

Monthly Complaints Report – Momentum Industrial Estate – September 2024

Date	Nature of Complaint	Avoidable / Unavoidable / Unrelated	Proponent response / action taken
29-Aug	124 Burley Road neighbour called again claiming dust was still blowing onto property with no contact from Oakdale East/Goodmans, who are believed to be the source of contamination. Oakdale East had promised to call neighbour back but not followed through. Their stakeholder line is inactive and neighbour can only get through to Gazcorp. Sounded extremely frustrated, claimed they were having to cover parts of their backyard with a pool cover to avoid dust contamination. Continued to make media threats, highly agitated but open to discussion on next steps.	Related to complaint on August 27th, follow-up call required from Oakdale East. Avoidable for Gazcorp.	Assured neighbour the issue was being dealt with by Oakdale East/Goodmans. Called site manager who confirmed investigations were ongoing but was on leave and promised to follow up on return. Also called project superintendent who promised to follow up. Both have been made aware their stakeholder phone line is not working. Informed neighbour of steps taken by way of return phone call. Gave neighbour details of Oakdale East/Goodmans to call if no follow up action is taken.
5-Sep	Oakdale East site manager emailed and called claiming dust was not coming from their site, providing video footage from neighbour of dust billowing from an excavator and truck. Site manager provided map of site vs neighbour's property and noted Oakdale East Estate's air monitoring did not pick up anything on the date in question. Further claimed vegetation screening between the neighbour's property and the worksite protects from contamination. Neighbour confirmed lengthy discussions with Oakdale East site manager and was satisfied they were not at fault.	Related to ongoing complaints from neighbour about dust blanketing backyard. Requires further contact with resident from Gazcorp. Unavoidable.	Called neighbour and confirmed the complaint had gone back to Gazcorp for investigation and potential action. Forwarded Oakdale East site manager's email to Gazcorp and Gazcorp confirmed they would investigate again.

12-Sep	Neighbour called again to advise he had not heard from Gazcorp after expecting to hear from someone last week. Was relatively patient and understanding but continued to make media threats and express frustrations.	Related to ongoing complaints from neighbour about dust blanketing backyard. Requires follow-up contact with resident and explanation of findings. No longer an issue with Oakdale East/Goodmans therefore unavoidable.	Gazcorp confirmed the neighbour would get a call at the conclusion of dust investigation. Gazcorp ultimately found they were not responsible considering no higher movement of dust than usual on the day of initial complaint (August 27th). On examination, the video provided by the neighbour on September 5th portrayed a dust plume blowing in the opposite direction to the property. Considering ongoing contact and past experience with resident, as well as consistent media threats, a face-to-face meeting to explain findings and mitigate any media attention was suggested with supporting materials including maps/diagrams/photos to depict findings. Amid concerns neighbour could claim dust was blowing onto property when works re-commenced in early September, Gazcorp confirmed they would investigate should this claim arise and agreed to a face-to-face meeting.
17-Sep	Gazcorp spoke with neighbour by phone on Monday 16/09 to explain project works, dust mitigation and dust monitoring findings relating to complaint. The resident then claimed they had been promised a follow-up clean by Cherrie Civil after the last pressure clean in October 2023. Cherrie Civil confirmed they had verbally promised a second clean. They have agreed to arrange another clean.	Ongoing - now avoidable.	Complaint closed. Cherrie Civil are arranging a clean on Wednesday 25/09. Gazcorp will attend property after clean to meet neighbour and take notes/photos for records.
23-Sep	Gazcorp dust monitoring picked up high levels of movement from Oakdale East site, with dust blowing from their site to Gazcorp's. Gazcorp informed Oakdale East site manager and took photos to keep on record.	Unrelated - for records.	Spoke to Oakdale East for records should any further complaints arise. Dust monitoring notifications and photos kept on file if any calls come through stakeholder line relating to dust movement on this day.

27-Sep	Gazcorp visited Burley Road property to inspect clean arranged by Cherrie Civil. Explained that dust from Oakdale East site is now blowing onto the Gazcorp site in effort to mitigate future complaints. Neighbour is satisfied with clean and explanation.	For records.	Complaint closed.
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