

Community Complaint Register

This complaint register was last updated on the **21 February 2024**.

The personal details of complainants and any details which might be used to personally identify complainants have been redacted from this register.

Date	Topic	Description
1/01/2018	Groundwater	Reiterated previously communicated concerns about decline in flow rate of a spring, asserted that it was caused by quarry's use of groundwater.
19/01/2018	Noise	Relayed concerns by residents of Jerrara Road regarding a Mack truck using engine brakes.
25/01/2018	Other	Access to a disused gate on complainant's property was lost due to redesign of table drains on Jerrara Road.
30/01/2018	Traffic	Observed a series of trucks leave the quarry prior to 7 AM. Earliest truck was approximately 5:30 AM.
31/01/2018	Other	Multiquip excavator damaged 30m of fence along roadside.
12/02/2018	Other	Raised concern about truck stopping distances especially when driving downhill near Tickner Valley Way. Proposed the construction of a turning lane for traffic turning right into Tickner Valley Way.
14/02/2018	Traffic	School bus drivers for Culmone's buses were being delayed when travelling to Marulan due to roadworks traffic control.
21/02/2018	Other	Advised that Ricks Trees had cut down a tree on Oallen Ford Road, allowing it to fall, damaging a fence.
22/02/2018	Other	Advised that roadworks had narrowed the entrance to her driveway. Requested that driveway be widened slightly with excess roadbase gravels.
27/02/2018	Other	Advised that a drone had been seen flying over their property overnight. Assumed that it was operated by Multiquip.
28/02/2018	Groundwater	Complained that use of groundwater on Ardmore Park had contributed to the decline in flow rate of a spring.
28/02/2018	Other	Complained that his gate was not left shut by workers.
2/03/2018	Other	Advised floodlights associated with roadworks were left on overnight. This caused dogs at complainants' property to bark overnight.
2/03/2018	Other	Complained that parked trucks near his entrance prevented access/egress to his property.
3/03/2018	Other	Sent detailed email to Goulburn Mulwaree Council and the Department of Planning complaining about the state of the traffic control on Jerrara Road. Department subsequently requested additional information on traffic control measures in place.
4/03/2018	Groundwater	Complainant advised that the flow rate data from an installed V-Notch weir is inaccurate given it does not match physically measured flow rates.
7/03/2018	Other	Complainant advised that his driveway had been left at a gradient that was too steep for his car to safely traverse.
7/03/2018	Other	Complained that Multiquip staff had damaged a fence at complainants' residence on Jerrara Road during roadworks.

9/03/2018	Noise	Complained about the noise at his residence.
12/03/2018	Noise	Complained about the noise at his residence.
15/03/2018	Noise	Complained about noise at his residence and dust generated by quarry activities.
15/03/2018	Other	Complained about the damage to front entrance-way of complainants' house due to roadworks.
10/04/2018	Noise	Complainant lodged a complaint about noise generated by the crushing plant.
19/04/2018	Noise	Complaint about allegedly excessive noise (44-48dBA) according to the complaint.
30/04/2018	Noise	Noise levels allegedly 44-48dBA.
30/04/2018	Noise	Alleged noise levels of 44-48dBA.
1/05/2018	Noise	Noise levels allegedly 44-49dBA.
2/05/2018	Noise	Noise levels allegedly 40-46dBA.
2/05/2018	Noise	Alleged noise levels of 48-50dBA.
3/05/2018	Noise	Alleged noise levels of 44-46dBA at residence.
7/05/2018	Noise	Alleged noise spikes at residence of over 50dBA.
8/05/2018	Noise	Alleged noise levels at residence of 42-47dBA all morning.
9/05/2018	Noise	Alleged noise levels of 44 to 48 dBA, peaks of 50dBA at residence.
15/05/2018	Noise	Alleged noise levels between 43-50dBA at residence.
17/05/2018	Noise	Alleged noise levels of between 43-50dBA at residence.
26/05/2018	Noise	Alleged noise levels of 40-42dBA.
28/05/2018	Noise	Alleged noise levels of between 42-44dBA with spikes as high as 50dBA.
29/05/2018	Noise	Alleged noise levels of 42-48dBA at residence.
1/06/2018	Other	Resident lodged a complaint about the state of his driveway. It was claimed that the surface was damaged due to roadworks.
4/06/2018	Noise	Alleged noise levels of 47-50dBA.
7/06/2018	Noise	Complaint about noise at his residence.
9/06/2018	Noise	Alleged noise levels of mid 40s to 50dBA.
12/06/2018	Other	Complainant advised that there was a blocked culvert along Oallen Ford Road.
12/06/2018	Noise	Alleged noise levels of 45-50dBA at residence.
13/06/2018	Noise	Alleged noise levels of 45-50dBA at residence.
14/06/2018	Noise	Alleged noise levels of 45-50dBA at residence.
19/06/2018	Other	Council conveyed a complaint Council had received alleging Multiquip trucks were using the road beyond the approved hours of operation.
21/06/2018	Noise	Alleged noise levels of 42-44dBA at residence.
23/06/2018	Noise	Alleged noise levels of 44-46dBA at residence.
23/06/2018	Noise	Alleged noise levels of 44-46dBA at residence.
26/06/2018	Other	Complainant alleges that a Multiquip Scania truck kicked a stone into his windshield. Additionally, claimed that the truck was speeding through a 40km/hour work zone.
20/10/2018	Noise	Noise reported as being high 39-43 dB over the previous three days. Complainant asked whether anything had changed on the operations side of things as the noise levels were previously more subdued.

23/10/2018	Noise	Alleged excessive noise generated at the quarry. Described as general background machinery, buckets banging and trucks gearing in and out
23/01/2019	Noise	Complained about noise levels between 37 and 41 dBA. Noise has apparently been interruptive several instances over the previous few weeks.
26/01/2019	Noise	Invited Alexander Cox to residence to listen to interruptive noise.
11/02/2019	Noise	Noise levels allegedly 40-44dB at complainants' residence. Left voice message advising that this would be reported to the EPA.
26/03/2019	Traffic	Complainant claimed that trucks using Jerrara Road were using their engine brakes.
17/07/2019	Dust	Dust emissions observed at crushing location.
26/07/2019	Traffic	Was alleged that he had almost been in a collision with a Multiquip truck travelling north on Jerrara Road at km 9.5 (300m north of Forest Close).
30/07/2019	Traffic	Complainant alleges engine brakes used in bypass and Mountain Ash Road by Multiquip vehicle. Service brakes also applied with brakes squealing.
17/08/2019	Dust	Dust emissions observed at crushing location.
23/09/2019	Dust	Dust emissions observed at crushing location.
17/10/2019	Dust	Dust emissions observed at crushing location.
25/11/2019	Other	Complainant heard a rumour that the bore used at the quarry to extract water had failed.
25/11/2019	Traffic	Complainant alleged that vehicle MQA620 was speeding through Council organised work site on Jerrara Road, where workers were applying a suitable topcoat to the road.
25/11/2019	Noise	NSW EPA forwarded a noise complaint received by the EPA alleging elevated noise levels at the quarry.
29/11/2019	Noise	Complainant notified that quarry operations noise were audible and disruptive at his property.
10/12/2019	Dust	Complainant voiced concern with the level of dust generated at the site and noted that if wind direction changed, that fugitive dust may land on his property.
19/02/2020	Other	Complainant alleged that there was some vibration-related disturbance originating at the quarry. Complainant advised that the vibration roller was being used and complainant was advised of this, although given the distance between the roller and the affected residence, use of the roller was not considered a likely source. The complainant further advised that use of rollers during road maintenance was previously noticeable at the residence in question.
9/03/2020	Noise	Complainant advised that the prevailing wind direction meant noise levels were elevated at his residence.
28/05/2020	Noise	Complainant asked why operations were commencing prior to 7am and whether the quarry's approval had changed.
1/06/2020	Noise	Complainant advised of excessive noise coming from the quarry.
2/06/2020	Noise	Complainant advised of excessive noise coming from the quarry.
11/06/2020	Noise	Complainant advised of excessive noise coming from the quarry.
12/06/2020	Noise	Complainant advised of excessive noise coming from the quarry.

17/07/2020	Noise	Complainant advised that they could hear a pump at 6:15 am. Complainant asked for further noise testing to be undertaken at the quarry site.
3/08/2020	Noise	Complainant advised that noise at their residence was intrusive that morning due to the likely presence of a temperature inversion.
24/09/2020	Dust	Complainant advised at approximately 1pm that dust was visible at the quarry site from their residence. Crushing equipment was deactivated after lunch at approximately 2 pm.
25/09/2020	Dust	Complainant advised at approximately 1pm that dust was visible at the quarry site from their residence. Crushing equipment was deactivated at approximately 1 pm.
8/02/2021	Noise	Alleged 64 dB noise levels at residence.
11/09/2021	Traffic	Complainant alleged that an A-double Truck was driving unsafely on Jerrara Rd - crossing centre line.
24/09/2021	Traffic	Complainant alleged that an MQ driver was speeding to catch up with him, and too close behind him, and crossing centre lines on blind corners.
27/09/2021	Noise	Alleged 53 dB noise levels at residence.
2/11/2021	Noise	Alleged 40-45 dB noise levels (presumably at residence).
3/11/2021	Noise	Alleged noise levels over the top of TV.
21/03/2022	Noise	Alleged noise from crusher was 47 dB.
26/04/2022	Noise	Alleged noise from crusher peaking at 48 dB all day.
24/05/2022	Noise	Alleged noise levels at 42dB all day.
23/03/2023	Noise	Alleged 60 dB noise levels at residence.
4/10/2023	Noise	Alleged 52-55 dB noise levels at residence.
1/12/2023	Traffic	Complainant alleged a MQ truck drove through town rather than using the bypass.