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		· · ·	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/20/434
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			Noise from vac trucks, material on road	Noise unlikely to breach District Plan levels, no material on the road	
Not HCC		5/08/2019	Truck noise from engine braking and poor driving	Not a matter for council to consider, refer to police	
453118			Material on road	No material on road	
455897			Material on road	Some material on road. Toni Stevens will have road cleaned	
456094	30/09/2019		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			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 asphalting of the road in accordance with Condition 7 then	
				that is permitted without specific notification to the CLG.	
482135/4821	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	
91				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			Tracking on Coast Road	Requested Dave Dews have the road swept	
493419			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	

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509264 &	18/02/2021	18/02/2021	Dust on Coast Road	Complaint received at 15:52 Emailed Dave Dews, said he is on it. Visit Coast Road at	
50965				15:20 sweeper truck on site cleaning dirt spills on Coast Road and Main Road (See	
(Duplicate)				DIV/21/2876)	
510231	26/02/2021	24/03/2021	Information on complaints sheet isn't factually correct. CLG meetings on November	Information on confirm 461446	
			minutes are not on portal. Why?		
513333	25/03/2021	25/03/2021	Loud clanging noise coming from cleanfill at 0737 hrs 25/3/21	E-mail sent to Dave Dewes requesting he contact operator to find out what caused it	
540005	24/22/2224	26/22/24			
513225	24/03/2021	26/33/21	Noise from bulldozer disturbing complainant	Was logged to David Tu who was away at a conference. Dean responded twice on 26/3	
		a (a c /a a a f		and no noise was evident	
520864		8/06/2021	Dust on road	Intergroup swept the road	
523428		1/07/2021	Chunks of sediment on the road	Intergroup swept the road	
529698	20/07/2021	20/07/2021	Wheel wash not being used correctly. Trucks don't "stand" when wheel wash is being	E-mail to Jorn which was escalated to operator. Operator advised all companies to use	
			used	wheel wash properly	
529699	20/07/2021	20/07/2021	Banging of tail gate on truck	E-mail to Jorn which was escalated to operator. Operator advised all companies where	
				tail gates bang will be banned after warning.	
533294	12/08/2021	12/08/2021	Truck movements exceeded by 5 each way on 31.05.21	E-mail sent to Jorn advising an infringement notice to be issued for breach of the	
				number of trucks in one day (condition 9). I also note that the regulator was not	
				advised of the breach within 24 hours being a breach of condition 4. Infringement fine	
				issued 8/9/21. Paid 13/9/21	
533998	19/08/2021	19/08/2021	Cleanfill operating outside of consented hours on 27 May 2021.	Call, TXT and email to Jörn to follow up with operator what time did they started up and	
				finished on 27 May 2021. Evidence provided that they operated 10mins past closing	
				time. Warning issued. Truck was recorded as leaving at 5.04 pm as no times are	
				recorded when they arrive- even though the report says they do. Time is recorded via	
				the wheel wash. Further evidence provided showing a truck on site at 1717 hours.	
				Please explain sent to Jorn. Site operator came back with contradictor information. E-	
				mail sent to complainant requesting the swear an affidavit. Council will consider further	
				action if this is done.	
543551	28/10/2021	28/10/2021	Noise report shows a breach of 3dB at one site	E-mail sent to Jorn 28/10 with recommendations to prevent it happening again.	
243331	20/10/2021	20/10/2021		Followed up 2/11/21	
	2/03/2022			No action entered, enquiry closed on 25/3. However, J Scherzer followed up with	
	2/05/2022		Person walking around cleanfill, Unauthorized vahicle (nerson dumning domestic		
			Person walking around cleanfill. Unauthorised vehicle/person dumping domestic	Wainui Cleanfill Ltd on 27 May 2022, confirmed that the rubbish was removed from the	
560564	45/05/2022	10/05/2022	rubbish at Cleanfill	cleanfill at the time.	
569308	15/05/2022	16/05/2022	Work still underway at 2pm. Work is supposed to cease at noon under the approved	Operator confirmed that they did work after the hours approved under the consent.	
			resource consent conditions	Infringement fine of \$300 issued to operator.	
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Date	Issue	Outcome
	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
30/1	1/2018 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
3/0	7/2019 Noise from vac trucks	minutes but was during the hours of operation.

Date	Nature of complaint	Adressed to whom?	Action taken Site was closed at the time the complaint was	Follow-up required? Yes. Hydroseed batters ASAP and ensure water	Resolved?	Weather conditions onsite
			received. GWRC inspected site at 4pm - observed	cart (or other form of supression)is onsite to		
31-Jan-20 23 January +	0 Dust issues Inadequate communications regarding	GWRC (via Max Curnow) Alastair Meehan + Dave	dust blowing around site but "not considered	suppress dust as required	Yes	Dry and high winds
19 February	construction works onsite General enquiry - location(s) of material and	Dews	Email response sent 20 February 2020	No	Yes	Fine
14-Apr-20	0 remediation of the site	Alastair Meehan	Email response dated 24 April	No	Yes	N/A
		Alastair Meehan + Dave	Site vehicles fitted with new reversing alarms	Yes. Email response (dated 7 May) + discussed at		
•	0 Noise - tailgates banging and reversing alarms	Dews	(squawkers)	CLG meeting	Yes	Fine
12-May-20	0 General enquiry - cleanfill closure date	HCC	Email response provided 18 May 2020	No	Yes	N/A
			Have spoken with site operator and reiterated he			
			is empowered to have the road swept as / when			
			necessary. Belief that cleanfill is occasionally held	Yes. Continue to monitor and manage. Request		
Various dates	0		to be responsible for material elsewhere on Coast	CLG members advise when material is observed.	Yes	Mixed - dry and light rain
	-		- Review of consent conditions. Do not agree with			
8-Jun-20	0 conditions (identified 6 "major consent breaches")	following site visit	Sally-Ann's conclusions for various reasons - as Noted in CLG minutes. Provided additional time	Passed review onto HCC for investigation	Yes	Heavy rain and light winds
			for CLG members to review noise monitoring and			
	Material on the road, noise + trucks parking on		ask questions. Reiterated the request that HCC	Spoke with operator. Road sweeping continues to		
23-Jul-20	0 road edge	Dews (via CLG meeting)	are informed directly when material observed on	occur when necessary	Yes	N/A
			Unsure who complaints originate from.	Speak w engineers about use of polymers, Dave		
	Dust issues - raised during regulatory committee	HCC Regulatory	Nonetheless to consider use of polymer /	to speak w Scott and Bob regarding rotomillings		
15-Sep-20	0 meeting	Committee	rotomillings to further suppress dust	on tip pad	Yes	Dry and high winds
			Requested material acceptance information re.			
			the Wingate site for review. Passed noise			
		Alastair Meehan + Dave	complaint to acoustician (noting that noise			
28-Sep-20	0 Material from Wingate and noise complaint	Dews (via CLG meeting)	monitoring recently been undertaken from this	Yes. To follow-up w complainant	Yes	Unsure
			Requested comment from GWRC regarding	Yes. Query passed onto GWRC and addressed at		
2-Oct-20	0 Query regarding Hydrovac acceptance	Alastair Meehan	hydrovac acceptance	CLG meeting	Yes	N/A
	Professional misconduct complaint - noise		Informed a complaint would be advanced with			
3-Oct-20	0 monitoring	Dave Dews	Acoustical Society	No. To proceed through due process	No	N/A
			Questions about compliance with consent			
			conditions, relationship between historic and			
27-Oct-20	0 Queries regarding consent process	Alastair Meehan	existing consents (2009 vs. 2011 vs. 2019)	Yes. To follow up w David directly	Yes	N/A
		-	Road had been cleaned by time compliance team			_
19-Nov-20	0 Mud tracking onto the road	HCC Compliance)	arrived	No	Yes	Dry
	Complaint about works to remedy stormwater		Alleged that consent holder was in breach of SMP.			
23-Nov-20	0 pipe within cleanfill site - not informing GWRC	Alastair Meehan	Disagree with that allegation	Yes. Follow-up via email	Yes	N/A
22-Nov 2	List of historic complaints provided (to pass over 0 to regulatory team)	Alastair Meehan	Passed onto regulatory team	Yes. Informed complainant that information had been passed on.	Yes	N/A
23-1100-20	Professional misconduct complaint against	NZPI (copied to Alastair	Unclear the exact nature of complaint other than	been passed on.	103	
22-Dec-20	0 Alastair Meehan	Meehan)	general "misconduct"	No. To proceed through due process	No	N/A
22-066-20		weenang	Seneral misconduct	No. To proceed through due process		