

EC Complaint Register - After 01-09-2020

Record No.	Date ↓	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
6645	14/01/2022 12:04 PM	Complaint	B&D Recycling Eastern Creek General	Odour complaint from Ryan Rd, Mount Druitt	Other (e.g.Social media)	Bingo does the weekly odour and gas monitoring at the site and around the site. The concentration of the H2S was always under threshold. Also the results of the EPA monitoring at Minchinbury was under the threshold.
6644	21/12/2021 11:40 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint	Other (e.g.Social media)	Bingo does the weekly odour and gas monitoring at the site and around the site. The concentration of the H2S was always under threshold. Also the results of the EPA monitoring at Minchinbury was always under the threshold.
6638	17/11/2021 7:42 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint: "Smell starting up again"	Phone call	Weekly Gas monitoring for Methane and H2S have been performed and under threshold. Odour surveys have been carried out on site and Minchinbury. No odours detected consistent to those on site. No detection of odour from EPA installed Monitors in Minchinbury and Eastern creek.
6654	5/11/2021 5:23 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding Bingo's communication with the community and notification period provided for community consultation.	Regulatory	Community and stakeholder participation strategy was tested against industry standards for consultation by representatives from DPIE and noted it was in accordance with the intent of SEARs. Further details were provided to the EPA.
6648	29/09/2021 1:14 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Other (e.g.Social media)	Bingo investigated about this complaint and find out this complaint is not related to the Bingo site.
6652	29/09/2021 1:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Regulatory	Bingo has investigated about the complaint. Complaint is not related to the Bingo Site.
6647	27/09/2021 1:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Regulatory	Bingo has investigated about the complaint. Bingo has find out that the complaint is not related to Bingo Site.
6659	24/09/2021 4:05 PM	Complaint	B&D Recycling Eastern Creek General	Complaint made to EPA. Dust and Tracking on Public Roads.	Regulatory	Implemented further controls and increased sweeper and water cart operations to ensure the site does not contribute to local dust issues.
6658	20/09/2021 4:00 PM	Complaint	B&D Recycling Eastern Creek General	Dust and noise complaint. Reversing vehicles until after 1am.	E-mail	Carried out noise survey. No sounds were produced from the reversing of trucks. Monitoring for the month of September did not show signs of exceedances in the northern monitoring

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						point. Bingo unlikely to be the source of the noise or dust.
5798	14/09/2021 9:35 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint. Trucks beeping and tail gates banging from 8.30pm until after 1am at Minchinbury.	Website	Under investigation
6651	9/09/2021 1:56 PM	Complaint	B&D Recycling Eastern Creek - Landfill	The management of stockpiles and dust from the Premises	Other (e.g.Social media)	The stockpiles height has managed accordingly.
5796	31/08/2021 11:00 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint.	Website	Under Investigation. Details of operation on site at time of complaint provided below: No abnormal activities noted. MPC2 not in operation after 5pm. MPC1 running until 1am as usual.
6650	18/08/2021 1:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Dust complaint.	Other (e.g.Social media)	Bingo improved the dust control strategy at the site.
5526	16/08/2021 6:20 PM	Complaint	Bingo	Odour complaint	Other (e.g.Social media)	Under investigation
5547	8/06/2021 5:37 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint	Other (e.g.Social media)	Investigating
5546	8/06/2021 5:34 PM	Complaint	B&D Recycling Eastern Creek - Landfill		Other (e.g.Social media)	Complaints in progress
4962	8/06/2021 1:54 PM	Complaint	Bingo	Odour Complaint	Other (e.g.Social media)	Under Investigation
4923	3/06/2021 11:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation
4905	1/06/2021 10:19 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under investigation
4883	31/05/2021 10:18 AM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation
4819	24/05/2021 9:54 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation
4789	22/05/2021 11:22 PM	Complaint	Bingo	Odour complaint	E-mail	Under investigation
4782	21/05/2021 8:42 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Noise and Odour Complaint	Phone call	Under Investigation
4773	20/05/2021 9:53 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Under Investigation
4755	19/05/2021 10:23 PM	Complaint	Bingo	Odour complaint	Phone call	Under investigation
4762	19/05/2021 9:33 PM	Complaint	Bingo	Odour complaint	E-mail	Under investigation
4754	19/05/2021 8:51 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Actions are ongoing. No wind and smell on site at the time.
4749	19/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation
4742	18/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation
4695	14/05/2021 1:35 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint Name withheld for complainant privacy	Website	Under Investigation

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4692	12/05/2021 9:30 PM	Complaint	Bingo	Odour complaint	E-mail	Under Investigation
4689	12/05/2021 8:56 PM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation
4688	12/05/2021 7:33 PM	Complaint	Bingo	Odour Complaint	Website	Under investigation
4652	12/05/2021 8:24 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Under investigation
4691	11/05/2021 9:23 PM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation
4693	11/05/2021 9:10 PM	Complaint	Bingo	Odour Complaint	Website	Under Investigation
4618	8/05/2021 10:48 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4576	5/05/2021 10:33 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation
4694	2/05/2021 10:58 AM	Complaint	Bingo	Odour Complaint	Other (e.g.Social media)	Under Investigation
4620	30/04/2021 11:17 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
6649	28/04/2021 1:24 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Dust complaint	Other (e.g.Social media)	Sweeper trucks continuously cleaned Honeycomb Drive and Kangaroo Ave. Also sweeper truck and water cart are continuously used for dust control inside the site.
4409	26/04/2021 12:39 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently investigating
4617	26/04/2021 11:30 AM	Complaint	B&D Recycling - NSW	As a resident of Minchinbury, we are still suffering badly out here. Come and see us in the evening and see how bad the problem is. When can we expect some relief ?	Website	Under investigation
4616	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4621	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4398	23/04/2021 7:25 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation
4397	23/04/2021 7:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding odour Details not provided by caller	Phone call	Under investigation
4627	23/04/2021 4:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4569	23/04/2021 9:11 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
4570	19/04/2021 9:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation.
4143	8/04/2021 11:39 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4633	7/04/2021 9:07 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation

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4634	7/04/2021 7:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4628	7/04/2021 5:30 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4629	7/04/2021 1:01 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4148	7/04/2021 1:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4630	7/04/2021 12:59 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4144	7/04/2021 11:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
4615	7/04/2021 9:30 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
4571	7/04/2021 9:22 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
4741	6/04/2021 6:08 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under Investigation
3092	23/12/2020 11:28 AM	Complaint	B&D Recycling Eastern Creek General	EPA received complaint via council regarding thick mud tracking onto Honeycomb Drive allegedly from Bingo's Eastern Creek facility.	E-mail	Complaint investigated and controls increase to ensure the site does not contribute to local tracking issues.