

# TGO Community Enquiry Database 2016



Date	Time	Mode of contact	Complaint regarding	The complaint	Action Taken
4/01/2016	7.15am	Phone	Noise	That dozer track noise could be heard at dwelling.	Review of site noise data carried out Property owner advised that whilst it is possible noise could be heard, given the distance from the mine site it is not possible that the noise would be exceeding approval conditions.
12/02/2016	10.00pm	Phone	Lighting	Lighting from waste rock emplacement shining into dwelling.	Mining Shift supervisor contacted and lighting plant relocated.
18/03/2016	9.45am	Phone	Television reception	Television reception has deteriorated, request investigation as to whether the mine is the cause.	TGO has engaged a radio frequency specialist to review and advise.
19/03/2016	9.00am	Phone	Television reception	Television reception has deteriorated, request investigation as to whether the mine is the cause.	TGO has engaged a radio frequency specialist to review and advise.
4/04/2016	8.00am	Phone	Lighting	Lighting from waste rock dump shining towards property.	A new lighting location guide has been developed and rolled out to mining team. Reflective signs located on fences in line with adjoining dwellings and lighting guide attached to lighting plant.
12/06/2016	11.14am	Phone	Noise	Mine noise could be heard at dwelling.	Complainant advised that mine noise maybe heard at their premises however recent surveys showed, not in exceedance of project approval limits. Attended monitoring to be carried out next week.
16/06/2016	12.28pm	Email	Noise	Mine noise could be heard at dwelling.	Complainant advised that mine noise maybe heard at their premises. Recent surveys showed not in exceedance of project approval limits. Further attended monitoring to be carried out.
30/06/2016	3.45pm	Phone	Noise	Mine noise was loud Wednesday night.	Attended monitoring was being carried out by consultant on that night. Results to be reviewed and neighbour notified of outcome.
18/07/2016	11.12pm	Phone	Noise	Mine Noise was loud.	Data from real time monitor reviewed by consultant. Mine was audible on occasion however operating within limits. Complainant advised.
19/07/2016	3pm	Phone	Noise	Mine noise was noticeable over the last 10 days. They had not been disturbed by it previously.	Data from real time monitor and recent attended monitoring indicated that the mine was operating within prescribed limits.

Date	Time	Mode of contact	Complaint regarding	The complaint	Action Taken
5/08/2016	2pm	Phone	Noise	Noise could be heard at dwelling	Complainant advised that whilst noise maybe heard from property that recent attended monitoring showed the site was in compliance with approval limits.
12/08/2016		Phone	Traffic	Complaint that a contractor that allegedly services TGO was driving in an unsafe manner.	Discussed with contractor who advised that the incident did not occur. The complainant advised that should they wish to take the matter further they should discuss with the NSW police.
5/09/2016	9.30am	Phone	Noise	Complaint that noise is continuing to cause issues at their premises	Complainant advised that whilst noise maybe heard from property that recent attended monitoring showed the site was in compliance with approval limits.
28/09/2016	12.38pm	Phone	Noise	Noise could be heard at dwelling	Complainant advised that whilst noise maybe heard from property that recent attended monitoring showed the site was in compliance with approval limits.
6/10/2016	1.13pm	Phone	Noise	Noise could be heard at dwelling including rock breaker	Complainant advised that whilst noise maybe heard from property that recent attended monitoring showed the site was in compliance with approval limits. Consultant requested to check for noise from rock breaker during surveys. No rock breaker noise evident (audible or from frequency analysis)
29/11/2016	2.00pm	Phone	Dust	That dust was bad at premises, particularly at night.	Complainant advised that dust monitors were located between the village and the mine and that no exceedances had been recorded. It been noted on site that there were high levels of smoke and dust regionally likley to be associated with the harvest and fires.
5/12/2016	6.35am	Phone	Traffic	That a person in a hi-vis shirt had been driving unsafely.	Complainant has made similar complaints previously and has history with company. The complainant was again advised that any traffic matters should be notified to the police.
7/12/2016	9.45am	Phone	Traffic	Complaint that a person in a yellow shirt was behaving in an unsafe manner outside the Tomingley Hotel	The matter was investigated and follow up discussions were held with the complainant. The matter resolved to their satisfaction.