

2024 Community Complaints

Date	Issue/s	Outcome
<u>January</u> Date: Time: By: How:	Nil	Nil
<u>February</u> Date: Time: By: How:	Nil	Nil
<u>March</u> Date: Time: By: How:	Nil	Nil
<u>April</u> Date: Time: By: How:	Nil	Nil
<u>May</u> Date: Time: By: How:	Nil	Nil

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<u>June</u> Date: Time: By: How:	Nil	Nil
<u>July</u> Date: Time: By: How:	Nil	Nil
<u>August</u> Date: Time: By: How:	Nil	Nil
<u>September</u> Date: Time: By: How:	Nil	Nil
<u>October</u> Date: Time: By: How:	Nil	Nil
<u>November</u> Date: Time: By: How:	Nil	Nil
<u>December</u> Date: 13.12.2024 Time: 09:14am	Rick Mead from Lake Macquarie City Council advised of a complaint from a member of the public had been received regarding noise. The Complainant lives in the Teralba township to the east of the Quarry.	Metromix promptly commenced an investigation into the complaint. A decibel meter reading was

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<p>By: Lake Macquarie City Council (LMCC) on behalf of a member of the public. How: Phone call to the Production Manager</p>	<p>The complainant stated they had detected a generator like sound coming from the south east corner of the Quarry since October 2024.</p>	<p>taken next to the operating pump with a result of 43 DB. On the Quarry boundary approximately 218m away from the location no reading was detected or heard. The closest residing house is 480m from the location. In conclusion from the investigation that Metromix conducted, all findings are aligned within the Teralba Quarry project approval noise management plan and criteria requirements. Metromix contacted Rick Mead from LMCC on the 17.12.2024 at 1:44pm to provide the investigation findings for the complaint received. A follow up discussion with Rick Mead from LMCC on 08.01.2025 at 2:57pm concluded that no further information was required and that the complainant now believes the noise was coming from another location and not from the Teralba Quarry.</p>
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