

Details of Single Complaint

Complaint No:
13562

Other reference

Responsible Officer:
GK/Rohan Huguenin

Licence No: Category Nature of Complaint: Shire: File No:
No EA Licence Air Dust : Process/Stockpile Pine Rivers

Complaint Made Against: Address:
Norcross Building Products

Trading As: Brendale
Norcross Building Products

Phone: Fax:

Complaint Processing Details:

Date of Event:	Date Received:	Time Spent:	Date Finalised:	Was this complaint Referred?	No
	20/06/2002	0	26/08/2002	Comments:	
Time of Event:	Time Received:	Time Finalised:			
Date of First Action:	20/06/2002	Time of First Action:			

Description of Complaint:

Silicon powder coming onto property from storage silos. Confidential source approached Norcross on 3 occasions and they have washed the complainants cars and cleaned out the gutters.

1st Action Taken:

Complaint form sent

Other actions/comments

Was a 'Show Cause Notice' issued? No If so when? Reason

Complaint was Made By

sch3(10)(1)(b) Confidential source of information

Brendale

Phone: sch3(10)(1)(b) Confidential source of information

Fax:

OtherPhone:

Report by Chuckle on: Friday, 24 January 2003

Page: 1

Details of Single Complaint

Complaint No:

13562

Other reference

Responsible Officer:

GK/Rohan Huguenin

Subsequent Actions / Visits

Date	Visit?	Responsible Officer	Action Taken	Other action/comments	Time Spent
28/06/2002	☐	Gary Kane		Steve - Could you please investigate this one. There are two parts to the job (1) the nuisance effect on cars/etc and (2) the health effects on employees. After you check out the site we may need to refer at lease part of the job to WHS if yo think there are any health effect on the employees. Thanks. Gary.	0.00
28/06/2002	☒		Visit - Business hours	<p>Complaint form faxed</p> <p>28/06/02 SC= Went out to site and was shown around by <small>sch3(10)(1)(b) Confidential source of information</small> <small>sch3(10)(1)(b) Confidential source of information</small> There was a fair amount of dust in the gutters, on the roof and on their cars. I took some photos as proof. The dust is coming from a large open window next door which has the dust cyclone tube collector coming out. I explained we may be able to help with these issues but they would have to contact Qld Health & Safety for their employee health problems.</p>	0.00
8/07/2002	☐			<p>SC= Received fax from Ardex Manager - Colin Morrow (ph no. 38813888). He admits dust has caused nusiance and that he is in the process of resolving the situation</p> <p>Ps They were previoulsy called Norcross Building Products but have changed their name to Ardex</p>	0.00

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13562		GK/Rohan Huguenin

8/07/2002	☐			SC= received call from source manager, he was very obliging and explained numerous measures he is going to undertake to reduce the dust. I asked him to fax these measures and he said he will in the next couple of days.	0.00
22/07/2002	☐	GK/Rohan Huguenin	Phone call	Spoke with the complainant who indicated that problem not occurring at the moment. Tried to speak with source, but sch4p4(6) Personal information will try and call then to see if measures are in place to deal with problem.	0.00
7/08/2002	☐	GK/Rohan Huguenin		Spoke with source who said works had been completed and that an inspection could occur at any stage. Contact at factory is Warren Richardson.	0.00
20/08/2002	☒	GK/Rohan Huguenin		Visited site to inspect works carried out. New feeder pipe and repairs to the seals on the top of the silos.	0.00
26/08/2002	☐	GK/Rohan Huguenin	Phone call	Spoke with complainant who stated that problem had not ocured again. He thanked EPA for their assistance in this matter.	0.00



**Queensland
Government**

Enquiries Rohan Huguenin
Telephone (07) 3224 6027
Your reference
Our reference 13562

Environmental Protection Agency

Incorporating the
Queensland Parks and Wildlife Service

26 August 2002

Mr C Morrow
Ardex
30 Kenworth Place
BRENDALE QLD 4500

Dear Mr Morrow

The Environmental Protection Agency's (EPA) Community Response Unit ("CRU") has investigated a complaint regarding dust from Ardex at Brendale. The EPA understands that the silos causing the problem have been repaired and that dust is no longer being emitted. As such the EPA will be taking no further action in this matter.

The EPA thanks you for your cooperation in addressing this issue.

Should you have any questions about this letter, Mr Rohan Huguenin of the CRU on telephone (07) 3224 6027 will be happy to assist you.

Yours sincerely

sch4-Signature

Neil Anderson
Principal Inspector
Community Response Unit



Enquiries Rohan Huguenin
Telephone (07) 3224 6027
Your reference
Our reference 13562

Environmental Protection Agency

Incorporating the
Queensland Parks and Wildlife Service

26 August 2002

[Redacted]
sch3(10)(1)(b) Confidential source of information

Dear [Redacted]
sch3(10)(1)(b) Confidential source of information

The Environmental Protection Agency's (EPA) Community Response Unit ("CRU") has investigated your complaint regarding dust from Ardex at 30 Kenworth Place, Brendale. The source has indicated that their silos have been repaired and that dust should no longer be emitted. As such the EPA will be taking no further action in this matter.

The EPA thanks you for bringing this matter to its attention. Should the problem reoccur please advise the EPA and the matter will be investigated further.

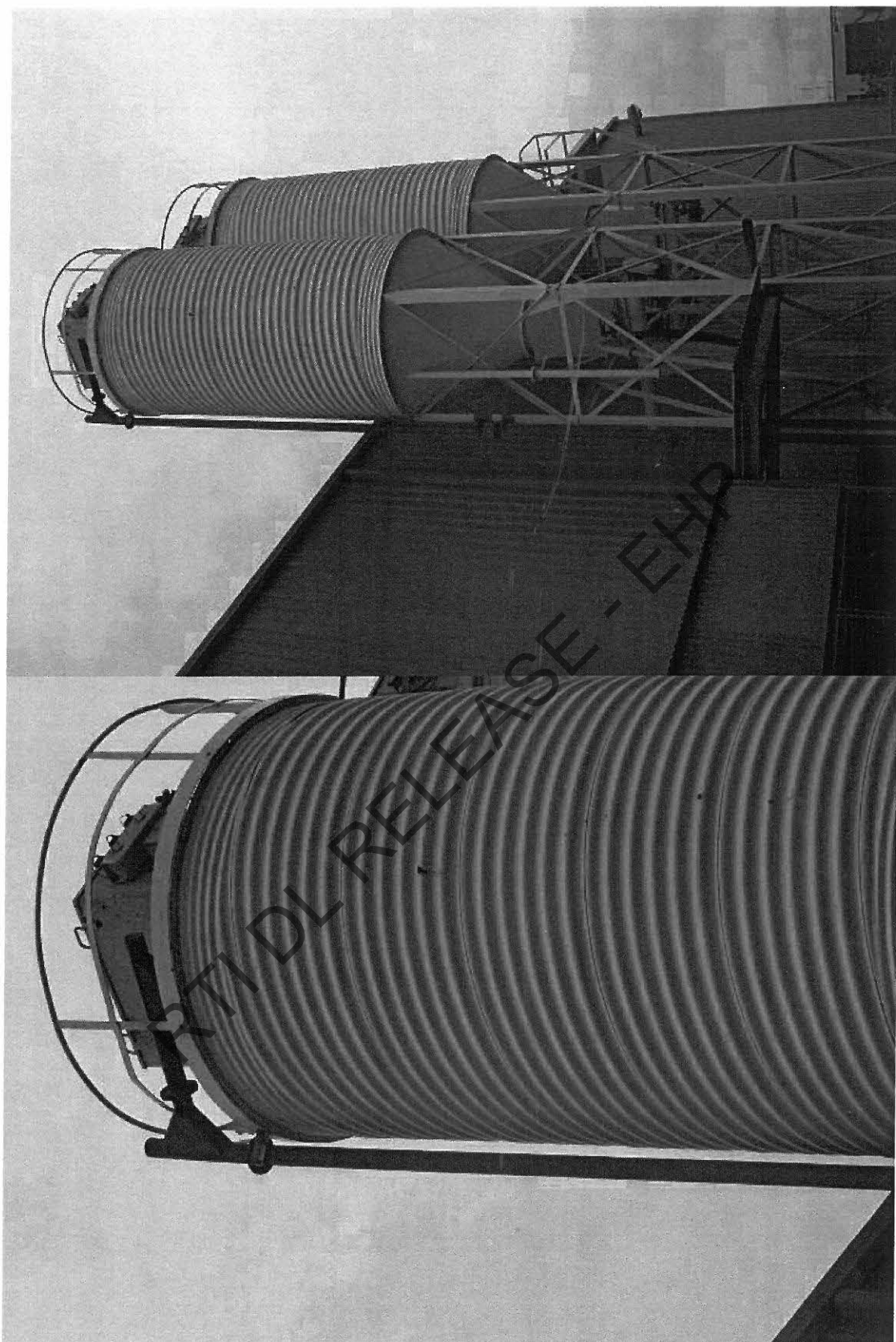
Should you have any questions about this letter, Mr Rohan Huguenin of the CRU on telephone (07) 3224 6027 will be happy to assist you.

Yours sincerely

[Redacted Signature]
sch4-Signature

Neil Anderson
**Principal Inspector
Community Response Unit**

Chuckle Number 13562. Site inspection of Ardex dust amelioration works. Conducted by Rohan Huguenin on 20 August 2002.



Chuckle Number 13562. Site inspection of Ardex dust amelioration works. Conducted by Rohan Huguenin on 20 August 2002.



RTI DL RELEASE

EPA SOUTHERN REGION	
Correspondence No. SMA 15063	Barcode No.
File No.	PART / FOLIO
Action Officer Natalie Van	Related to



Queensland Government
Environmental Protection Agency
Incorporating the
Queensland Parks and Wildlife Service

Fax

To: sch3(10)(1)(b) Confidential source of information sch3(10)(1)(b) Confidential source of information

From: Natalie Van

Telephone: (07) 3225 1057 Fax: (07) 3225 8723

E-mail: natalie.van@epa.qld.gov.au

Date: 26 June 2002 Pages: 3 (including this page)

Subject: Complaint Form

Reference: 13562

TO
RTI DL RELEASE - EHP

Privacy and confidentiality notice

The information contained in this facsimile is intended for the named recipient/s only. It may contain privileged and confidential information and if you are not an intended recipient, you must not copy, distribute or take any action in reliance on it. If you have received this facsimile in error, please notify the sender.

GPO Box 2771, Brisbane, Queensland 4001 Australia



**Queensland
Government
Environmental
Protection Agency**

SOUTHERN REGION, BRISBANE DISTRICT OFFICE
Community Response Unit
GPO Box 2771, BRISBANE QLD 4001
Pollution Hotline: 1300 130 372 (24hr)
Fax: (07) 3225 8723

CASE NO: 13562

Environmental Pollution Incident and/or Nuisance Allegation

Please add a separate signed statement if there is not enough space on this form (NB: additional space overleaf)

Complainant Details (your details)

Your Name: (1)(b) Confidential source of information

sch3(10)(1)(b) Confidential source of information

Your Phone No.:

Home

sch3(10)(1)(b) Confidential source of information

8 - 5 PM
best contact time

Do you give permission for your details to be released to the alleged source - if required?

☒ Yes ☐ No

Who do you allege is the source of the problem?

Individual's Name: NORCROSS BUILDING

Company/Business Name: PRODUCTS

Address: 30 KENWORTH PLACE

Postcode: 4500

Phone No.:

Home

Work

What type of premises?

☐ Residential ☒ Commercial/Industrial

Have you spoken to this person/company/business about the problem?

☒ Yes ☐ No

Allegation Type (tick the appropriate box/s)

☐ Noise

☐ Odour/Fume/Smoke

☐ Water Pollution

☐ Waste Dumping

☒ Dust/Particulate

☐ Fish Kill

☐ Chemical/Paint Over spray

☐ Oil Spill

☐ Light

☐ Effluent Discharge

☐ Other

Section 1 (description of problem; ie. what is it that concerns you, what is causing the problem)

DUST OF SOME SORT BEING RELEASED
OVER OUR EMPLOYEES, VEHICLES
& OUR PROPERTY

Section 2 (details of problem)

When does the problem occur? (time and days)

ANY TIME

How long does it last for?

12 HOURS

How often does it occur?

REGULARLY

How long has the problem existed?

2 YEARS

When did the problem last occur? (time and days)

THURSDAY 20TH JUNE 2002

Section 3 (only complete this section if the problem is noise, odour, dust, or other nuisance)

When is the problem most annoying to you, and why?

CONCERN FOR STAFF & CUSTOMER EXPOSURE TO THIS UNKNOWN
DUST. DAMAGING OUR VEHICLES & PROPERTY
& STOCK IN OUR WAREHOUSE.

Where does the nuisance effect you? (ie. inside your home - which rooms)

INSIDE & OUTSIDE

Have you kept a diary regarding the nuisance? (stating when it occurred and how it affected you)

☒ Yes
 ☐ No

Will you keep a diary?

☒ Yes
 ☐ No

Section 4

Has the problem been brought to the attention of any of the following:

☒ EPA
 ☒ Local Council
 ☐ Police
 ☐ Any other government agency LOCAL MEMBER

Please give details

ADDITIONAL NOTES:

THE MAJOR CONCERN IS WHAT EFFECT
THIS SUBSTANCE HAS ON US.

Section 5 (Declaration)

I acknowledge by virtue of s110A(5)(c) of the Justices Act 1886 that:

1. This written statement by me dated 26/6/2002 is true to the best of my knowledge and belief; and
2. I make it knowing that, if it were admitted as evidence, I would be liable to prosecution if I stated in this statement anything that I knew to be false.

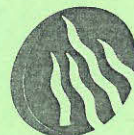
Signature

sch4-Signature

Name in Full (printed): sch3(10)(1)(b) Confidential source of information

Thank you for completing this form.

Your submission will be assessed and any ensuing investigation will require your further assistance.



Enquiries Steven Carrick
Telephone (07) 32258392
Your reference
Our reference 13562

Environmental Protection Agency

Incorporating the
Queensland Parks and Wildlife Service

3 July 2002

Manager
Norcross Building Products
30 Kenworth Place
BRENDALD QLD 4500

Dear Sir or Madam,

Warning Notice of Nuisance (Dust) under the *Environmental Protection Regulation 1998*

The Community Response Unit ("CRU") of the Environmental Protection Agency ("EPA") recently received a complaint about dust coming from your premises at 30 Kenworth Place, Brendale, Brisbane. The complainant alleged that the dust is causing nuisance.

You may be aware that the EPA recently introduced new nuisance laws. Under the *Environmental Protection Regulation 1998*, the EPA can issue an abatement notice to a person responsible for generating or releasing dust that is, or has been, causing an unlawful environmental nuisance ("a nuisance"). An abatement notice can require the person to stop the dust, or control it so that it is no longer causes a nuisance. A company who fails to comply with an abatement notice can be fined \$600 on-the-spot.

A fact sheet containing information about the new laws is enclosed for your information.

An EPA officer inspected the dust on the 28 June 2002. The EPA believes that on this date, the operation of your equipment caused a nuisance because the dust was being deposited over the complainant's roof, vehicles and gutters causing loss of amenity. The complainant is also concerned for his employee's health.

At this stage, the EPA does not intend to issue you with an abatement notice in relation to the dust nuisance, which has occurred for some time. However, this letter is a warning to you about the requirements of the nuisance laws, and an opportunity for you to respond.

The EPA invites you to send a written reply to this letter by 19 July 2002. Your response can be sent to the following address:

The Community Response Unit
Environmental Protection Agency
GPO Box 2771
BRISBANE QLD 4001
Attention: Steven Carrick

The EPA will carry out a follow up inspection(s) to check whether this problem remains. To allow you to act on this letter, the EPA will not carry out any inspections in the next 2 weeks. If the EPA obtains evidence that a nuisance still exists, you may be issued with an abatement notice.

The EPA looks forward to quickly resolving this matter with you.

Should you have any questions about this letter, please telephone Steven Carrick on 33454721.

Yours sincerely

sch4-Signature

Gary Kane
Operations Manager (Community Response)
Southern Region, EPA

Details of Single Complaint

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13562

Other reference

Responsible Officer:

Steve Carrick

Licence No:

No EA Licence

Category

Air

Nature of Complaint:

Dust : Process/Stockpile

Shire:

Pine Rivers

File No:

Complaint Made Against:

Norcross Building Products

Address:

Trading As:

Norcross Building Products

Brendale

Phone:

Fax:

Complaint Processing Details:

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20/06/2002

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Other actions/comments

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No

If so when?

Reason

Complaint was Made By

sch3(10)(1)(b) Confidential source of information

Brendale

Phone: sch3(10)(1)(b) Confidential source of information

Fax:

OtherPhone:

Report by Chuckle on: Wednesday, 3 July 2002

Page: 1

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Complaint No:

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Other reference

Responsible Officer:

Steve Carrick

Subsequent Actions / Visits

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Report by Chuckle on: Wednesday, 3 July 2002

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ENGINEERED SOLUTIONS
FOR TILING, FLOORING & WATERPROOFING

EP SOUTHERN REGION	
Correspondence No.	Barcode No.
JH 2002/5397	
File No.	PART FOLIO
SYA 730	1
Action Officer	Related Items
Steve Carrick	

08.07.02

The Community Response Group
Environmental Protection Agency
GPO Box 2771
BRISBANE QLD 4001

Att: Steven Carrick

RE: ref 13562



Colin Morrow
QLD Manager



Ardex Building Products Pty Ltd

30 Kenworth Place Brendale QLD 4500 Australia

Telephone +61 7 3881 3888 Facsimile +61 7 3881 3188 Mobile 0419 568 181

colin.morrow@ardexbp.com.au www.ardexbp.com.au

Dear Steven

Thank you for your letter detailing a complaint regarding dust nuisance at our premises at 30 Kenworth Place, Brendale. We take these issues very seriously and understand our responsibility to the environment.

Steps have been taken by us to fix the situation and to minimise the threat of a recurring problem. We look forward to seeing you when you do your inspection.

Yours sincerely

sch4-Signature

Colin Morrow
QLD Manager

