the works are now complete (due deadline tomorrow) as we still hear occasional piling and be good to have confirmation of current status.	I visited the Docks this morning, approximately 09:30, and can confirm that there is no more piling being undertaken on the development site at Birth 45. However, piling is being undertaken at the former Cargill site and I witnessed that this morning. The works at the former Cargill site are being undertaken under planning conditions. The relevant condition for piling is number 23 under application reference 11/50376/TTGCND this application can be viewed on the Planning Portal via the Thurrock Council website.
15.09.2015	General Dock Activity	Raising complaint about loud and constant thumping coming from tilbury docks happens most days and has been happening for about 3 weeks	Visited Lander Road no noise apparent checked near docks Curzon Drive some activity not loud.
21.09.2015	General Dock Activity	Past 8 months, there has been continuous noise of pile drivers. Resident would like a call back so that he can give you more information.	Called 15:20, 22/09/2015 explained the operating hours for piling and the time scale (approx. 900 piles over 4.5 months). Advised to call if piling was witnessed outside of the permitted hours 09:00 - 18:00 Monday to Friday, 09:00 - 13:00 Saturday and none on Sunday and Bank Holidays.
22.09.2015	General Dock Activity	I have had a complaint from a resident of Lionel Oxley House about drilling and noise coming from the site currently being developed between Grays Beach and Tilbury docks. The noise is taking place during the day so not sure if there is anything the council can do. The resident works nights and is keen to know when the noise is scheduled to stop.	The noise from the docks is from construction works currently being undertaken on part of the former Cargill site. The hours of construction have been restricted by planning condition: Monday to Friday 0700-1900 hours Saturdays 0800-1700 hours No working on Sundays or Bank Holidays. Condition 11 for piling restricted to; Monday to Friday 0900-1800 hours Saturdays 0900-1300 hours No working on Sundays or Bank Holidays. The piling activities are likely to continue for several months The contractors will be advising us on the time table when finalised but it is likely to continue into January 2016
11.11.2015	Scrap Metal Berth	There are constantly crashing noise coming from the docks all day	Phoned complainant. Discussed case, advised her that the metal handling activity is subject to a permit issued by the

		long from 8:am to late evening - this is coming from the yard that crush metal	Environment Agency and believed there was a requirement for a noise management plan to minimise noise, she gave me permission to release her details to the EA.
27.11.2015	Scrap Metal Berth	Resident is complaining about the noise level at the docks which seems to be coming from the metal recycling plant at the docks. The clanging and banging of metal starts at 6am in the morning and is continuous throughout the day and sometimes into the night. This has been going on now for about a year.	Phone call to complainant. Advised her that the activity giving rise to complaint is regulated by the Environment Agency and discussions had recently been ongoing regarding the production of a noise management plan. Recommended that she contact the EA and record on to their logging system the concerns she has regarding noise.
21.12.2015	Scrap Metal Berth	Noise from EMR 7 days a week and query permitted hours	Councillor inquiry passed onto the EA.
25.01.2016	General Dock Activity	Noise complaint - sounds like a pounding noise - accepts this noise during the day and is aware of construction in Falcon Av - possible commercial construction but the pounding mechanical noise starts very early	Visited Curzon Drive 7:40, 26/01/2016 - general Dock noise witnessed, no 'pounding'. Reversing bleeper heard general works noise (nothing too loud) from the construction of Tilbury Green Energy. Spoke with comp and discussed, advised I would add to the OOH monitoring sheet to ascertain source of alleged tannoy noise.
29.01.2016	Wood Chipping	Dust from docks has sample please contact to advise of visit before calling	Discussed with EA. Advises that Hadfield were temporarily located at the Curzon Drive end of the Dock site. This was always temporary as their site at berth 2 had to be repaired, operations are now situated at berth 2 and regulated under a permit issued by the EA. Dust control measures are in place (misting cannons), last review was January 12th 2016 and periodic visits take place. Next due April unless complaints arise. Returned call to comp from last week to say home that day. Advised her of evidence of wood particles in the sample of unknown origin, may be due to building activity in the area. Explained that the dust she complains about has no specific identifiable source, normal dust in the atmosphere is deposited all the time on surfaces. She complains about dust blowing in from near Cory end of site, advised her I had looked across and could only see granular materials there, no windblown emissions seen. Regarding Hadfields advised that site is subject of a permit issued by the Environment Agency which includes use of misting cannon to control dust, advised site checked by EA in January 2016 and due for check again in April. I advised EA had been notified of

			complaint and would bear in mind at time of inspections. She has EA contact number and has been on to them herself. I concluded by advising I was not seeing evidence of windblown dust from docks but would look out for whenever I am in that area. She advised of deposits blowing into garden, invited her to call in when on-going.
01.07.2016	General Dock Activity	Over the last few weeks I have constantly been awoken in the middle of the night to loud construction work, particularly hammering, which is coming from the building site at the back of Grays Beach Park. There is a large steel framed structure being built but quite why the people responsible feel it is right and legal to wake people up with hammering and banging in the middle of the night is beyond me. Please look into this.	I have added your complaint to the Out of Hours monitoring sheet. This service operates on a Friday night/Saturday morning and Saturday night/Sunday morning between 21:00 and 03:00. This service can be contacted on 07788 200 200. If you would like to discuss this further please call 01375 652096 in normal office hours.
04.07.2016	Scrap Metal Berth	Resident called re the continuous noise of the above and the dust that is generated from it, she states that the residents met with the owners about 3 weeks ago and they stated that it would improve, which it did for 2 weeks but has now reverted back to 7am to 8pm every day.	Passed to EA.
22.07.2016	Scrap Metal Berth	A resident wishes to complain about the noise coming from European Metal Recycling, Tilbury Docks. In essence when the ships dock and metals are unloaded these are then dropped from a great height causing horrendous noise. I'm told a noise management plan is in place and its felt that this is being broken	<p>I refer to your email dated 20th July 2016 regarding the complaint concerning noise from European Metal Recycling (EMR), Tilbury Docks.</p> <p>EMR operates under an Environmental Permit issued by the Environment Agency (EA) which includes conditions for the control of noise from operations on the site. The Agency is the Regulatory Authority for the enforcement of conditions within the permit including compliance with the noise management plan for the site. The Agency operates an incident reporting line for the reporting of concerns regarding operations at the site which is 0800 807060.</p> <p>On the 25th July telephone contact was made with the resident using the number given and was spoken to on that number. Details were obtained regarding his</p>

			<p>concerns relating to this site. He is aware of and is using the EA incident reporting number. Subsequently details of his concerns were emailed directly to the EA Officer currently dealing with this site.</p> <p>As the company operates within the jurisdiction of the docks an email has been sent to Port Health Officers regarding the latest reports in respect of noise from EMR.</p>
21.08.2016	Scrap Metal Berth	Noise over weekend from scrap berth in dock i.e. 0700-2100+. Maybe rail works cutting 0500 onwards	These premises operate under a permit issued by the Environment Agency which includes the control and management of noise. Complaints can be made directly to the Environment Agency incident reporting telephone number 0800 807060. Details of your complaint have been referred to the EA (your contact details have not been forwarded to the EA).
21.08.2016	Scrap Metal Berth	I would like to complain formally about the excessive noise and dust pollution that the EMR branch in Port of Tilbury is causing to all the residents of Tilbury Town which are in immediate vicinity. I find it unacceptable that their heavy machinery is producing all that noise at 8.55 PM on a Saturday evening as of yesterday, the 20th of August 2016. Needless to say that this is not the first time this had happened and is ongoing ever since I had moved in Tilbury in 2007 when I bought a property some 600-700 metres away from the port. I am certain that the level of noise they are producing far exceeds the legal limits for noise levels for a construction site or indeed a scrap yard like theirs, which is using heavy machinery. It has, however, stopped at 9.06 PM.	These premises operate under a permit issued by the Environment Agency which includes the control and management of noise. Complaints can be made directly to the Environment Agency incident reporting telephone number 0800 807060. Details of your complaint have been referred to the EA (your contact details have not been forwarded to the EA).
22.08.2016	Scrap Metal Berth	Scrap metal recycling company operating from 6.30 to 9.30 on a weekend. creating excessive noise when dropping metal from	Passed onto EA.

		large heights	
22.08.2016	Scrap Metal Berth	Continuous noise coming from the docks. You can't even hold a conversation inside your own home with the doors shut.	EMR in Tilbury Docks operates under an Environmental Permit issued by the Environment Agency (EA), which includes conditions for the control of noise and dust from operations on the site. The EA is the Regulatory Authority for the enforcement of conditions within the permit, including compliance with the noise management plan for the site. Residents should report their complaints to the EA using their 24/7 incident hotline, free phone 0800 807060. The Council's Environmental Protection Officers have notified the EA of residents concerns regarding dust and noise.
23.08.2016	Scrap Metal Berth	Noise from Tilbury Dock scrap berth at the weekend	EMR operates under an Environmental Permit issued by the Environment Agency (EA), which includes conditions for the control of noise and dust from operations on the site. The EA is the Regulatory Authority for the enforcement of conditions within the permit, including compliance with the noise management plan for the site. Residents should report their complaints to the EA using their 24/7 incident hotline, free phone 0800 807060.
24.08.2016	Scrap Metal Berth	Noise and dust from EMR BAD WEEKEND can she be called next week re current progress with the EA	Passed on to EA.
08.09.2016	Scrap Metal Berth	Relentless and continuing noise of an extreme distressing nature. A crescendo of scrap metal crashing and exploding on impact, the noise being emitted is causing extreme anxiety The noise started at 7.15 am The noise is being caused by EMR Tilbury Docks They are not following a noise management plan and are working with impunity??	EMR operates under an Environmental Permit issued by the Environment Agency (EA), which includes conditions for the control of noise and dust from operations on the site. The EA is the Regulatory Authority for the enforcement of conditions within the permit, including compliance with the noise management plan for the site. Residents should report their complaints to the EA using their 24/7 incident hotline, free phone 0800 807060. I have passed on the details of the most recent complaints to the investigating EA officer.
09.09.2016	General Dock Activity	Being disturbed by noise from the Docks late at night not sure if it is Tilbury Green Power construction or another noise source close to Grays in the Docks.	Spoke with comp approx. 17:30, 09/09/2016 advised that I would add to OOH monitoring sheet and supply a noise diary. Non-return of diary and no further complaints by 15/11/2016 - close and remove from OOH monitoring sheet.
29.09.2016	Scrap Metal Berth	Noise complaint about EMR loading scrap metal onto ships. Caller	The Comp needs to continue to raise his complaints about noise from this process to the Environment Agency, as the regulator

		advises the metal is falling from heights of 40ft and making a lot of noise from 6am through to 9pm.	for this site. The EA issue the site permit to operate and they have a noise management plan. Residents need to continue to log complaints using the EA Freephone 24/7 incident hotline on 0800 80 70 60. This is not for Thurrock Council to action.
07.11.2016	Scrap Metal Berth	Complaint to Councillor re dust received	Passed on to EA.
16.02.2017	Scrap Metal Berth	Metal being dropped into ships at 21.20 & all day despite assurances that they would suppress the noise.	Environment Agency informed of complaint with extra details provided by Comp following a telephone conversation at approx. 09:20, 17/02/2017. Response received from the EA 17/02/2017 17:41; 'Thank you very much, I have contacted the Comp and fed the report onto the site.'
27.02.2017	General Dock Activities	Gentleman called today as at the weekend an alarm was going off all Saturday night and Sunday morning. He did call the emergency out of hours and also spoke to the gate keeper at the docks who told him that they were trying to contact the keyholder but his phone was turned off. He said he thinks the gatekeeper said it was DPS warehouse at the docks that was going off and the police had also been notified of the alarm. The gentleman has asked if the management of that unit could be spoken to as they should have more than one keyholder.	The disturbance was cause by a faulty fire alarm at the Enterprise Distribution Centre. The Tilbury Dock Police attended but were unable to isolate the alarm and engineers had to be called. This caused the alarm to continue until the engineer could attend. In normal circumstances the fault would have been rectified promptly. Comp informed by leaving a message with contact details on the mobile number provided.
21.03.2017	Scrap Metal Berth	EMR working Saturday morning until 1pm, using two machines to heap up scrap metal causing a lot of noise. There working restrictions under there planning are Monday to Friday 7-30 am till 4-00pm & Saturday	The Environment Agency is the Regulator for the EMR site. The site operates under a permit issued by the Agency which includes conditions relating to noise control measures. The Agency provides an incident report phone number 0800 807060 for the reporting of incidents directly to the Agency. Details of this complaint have been passed to the Agency for the attention of EA officers dealing with the site. Your contact details have not been released to the Agency.
10.04.2017	Scrap Metal Berth	EMR is causing more problems to the surrounding residents on a regular basis & it	Referred to EA.

		seems very little is done about the way they operate their business to make the environment a safer place for both noise & air quality for everyone in the residential area's that surround the berth!	
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