

Appin Mine Ventilation Shaft #6 - Community Complaints Report

Month	Date	Nature of Complaint	Actions / Follow Up
September 2011		No complaints were received in September for the first month of road construction.	Nil
October 2011	31/10/2011	During discussion with a nearby resident they stated there was track noise from an excavator undertaking road construction.	The dry conditions combined with the proximity of works had lead to some track noise at the time of the complaint. This issue was followed up with the road constructor and actions were put in place. Additional noise monitoring was undertaken of operating equipment.
November 2011	29/11/2011	A neighbour stated that their stock dam had become dirty following recent heavy rain event and believed it to be caused from runoff from BHPB IC property.	<p>BHPB IC have conducted audits on the construction site sediment and erosion controls throughout construction. The site sediment controls have been observed to be successful in capturing coarse sediment. It is likely some fine clay-like material from the property and surrounding farm dams may have contributed to the discolouration of the stock dam water during a recent heavy rainfall period.</p> <p>To assist with the settling of this material IC treated the dam of concern with flocculant.</p>
December 2011	6/12/2011	A property owner complained about some aspects of the WSC-approved intersection design (including batters, open culvert and stabilisation species) located on the WSC owned easement adjacent to their property.	<p>BHPB IC have been consulting with the affected residents prior to project commencement, as well as throughout the construction phase, with the aim of getting input into the design and timing of works.</p> <p>In continuing of this process, BHPB IC participated in a follow up meeting on site to review their concerns, with some aspects resolved, and the resident to provide further details on others at the time of reporting.</p>

January 2012	30/01/2012	A call was received stating that dust was being created from the trucks transporting road base on the internal roads.	Water truck operation was hampered at that time as it had just broken down while re-filling. Truck movements were stopped until normal operation was reinstated. Changes were made to the procedure in which the water trucks are operated.
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This report is produced to address part of the requirement of Schedule 4 Condition 7 of the Department of Planning and Infrastructure Approval issued 4th May 2011.