



Karuah East Quarry

Community Complaints Register 2018

Month	Number of Complaints	Date and Time	Nature of Complaint
January 2018	Nil	-	-
February 2018	Nil	-	-
March 2018	Nil	-	-
April 2018	1	13/04/2018 12:45pm	<p>A complaint was received regarding excess noise from what was believed to have been from the jaw crusher. The complainant described the noise as an ongoing "thumping sound".</p> <p>Karuah Quarries contacted the complainant on 16 April and have begun an investigation into the matter. Karuah East have identified Noise is loudest in the morning generally before 10am when the temperature is mild. Karuah Quarries are continuing to investigate the issue of excessive noise associated with the jaw crusher.</p>
May 2018	Nil	-	-
June 2018	1	22/06/2018 12:42pm	<p>A complaint was received regarding a blast which distressed the complainant's horse on Halloran Road, North Arm Cove. It was noted that this was an unusual occurrence as blast monitoring instruments recorded vibration and overpressure which was within the required criteria during the blast. Therefore, the associated impacts of the blast could be attributed to the unusual weather conditions experienced at the time.</p> <p>As an outcome, all residents of Halloran and Hunterview Roads, North Arm Cove, have been added to the Quarry's blast register. Residents on the blast register receive SMS notifications 24 hours before the blast and within 1 hour of the blast.</p>
July 2018	Nil	-	-
August 2018	Nil	-	-
September 2018	Nil	-	-
October 2018	Nil	-	-
November 2018	Nil	-	-
December 2018	Nil	-	-

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