



Michael  
Thompson

Toronto City Councillor  
Scarborough Centre, Ward 37

May 12, 2010

Dear Neighbours:

Over the last couple of months residents in your neighbourhood have called us with complaints about odours emanating from the Atlantic Packaging plant on Progress Ave. We take environmental concerns, and the health, safety and quality of life of Scarborough residents, very seriously. Therefore, we responded immediately by notifying company management about your concerns and requesting that they expedite a solution.

Atlantic Packaging indicated that they shared our concerns and agreed to take immediate steps to resolve the problem. The company invited concerned residents to meet with company management at the Atlantic Packaging facility. My staff attended the meeting. Atlantic Packaging staff answered residents' questions and agreed to set up a process that makes it easy to record complaints and to get quick action. Following the meeting and a plant tour, Atlantic Packaging emailed each resident who attended updates about the steps being taken to "clear the air."

The company has hired a consultant to work with them to identify the source of the offending odours and to develop a solution that will eliminate them. They have also devised a simple way for residents to register their complaints and get answers. Atlantic Packaging has appointed their Environmental Systems Manager, Fatima Correia to be the company contact for resident complaints on this issue. She can be reached at 416 298-5431 or by email at [fatima\\_correia@atlantic.ca](mailto:fatima_correia@atlantic.ca).

The company has been most responsive to our requests for a resolution to resident concerns and has advised us that they are taking the odour issue seriously and will do everything possible to locate the problem and correct it. You can help by contacting them immediately if you detect any unpleasant odours emanating from their facility. Fast action on your part will help them isolate and eliminate the problem.

You can get the company's updates, and the resident complaint form they have created, by visiting my website at [www.councillor\\_thompson.ca](http://www.councillor_thompson.ca). I and my staff will monitor the process closely, and are always available to answer your questions and respond to your requests. You can reach us at 417-397-9274.

We are committed to a successful resolution to this problem. Please do not hesitate to call us if you need further assistance.

Yours truly,

A handwritten signature in black ink that reads "Michael Thompson".

Michael Thompson  
Councillor, Scarborough Centre  
Ward 37

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