

Company Mirvac Projects Pty Ltd
Project Aspect Industrial Estate
Title Quarterly Summary Sheet - Complaints Register
Date 9/09/2024

** The complaint Register is updated each time an item is added - The date or time recording indicates the time of the last item being received. (If there are no updates, no new complaints have been received)

Date	Time	Communication Type	Summary of Issues/Details	Category	Status (Open/Closed)	Action Taken	Further Action / Monitoring to Confirm Resolution
8/12/2022	9:30:00 AM	Complaint	Dust being received at a neighbouring property, adjoining neighbour has stated they can not open windows and hang clothes.	Environmental	Closed	<p>Works ceased locally in the area immediately fronting the land owner.</p> <p>WEM are undertaking an immediate action to source November wind and dust data from BOM and the equipment on site , including photos from the equipment.</p> <p>WEM are now investigating on and off-site possible dust producing activities and critically reviewing the effectiveness of the on-site dust protection measures.</p>	<p>An additional watercart has being sourced and the direction and windspeed of prevailing winds are being very closely monitored.</p> <p>Another set of Dust Deposition Monitors is being sourced to increase data capture at key boundary locations of the estate.</p>
21/12/2022	3:23:00 PM	Complaint	Dust being received at a neighbouring property	Environmental	Closed	WEM ceased work and directed watercarts in the area fronting the neighbouring property immediately after phone call. Truck movements fronting Mamre Road were stopped.	WEM are monitoring forecast wind speeds and directions to plan for dust generating conditions.
17/07/2024	1:15:00 PM	Complaint	General public traffic conducting U-turns occurring on private property	Traffic	Closed	Mirvac have procured and installed corflute signage consisting of 'No U-Turns Permitted' on the property frontage.	Mirvac will continue to enforce traffic requirements as a key item in meetings. All drivers entering the estate to continue to be issued a drivers code of conduct.

Summary		
# Complaints	Total	3
	Open	0
	Closed	3
Categories	Noise	0
	Traffic	1
	Visual	0
	Environmental	2