

From 1
April 2014

Complaints
register:

Environmental Complaints Phone
Number 8212 9561

Date	Time	How Made	Complainant	Complaint	S&P Response	Wind Direction
4/23/2014		Via Environmental Hotline	Paul Wynard	Noise at Cambridge street Kings Park	Maintenance running trommel out of hours. Remedial actions to restrict what plant can be operated for any reason and when	
5/29/2014		Telephone to Blacktown office	Pick n Payless	Overpressure	Overpressure incident occurred at 11.51am. Awaiting EPA and DA approval to relocate the pre shredder from the shredder precinct to improve inspection opportunity	
6/13/2014		Via Environmental Hotline	Paul Wynard	Odour at Cambridge street Kings Park	Sent 3 persons to site at Cambridge Street to inspect. No odour detected	
8/6/2014		Telephone to Blacktown office	Pick n Payless	Overpressure	Overpressure incident occurred at 3.06 pm. Awaiting EPA and DA approval to relocate the pre shredder from the shredder precinct to improve inspection opportunity	
9/12/2014		Via Environmental Hotline	Hayden Pick n Payless	"Toxic Smell" in adjacent site	No "toxic smell" detected on site	

11/19/2014		Telephone to Blacktown office	Hayden Pick n Payless	"Toxic Smell" in adjacent site	No "toxic smell" detected on site	
11/24/2014		Telephone to Blacktown office	Pick n Payless	Smoke in adjacent site	Significant amounts of steam being emitted from shredder	
2/3/2015		Telephone to Nigel Fox	Gary Rush Pick n Payless	Extremely abusive call, with abhorrent personal insults. Raised dust, odour and disclosed an intent to file daily complaints with EPA	S&P Unwilling to address given the insulting nature of personal attacks	
8/3/2015		Call from EPA as they received a call on their complaints line	Unknown	Site on fire	Report written and supplied to the EPA. No report of incident on site.	
9/4/2015		Email received from EPA (Andrew Reece 10/09/15) of two complaints from Pick and Payless	Pick and Payless	White dust particles	Report written and supplied to the EPA. No report of incident on site.	
9/9/2015		Email received from EPA (Andrew Reece 10/09/15) of two complaints from Pick and Payless	Pick and Payless	Burning odour, smoke, glass fallout	Report written and supplied to the EPA. No report of incident on site.	
9/2/2016		Call from EPA as they received a call on their complaints line	Unknown	Foul and rotten odour	Received a call just before lunch having been walking beneath the shredder 20 minutes earlier. Immediately went back outside and re-did walk. No odour. Spoke to operator and forklift driver – no odours noticed. Floc bay o.k. Given we process multi-sourced items creating a prolonged smell is unlikely. Breeze in morning was westerly away from PnP.	

27/2/2016	Telephone to Blacktown office, Environment Manager and to EPA complaints line	Pick 'n Payless	Chemical smell and white smoke	Report written and supplied to the EPA. No report of incident on site.	
29/2/2016	Telephone to EPA complaints line	Pick 'n Payless	Burning rubber	Report written and supplied to the EPA. No report of incident on site.	
17/03/2016	Telephone to EPA complaints line	Pick 'n Payless	Smoke and burning plastic smell	Report written and supplied to the EPA. No report of incident on site.	
21/03/2016	Telephone to EPA complaints line	Pick 'n Payless	Strong chemical smell	Report written and supplied to the EPA. No report of incident on site.	
22/03/2016	Telephone to Blacktown main office	Pick 'n Payless	Smoke in adjacent site	Hung up before response, No smoke coming from site.	
1/4/2016	Telephone to EPA complaints line	Unknown	Dust and flock coming from site	Report written and supplied to the EPA. No report of incident on site.	
4/7/2016	Telephone to Blacktown main office	Unknown	Pollution	Hung up, before response.	
14/07/2016	Telephone to EPA complaints line	Unknown	Overpressure	Report written and supplied to the EPA. Noise within limits.	
18/07/2016	Telephone to EPA complaints line	Unknown	Overpressure	Report written and supplied to the EPA. Noise within limits.	
26/08/16	Not given	Unknown	Bleach smell	Report written and supplied to the EPA. No bleach used on site.	
7/9/2016	Not given	Unknown	Thick grey smoke and strong chemical odours	Report written and supplied to the EPA. No report of incident on site.	
22/09/16	1538	Unknown	Noise	Report written and supplied to the EPA. No noise audible at location given.	
27/10/16	1030 1035	Unknown	Smoke, burnt oil/fuel odour, glass particles	Report written and supplied to the EPA. No reports of issues on site.	
29/10/16		Unknown	Overpressure	Report written and supplied to the EPA. Noise within limits.	

19/11/16	900	Telephone to EPA complaints line	Unknown	Blue smoke, smell or burning rubber	Report written and supplied to the EPA. No reports of issues on site.	
29/11/16	930	Telephone to EPA complaints line	Unknown	Strong odour and chemical smell	Report written and supplied to the EPA. No reports of issues on site.	
03/01/2017	900	Telephone to EPA complaints line	Unknown	Smoke and burning rubber odour	Report written and supplied to the EPA. No reports of issues on site.	SSE
12/01/2017	Not given	Telephone to EPA complaints line	Unknown	Thick blanket of white smoke and odours - rubber/paint	Report written and supplied to the EPA. No reports of issues on site.	?
24/04/2017		Telephone to EPA complaints line	Unknown	Site fire	EPA R3 report issued.	?
12/05/2017	Not given	Telephone to EPA complaints line	Unknown	Dust and flock coming from site	Report written and supplied to the EPA. No reports of issues on site.	?
13/05/2017	Not given	Telephone to EPA complaints line	Unknown	Smoke smells of plastic and burnt rubber.	No internal issues or complaints recorded	?
15/05/17	Not given	To Blacktown City Council	Unknown	Operating shredder outside of hours.	Complaint received, 23/06/2017. Are operating within licenced hours.	?
23/05/2017	1159	Telephone to EPA complaints line	Unknown	Odour has a rubber/plastic smell	No internal issues or complaints recorded. No rubber or plastics are processed on site.	N
23/06/2017	Not given	Telephone to S&P and EPA complaints line	Unknown	Crashing steel noises	Complaint was in operational hours, noise at general location was not validated.	?
4/7/2017	1050	S&P complaints line	David	Excessive noise	Currently reviewing operational practices. Making changes to sirens/beepers.	ENE
11/07/17	1356	Telephone to EPA complaints line for event on 8/7/17	Unknown	Explosion	Explosion monitor did not register noise level above licence limit.	SE
11/07/2017	1442	Telephone to EPA complaints line	Unknown	Noise	Morning noise source is coming from south of site.	SE
14/07/2017	1541	Telephone to EPA complaints line	Unknown	Smoke and odour of burning plastic	No internal issues or complaints recorded. No rubber or plastics are processed on site.	N
10/07/2017	1630	Telephone to EPA complaints line	Unknown	Black smoke discharging all day	Requested by EPA to report 10780-2017 Notified 37 days after the complaint.	SSW

11/07/2017	Not given	Telephone to EPA complaints line	Unknown	Black smoke discharging all day	Requested by EPA to report 10828-2017. Notified 36 days after the complaint.	?
14/07/2017	0700 - 1545	Telephone to EPA complaints line	Unknown	Smoke and odour, reeks of burning plastic.	Requested by EPA to report 11005-2017. Notified 23 days after the complaint.	WSW - N
20/07/2017	Up to 2030	Telephone to EPA complaints line	Unknown	Noise	Requested by EPA to report 11306-2017	WSW
27/07/2017	1100	Telephone to EPA complaints line	Unknown	Black and white smoke	Requested by EPA to report 11658-2017	W
28/07/2017	1430	Telephone to EPA complaints line	Unknown	Black smoke	Requested by EPA to report 11699-2017	SW
02/08/2017	1415	Telephone to EPA complaints line	Unknown	White smoke	Requested by EPA to report 11991-2017	NNE
07/08/2017	8:58	Telephone to EPA complaints line	Unknown	Smoke pollution	Requested by EPA to report 12133-2017	SE
11/08/2017	6:50	Telephone to EPA complaints line	Unknown	Strong chemical smell like rubber and burning plastic, also a grey haze	Requested by EPA to report 12375-2017. Notified 6 days after the complaint.	NNE
14/08/2017	6:15	Telephone to EPA complaints line	Unknown	Noise	Requested by EPA to report 12478-2017	NE
11/08/2017	8:00	Telephone to EPA complaints line	Unknown	Smoke pollution	Requested by EPA to report 12486-2017	N
15/08/2017	1200	Telephone to EPA complaints line	Unknown	White smoke	Requested by EPA to report 12564-2017	NNE
21/08/17	1525	Report to EPA	Unknown	Smoke pollution	Requested by EPA to report 12885-2017. Notified 21 days after the complaint.	NNW
22/08/17	1320	Report to EPA	Unknown	Smoke pollution	Requested by EPA to report 13011-2017. Notified 20 days after the complaint.	SSW
29/08/17	1500	Telephone to EPA complaints line	Unknown	Smoke from crasher	Requested by EPA to report 13283-2017. Notified 13 days after the complaint.	NNE

16/10/17	1259	Report to EPA	Unknown	Smoke	Report written and supplied to the EPA. No reports of issues on site.	E
17/10/17	1340	Report to council to EPA	Unknown	White smoke	Report written and supplied to the EPA. No reports of issues on site.	ENE
18/10/17	1250	Report to council to EPA	Unknown	White smoke	Report written and supplied to the EPA. No reports of issues on site.	ENE
18/10/17	1458	Report to council to EPA	Unknown	Chemical odour	Report written and supplied to the EPA. No reports of issues on site.	NE
19/10/17	1050	Report to council to EPA	Unknown	White smoke	Report written and supplied to the EPA. No reports of issues on site.	NNW
17/11/17	1159	Report to EPA	Unknown	Odour - raw sewage Smoke or steam	Report written and supplied to the EPA. No reports of issues on site.	ENE
21/11/2017	1433	Report to EPA	Unknown	Excessive black smoke, smells like burning rubber	Report written and supplied to the EPA. No reports of issues on site.	SE
16/01/18	8:10 AM	Rang site	Rob	Noise before hours	Noise due to Pick and Payless having scrap metal deliveries at 5:20am. Rob asked to register complaint with the EPA. Council and EPA have been informed about these earlier morning deliveries for the past 8 months.	SSW
18/01/18	1259	Report to EPA	Unknown	White smoke and bad odour	Report written and supplied to the EPA. No reports of issues on site.	SSE
23/01/18	1126	Report to EPA	Unknown	Noise before hours	Complaints were from 16th and 17th January. Refer to above complaint.	SSW
02/02/18	1300	Report to EPA	Unknown	Smoke and odour	Report written and supplied to the EPA. No reports of issues on site. Mischievous report.	ESE
06/02/18	1345	Report to EPA	Unknown	Smoke and odour	Report written and supplied to the EPA. No reports of issues on site. Mischievous report.	ESE
13/02/18	6:30 AM	Report to EPA	Unknown	Noise	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	SE
	1000	Report to EPA	Unknown	Smoke	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	SE

19/02/18	8:30 AM	Report to EPA	Unknown	Chemical odour	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	ESE
26/02/18	1830 - 2130	Report to EPA	Unknown	Noise	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	SSE-SSW
5/3/18	1000	Report to EPA	Unknown	Offensive smoke Greyish smoke	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	SSE
16/03/18	1518	Report to EPA	Unknown	Thick black smoke & burning rubber odour	Report written and supplied to the EPA. No reports of issues on site. Mischievous report	ESE
20/3/18	6:05am-0610am	Via Environmental Hotline	Rob	Load crashing, grinder, hammering	Returned call. No maintenance occurring so no grinding or hammering. Heavy yard did not commence until 0630.	SE
21/3/18	1420	Rang site	Gail	Loud banging	Visited area. Whining noise and intermittent banging from Binning Road units.	SSE
19/4/18	1518	Report to EPA	Unknown	Explosion and burning all day	Report written and supplied to the EPA. Mischievous report	WNW
07/05/18	1620	Report to EPA	Unknown	Black smoke and Fire brigade present	Report written and supplied to the EPA. NSW FR were not on site. Mischievous report	NNE
09/05/18	819	Via Environmental Hotline	Resident	Noise at 2030 last night	Returned call. Wanted to know operational hours and what we are doing to reduce noise emissions.	WSW
11/5/18	1355	Report to EPA	Unknown	Blast/explosion	Report written and supplied to the EPA. No blast/explosion on site.	WNW
25/05/2018	1000	Report to EPA	Unknown	Glue smell	Report to EPA. There is a glue factory next door to us.	S
29/05/18	1200	Report to EPA	Unknown	Site lit up in flame	Fire training in progress	NW
04/06/18	1548 - 1610	Rang site	Gail	Noise	Spoke about factors that could explain why the noise level was variable	SE
13/06/2018	1030	Report to EPA	Unknown	Strong odour of burning rubber/plastic	Report written and supplied to the EPA. Source was not S&P. Mischievous report.	NW
20/06/2018	9:20 AM	Via Environmental Hotline	Resident	Noise at 2330 last night	Returned call, did investigation left message. No unusual or incorrect activities were found.	SW

09/07/2018	7:00 AM	S&P complaints line and EPA	Resident	Noise from 7:00 to 7:20am	Report written and supplied to EPA. No site issues known at that time.	NNE
28/08/18	1300 - 1600	Report to EPA	Unknown	Odour and smoke	Report written and supplied to EPA. No site issues known at that time.	ESE - SSW
13/09/2018	1100 -1400 & 1830	Report to EPA	Unknown	Smoke/Chemical odour Burning rubber / Chemical odour Smell - melted plastic	Report written and supplied to EPA. No site issues known at that time.	SE ESE
3/11/18	756	S&P complaints line and EPA	Margaret	Early morning noise	Discussed matter with EPA	Calm
28/05/2019	650	Self report	Howard	Shredder noise event	C07541-2019 EPA report	ENE
12/06/2019	Not given	Report to EPA from BCC	Unknown	Noise outside of approved operating hours	EPA report - Did not operate outside of approved hours	?
09/07/2019	851	Self report	Luke	Shredder noise event	i09363-2019 EPA report	WNW
15/07/2019	Not given	Report to EPA	Unknown	High noise levels from unloading trucks	Reply to EPA via email 25/07/2019	?
27/07/2019	0620 -0700	Report to EPA	Unknown	Noise pollution	Reply to EPA via email 01/08/2019	WSW
16/09/2019	0845 - 0940	Report to EPA	Unknown	Fumes from burning of rubbish and plastic	S&P do not burn material on site. Reply to EPA via email 19/09/2019	N-NNW
17/03/20	2100+	Report to EPA	Unknown	Burning of materials	S&P do not burn material on site. Reply to EPA via email 24/03/2020	Easterly
23/03/20	1300 - 1500	Report to EPA	Unknown	Black smoke and an awful chemical odour	S&P do not burn material on site. Reply to EPA via email 24/03/2020	SSE/SE
06/04/20	0900 - 1000	Report to EPA	Unknown	Noise pollution	Report written and supplied to EPA. No site issues known at that time.	NNW
17/04/20	Not given	Report to EPA	Unknown	Noise pollution	No site issues known at that time. Report emailed to EPA 23/04/20	NNW-NNE
15/06/20	8:45 PM	Report to EPA	Unknown	Noise pollution	No site issues known at that time. Report emailed to EPA 24/07/20	Calm
16/06/20					S&P neighbourhood mailout for DA application	
07/07/20	1446	EPA	Gabriel	Complaints line	Check by EPA that complaints line was working.	-
05/08/20	330	Report to EPA	Unknown	Noise pollution	No site issues known at that time. Report emailed to EPA 13/08/20	NNW
14/08/20	?	Report to EPA	Unknown	Explosion	No site issues known at that time. Report emailed to EPA 19/08/20	?

17/08/20	920	Report to EPA	Unknown	Explosion	No site issues known at that time. Report emailed to EPA 18/08/20	NW
20/08/20	1625	Report to EPA	Unknown	Explosion	No site issues known at that time. Report emailed to EPA 25/08/20	W
22/08/20	1428	S&P complaints line	Awaiting advice	Noise pollution	Replied to complainant on TBC	W