

# Community Complaints Summary

<b>Date and time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
03/12/2014 12:37	Denman Road	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
09/12/2014 21:05	Skellatar Stock Route	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
15/12/2014 9:35	Antiene	Train Noise	Community Response Line	Investigation revealed trains were operating at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
15/12/2014 10:57	Denman Road	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
16/12/2014 12:40	Denman Road	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
19/12/2014 7:01	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
21/12/2014 9:19	Antiene	Train Noise	Community Response Line	Investigation revealed trains were operating at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.