

**GENESIS FACILITY, EASTERN CREEK
COMPLAINTS REGISTER (updated monthly)**



Date and Time of Complaint	Method of Complaint and any Details of Complainant	Nature of Complaint	Matter Investigated	Matter Resolved or Outstanding	Action Taken	Date Action Taken
08/04/2020	08/04/2020 - Email received by from the NSW EPA.	Odour	Yes	Resolved	Refer to actions below	29/04/2020
03/04/2020	03/04/2020 – Email received by from the NSW EPA.	Odour	Yes	Resolved	Complaint investigated	27/04/2020
01/04/2020	01/04/2020 – Email received by from the NSW EPA.	Odour	Yes	Resolved	Complaint investigated	10/04/2020
31/03/2020		Nil	N/A	N/A	N/A	N/A
02/02/2020	02/02/2020 – Call received from resident of Minchinbury	Fire in landfill area	Yes	Yes	Fire in landfill suppressed	01/02/2020
31/01/2020		Nil	N/A	N/A	N/A	N/A
31/12/2019		Nil	N/A	N/A	N/A	N/A
30/11/2019		Nil	N/A	N/A	N/A	N/A
17/10/2019 1:27pm	27/09/2019 Email received from the EPA	Washing bins in MPC area	Yes	Yes	Matter was investigated internally and found no evidence of bin washing in or around the MPC	17/10/2019
30/09/2019		Nil	N/A	N/A	N/A	N/A
31/08/2019		Nil	N/A	N/A	N/A	N/A
31/07/2019		Nil	N/A	N/A	N/A	N/A
30/06/2019		Nil	N/A	N/A	N/A	N/A
31/05/2019		Nil	N/A	N/A	N/A	N/A
30/04/2019		Nil	N/A	N/A	N/A	N/A
31/03/2019		Nil	N/A	N/A	N/A	N/A
28/02/2019		Nil	N/A	N/A	N/A	N/A
31/01/2019		Nil	N/A	N/A	N/A	N/A
31/12/2018		Nil	N/A	N/A	N/A	N/A
30/11/2018		Nil	N/A	N/A	N/A	N/A
31/10/2018		Nil	N/A	N/A	N/A	N/A
30/09/2018		Nil	N/A	N/A	N/A	N/A
31/08/2018		Nil	N/A	N/A	N/A	N/A
31/07/2018		Nil	N/A	N/A	N/A	N/A
30/06/2018		Nil	N/A	N/A	N/A	N/A
25/05/2018 ~ 8.10 pm	29/05/2018 Notification by the Licensee to the EPA Environment line	Fire in landfill area	Yes	Yes	On 25 May 2018 a fire was reported to NSW Fire department via 000. The Fire Brigade attended site.	25-29/05/2018

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					The fire was located in a tipping face cell of non-putrescible waste. The area on fire and surrounding area were covered with dirt and compacted. The Licensee ensured that the area was under constant observation for a further 10 hours to ensure no further spot fires. The Licensee has engaged with NSW Fire to facilitate review of site procedures and management of such events by both parties.	
30/04/2018		Nil	N/A	N/A	N/A	N/A
31/03/2018		Nil	N/A	N/A	N/A	N/A
28/02/2018		Nil	N/A	N/A	N/A	N/A
31/01/2018		Nil	N/A	N/A	N/A	N/A
31/12/2017		Nil	N/A	N/A	N/A	N/A
30/11/2017		Nil	N/A	N/A	N/A	N/A
31/10/2017		Nil	N/A	N/A	N/A	N/A
30/09/2017		Nil	N/A	N/A	N/A	N/A
31/08/2017		Nil	N/A	N/A	N/A	N/A
31/07/2017		Nil	N/A	N/A	N/A	N/A
28/06/2017 Between 1 – 3 pm	Phone call from EPA Officers	Tracking material from site to the road EPA received a call about material being tracked from the site's driveway onto the road making conditions slippery. EPA unable to provide precise details of time of call.	Yes	Yes	The Licensee inspected the driveway and the section of Honeycomb Drive between the end of the common driveway and the first roundabout, although there was rainfall during the day, there was no sediment tracking observed from the DADI premises onto Honeycomb Drive. The Licensee provided the EPA with photographic evidence showing the condition of the driveway and road.	28/06/2017
30/05/2017 3 pm	Phone call from EPA Officers	Fire	Yes	Yes	EPA were advised that no fire had occurred at the premises.	30/05/2017

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		EPA called to enquire if there was a fire at the premises.				
03/04/2107 3.30 pm	Phone call from EPA Officers	Tracking material from site to the road EPA received a call about material being tracked from the site's driveway onto the road making conditions slippery.	Yes	Yes	Very heavy rainfall occurred at this time. The Licence-holder advised that barriers had been placed some 3 weeks prior to prevent trucks driving on the dirt section at the top of the site. Photos were provided to the EPA showing condition of the area and the barriers.	Mid March 2017
31/03/2017		Nil	N/A	N/A	N/A	N/A
28/02/2017		Nil	N/A	N/A	N/A	N/A
31/01/2017		Nil	N/A	N/A	N/A	N/A
31/12/2016		Nil	N/A	N/A	N/A	N/A
30/11/2016		Nil	N/A	N/A	N/A	N/A
31/10/2016		Nil	N/A	N/A	N/A	N/A
30/09/2016		Nil	N/A	N/A	N/A	N/A
24/08/2016 10.30 am	Phone call from EPA Officers	Odour EPA received a call alleging that at approximately 10:30 am there was a sewer like odour in Minchinbury.	Yes	Yes	The Licence-holder investigated practices at the site and confirmed (to the EPA) that the offensive odour in the area did not originate from the Genesis facility. Normal activities of recycling and landfilling non-putrescible waste, in accordance with EPL conditions were being undertaken but at a reduced volume due to the wet weather.	24/08/2016 to 25/08/2016
31/07/2016		Nil	N/A	N/A	N/A	N/A
30/06/2016		Nil	N/A	N/A	N/A	N/A
31/05/2016		Nil	N/A	N/A	N/A	N/A
30/04/2016		Nil	N/A	N/A	N/A	N/A
31/03/2016		Nil	N/A	N/A	N/A	N/A
29/02/2016		Nil	N/A	N/A	N/A	N/A
31/01/2016		Nil	N/A	N/A	N/A	N/A
31/12/2015		Nil	N/A	N/A	N/A	N/A

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30/11/2015		Nil	N/A	N/A	N/A	N/A
31/10/2015		Nil	N/A	N/A	N/A	N/A
30/09/2015		Nil	N/A	N/A	N/A	N/A
31/08/2015		Nil	N/A	N/A	N/A	N/A
31/07/2015		Nil	N/A	N/A	N/A	N/A
27/06/2015 7.50 pm 28/06/2015 7.30 pm	Phone call from EPA Officers	<p>Odour After hours call to EPA @ 19h50 advising of overpowering smell, making caller and family feel unwell. Caller alleged it appeared to be coming from Dial-A-Dump.</p> <p>EPA officer reported odour on 28/06/2015 @ 19h30 in the vicinity of Eastern Creek and expressed view it may have been generated from the Genesis premises.</p>	Yes	Yes	<p>The Licence-holder investigated practices at the site on 27 and 28 June 2015 and confirmed (to the EPA) that the offensive odour in the area did not originate from the Genesis facility.</p> <p>The Genesis facility was closed at the time of the complaint to the EPA environment line and on 23 June 2015. However, as part of the investigation, onsite security guards and independent parties entering and exiting the site preceding and post those dates have been contacted and confirmed no evidence of odour at the Genesis premises. One of the transport companies highlighted the offensive odour at the intersection of Old Wallgrove Road and Wallgrove Road Eastern Creek.</p> <p>No issues have occurred with the management of leachate at the Genesis Facility.</p>	29/06/2015 to 09/07/2015
31/05/2015		Nil	N/A	N/A	N/A	N/A
30/04/2015		Nil	N/A	N/A	N/A	N/A
31/03/2015		Nil	N/A	N/A	N/A	N/A
28/02/2015		Nil	N/A	N/A	N/A	N/A
31/01/2015		Nil	N/A	N/A	N/A	N/A
31/12/2104		Nil	N/A	N/A	N/A	N/A
30/11/2014		Nil	N/A	N/A	N/A	N/A

Date and Time of Complaint	Method of Complaint and any Details of Complainant	Nature of Complaint	Matter Investigated	Matter Resolved or Outstanding	Action Taken	Date Action Taken
31/10/2014		Nil	N/A	N/A	N/A	N/A
30/09/2014		Nil	N/A	N/A	N/A	N/A
31/08/2014		Nil	N/A	N/A	N/A	N/A
02/07/2014 10 pm	Phone call from EPA Officers	Odour After hours call to EPA @ 22h00 advising of pungent smell like rotting food coming across the landfill site in Eastern Creek. The wind direction is South Easterly and caller alleged it appears to be coming from Dial-A-Dump.	Yes	Yes	On 7 July 2014 when Licence-holder was advised of complaint an investigation was undertaken which confirmed there has been no odour arising from the landfill. All dams, leachate tanks and the mulch area are routinely inspected daily. South East of our site is another waste facility that accepts food however on this day there was no odour coming across our site.	7/07/2014
30/06/2014		Nil	N/A	N/A	N/A	N/A
31/05/2014		Nil	N/A	N/A	N/A	N/A
30/04/2014		Nil	N/A	N/A	N/A	N/A
31/03/2014		Nil	N/A	N/A	N/A	N/A
28/02/2014		Nil	N/A	N/A	N/A	N/A
31/01/2014		Nil	N/A	N/A	N/A	N/A
31/12/2013		Nil	N/A	N/A	N/A	NA/
30/11/2013		Nil	N/A	N/A	N/A	N/A
4/10/2013 1.20 pm	Phone call from a Minchinbury resident	Shuddering A Minchinbury Representative advised several residents in Barossa Drive, Minchin Drive and side streets off those roads had experienced shuddering in their homes the previous two nights between 9.30 pm and 10.30 pm.	Yes	Yes	Licence-holder investigated complaint and confirmed no major or extraordinary activity was undertaken on the site. Possibility of seismic activity in the area as reported in the media.	4/10/2013
30/09/2013		Nil	N/A	N/A	N/A	N/A
31/08/2013		Nil	N/A	N/A	N/A	N/A
31/07/2013		Nil	N/A	N/A	N/A	N/A
30/06/2013		Nil	N/A	N/A	N/A	N/A
31/05/2013		Nil	N/A	N/A	N/A	N/A

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09/04/2013 No specific time provided	Emails on 11-12/04/2013 From EPA Officers	Odour Local residents complain of a 'chemical-like' / 'garbage-like' odour in the St Clair and Erskine Park area on evening of 9 April 2013. EPA contacted a number of facilities to ascertain cause.	Yes	Yes	Licence-holder investigated complaint and confirmed (to EPA) that no odour of that description left the facility. Senior manager (local to the area) observed strong 'garbage-like' odours from another facility in the St Clair area on the evening of 9 April 2013 not in the vicinity of the licence-holder's facility.	11-12/04/2013
31/03/2013		Nil	N/A	N/A	N/A	N/A
18/02/2013 4.58 pm	Phone call from a Minchinbury resident	Odour A Minchinbury Resident advised they had noticed an odour from Sydney Water sewer vent pipes following a heavy rain event and had been advised that it may be sewage from Genesis.	Yes	Yes	Investigated incident and reviewed leachate treatment practices.	18/02/2013
31/01/2013		Nil	N/A	N/A	N/A	N/A
31/12/2012		Nil	N/A	N/A	N/A	N/A
30/11/2012		Nil	N/A	N/A	N/A	N/A
30/09/2012		Nil	N/A	N/A	N/A	N/A
31/08/2012		Nil	N/A	N/A	N/A	N/A
31/07/2012		Nil	N/A	N/A	N/A	N/A
30/06/2012		Nil	N/A	N/A	N/A	N/A
31/05/2012		Nil	N/A	N/A	N/A	N/A
30/04/2012		Nil	N/A	N/A	N/A	N/A
31/03/2012		Nil	N/A	N/A	N/A	N/A
29/02/2012		Nil	N/A	N/A	N/A	N/A
31/01/2012		Nil	N/A	N/A	N/A	N/A
31/12/2011		Nil	N/A	N/A	N/A	N/A
30/11/2011		Nil	N/A	N/A	N/A	N/A
31/10/2011		Nil	N/A	N/A	N/A	N/A
30/09/2011		Nil	N/A	N/A	N/A	N/A
31/08/2011		Nil	N/A	N/A	N/A	N/A
31/07/2011		Nil	N/A	N/A	N/A	N/A

Date and Time of Complaint	Method of Complaint and any Details of Complainant	Nature of Complaint	Matter Investigated	Matter Resolved or Outstanding	Action Taken	Date Action Taken
30/06/2011		Nil	N/A	N/A	N/A	N/A
31/05/2011		Nil	N/A	N/A	N/A	N/A
30/04/2011		Nil	N/A	N/A	N/A	N/A
31/03/2011		Nil	N/A	N/A	N/A	N/A
09/02/2011 4.50 pm	Phone call from Minchinbury Resident	Noise Minchinbury Resident advised LHBC of single loud banging noise in the early morning, sounded like dump truck door banging.	Yes	Yes	Review of site daily reports regarding construction progress. <ul style="list-style-type: none"> Premises best described as building site with concrete pouring of footings and laying of drain pipes. No construction work undertaken after 6.00pm each work day Monday to Friday. Site is locked and secured when Site personnel not present. No waste is being received at premises. 	10 February 2011 Email to Resident, as we were unable to reach them by telephone.
01/01/2011		Nil	N/A	N/A	N/A	N/A
31/12/2010		Nil	N/A	N/A	N/A	N/A
30/11/2010		Nil	N/A	N/A	N/A	N/A
31/10/2010		Nil	N/A	N/A	N/A	N/A
30/09/2010		Nil	N/A	N/A	N/A	N/A
31/08/2010		Nil	N/A	N/A	N/A	N/A
31/07/2010		Nil	N/A	N/A	N/A	N/A
30/06/2010		Nil	N/A	N/A	N/A	N/A
31/05/2010		Nil	N/A	N/A	N/A	N/A
30/04/2010		Nil	N/A	N/A	N/A	N/A
31/03/2010 Not recorded	Phone call from Dept. of Planning Officers	Noise Minchinbury Resident advised Dept. of Planning this has been ongoing since Christmas.	Yes	Yes	Stage 1 works recommenced on LHBC site on or about 4 March 2010 with Contractors working strictly within approved operating hours; limited works undertaken prior to this date. Other site works in the neighbourhood have been ongoing since the New Year.	1 April 2010 Offer to Dept. of Planning for Site Manager to meet with complainant and facilitate site visit.
28/02/2010		Nil	N/A	N/A	N/A	N/A

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31/01/2010		Nil	N/A	N/A	N/A	N/A