

## Submission against the expansion of throughput at the Bingo Site at Eastern Creek

I object to the planned expansion of the throughput at the site at Eastern Creek

### Air Quality and Odour

#### Recent History

- The Bingo landfill site has been emitting rotten egg gas since at least September 2019, which was when there was a drought. Prior to that, I did not experience rotten egg gas. Since then, I have had experienced rotten egg gas.
- I have made 54 complaints to the EPA. 28 complaints were made in the period between September 2019 and July 2021. 26 complaints were made after +the installation of gas flares
- The EPA instructed Bingo to install gas flares to burn off rotten egg gas. This was done in July 2021 Bingo were also requested to apply a layer of **300 mm of clean soil across the entire landfill to reduce the potential for odours** from this surface, **limit the type of wastes accepted** at the landfill to waste that does not smell, and **reduce the area used for active landfill operations**.
- Despite this, (if they are doing this) the odours have continued almost constantly since January 2022.
- There was a brief reprieve of rotten egg gas between August 2021 and December 2021 which was after the installation of the gas flares. However, there was a similar reprieve in the same time in 2020 when there were no gas flares.
- It is questionable whether the gas flares are effective.
- In March 2022, the EPA received over 60 reports of rotten egg gas. It was also reflected in the gas monitors which picked up spikes in gas emissions.
- It was found that 3 out of 5 temporary gas flares had failed due to water damage. This caused the significant spike in gas emission and complaints from Minchinbury residents
- The impacts of the landfill on nearby residential areas is unacceptable particularly when the gas flares fail.

#### Action from the EPA

- The EPA put limitations on the amount of fill and type of fill that could go into the site when the rotten egg gas was identified as coming from the Bingo site. This has not reduced impact of odour on residents.
- The EPA has installed gas monitors around Bingo and in Minchinbury. It records the amount of rotten egg gas. On many occasions, the monitors have picked up significant odour. These monitors have their limitations. They are not as sensitive as the human nose.
- Many residents have picked up the odours whilst the odour monitors in Minchinbury have not registered it. One neighbour told me that she was had Covid. She lost her sense of smell. However, she knew she was getting better when the first thing she could smell was the rotten egg gas.
- We find the EPA impudent in controlling Bingo and controlling the odours from the land fill site. Despite their interventions and actions, we are yet to experience significant improvements in the odours.

- The EPA has not advised what they do to Bingo and to reduce the impacts on residential areas if the odours exceed certain amounts. Residents continue to suffer.
- A Prevention Order was made on Bingo in March 2022 because they failed to install odour mitigative measures when installing new gas flares. The Prevention Order has not stopped the odours. It also reflects the attitude of Bingo on the issue of odour. They simply do not care.
- **The EPA has been largely ineffective to control the impact of the activities at the Bingo Waste facility.** Bingo has shown no regard for the affected residents. They do not apologise nor offer to reduce the scale of their operations. The EPA have allowed Bingo to intensify their operations because they are now allowed to operate 24/7.
- During the floods, the EPA allowed Bingo to take wet waste and waste that is not usually permitted. This is the same waste that causes significant odours. The EPA and Bingo show similar disregard to nearby residential areas.

#### Health impact of the odour on residents in Minchinbury

- I have not been able to visit my daughter to the smell. This has caused me distress.
- My daughter has told me she has had sleepless nights due to the odour coming into her house and bedroom. She should not have to sleep in odour that is like a toilet.
- My daughter has had to be careful when I put out her washing. She has had to delay her outdoor activities such as gardening and exercise.
- My daughter has been quite stressed out with Bingo's denial of being the source of the odour. She feels she is being bullied by a big company. She distrusts Bingo because of their attitude and lack of action to stop the problem. This has made her quite anxious and stressed out and this has had a bad effect on me as a caring mother.
- My daughter is constantly anxious when she goes out of her house and when she returns because she is worried whether the bad odour is there. It is wearing me out.
- My daughter is worn and tired of writing to the EPA and complaining about the odour for so long. We should be doing other more positive things with our time.
- A study on landfill on those living within 5 km health found a strong association between Hydrogen Sulphide (rotten egg gas) and deaths caused by lung cancer, as well as deaths and hospitalizations for respiratory diseases. The results were especially prominent in children. Respiratory symptoms were detected among residents living close to waste sites. These were linked to inhalation exposure to endotoxin, microorganisms, and aerosols from waste collection and land filling.

[https://www.sciencedaily.com/releases/2016/05/160524211817.htm?fbclid=IwAR0wb97hu507o\\_ifHVGs3Ci7T05hEHShAVF90WtahcwVIWUEMRhWmOsyiko](https://www.sciencedaily.com/releases/2016/05/160524211817.htm?fbclid=IwAR0wb97hu507o_ifHVGs3Ci7T05hEHShAVF90WtahcwVIWUEMRhWmOsyiko)

- Minchinbury is within 1 km of the Bingo, Rooty Hill South, 3km, Erskine Park is within 1.5 km and St Clair 3.5 km. There are schools and hospitals within these areas.
- These areas should expect clean air and not be treated as a sacrifice zone due to the over expansion of the Bingo facility. People's lives are at stake.
- The negative impacts become cumulative while the number of residents exposed to these negative impacts grow. The negative impacts of this site on the quality of life and the health of communities around the landfill are unacceptable and would not be accepted in other

areas of Sydney, particularly Strathfield where the former owner of Bingo (Malouf and Tartak reside).

#### Possible Waste to Energy Incinerator

- The Department of Planning through the Land and Environment Court is reconsidering an amendment to DA on the waste to energy incinerator. If approved the health impact on Minchinbury residents will be catastrophic.
- If the current DA on increasing the throughput on site is approved in any way, the impact on the residents will be deadly.

#### Current DA

- There is no evidence to suggest the permanent gas flares being installed now, will fix the current problem. There is no evidence to show that the flares will reduce the rotten egg gas when loads substantially increase.
- There has been no investigation on what Bingo has been putting into the site which has caused the rotten egg gas.
- Bingo has not taken into account the impact of climate change on their operations. With more extreme rain events, the rotten egg gas from the site has become a lot worse. Bingo has often blamed the impact of the rain for the spike in odours yet do nothing to reduce the impact or reduce throughput on the site.
- The proposed increase throughput on the site together, together with the impact of climate change and questionable effectiveness of the gas flares will cause significant rotten egg gas on the adjoining areas, most of which are residential areas.
- The impact of the failure of the gas flares and other mitigative measures will be catastrophic on adjoining areas.
- The prevailing weather pattern results in wind from the south a lot of the time. At times, the wind is from the east particularly during summer. When the wind blows from the south, Minchinbury gets the odours. When the wind blows from the east, the residents at Erskine Park get the odours. If the wind is from the north or the west, drivers along the M4 cop it. Many of them tell us they can smell Bingo along the M4 when the wind is coming from the west or the north. The EIS has not taken this into account.
- Town planners often say that some environmental concerns can be addressed by placing appropriate conditions on the consent, then it is up to the appropriate regulatory authority to enforce the conditions of consent. Given the scale of the proposal, the proven ineffectiveness of the EPA in controlling Bingo and the odours to date, there is little hope that such environmental concerns will be addressed and appropriately controlled.
- The only way to stop making the problem worse is to completely refuse any increase in throughput on the site.
- In the EIS, Bingo said that the odours are an issue but it is under control.
- I can assure you, that the issue is not under control based on the complaints the EPA are receiving from residents in Minchinbury, Erskine Park and drivers along the M4 even after the installation of gas flares. Bingo's attitude shows complete disregard to the residents and to the issue. We are treated as just collateral damage from their activities.
- We have been told that the approval of a very large increase in waste that can go to landfill. However, this is not correct. The Eastern Creek REP currently receives and processes up to 2 million tonnes per annum (Mtpa) of construction and demolition (C&D)

waste and commercial and industrial (C&I) waste. Bingo are seeking approval to expand the throughput limit to receive an additional 950,00 tonnes at the Eastern Creek REP.

- The landfill is currently approved to accept 1 million tonnes per annum plus any residue which comes down the chute out of the landfill. At best, 85% is reprocessed into road base and other products which means that the very large increase in the recycling limits will also increase the amount going into landfill. Bingo has confirmed this but this information is not presented in a way that is clear for the community.
- The EIS is inadequate in its description of the odour problem both in the Community Consultation Engagement report and in the air quality reports. There were hundreds of complaints about odours in 2020 and many more in 2021. These odours continue to impact on some residents.
- The EIS fails to convey the distress and discomfort that has been caused by this company. It falsely states on page 22 that temporary gas flares were effective in controlling odours in 2021. The consultants should be asked to update their report with a more accurate account of this issue. A permanent gas flare system has now been approved but given the record of control of water on the site and the management of leachate, assurances that odours will no longer be an issue cannot be taken at face value.
- The EIS fails to disclose that Bingo is currently being prosecuted by the EIS for unlawful release of odours. It would be completely unacceptable to approve a major expansion of activities.
- The EIS air quality and other expert reports fail to consider climate change in evaluation of likely future impacts on residents. NSW including Western Sydney has experienced two rain events this year that once would have been considered to be one in a hundred year events.
- The EIS fails to mention climate change including the likely impact of extreme weather events on the project and the residents. These include rain events, flooding, heat, bushfires and other fires, drought and dust. All of these have occurred in the last three years and yet none have been discussed in the EIS. All of these forms of extreme weather are predicted to get worse. It would be reckless to approve such a major expansion without considering the impacts of climate change.
- The air quality EIS states that the project will cause a small increase in the PM 2.5 annual average which already exceeds the national standard of PM 2.5  $8 \mu\text{g}/\text{m}^3$ . This is not a small increase in PM 2.5 is acceptable and should be disregarded as significant.
- Nearby residential areas are already exposed to increasing traffic on motorways and increasing industrial activity. Extensive scientific research has shown that there is no safe level of PM 2.5, which is linked to heart disease, cancer, premature birth and can impact lung and brain development. There is also evidence that it may be linked to diabetes, depression in adolescents and dementia. Risks increase as levels of PM 2.5 increase. It is not acceptable that an area that is already exposed should be exposed to an even greater risk.

**Bingo cannot manage the amount of waste they are taking now in the wet or dry periods let alone any substantial increase in waste as proposed in the EIS.**

## Context

I have been visiting my daughter since she moved to Minchinbury in 2013. My daughter did not experience any odours in the area until September 2019. **Attachment 1** is a list of complaints my daughter has made to the EPA on odour issues.

Bingo initially denied they were the cause of complaints for over a year. The EPA investigated the matter throughout 2020 but could not identify the source of the odour. Blacktown Council investigated the matter in March 2021. They quickly identified Bingo as the source odour. When the EPA followed up investigations Bingo finally agree they were responsible for the rotten egg gas.

Odour impact is often disregarded by town planners as a neighbourhood complaint, something that should not be taken so seriously. However, as a town planner myself and as a resident in Minchinbury, I can assure you it is a serious matter.

## Legal action on Bingo

Recently the EPA has commenced legal action against Bingo for breaches of S129 of the Protection of the Environment Operations Act. This is for period April – June 2021. It is also before the time the gas flares were installed. We have request that more legal action be brought against Bingo for breaches to S129 from the period of January 2022 to date which is after the gas flares have been installed.

The maximum fine for the breach is \$1 million. The cost is insignificant to a company which makes many millions of dollars in profits from this activity. It is probably included as part of their costs in operation.

## Noise issues

### Key points

- In the past year some residents in Minchinbury have experienced beeping of reversing trucks, tail gates crashing, the roar of truck engines and loads being dumped from trucks. The noise occurs at night from around 8 pm and onwards to the morning. Attachment 2 is the list of complaints I have made to date about the noise issues.
- The noise occurs at night, the background noise is low. Even though the noise is low, due to the nature of the noise, particularly the beeping of reversing trucks, the noise puts you on edge because that is what the noise is designed to do.
- The crashing of the tail gates makes you jump. I can hear the noise in my daughter's lounge room and my bedroom. If I relaxing at night, outside, it destroys the peaceful, night time amenity. In summer, I cannot open my doors and windows because the noise will become worse. I feel I am in a construction zone whilst trying to rest and relax at night.
- The noise carries with the prevailing southerly wind.
- **We cannot open our windows and doors due to the noise and the odour.**
- Council and the EPA have been investigating the source of the noise. Bingo have completely denied it was them. The matter is still under investigation from Council and the EPA.
- The noises complaints started about the same time Bingo started to operate 24/7.
- The EIS states that the noise from the trucks and operations will be minimal. The 24/7 operation which is required to process the waste will make the situation worse.
- Due to the proposed massive throughput there will be more trucks dumping rubbish. To reduce the impact on the road network, Bingo may choose to have more trucks to visit the site at night to reduce the pressure on feeder roads into their site.
- The noise assessment is not up to date and therefore underestimates current noise levels. Noise has been increasing in the area. In 2021, there have been many more complaints by 'sensitive receivers' about increased levels of noise particularly in the evening. Some of these complaints have been lodged with the EPA. No authority has satisfactorily explained the source of the noise but in terms of an assessment of the proposal this does not matter
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### Context

I have been visiting my daughter since she moved to Minchinbury in 2013. I did not experience any noise issues in the area until August 2021. **Attachment 2** is a list of complaints my daughter has made to the EPA on odour issues. She made 29 complaints on noise issues since August 2021.

### Traffic issues

The traffic impacts on the surrounding network, particularly the Great Western Highway, M4 and M7 and Wallgrove Road is going to be significant. I understand that Transport for NSW has been consistently objecting to any rezoning and DA that puts significant strain on the network.

The suggestion that most of the rubbish will be brought through at out of peak hours, will still impact the amenity of the nearby residential areas. Noise will be a issue in particular. See my comments on noise issues. Our residents deserve to have good amenity and not be impacted by noise from trucks and tail gates crashing particularly at night.

## **Buffer issues**

Whilst we acknowledge the land fill site and the residential areas ARE existing, in the interest of the health of the existing residents, there should be NO increase in throughput on the site.

The EPA Guidelines for solid waste landfills (2016) for buffers between landfills which that take putrescible waste (more than **50,000 tonnes per year, is to be at least 1 km** – to reduce the impact of noise, odour etc. It would be expected that this distance be increased the more landfill is placed on the site. A lot of Minchinbury is within the 1 km buffer.

The proposal being considered is close to 1 million tonnes. This is 20 times the minimum definition of large landfill and quite a significant increase allowed under the current license.

Given that it impossible to relocate Minchinbury residents, the only way to maintain the amenity of the existing adjacent residential areas is to not approve any increase in throughput on the site.

## **Lack of basic corporate information**

### **Key points**

- The description of the corporation applying for this approval of a modification to a previous approval is inadequate. The public is entitled to know that Bingo Industries of the powerful global infrastructure management company Macquarie Infrastructure, which acquired Bingo and all its subsidiaries in 2021.
- The licence for this site is held in the name of Dial-A-Dump Pty Ltd, a company previously owned by Ian Malouf.
- Under his management, the landfill had a poor compliance record and many problems were identified in a single onsite audit by the NSW Environmental Protection Authority. He also had a well-documented poor asbestos management record at the St Peters Interchange.
- In 2018/2019, Malouf sold to Bingo Industries. Malouf remained a director and shareholder of Bingo Industries until it was sold to Macquarie Asset Management. Malouf remains closely connected to the management of the site through his directorship of Resource and Recovery Pty Ltd, a Macquarie subsidiary which owns Bingo and all its subsidiaries around Australia. A search of the Board reveals that there is little or no other waste management expertise on the Board of Resource and Recovery Pty Ltd or its subsidiary Bingo Industries.
- Ian Malouf's involvement with the whole Eastern Creek site is relevant to an assessment of how much trust should be placed in assurances about effective control of the impacts of the project development on residents. During the period of his entire ownership of Dial-A-Dump until late in 2021, Malouf had no formal Community Engagement Strategy.
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### **Development creep through multiple modifications**

- The process by which a company gets approval for many modifications over more than a decade results in development which is substantially different to the original one proposed.

## **Execution of Community Engagement Strategy was too rush and is inadequately described**

### **Key points**

- Bingo was required to complete a Community Engagement Strategy report.
- The report provided by WSP does not provide an adequate report of the relationship between the community and the company.
- Bingo's release months of sickening odours that were originally denied by the company has left a deep bitterness towards the company in the media. The company's habit of denying it was the source of odours unless the evidence was overwhelming means that this company has demonstrated a lack of good faith and has no public trust. Many residents believe their health and quality of life is collateral damage in this process.
- The community engagement process for this application did nothing to improve this. Many residents did not receive the initial leaflet which in case provided only short notice. The local MP Edmund Attalla intervened and more leaflets were distributed. The presentations did nothing to improve this.
- There was not enough time was given to get through the material leaving insufficient time for questions, let alone discussion. Not all questions were answered at all by the company. When many residents did not receive notification, two more sessions were scheduled. But by then many residents had received word that they sessions were not helpful. Live links to relevant project application information were not at first available and were not easy to identify on the NSW Planning website. Three projects were covered in the consultation.
- Overall the presentation strategy was more akin to an information session than a consultation. The lack of attendance at the seminars cannot be passed off as lack of interest. This is the same community that had filed hundreds of complaints with the EPA during 2021. Some residents have been required to spend hours documenting their experiences for the Bingo presentation. The community deserves to be treated with more dignity than provided for in a formulaic 'checkbox' presentation.
- Insufficient information was provided about the three new proposals that were all covered in one fairly short powerpoint. Up until the end of 2021, the company had no community engagement strategy and adopted a policy of initially rejecting its responsibility for odours until there was so much evidence it could not do so.
- As there was no letterbox drop notification in Minchinbury or Erskine Park, many residents are unaware of the significant intensification of activities adjacent to their homes.



## Attachment 1 – Odour complaints made to the EPA

Time	Date	Details
	11 March 2020	Customer Feedback for Call C03801-2020
	8 April 2020	Customer Feedback for Call C05252-2020
	14 April 2020	Customer Feedback for Call C05469-2020
	14 April 2020	Customer Feedback for Call C05489-2020
3.30 PM	24 April 2020	Slight SW wind. Odour intensity 5/6 on odour scale set by the EPA. Unable to go outside due to the severity of the smell. Smell continued until 5 am on 25 April 2020.
11.30 PM	25 April 2020	Slight SW wind. Odour intensity 4/6 on odour scale set by the EPA. Unable to go outside due to the severity of the smell.
9 PM	27 April 2020	Duration 12 hours. Slight SW wind. 3/6 on odour scale set by the EPA. Not pleasant to go outside.
	26 April 2020	Customer Feedback for Call C06439-2020
6 AM	30 April 2020	3 hours duration Slight wind. 3/6 on odour scale set by the EPA. Not pleasant to go outside.
	1 May 2020	Customer Feedback for Call C06847-2020
	27 March 2021	The area smells like sewage/ tip in the air. It comes in the evening and leaves in the morning. The smell was still there on the morning.
9:40 PM	29 March 2021	I advised that there is a stinking sewage and tip odour.
8:50 PM	5 April 2021	I advised of an ongoing strong odour around Minchinbury.
7 AM	7 April 2021	Extreme smell every night and every morning, of sewerage/rotting garbage from site formerly known as Bingo, now Dial A Dump.
7 AM	12 April 2021	Concerned residents putting up with smell for last few weeks. Last night about 6pm noticed smell but wind was coming from a different direction the South. Smell has now come inside the house and smells like no-one has flushed the toilet for weeks.
8 AM	16 April 2021	The smell started last night and is still there this morning. Wind is coming from the south. Whenever there is a southerly wind smell is in Minchinbury, if there is a northerly wind the land south of the Bingo site gets smelly. It is always in the opposite direction of the wind.
5 AM	17 April 2021	I advised that the Bingo Eastern Creek Recycling Ecology Park (& Landfill) is stinking out the area of Minchinbury. I advised that it is an awful odour that has been going on for a long time. I advised there is southerly wind so is certain it is from Bingo. I advised the odour occurs when wind is southerly and Bingo is south. I advised residents are tired of suffering - suffer this every day and night.
5 PM	21 April 2021	There is a bad odour coming from Bingo Eastern Creek Recycling Ecology Park (and Landfill). I travelled to the Bingo site at 19:00pm on 21/04/2021 and I believed the odour is definitely coming from that site. As I got closer to the Bingo Eastern Creek Recycling Ecology Park site, the odour became stronger. It is an ongoing issue. The house smells like a toilet.
7 PM	25 April 2021	There is a strong smell like a toilet, putrid smell coming inside their house from Bingo Recycling. On a scale of 1 to 10 it's like a 12; you could cut it with a knife. When I left home at 17:30 the smell was not there but when I returned home 19:00, the smell was there.
11 PM	28 April 2021	Sewer and tip smell from Bingo Eastern Creek Recycling Ecology Park and Landfill. Strong odour in the air affecting the entire suburb. I was at friend's place at Rooty Hill that night

		and we could smell it there as well. Facebook users also advised the odour was still there at 4.00am on 29 April 2021.
8.30 PM	8 May 2021	The odour is a rotten egg gas smell coming from Bingo at Eastern Creek. Smell has been particularly bad over the last week and it at its worst at night.
8.15 PM	11 May 2021	There is a sewage/tip, rotten egg gas/hydrogen sulfide smelling, vomit inducing odour.
11.30 PM	16 May 2021	Bad odour coming from 1 Kangaroo Ave, Eastern Creek NSW 2766, on 17/05/2021 at 11:30 PM.
8 PM	23 May 2021	Smell is between a sewer and a tip - rotten egg gas. Coming from Bingo Eastern Creek Recycling Ecology Park (& Landfill). Very bad smell tonight. Caller opened their door and it hit them. Smell is very heavy and thick. South/ South Westerly winds 7km/hr.
1 AM	24 May 2021	Bad odour coming from Bingo Eastern Creek Recycling Ecology Park (& Landfill) at 1AM was extremely bad. The odour was still occurring at 11 am that day.
8 AM	25 May 2021	Reporting odour of rotten egg gas First noticed 07:40 this morning when leaving for work. Odour is coming from Bingo Industries on Kangaroo Ave Eastern Creek.
1 PM	30 May 2021	Rotten egg gas poison coming from the Bingo Eastern Creek Recycling Ecology Park (& Landfill). The smell started around 1 pm and has gotten worse over the evening.
8 PM	2 June 2021	The odour was really bad at 8 pm. At 06:00am on 3 June 2021, the odour was worse. The odour smells like a toilet and a tip. I asked EPA they have considered whether Bingo may be putting waste into the site for which they do not hold a licence.
<b>Installation of temporary gas flares</b>		
Noon	30 July 2021	Rotten egg smell from Bingo Eastern Creek Recycling Ecology Park. Due to lockdown, residents are unable to leave their homes to escape the smell, as they have been able to in past, therefore even exercise outside is difficult.
2 AM	15 August 2021	The smell was horrendous an odour of extreme rotten egg gas. Given that Bingo is only allowed to take construction type materials and the quantity of the construction materials is substantially less why are we still smelling the odour furthermore given that the construction industry in Blacktown has been halted due to public health orders why are experiencing such odour and noise. We are experiencing banging noise probably from tipper truck unloading at the Bingo site we are noticing this from 8pm onwards to 6am throughout the night there is a banging noise it is keeping residences awake and adding to their stress.
10 PM	5 February 2022	Rotten egg gas coming from Bingo at Eastern Creek
9 pm	13 February 2022	Rotten egg gas coming from Bingo at Eastern Creek
9 pm	14 March 2022	Rotten egg gas coming from Bingo at Eastern Creek
10.30 pm	16 March 2022	I opened the front door and was knocked over by the rotten egg gas, The odour is from Bingo Industries at Kangaroo Avenue Eastern Creek. I am recovering from Covid. The odour is worsening my anxiety and my recovery.
5.30 am	18 March 2022	Rotten egg gas coming from Bingo at Eastern Creek
3.50 PM	25 March 2022	Rotten egg gas coming from Bingo at Eastern Creek
6 PM	26 March 2022	Rotten egg gas coming from Bingo at Eastern Creek
4:40 PM	27 March 2022	Rotten egg gas coming from Bingo at Eastern Creek

All day and all night	30 March 2022	Rotten egg gas throughout the day - south wind.
All day and all night	31 March 2022	Rotten egg gas throughout the day – south wind
9:40 PM	16 April 2022	Rotten egg gas ruining Easter
All day	25 April 2022	Rotten egg gas throughout the day
No reports of rotten egg gas between end of April and end of June 2022 because I was away in hospital. However, I do note there were reports from residents in Minchinbury who complained about continued odour issues during this period		
All day	20 June 2022	Rotten egg gas coming from Bingo at Eastern Creek
8 – 10 PM	26 June 2022	Rotten egg gas coming from Bingo at Eastern Creek
7 PM	27 June 2022	Rotten egg gas coming from Bingo at Eastern Creek
8 PM	28 June 2022	Rotten egg gas coming from Bingo at Eastern Creek
Morning	30 June 2022	Rotten egg gas coming from Bingo at Eastern Creek Wind at SSW at 9 km/h. Bad odour for a few days
7 AM	6 July 2022	Rotten egg gas coming from Bingo at Eastern Creek. Wind from SSW at 9 km/h
8 AM	9 July 2022	Rotten egg gas coming from Bingo at Eastern Creek Wind coming from SSW.
3 PM	13 July 2022	Rotten egg gas coming from Bingo at Eastern Creek. Wind coming from SSW at 19 km/h
7.30 AM	21 July 2022	Bingo at Eastern Creek is stinking again. I just went outside this morning at 7.30 am and it is ponging SOO badly. It is the same rotten egg gas. SSW Wind at 11 km/h. Stop them!
	23 July 2022	Ponging at Minchinbury due to Bingo at Eastern Creek. It is ponging again at Minchinbury, the same rotten egg gas smelt all day. South wind at 11 km/h.
3 pm onwards	7 August 2022	Ponging at Minchinbury due to Bingo at Eastern Creek. It is ponging again at Minchinbury, the same rotten egg gas smelt. South wind at 11 km/h.

54 complaints

26 complaints since the installation of gas flares (note that I was away between end of April and end of June 2022 when there were lots of complaints of odours

## Attachment 2: Noise complaints

Time	Date	Details
8 PM	10-13 August 2021	Metallic banging and crashing and beeping of reversing trucks coming from the site in the south, possibly Bingo Industries at Eastern Creek. Noise of heavy machinery operating. Noise can from 8 PM to 1 AM.
8 PM	15 August 2021	Metallic banging and crashing and beeping of reversing trucks coming from the site in the south, possibly Bingo Industries at Eastern Creek. Noise of heavy machinery operating. Noise can from 8 PM to 6 AM.
	16 August 2021	Loud banging noises like a banging of the tipper of the truck, metallic sounding bangs. Bit of an echo so know its metal. Goes all night. Have heard at 2am, 6am. Intermittent but goes on all night. Unable to sleep, close all doors and can still hear the boom boom sound. Unable to sleep. Stuck home due to lockdown, unable to go sleep somewhere else.
10.30 PM	27 August 2021	Noise coming from Bingo Eastern Creek Recycling, banging and crashing and unloading the tipper trucks, reversing of trucks.
	31 August 2021	Beeping sounds of trucks reversing, loud truck engines roaring, and when trucks are unloading makes a loud banging noise which can be heard throughout the house. Noise at times can go on all night and caller cannot confirm every night if she manages to fall asleep. Advised it sounds more local rather the trucks using the highway and sounds like a truck depot is in her backyard at times.
	2 September 2021	Ongoing night noise affecting caller at home at Barossa Dr, Minchinbury. Source is an unknown industrial source. Noise is mainly truck engine noise and reversing alarms. Sometimes there is a heavy, loud metallic bang that might be from a truck tailgate swinging shut or a metal roller door closing sharply. Bingo at Eastern Creek is approx 2kms from caller and the EPA advised caller there is also a large logistics company nearby that may be the source of the noise but she is not aware of the name or location of that company. The noise is generally not audible during the day but is audible at night and is usually a problem from about 9pm. It seems to last most of the night and is very disturbing.
	5 September 2021	Beeping sounds of trucks reversing, loud truck engines roaring, and when trucks are unloading makes a loud banging noise which can be heard throughout the house. Noise at times can go on all night.
	8 September 2021	Noise complaint re: metal clashing and banging noises coming from trucks unloading loads, reverse beepers and engines that permeates the house. Caller was able on a previous day escape the noise by sleeping in the northern side of the house however tonight noise could still be heard loudly in this area. Caller is unsure of which company is responsible but believes it is either Bingo Recycling or a nearby logistics company(Name unknown). Noise started by

		23:30 on 08/09/2021. Caller is unsure how long noise continued as they fell asleep after with the assistance of ear plugs.
8.30 PM	13 September 2021	Tonight trucks were banging from 8:30PM. Caller feels like outside is a construction site. Multiple truck noises and beeping. Big bang sounds from steel being dropped. Possibly coming from Bingo Landfill Site Eastern Creek. Noise can last up to 5 hours in the night and starts again at 5:30AM. Worse in the past 1-2 months. Caller has lived here for 8 years and not really noticed it before. Noise is worse than the traffic on the M4.
	14 September 2021	Caller advises at 01:40 and 02:30 on 15/9 a truck was making loud banging and crashing noises. Noise was occurring at the landfill site. States the noise even woke her up. Advises the sound is like metal crashing, (the back of a tip truck banging"). Caller is not certain but believes Bingo is responsible.
	15 September 2021	Caller advised there is loud noises coming from Bingo Eastern Creek. Caller advised that it is a lot of beeping with trucks and also truck engines. Worst of all is that they hear a couple of bangs each night which wake her up. Caller advised it happens during the day but the noise gets drowned out by the M7. Incident Still Occurring: Yes Company Or Industry: Bingo Incident Date: 28/07/2021 Incident Time: 20:00
	22 September 2021	Noise is from trucks and also truck engines and machinery. The noise wakes up the residents and they are unable to open windows at night due to the volume of noise. Noise possibly coming from the Bingo site at Eastern Creek.
11.20 PM	23 September 2021	Caller advised ongoing issue which has been reported to EPA previously numerous times. Caller advised unsure exact address where the noise is coming from but believes coming from Bingo or Fullerton Hogan which is also at Eastern Creek. Banging, crashing beeping of reversing trucks, roar of trucks and banging of tipping trucks unloading. Caller advised likely this noise will go on all night
	5 October 2021	Caller advised ongoing issue which has been reported to EPA previously on numerous occasions. Caller advised unsure exact address where the noise is coming from but council sent a letter advising might be Bingo. Caller advised there is banging, crashing beeping of reversing trucks, roar of trucks and banging of tipping trucks unloading. Caller advised this noise can go on all night. Banging, crashing beeping of reversing trucks, roar of trucks and banging of tipping trucks unloading.
9 PM	14 October 2021	On going issue from Bingo Waste Facility. Large amount of noise coming from the waste facility. Beeping and reversing trucks. Banging of the tipper trucks, truck engines and the dumping of the load. Caller would like a follow up as caller is unable sleep due to the noise.
	28 October 2021	Ongoing noise since July affecting caller at home at night, interrupting sleep. Reversing alarms beeping, banging and

		crashing of metal trail gates, roar of truck engines. Noise is particularly disturbing from about 7pm and kept caller awake until 1am again this morning (27/28 October) even with all doors and windows closed. This is a fairly typical night now. Suspected source is Bingo at Eastern Creek. EPA had said the problem would be solved but it persists. It first became a problem when the EPA allowed Bingo to operate 24/7, with no regard for the impact on the residents of Minchinbury.
	19 January 2022	Caller is reporting a strange noise that has been ongoing for months in Minchinbury impacting 1 Barossa Drive. They think that it is coming from a truck and it sounds like it is beeping and reversing all night. The EPA are aware of this issue as caller has called multiple times. Caller does not know where it is coming from but it. Last night caller had to move rooms because it was so distracting but caller still does not know where it is coming from. Normally caller hears banging and crashing but caller could not hear it tonight. This occurs very frequently and other people are noticing this as well.
	7 February 2022	Noise complaint regarding truck reverse beepers, tail gates dropping and sheet metal being dropped somewhere south of the Western Motorway, EASTERN CREEK . Caller is unsure what is creating the noise or where, but is south of their location in the industrial estate South of the Western Motorway Eastern Creek. Mostly noticed on the weekend however other residents have reported noise all week. Can be heard from inside callers loungeroom and causes anxiety in the inability to relax. First noticed tonight at 22:00 - ongoing at time of call 05/02/2022 and yesterday 04/02/2022 starting at 21:30 to beyond midnight
	22 February 2022	Report received by email to <a href="mailto:info@environment.nsw.gov.au">info@environment.nsw.gov.au</a> on 22/02/2022 1:40 PM. Attached please find attached audio recording of excessive noise impacting the complainant at Mcfarlane Drive, Minchinbury, NSW 2770, on 4 February 2022 starting at midnight. The complainant advises that the noise was identified to be coming from the nearby Bingo facility.
	23 February 2022	The complainant is affected by ongoing and unresolved excessive noise matter in Minchinbury NSW. The complainant described the noise as beeping of reversing trucks and the banging of tail gate crashing of stuff all night, impacting the complainant's dwelling at Barossa Drive, Minchinbury NSW 2770.
	7 March 2022	The complainant woke up into the sound of beeping of reversing trucks and banging of tail gates on the morning of 5/2/2022 at 6.30am impacting the complainant at Barossa Drive Minchinbury NSW 2770. The sound seemed to be coming from the south.
	9 March 2022	Report received by email to <a href="mailto:info@environment.nsw.gov.au">info@environment.nsw.gov.au</a> on 9/03/2022 8:38 PM. The complainant is affected by ongoing excessive noise from beeping of reversing trucks and the banging of tail gates at Minchinbury NSW 2770.



10.30 PM	14 March 2022	There is a lot of beeping of reversing trucks, banging of tail gates. Crashing. I can't sleep!! This morning, the noise woke me up at 6 am!
	31 March 2022	Yesterday it ponged with rotten egg gas throughout the day. Today its ponging again this morning and most likely through the day. We never get any relief from this! We have a south wind. We are constantly suffering! In addition, are kept awake by noise from beeping trucks, tail gates crashing etc.
	2 April 2022	Beeping noise at Minchinbury believed to be coming from Bingo. Every night and every morning there is the sound of beeping trucks, banging of tail gates and crashing. Complainant can't open windows or doors due to the noise. Complainant is always on edge because the beeping sounds is designed to warn people and is unable to use the front bedrooms. The beeping is sometimes loud, sometimes soft and is unfair to live like this
No reports of rotten egg gas between end of April and end of June 2022 because I was away in hospital. However, I do note there were reports from residents in Minchinbury who complained about continued noise issues during this period		
	7 July 2022	Every night for a few weeks, I hear beeping noises of reversing trucks. I can't sleep at night. It's so noisy. I can't enjoy the TV or a night time bbq. I feel my house is near a construction zone 24/7. We should be able to enjoy our evenings and sleep at night.
	14 July 2022	Lots of tailgate crashing and beeping of reversing trucks. Complainant can hear it in their lounge rooms and bedrooms. They started to hear the noise at around 8.30 pm on 14/7. It's now 10.30.pm. It's quite loud. The noise is coming from the south. Complainant does not know where though.
11:40 PM	19 July 2022	Beeping noise from trucks and metal banging probably from trucks. Noise coming from the south west. I started hearing it in my lounge room at 10 pm tonight. I can still hear it now at 11.40pm. Please find out who is making the noise and get them to stop.
	29 July 2022	Beeping noise from trucks and metal banging probably from trucks. Noise coming from the south west. I woke up at 2 am and heard it for the rest of the night until the background noise from the M4 blurred the noise out. <b>Outside sounds like a construction zone yet it is residential area in the sleeping hours.</b>