

Details of Single Complaint

Complaint No: 18938	Other reference	Responsible Officer: GK/Jodie Smith1
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Licence No:	Category	Nature of Complaint:	Shire:	File No:
No EA Licence	Air	Dust - GENERAL	Pine Rivers	STH894

Complaint Made Against: Ardex Australia Pty Ltd
Address: 30 Kenworth Place

Trading As: Brendale 4500
Phone: (07) 3881 3888 **Fax:**

Complaint Processing Details:

Date of Event:	Date Received:	Time Spent:	Date Finalised:	Was this complaint Referred?	No
	16/03/2004	0	14/05/2004	Comments:	
Time of Event:	Time Received:	Time Finalised:			
Date of First Action: 16/03/2004	Time of First Action:				

Description of Complaint:

Dust nuisance complaint referred to EPA from Pine Rivers Shire Council concerning the release of a white sandy substance from hoppers situated at Ardex Australia coating the complainant's premise and vehicles in the vicinity.

1st Action Taken:

Letter sent

Other actions/comments

Phoned complainant on 26/03/04 who said a fine silica sand substance is being released from the adhesive factory and the white sand is coating his premise and vehicles. His residence is approximately 100m from the hoppers at the factory and dust particles are blown over to his residence when the silica sand bags are emptied into the hoppers.

Was a 'Show Cause Notice' issued?	No	If so when?	Reason
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Complaint was Made By

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

Brendale 4500

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

OtherPhone:

Report by Chuckle on: Friday, 14 May 2004

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Details of Single Complaint

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18938

Other reference

Responsible Officer:
GK/Jodie Smith1

Subsequent Actions / Visits

Date	Visit?	Responsible Officer	Action Taken	Other action/comments	Time Spent
29/03/2004	☐		Letter sent	Phoned Ardex Australia and spoke to Warren Richardson who said the white powder is wash sand which is pumped into a silo through a steel pipe. There is a pulsating filter to minimise dust particles being released. However, Warren said that through general ware on the system, a hole has been worn in the steel pipe which leads into the silo. A maintenance crew has been called out to fix the problem, possibly tomorrow. I advised a written response to this complaint is required and EPA will send out a letter.	0.00
14/05/2004	☐	GK/Jodie Smith1	Phone call	Phoned the complainant to advise I had contacted Ardex Aust, who informed EPA a maintenance problem has been the cause of the dust nuisance and is scheduled to be fixed tomorrow. I said I would ring to check whether this has fixed the problem.	0.00
			sch3(10)(1)(b) Confidential source of information	Phoned the complainant to check whether the maintenance crew at Ardex Aust had fixed the problem.	
			sch3(10)(1)(b) Confidential source of information	said the white powder has not been causing a nuisance lately and the maintenance conducted by Ardex Aust appears to have fixed the problem.	
				COMPLAINT CLOSED - may re-open if complainant rings to say the white powder is causing a nuisance again.	

Report by Chuckle on: Friday, 14 May 2004

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Enquiries Jodie Smith
Telephone 07 3225 1067
Your reference
Our reference 18938

Environmental Protection Agency

Incorporating the
Queensland Parks and Wildlife Service

29 March 2004

Mr Warren Richardson
Ardex Australia Pty Ltd
30 Kenworth Place
Brendale Qld 4500

Dear Mr Richardson,

The Environmental Protection Agency's (EPA)'s Community Response Unit (CRU) recently received a complaint from a neighbour concerning dust nuisance from the release of a white powder substance from hoppers at the Ardex Australia Pty Ltd premises located at 30 Kenworth Place, Brendale. The complainant alleges the white powder substance is causing a nuisance by coating their premises and vehicles located in the vicinity.

The role of the CRU is to investigate this matter and ensure that where a genuine problem is identified, appropriate action is taken to resolve the complaint.

This matter will be investigated by the CRU, however at this stage you are invited to respond with your views on the matter, your advice on any proposed measures to abate the nuisance, and copies of any relevant approvals such as development approvals or consent permits.

Please respond by 12 April 2004, quoting reference number 18938 and addressing your response to:

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

Should you have any questions about this matter or require any further information, please contact Jodie Smith on (07) 3225 1067.

Yours sincerely

sch4-Signature

Neil Anderson
**Principal Inspector
Community Response Unit**

H:\COMMUNITY RESPONSE\Pine Rivers Shire Council\Complaints - General\Non_ERA\Ardex Australia\

15th Floor, 288 Edward St Brisbane
Queensland 4000 Australia
GPO Box 2771 Brisbane
Queensland 4001 Australia
Telephone (07) 3224 5641
Facsimile (07) 3225 8723
Website www.epa.qld.gov.au
ABN 87 221 158 786 of 5

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**FAX COVER****Division of
Lifestyle & Environment**PINE RIVERS
SHIRE COUNCIL
PO BOX 5070
STRATHPINE Q 4500Ph: 07 3480 6555
Fax: 07 3480 6353

FAX NO.	3225 8723	EPA SOUTHERN REGION	
		Correspondence No.	Barcode No.
	Manager	3TH2004/1910	
TO:	Community Response Department	File No.	PART FOLIO
	Environmental Protection Agency		
		Action Officer	Related Items
FROM:	Tim Ditchburn	EARL KNUDSEN	
	Community Response Department		
PHONE:	3480 6663		
PAGES:	THIS COVER SHEET <u>1</u> pages.		
RE:	Nuisance from Ardex Australia, 30 Kenworth Place, Brendale		
DATE:	16 March, 2004		

RTI DL RELEASE - EHP

Please call us immediately if there are any problems concerning this transmission.

Original to be filed

to be posted

to be returned to sender

File Number:

13-419

DL Documents

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Release

0734806353

COMMENTS:

Council has received a complaint concerning the release of a white sandy substance from the hoppers situated at Ardex Australia, 30 Kenworth Place, Brendale.

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

and details are as follows:

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

Council's Officers have visited the complainant to assess the nature of the complaint and found a considerable amount of white powder coating the complainant's premise as well as coating vehicles in the vicinity.

Ardex Australia does not require a licence under the Environmental Protection Act 1994 and there are no conditions relating to nuisance on the development permit for the site. In light of this Council is forwarding the complaint to the Environmental Protection Agency for further Action.

Should you require any further information please do not hesitate to contact Tim Ditchburn as referenced above.

Yours faithfully,

sch4-Signature

Department

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DL Documents

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