

Confirm number	Received	Actioned	Complaint	Action taken	CI Reference
287887	22/01/2014	22/01/2014	Mud on the road	Bulk of mud removed- Dimac contractors cleaning the rest	
	12/02/2014	12/02/2014	in relation to sediment on road and glass deposited on site.	The operator was advised to clean up the road, put in appropriate controls and cease depositing large amounts of glass	
388598	7/09/2017	7/09/2017	Material on the road	Toni Stevens will have the road cleaned	
427896	30/11/2018	30/11/2018	Smelly material being tracked on to road	Some material on the road. To be cleaned up by HCC and contractors running the site to pay the bill	
438070	13/03/2019	13/03/2019	Wheel wash not being used properly and material is tracking down the road	Street sweeper truck was cleaning road when I arrived	
479595	4/05/2020	4/05/2020	The vehicle motion alarm noise being generated by the cleanfill is extremely loud	The tonal vehicle motion alarm also known as a "Beeper alarm" was replaced by a broadband alarm – also known as a “squawker alarm”	TRIM DIV/20/4348
443912	16/05/2019	16/05/2019	Dust from site, material on road, mounds of material on side of road	Site operator reminded of speed vehicles are to travel on site (dust), no sign of tracking on the road, material on side of road removed	
444990	29/05/2019	29/05/2019	Noise from vac u trucks, liquid being dumped on site, operating before 8 am	Noise is intermittent and won't breach noise levels, liquid waste is from material sucked out from under the road, site can operate from 7.30	
446266	30/05/2019	30/05/2019	Material on the road	No material on the road. Some muddy water visible. Wheel wash is to be used properly	
446266	8/06/2019	8/06/2019	Road covered in mud	Small amount of material on the road. Rotten log to be placed on drive to remove dirt from tyres	
449619	16/07/2019	16/07/2019	Noise from vac trucks	Noise unlikely to breach District Plan levels	
450487	30/07/2019	30/07/2019	Noise from vac trucks, material on road	Noise unlikely to breach District Plan levels, no material on the road	
Not HCC	5/08/2019	5/08/2019	Truck noise from engine braking and poor driving	Not a matter for council to consider, refer to police	
453118	28/08/2019	28/08/2019	Material on road	No material on road	
455897	30/07/2019	30/09/2019	Material on road	Some material on road. Toni Stevens will have road cleaned	
456094	30/09/2019	1/10/2019	Material on road	Some material on road. Toni Stevens will have road cleaned. Revisited- road cleaned	
457760	18/10/2019	18/10/2019	Trucks on site early	Matt Reid viewed documentation and confirmed first truck on site at 0750 hrs	
461446	21/11/2019	22/11/2019	Trucks on site after hours	E-mails to complainant requesting time stamped photos/movie clip. Complainant advised on 22/11/19 that the video was taken between 1700 and 1730 hours	
	20/02/2020	20/02/2020	Cleanfill road constructed and ashphalted without notifying CLG - breach condition 5?	If all that has occurred is the asphaltting of the road in accordance with Condition 7 then that is permitted without specific notification to the CLG.	
482135/482191	28/05/2020	28/05/2020	Tracking on the road	Small amount of material on road. Advised operator that wheel wash must be used all the time. Some installation problems which have now been fixed.	
489792	10/08/2020	10/08/2020	Noise from activities on site.	Several attempts were made by officer to contact complainant to understand the nature of the activities that were occurring at the time of the compliant. Noisy activity now past, details of activities occurring on site was not supplied by complainant.	
??????	24/08/2020	24/08/2020	Noise from activities on site.	Too windy to undertake noise measurements today. Ensure next round of noise monitoring includes the type of activities (2x diggers, a dozer and general truck movements) that were occurring on site today to check compliance.	
491419	27/08/2020	27/08/2020	Tracking on Coast Road	Requested Dave Dews have the road swept	
492429	7/09/2020	7/09/2020	Tracking on Coast Road	Requested Dave Dews have the road swept	
493419	19/09/2020	19/09/2020	Clouds of dust blowing from site	Roto millings to be placed on afrea where dust is blowing from. Alternative solution i.e. polymur, to be investigated	
499977	19/11/2020	19/11/2020	Tracking on the road	Road had been cleaned by the time PD arrioved on site (90 minutes after complaint lodged). Drivers not using the wheel wash have been banned	
500642	26/11/2020	1/12/2020	Road not being swept adequately and not far enough down road. Trucks on wrong side of road passing truck washing the road	Road had been cleaned by the time the issues was raised with PD. E-mail going to be sent to SA responding to her concerns	

[illegible]

<b>Date</b>	<b>Issue</b>	<b>Outcome</b>
21-Jul	Mud on the road	Bob rang HCC to organise sweeper trucks
21-Jul	Mud on the road	Rang HCC to organise sweeper trucks
30/11/2018	Mud on coast road	Cleaned out wheel wash
		Compliant noted. Discussed with landfill manager to confirm the early time. He said the time the vac truck entered the cleanfill was slightly earlier than usual by about 10-15 minutes but was during the hours of operation.
3/07/2019	Noise from vac trucks	

Date	Nature of complaint	Adressed to whom?	Action taken	Follow-up required?	Resolved?	Weather conditions onsite
31-Jan-20	Dust issues	GWRC (via Max Curnow)	Site was closed at the time the complaint was received. GWRC inspected site at 4pm - observed dust blowing around site but "not considered	Yes. Hydroseed batters ASAP and ensure water cart (or other form of supression)is onsite to suppress dust as required	Yes	Dry and high winds
23 January + 19 February	Inadequate communications regarding construction works onsite	Alastair Meehan + Dave Dews	Email response sent 20 February 2020	No	Yes	Fine
14-Apr-20	General enquiry - location(s) of material and remediation of the site	Alastair Meehan	Email response dated 24 April	No	Yes	N/A
2-May-20	Noise - tailgates banging and reversing alarms	Alastair Meehan + Dave Dews	Site vehicles fitted with new reversing alarms (squawkers)	Yes. Email response (dated 7 May) + discussed at CLG meeting	Yes	Fine
12-May-20	General enquiry - cleanfill closure date	HCC	Email response provided 18 May 2020	No	Yes	N/A
Various dates	Material being tracked onto the road		Have spoken with site operator and reiterated he is empowered to have the road swept as / when necessary. Belief that cleanfill is occasionally held to be responsible for material elsewhere on Coast	Yes. Continue to monitor and manage. Request CLG members advise when material is observed.	Yes	Mixed - dry and light rain
8-Jun-20	Perceived non-compliance with several consent conditions (identified 6 "major consent breaches")	GWRC (via Max Curnow) following site visit	- Review of consent conditions. Do not agree with Sally-Ann's conclusions for various reasons - as Noted in CLG minutes. Provided additional time for CLG members to review noise monitoring and ask questions. Reiterated the request that HCC are informed directly when material observed on	Passed review onto HCC for investigation	Yes	Heavy rain and light winds
23-Jul-20	Material on the road, noise + trucks parking on road edge	Alastair Meehan + Dave Dews (via CLG meeting)	Unsured who complaints originate from.	Spoke with operator. Road sweeping continues to occur when necessary	Yes	N/A
15-Sep-20	Dust issues - raised during regulatory committee meeting	HCC Regulatory Committee	Nonetheless to consider use of polymer / rotomillings to further suppress dust	Speak w engineers about use of polymers, Dave to speak w Scott and Bob regarding rotomillings on tip pad	Yes	Dry and high winds
28-Sep-20	Material from Wingate and noise complaint	Alastair Meehan + Dave Dews (via CLG meeting)	Requested material acceptance information re. the Wingate site for review. Passed noise complaint to acoustician (noting that noise monitoring recently been undertaken from this	Yes. To follow-up w complainant	Yes	Unsure
2-Oct-20	Query regarding Hydrovac acceptance	Alastair Meehan	Requested comment from GWRC regarding hydrovac acceptance	Yes. Query passed onto GWRC and addressed at CLG meeting	Yes	N/A
3-Oct-20	Professional misconduct complaint - noise monitoring	Dave Dews	Informed a complaint would be advanced with Acoustical Society	No. To proceed through due process	No	N/A
27-Oct-20	Queries regarding consent process	Alastair Meehan	Questions about compliance with consent conditions, relationship between historic and existing consents (2009 vs. 2011 vs. 2019)	Yes. To follow up w David directly	Yes	N/A
19-Nov-20	Mud tracking onto the road	Dave Dews (via WCB and HCC Compliance)	Road had been cleaned by time compliance team arrived	No	Yes	Dry
23-Nov-20	Complaint about works to remedy stormwater pipe within cleanfill site - not informing GWRC	Alastair Meehan	Alleged that consent holder was in breach of SMP. Disagree with that allegation	Yes. Follow-up via email	Yes	N/A
23-Nov-20	List of historic complaints provided (to pass over to regulatory team)	Alastair Meehan	Passed onto regulatory team	Yes. Informed complainant that information had been passed on.	Yes	N/A
22-Dec-20	Professional misconduct complaint against Alastair Meehan	NZPI (copied to Alastair Meehan)	Unclear the exact nature of complaint other than general "misconduct"	No. To proceed through due process	No	N/A