



## Karuah East Quarry

### Community Complaints Register 2017

Month	Number of Complaints	Date and Time	Nature of Complaint
January 2017	Nil	-	-
February 2017	Nil	-	-
March 2017	Nil	-	-
April 2017	Nil	-	-
May 2017	Nil	-	-
June 2017	1	09/06/2017 2:30pm	<p>Query/complaint received from the DPE via phone. The DPE received a query/complaint directly from the public in regards to possible illegal tree clearing and dirty water concerns. The DPE conducted a follow up inspection of site on 15 June 2017.</p> <ul style="list-style-type: none"> <li>• It was noted that all clearing activities were in accordance with the Project Approval. All clearing activities had ceased in November 2016.</li> <li>• KEQ noted that there were water issues as a result of recent heavy rain. These issues abated when the rain had stopped.</li> <li>• Existing sediment dams were treated with flocculent to lower suspended sediment.</li> </ul> <p>Long term actions are being put in place to improve water management across the KEQ site. This includes building a new sediment dam and creating an improved system of separating clean and dirty water.</p>
July 2017	Nil	-	-
August 2017	1	28/08/2017 12:15pm	<p>Noise complaint received from resident on Halloran Road, North Arm Cove. Noise emitted from the Quarry was very audible on occasions in the past week. In particular, the noise was from mobile crushers.</p> <p>Upon further investigation, the mobile crushers commenced work in the week prior to the complaint being received. The higher noise levels were also possibly caused by the meteorological conditions leading up to when the complaint was made. Mornings were cool with light westerly winds. Attended noise monitoring was conducted on 23/8/2017 to coincide with the commencement of mobile crushing activities. The noise monitoring results at the western end of Halloran Road (location G) showed that contributed noise levels relating to KEQ activities were within project criterion limits.</p>
September 2017	Nil	-	-

Month	Number of Complaints	Date and Time	Nature of Complaint
October 2017	Nil	-	-
November 2017	1	1/11/2017 10:45am	<p>Complaint was received via DPE. Complainant did not contact Karuah East Quarry directly. Complaint was made by a resident on Halloran Road, North Arm Cove relating to noise and dust. No specific times and dates were given.</p> <p>The complainant had provided the following information (as reported from the DPE):</p> <ol style="list-style-type: none"> <li>1. The crusher is supposed to be in a sound and dust proof building which it is not and they have already started using the crusher when they're not supposed to be doing it yet.</li> <li>2. There is dust everywhere all over his place.</li> <li>3. The quarry is noisy during daytime hours.</li> </ol> <p>KEQ responded to the DPE on 3 November 2017.</p> <ol style="list-style-type: none"> <li>1. The crushers are not required to be in a sound and dust proof building but the permanent crushing plant requires the crushers and screens to be enclosed for long term operational activities as per the Noise and Dust Management Plans.</li> <li>2. The most recent noise monitoring results have shown that the levels are within the project criterion.</li> <li>3. All dust monitoring results have shown that the levels are within the project criterion.</li> </ol> <p>It was recommended to the DPE that the complainant be encouraged to contact Karuah East directly to work through this matter further.</p>
December 2017	Nil	-	-

This complaints register is a requirement of Schedule 5 Condition 11 of the Project Approval