

# TGO Community Enquiry Database



Date	Time	Mode of contact	Complaint regarding	The complaint	Action Taken
28/01/2015	9:30pm	Telephone	Noise	Dozer noise reported to be quite loud	Further temporary real time noise monitoring will occur in the short term.
10/02/2015	1.02pm	Telephone	Dust	Dust from blast was obvious. It did not move towards the village.	Complainant was advised that TGO has systems in place to ensure blasting is delayed if threat of dust going over village. Timely reminder to be vigilant of weather conditions.
27/02/2015	9.27am	Telephone	Noise	Noise from mine had been bad during the night, noise from reverse squawkers	Call made to complainant. Discussion with mining to identify tasks or activities that may have caused excessive noise.
2/03/2015	1.24pm	Telephone	Noise	Noise was bad over the weekend	Spoke to and advised that accoustic treatment will be commencing shortly. Planning had taken longer than expected.
5/03/2015	1.37pm	Telephone	Dust	Dust was very bad. It was across the whole village	Operations were suspended on WRE3, EPA visited site and discussed with EPA via telephone
5/04/2015	10.06am	Text message	Noise	Dozer noise noted to be loud on Easter Sunday	Accoustic treatment will be carried out at the subject residence.
21/05/2015	2.55pm	Telephone	Noise	General noise compaint, enquiring about action by TGO.	Process of noise mitigation explained to the complainant.
4/06/2015	4:00pm	In person	Property damage	Complainant asserts that property has sustained damage due to blasting activity.	Complainant asserts that property has sustained damage due to blasting activity.
26/06/2015	9:11am	Telephone	Property damage	Complainant asserts that property has sustained damage due to blasting activity.	Procedure followed as per Project Approval requirements
30/06/2015	10:47am	Telephone	Noise	Noise apparent again, for about the past month. Most obvious in the middle of the night. Noise is clacking of dozers and rocks going into trucks.	Temperature inversion has been a feature of past week. Discussion had with complainant regarding the management of the noise impact.
6/07/2015	12.48	Telephone	Noise	Noise is still really bad between 12 and 2am	Temperature inversion complicating attempts manage noise.

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10/07/2015	11:20am	Email	Noise	Noise is having an impact on sleep again. Additional concerns regarding the traffic on Tomingley West Road and the state of this road and associated drainage.	Meeting held with the complainant. Discussion held on noise and TGO's management of the issue. TGO advised Tomingley West Road and associated drainage has been constructed to the satisfaction of Narromine Shire Council.
6/08/2015	4.20pm	Telephone	Noise	Noise was bad between 10am and 2am	Portable real time noise monitor installed on 20/08/15 to carry out extended monitoring at premises. Discussions ongoing between property owner and TGO.
13/09/2015	9.03pm	Email	Noise	Property owner has not noticed mine noise previously however is now noticing noises from plant and trucks/dozers	Arrangements made for installation of portable real time monitor to collect data.
9/11/2015	8.00am	In person	Noise	Noise during Saturday evening, Sunday morning, Sunday night was quite noticeable.	Property owner has ongoing regular discussions with TGO.
21/11/2015		In person	Property Damage	Complainant asserts that property has sustained damage due to blasting activity.	Procedure followed as per Project Approval requirements