

Complaint #	Reported To:	Date	Time	Name	Contact method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible:	Action	Due Close Out Date	Further action if required	Incident Report No	Status	Date Closed	Follow Up Documents
PQV-COM-001	Chris DeFreitas	19/01/2018	11:30:00 AM	Tyron Crofts	Email	Boundary	Tree on adjoining fenceline. Blackberry spreading from quarry to fenceline.	Chris went to the fenceline and saw tree.	Environmental/Safety	Chris DeFreitas	Checked fenceline, new tree had fallen and was removed the same day	1/02/2018	Blackberry spraying to be organised		Closed		Emails attached to report
PQV-COM-002	Chris DeFreitas/Jo Murray	22/01/2018	10:30:00 AM	Geoff Gilbert - ERR	Phone call	Quarry	Reverse beeper in use early in the morning	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Discussed machinery use during the day with Geoff - Geoff satisfied that the machine in question belongs to another business not PQV.				Closed	22/01/2018	Emails attached to report
PQV-COM-003	Chris DeFreitas/Jo Murray	29/01/2018	11:12:00 AM	Leah Collins	Email	Quarry	Airborne dust due to North Wind	Nothing provided	Environmental	Chris DeFreitas/Jo Murray	Increased watering and monitoring during the day. Explained situation to Leah and to Ian McLeod.	31/01/2018	Will need to continually monitor weather conditions and air on an increased basis.		Closed	29/01/2018	Emails attached to report
PQV-COM-004	Chris DeFreitas/Jo Murray	5/02/2018	8:42:00 AM	Leah Collins	Email	Boundary	Insufficient vegetated buffer along Southern Boundary - limited protection against the quarry	Nothing provided	Environmental	Chris DeFreitas	Replied regarding tree planting early January	30/04/2018	To be tabled at next PQCEG Meeting and discussed with MP Shire. Tabled at meeting - ongoing discussion		Closed	18/04/2019	emails attached to report
PQV-COM-005	Chris DeFreitas	8/02/2018	11:39:00 AM	Ross Dummett	Email	Neighbourhood	Annoyed that a Somerville resident has taken it upon themselves to post signs around the neighbourhood protesting about the quarry (he is currently trying to sell his house).	Nothing provided. Jo has taken photo's of the signs.	Community	Chris DeFreitas	Chris spoke with Ross. Will endeavour to find the disgruntled resident.	28/02/2018	Email sent to David Bergin regarding issue requesting that Council remove signs along Jones Road		Closed	28/02/2018	Emails attached to report
PQV-COM-006	Chris DeFreitas/Jo Murray	28/02/2018	9:06:00 AM	Leah Collins	Email	Quarry	Strong winds blowing from the quarry every which way including her house. Can see big gusts from her kitchen.	Nothing provided	Environmental	Chris DeFreitas/Jo Murray	Increased watering as per all previous conversations	28/02/2018	Will need to continually monitor weather conditions and air on an increased basis.		Closed	28/02/2018	Emails attached to report
PQV-COM-007	Chris DeFreitas/Jo Murray	6/03/2018	2:36:00 PM	Leah Collins	Email	Quarry	Dust is billowing off of the quarry once again. Dust is getting everywhere. It is not being suppressed. The area over the quarry has a white film of dust. Dust is clearly visible. Wind from the South East. Not acceptable and if it is not blowing into our property then it is blowing on someone else's.	Nothing provided	Environmental	Chris DeFreitas/Jo Murray	Increased watering as per all previous conversations	6/03/2018	Will need to continually monitor weather conditions and air on an increased basis.		Closed	6/03/2018	Emails attached to report
PQV-COM-008	Chris DeFreitas	28/03/2018	tbc	Diane Anderson	Verbal	Jones Road	Overhanging trees on Jones' Road makes vision hard	We are all aware of the overhanging trees and the agapanthas on the nature strip - both obscure the view.	Traffic Management	Chris DeFreitas	Email sent to MP Shire to organise tree pruning/maintenance	30/04/2018	Monitor communications between PQV/MP Shire/Diane to ensure that this complaint is actioned		Closed		Emails attached to report
PQV-COM-009	Chris DeFreitas	8/04/2018	1:06:00 PM	Leah Collins	Email	Quarry	Dust blowing from Quarry - cannot be outside in her own backyard	Nothing provided	Environmental	Chris DeFreitas	Additional mulch was delivered to PQV which has been spread over the open area inside the southern bund	30/04/2018	Monitor dust issue. NOTE: the majority of the paddock now covered in grass		Closed	30/06/2019	Emails attached to report
PQV-COM-010	Chris DeFreitas	10/04/2018	11:54:00 AM	Cristy Marsh	Email	Pottery Road	Truck drivers speeding along Pottery Road - the faster they travel the noisier it becomes. Notable increase in truck movements.	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Weighbridge to reiterate with all drivers to watch their speeds along Pottery Road. Advised that all drivers are/have been given Site Transport Rules which outlines what is expected of them from a company point of view. These rules are also sent to the cartage contractor. Given it's school holiday's also we have been radioing with drivers to be aware of the fact that children are playing outside and riding bikes.  Explained that we are currently supplying a local job with a fast turn around so that is adding to the truck activity	17/04/2018	Emailled Cristy a copy of the Site Transport Rules		Closed	17/04/2018	Email attached including copy of Site Transport Rules
PQV-COM-011	Jo Murray and Neighbours	10/04/2018	12:22:00 PM	Chris DeFreitas	Email	Quarry	Goats in quarry	Jo has photo's of the goats in the quarry	Safety	Chris DeFreitas/Jo Murray	Checked fence line for any holes	10/04/2018	Goats have disappeared for now		Closed		Email attached
PQV-COM-012	Chris DeFreitas	11/04/2018	3:32:00 PM	David Chalke	Email	Jones Road	Jones Road covered in clay/truck no tarps/road watered but not washed	Provided pictures of the watered down roads	Safety/Environmental	Chris DeFreitas	Ensured David that all trucks leaving PQV are tarped as per the Transport Rules given to all drivers. Spoke to watercart operator to find that he had infact sprayed Jones Road. Operator told to stop spraying at the asphalt section of Pottery Road in future.		Continue to monitor all trucks leaving the quarry to ensure they are tarped.		Closed	12/04/2018	Email Attached. Photos of Jones Road stored on hard drive in office.
PQV-COM-013	Chris DeFreitas	11/04/2018	3:32:00 PM	David Chalke	Email	Quarry	Noxious Weeds extensive coverage	Nothing provided	Environmental	Chris DeFreitas/Jo Murray	Extensive weed spraying done 28/3/18 by Bayport Landscaping		Ensure weed spraying is regular - monitor via a register		Closed	12/04/2018	Email Attached
PQV-COM-014	Chris DeFreitas	20/04/2018	10:43:00 AM	Leah Collins	Email	Boundary	No trees have been planted since PQV received agreed list over 2 weeks ago	Agreed	Environmental	Chris DeFreitas	Hired an Environmental Architect to design and map planting of trees along Southern Boundary	31/05/2018	Monitor progress and communicate with neighbours concerned <b>Trees planted 14th and 15th June by Bayport Landscapers</b>		Closed	15/06/2018	Email Attached
PQV-COM-015	Chris DeFreitas	1/05/2018	8:12:00 AM	Kate Blake	Email	Outside Quarry	Truck noise and speed	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Continue to monitor from within the quarry. We have informed 2 trucks not to return to the quarry due to heavy/high exhaust noise.  Trucks are only travelling at 25kmph on Pottery Road and 15kmph inside the quarry and therefore do not generate such raised volumes.  Trucks on the road are governed by VicRoads.	2/05/2018			Closed	2/05/2018	Email Attached
PQV-COM-016	Chris DeFreitas	1/05/2018	8:14:00 AM	Alan Robinson	Email	Outside Quarry	Some trucks are not observing speed and noise restrictions.	Nothing provided. Email was forwarded from another resident, John Westbury, stating he followed a B Double (not permitted at PQV) and that also trucks are here at 5.15am when we open the gates at 7am	Safety	Chris DeFreitas/Jo Murray	Drivers leaving PQV to be retrained in Site Transport Rules	31/05/2018	All drivers have been spoken to and reissued Site Transport Rules		Closed	31/05/2018	Email Attached

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PQV-COM-017	Chris DeFreitas	3/05/2018	10:46:00 AM	Leah Collins	Email	Quarry	Loud crashing and truck/machinery noise since early morning. It shakes our house and is disturbing the peace of the area.	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Explained that there have been no abnormal or unusual activities on site today	3/05/2018			Closed	3/05/2018	Email Attached
PQV-COM-018	Chris DeFreitas	3/05/2018	11:39:00 AM	Mindi Abel	Email	Quarry	Noise level coming from the quarry in the past few days has been extremely unsettling and disruptive to my family and livestock.	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Explained that there have been no abnormal or unusual activities on site today	3/05/2018			Closed	3/05/2018	Email Attached
PQV-COM-019	Chris DeFreitas	3/05/2018	11:39:00 AM	Mindi Abel	Email	Quarry	Also cut off by one of your truck and trailers yesterday afternoon - registration unreadable due to mud. Driver failed to give way causing her to brake heavily.	Nothing provided	Safety	Chris DeFreitas/Jo Murray	Could not follow up with any trucks due to the fact no time was provided or further detail of truck ie colour/markings etc.	3/05/2018			Closed	3/05/2018	Email Attached
PQV-COM-020	Jo Murray	3/05/2018	12:15:00 PM	Diane Anderson	Email	Quarry	Noise is intolerable. A clanging noise has been heard all morning.	Nothing provided	Safety	Chris DeFreitas/Jo Murray	I went outside and investigated all areas of the pit to ensure that there was nothing different being done on site. It was a busy day for truck loading but there was also a very strong northerly wind. I did also hear banging noises coming from the Webbs Lane direction but they were more like thuds than clanging.	3/05/2018			Closed	4/05/2018	Email Attached
PQV-COM-021	Ian McLeod	23/05/2018	10:33:00 AM	Leah Collins	Email	Quarry	Loud noise this morning starting at 7.15am	Nothing provided	Safety	Chris DeFreitas	Explained in email to Ian McLeod that we have been loading from the same stockpile for over 2 weeks. Geoff Gilbert was on site last week while we were doing exactly the same thing. Advised that we currently have audio meter currently monitoring the site.	23/05/2018			Closed	23/05/2018	Email Attached
PQV-COM-022	Ian McLeod	23/05/2018	2:40:00 PM	Diane Anderson	Email	Quarry	Loud noises with crashing and baging from the quarry	Nothing provided	Safety	Chris DeFreitas	Email to Ian McLeod - We are endeavouring to deplete the stockpile at the top of the pit. And as discussed, Geoff has already observed us loading this last week. We have approximately 5000t to go to VicRoads which should be the end of this stockpile. As previously discussed also.	23/05/2018			Closed	23/05/2018	Email Attached
PQV-COM-023	Jo Murray	26/05/2018	4:33:00 PM	David Chalke	Email	Jones Road	At 11.45am Saturday 26/5/2018 on Boes Rd. my attention was drawn to a tipper truck and trailer travelling north using its exhaust brake as came down the hill from Clifford Drive at what appeared to me to be high speed.	Photos of PQV Truck and Trailer 1FU3YJ provided	Safety	Chris DeFreitas	Spoken to driver and asked him to be mindful of using compression braking. Trucks do not use this route when fully loaded.	29/05/2018			Closed	29/05/2018	Email attached
PQV-COM-024	Chris DeFreitas	28/05/2018	8:14:00 AM	Leah Collins	Email	Quarry	Security camera light has been intermittantly turning on and off all evening and shining into their house	Nothing provided	Safety	Jo Murray	Contacted Site/View to reposition the light beam.		Monitor security camera		Closed	29/05/2018	Email attached
PQV-COM-025	Jo Murray	28/05/2018	3:20:00 PM	Leah Collins	Email	Quarry	Beeper heard in quarry	Nothing provided	Safety	Chris DeFreitas	Discussed site noise re beeper. Both neighbours Brett Shepherd and Karl had machinery movement earlier in the day.				Closed	29/05/2018	Email attached
PQV-COM-026	Chris DeFreitas	30/05/2018	3:58:00 PM	Digby Smyth	Email	Jones Road	I have had recent feedback from the community concerned about the legality of the signage and if it was compliant with Vicroads guidelines. I have had a look at the 60 km/h speed signs on Jones Road, yesterday and this morning. There is one sign behind a tree a couple of signs are bent over and as a general comment I think all of the speed signs should be size B rather than size A. Also when approaching the 60km/h speed zone from the south there is only one small sign 60 km/h sign rather than two, with one on each side of the road.	No evidence provided of community concern	Safety	Chris DeFreitas	Forward complaint to Kirsti - newconinfra regarding the signs. Kirsti from Newco to contact Digby.	30/06/2019	New signage to be in place along with new MOA once PQV Staff have attended external Traffic Management Training		Closed	30/06/2019	Email attached
PQV-COM-027	Jo Murray	2/06/2018	4:59:00 PM	Leah Collins	Email	Quarry	Area of her back paddock appears to be poisoned causing plants to die	Nothing provided with first email. Chris and Daniel inspected boundary behind Leah's house and took photos	Environmental	Jo Murray	Monday area was inspected by Chris DeFreitas, Daniel Patroni and Adrian Hosking. Area identified and photos' taken.		Changes to be made to Weed Management to avoid a repeat occurrence		Closed	6/06/2018	Email attached and photos on file
PQV-COM-028	Chris DeFreitas	18/06/2018	12:56:00 PM	Kevin Paganoni	Phone Call	Jones Road	It has been reported that there is rock on the road (left of Pottery Road exit)	Nothing provided	Safety	Chris DeFreitas	Jo and Chris drove up Jones Road and saw the alledged rock. Removed rock from road to reduce the danger. Photos taken	18/06/2018	Identified that works at a new property was responsible.		closed	18/06/2018	Photos on file
PQV-COM-029	Chris DeFreitas	19/06/2018	5:06:00 PM	Laura Banks	Email	27 Highfield Way Tyabb	Part of back fence removed prior to Christmas when drain works were conducted. Fence has never been replaced.	Nothing provided - Chris visited back of Laura's property to view missing fence.	Safety	Chris DeFreitas	Chris went and inspected the area where fence has been removed. This was part of the draining works but removed by council.	30/06/2018	Referred matter to David Bergin at Mornington Peninsula Shire for completion - No response from David.		Closed	30/06/2018	
PQV-COM-030	Chris DeFreitas	25/06/2018	3:35:00 PM	Leah Collins	Email	Quarry	Consistent loud bangs and rumbles all day since 8am. Disturbing/disruptive and unpleasant	Nothing provided	Safety	Chris DeFreitas	Chris spoke to Ian McLeod regarding ongoing situation.	30/06/2018	Ongoing		Closed		Email attached.
PQV-COM-031	Ian McLeod	29/06/2018	8:39:00 AM	Chris DeFreitas	Email	Fytogreen, 3 Webbs Lane Somerville	Excessive noise due to heavy lifting and moving structures	Nothing provided	Safety	Chris DeFreitas	Chris emailed ERR to advise of noise outside of quarry incase there were any further complaints	29/06/2018	Nil		Closed	29/06/2018	Email on file
PQV-COM-032	Chris DeFreitas	29/06/2018	10:22:00 AM	Mindy Abel	Email	Quarry	Intolerable noise from quarry.	Nothing provided - no specific time advised	Safety	Chris DeFreitas	Emailed Mindy to advise of previous email.	29/06/2018	Identified that excessive noise had been heard at Fytogreen, Webbs Lane		Closed	29/06/2018	Email on file
PQV-COM-033	Jo Murray	5/07/2018	1:30:00 PM	Diane Anderson	Email	Quarry	Quarry personnel at the southern boundary taking down trees with a chainsaw	After initial email - photos were text to Jo	Environmental	Jo Murray	Jo rang Diane and explained that the operator is removing existing onground debris left from the recent landscaping and planting of trees along the southern boundary. Some items were too large just to scoop with the FEL bucket so they had to be cut.	5/07/2018	NIL		Closed	5/07/2018	Email on file

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PQV-COM-034	Ian McLeod	18/07/2018	1:11:00 PM	Jo Murray	Email	Brett Shepherd Excavations, Pottery Road Somerville	Heavy equipment/machinery being loaded onto a float causing excessive noise	Nothing provided	Safety	Jo Murray	Jo emailed ERR to advise of noise outside of quarry incase there were any further complaints	18/07/2018	NIL		Closed	18/07/2018	Email attached.
PQV-COM-035	Chris DeFreitas	30/07/2018	11:23:00 AM	Bob Charles	Phone call	Charles Residence, Webbs Lane Somerville	20 metre section of the pipe through their property has lifted and is sitting at almost ground level	Chris, Jo and Chris Torrossi went to see the pipe after being contacted	Safety/Environmental	Chris DeFreitas	Chris Torrossi, Chris DeFreitas and Jo Murray went to inspect pipe. Agreed to monitor the pipe section during the winter months and will re-evaluate in a few months.	31/12/2018	Re-visit property to re-evaluate pipe. Action to be decided during next visit - no further action required as no further correspondence received from Bob		Closed	31/12/2018	Email on file
PQV-COM-036	Hayden Marsh	2/08/2018	9:24:00 AM	Chris DeFreitas	Phone call	Pottery Road	Advised Hayden that a driver pulled over on Pottery Road outside his property. This action caused indentations on the grass	Jo took photo's after the incident occurred.	Environmental	Jo Murray	Filled indentations with soil and sprinkled with grass seed and fertiliser.	2/08/2018	Chris rang Hayden to discuss situation once rectified. Hayden was happy with the outcome.		Closed	2/08/2018	
PQV-COM-037	Ian McLeod	9/08/2018	8:29:00 AM	Mindy Abel	Email	Quarry	Unacceptable amount of crashing and banging coming from the quarry which is distressing her animals and family.	Nothing provided	Safety	Chris DeFreitas	Evaluated what machine actions were occurring. The excavator may have made the noise when trying to clean the bucket	9/08/2018	Geoff Gilbert and Gerard Lynch visited site after complaints received and witness site activity		Closed	9/08/2018	Email attached.
PQV-COM-038	Ian McLeod	9/08/2018	Unknown	Unknown	Verbal	Quarry	Noise	Nothing provided	Safety	Chris DeFreitas	NIL due to time delay. PQV only advised about complaint on 03/08/18 when ERR inspectors were on site. Discussed that PQV are unable to take action as we were not contacted directly at the time of the incident	9/08/2018			Closed	9/08/2018	No follow up documents - only verbal discussions with ERR
PQV-COM-039	Chris DeFreitas/Jo Murray	14/08/2018	8:38:00 AM	Diane Anderson	Email	Quarry	Noise - crashing and banging	Nothing provided - no specific time advised	Safety	Chris DeFreitas/Jo Murray	Evaluated machine actions and transport allocations.	14/08/2018	Email to ERR and reply to Dianne.		Closed	14/08/2018	Email attached.
PQV-COM-040	Chris DeFreitas/Jo Murray	14/08/2018	9:00:00 AM	Leah Collins	Email	Quarry	Noise - crashing and banging. Living issues behind quarry being ignored	Nothing provided - no specific time advised	Safety	Chris DeFreitas/Jo Murray	Evaluated machine actions and transport allocations.	14/08/2018	Email to ERR		Closed	14/08/2018	Email attached.
PQV-COM-041	Chris DeFreitas/Jo Murray	14/08/2018	10:17:00 AM	Mindy Abel	Email	Quarry	Noise - crashing and banging. Horses spooked/in danger of hurting themselves as they are racing around.	Nothing provided - no specific time advised	Safety	Chris DeFreitas/Jo Murray	Evaluated machine actions and transport allocations.	14/08/2018	Email to ERR		Closed	14/08/2018	Email attached.
PQV-COM-042	Chris DeFreitas	23/08/2018	11:11:00 AM	Leah Collins	Email	Quarry	The same ongoing noise again this morning as it is most days from the quarry, a loud continuous,rumbling and banging crashing noise followed by scraping that shakes the ground and house and the sound of machinery.	Nothing provided - no specific time advised	Safety	Chris DeFreitas/Jo Murray	Evaluated machine actions and transport allocations.	23/08/2018	Email to ERR with truck and equipment movements		Closed	23/08/2018	Email attached.
PQV-COM-043	Chris DeFreitas	23/08/2018	6:43:00 PM	Leah Collins	Email	Quarry	There is a flood light that is shining strongly towards our property every night coming from near the office in the quarry	Upon returning to site there was a fluo tube light at the office on.	Safety	Chris DeFreitas	Chris attended site - light was identified as the office outside fluo tube light. Turned light off and advised neighbour	23/08/2018	Remind all office staff to keep light switched off unless required.		Closed	23/08/2018	Email attached.
PQV-COM-044	Chris DeFreitas	21/09/2018	6:55:00 AM	Unsure - Council	Verbal	Somerville Football Ground	Trucks parking at Somerville Football Ground prior to the quarry opening.	Nothing provided	Safety	Chris DeFreitas	Contacted Kingston Plant Hire and advised that trucks are NOT allowed to park at the football oval and provided other options to pass on to the drivers	28/09/2018	Hazard ID raised. Chris/Jo to drive past oval prior to quarry opening to ensure drivers are obeying instruction. Any driver caught parking there will be banned from the quarry.		Closed	28/09/2018	Email attached.
PQV-COM-045	Chris DeFreitas	21/09/2018	10:45:00 AM	David Chalke	Email	Jones Road	As I approached Pottery Rd a large earth moving truck and trailer turned left (north) into Jones Rd, coincidentally across the centre line and into oncoming traffic, accompanied by a great cloud of dust which swept right across the road covering the property opposite the entrance to Pottery Road.	Nothing provided	Safety	Chris DeFreitas	Continue to water down Pottery Road but we are unable to water down the asphalt.	21/09/2018			Closed	21/09/2018	Email attached.
PQV-COM-046	Chris DeFreitas	26/09/2018	8:40:00 AM	Emma Gasper	Email	Jones Road	A very near miss between Emma and a truck leaving Pottery Road at approximately 8:40am this morning. This driver DID NOT STOP at Pottery Road and just continued onto Jones Road. Emma had to lock up her brakes in order to not hit him and had her 2 year old daughter in the car. She flashed my lights and I then received the middle finger from the driver.	Nothing provided	Safety	Chris DeFreitas	Kingston Plant Hire contacted and the driver was contacted by them. Kingston was advised that the driver was now banned from the site. Kingston rang the company that subcontracted to them and advised owner of the situation. Driver apologised for his actions and was very remorseful.	29/09/2018	Drivers to be reminded of the Site Transport Rules which includes the use of Pottery Road. <b>ALL DRIVERS NOT OBEYING INSTRUCTIONS WILL BE BANNED FROM QUARRY</b>	PQV-INC-0027	Closed	29/09/2018	Email attached. Copy of incident report attached
PQV-COM-047	Chris DeFreitas	11/10/2018	12:33:00 PM	Tyron Crofts	Email	Jones Road	Trucks have dropped debris-rocks and gravel on Jones Rd /Pottery Rd intersection today. -photo attached. Totally unacceptable to him as a driver and a cyclist. Worried about children and crossing in the area with passing traffic and vehicles turning rocks into dangerous airborne material. Expectation to be sorted immediately.	Nothing provided. Jo took photos of debris on road when she attended after complaint	Safety	Chris DeFreitas	Jo Murray went up to the intersection to remove the rocks. A 40mm and 80mm rock were removed. Ian McLeod, ERR, was contacted and advised.	11/10/2018	Remind drivers that they need to check their dual wheels as part of their prestart and if they have travelled anywhere with large rubble.		Closed	11/10/2018	Email attached.
PQV-COM-048	Chris DeFreitas	15/10/2018	7:11:00 AM	Diane Anderson	Email	Quarry	Noise - unacceptable at 7am	Nothing provided	Safety	Chris DeFreitas	Chris replied to the noise complaint. No change to the truck route in the last 2 weeks. Grader to run over road to ensure that potholes are covered.	15/10/2018			Closed	15/10/2018	Email attached.
PQV-COM-049	Chris DeFreitas	31/10/2018	3:42:00 PM	Leah Collins	Messagebank	Jones Road	Rock on intersection of Jones and Pottery Road	Nothing provided	Safety	Jo Murray	Jo went to intersection and there were no rocks visible	1/11/2008			Closed	1/11/2018	Email and photo's attached.
PQV-COM-050	Chris DeFreitas	22/11/2018	7:31:00 AM	Diane Anderson	Text	Quarry	Reverse beepers heard. Questioned if there was machinery on site with beepers	Nothing provided	Safety	Chris DeFreitas	Chris advised that a neighbour on Pottery Road had machines being loaded onto a float	22/11/2018			Closed	22/11/2018	Nil
PQV-COM-051	Chris DeFreitas	6/12/2018	11:30:00 AM	Diane Anderson	Email	Quarry	Noisy beepers behind Diane's house (identified as reverse beepers)	Nothing provided	Safety	Chris DeFreitas	There was a Pottery Road residence digging a pool. Contact Brett Shepard he had no machine movements.	7/12/2018			Closed	7/12/2018	Email Attached.
PQV-COM-052	Chris DeFreitas	12/03/2019	7:15:00 AM	Jo Murray	Verbal/written complaint with Chris	Safety	Watercart operator intentionally spray all PQV staff and drivers with sprays as they were stood near the shed discussing the loadout procedure for the morning	Witnesses - Damian Kitowski; Mat O'Neil; Jamie Cross; Stuart Aldham; Darren Knight	Safety	Chris DeFreitas	Chris advised of situation. Richard was made aware of incident by the operators own admissions and was told to pull his head in.	12/03/2019			Closed	12/03/2019	

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PQV-COM-053	Chrs DeFreitas	28/03/2019	3:41:00 PM	Leah Collins	Email	Quarry	the past 2 weeks the noise has increased dramatically and today is top of the list with scraping ,rumbling and a sound which was like an loud explosion at 1535 today. I have no idea what goes on in there, but there is still noise issues that obviously effect us and our animals and today is quite unacceptable starting at 0720 a.m	Nothing provided	Safety	Jo Murray	Evaluated machine actions and transport allocations.	28/03/2019			Closed	29/03/2019	Email Attached.
PQV-COM-054	Jo Murray	5/04/2019	11:46:00 AM	Diane Anderson	Email	Quarry	The noise is totally unbearable this morning. Do I have to remind you that you're in a Green Wedge Zone abutting a residential area!. We should not have to tolerate this noise from 7:00 in the morning. All week it has barely stopped. From Monday when you were building the new road to whatever you're building today, the constant crashing and banging of trucks being loaded or the continuous clack clack noise of bulldozer treads that are so noisy they cause my house to vibrate and shake. Then the occasional burst of reversing beepers which I understood were not permitted to be used on trucks on your property... but does that ban not extend to all machinery?.	Nothing provided	Safety	Jo Murray	Advised Diane that we were still mid construction of the new road. Also another reminder that none of our yellow equipment are fitted with reverse beepers - only squawkers	5/04/2019			Closed	5/04/2019	Email Attached.
PQV-COM-055	Chris DeFreitas	5/04/2019	11:52:00 AM	Graham Davidson (Pottery Road resident)	Verbal with watercart operator	Jones Road	Pottery road "sloppy" after watering (dust suppression)	Jo visually inspected Pottery Road which did appear water logged at the time.	Safety	Jo Murray	Requested that operator back off on the watering - after initial watering has been done just use sprays to maintain it	5/04/2019	Followed up with Graham to ensure he was happy with the outcome of the change in process.		Closed	6/04/2019	
PQV-COM-056	Jo Murray	16/04/2019	12:46:00 PM	Leah Collins	Email	Quarry	Noise from quarry very disruptive - sounds like intermitant thunder plus scraping and rubling penetrating the house	Nothing provided - no specific time advised	Safety	Jo Murray	Evaluated machine actions and transport allocations.	17/04/2019			Closed	17/04/2019	Email Attached.
PQV-COM-057	Jo Murray	17/04/2019	1:36:00 PM	Diane Anderson	Email	Quarry	It appears that while Chris Defreitas, the General Manager, is on leave things are out of control at the Somerville Quarry. The crashing, banging and clack clacking of the heavy machinery is intolerable! you know this is a residential area and a green wedge!. It's school holidays and yet this noise still starts at day/break and goes on all day.	Nothing provided - no specific time advised	Safety	Jo Murray	Evaluated machine actions and transport allocations.	17/04/2019			Closed	17/04/2019	Email Attached.
PQV-COM-058	Jo Murray	30/04/2019	7:55:00 AM	Diane Anderson	Email	Quarry	Excessive noise from the quarry yesterday and this morning - sounds like a city demolition site. (No complaint received 29/04/19)	Nothing provided - no specific time advised	Safety	Chris Defreitas	Evaluated current machine actions and transport allocations.No sales/road trucks 29/04/19. Sales took place 30/04/19 - 1 customer. Dozer working on main pit ramp. Movement of product internally.	30/04/2019	Email sent to ERR regarding matter		Closed	30/04/2019	Email Attached.
PQV-COM-059	Chris DeFreitas/Jo Murray	5/05/2019	6:28:00 PM	David Chalke	Email	Jones Road	Someone has removed the speed signs at Crofters Hill Way (along Jones Road) overnight and laid them down in the gutter along the road	Photo's provided by David Chalke	Safety	Jo Murray	Signs were located and reinstalled with minimal delay.	6/05/2019	2 x POV to undergo Traffic Management Training to ensure that we can immediately rectify any signage issues.		Closed	6/05/2019	Email attached from David Chalke including photos provided
PQV-COM-060	Jo Murray	6/05/2019	12:27:00 PM	Unknown	Messagebank	Unknown	Driver of 1AD1WH was driving in a manner that was a danger to everyone on the road, tailgating, swerving and	Nothing provided	Safety	Jo Murray	Referred complaint to Drew Neal - General Operations Manager Bayport	6/05/2019	Bayport to follow up.		Closed	6/05/2019	Email attached
PQV-COM-061	Chris DeFreitas/Jo Murray	7/06/2019	11:11:00 AM	Rita Hobley	Phone Call	Pottery Road	Pot Holes in road for the last 1-2 weeks on unmade section near Jones Road - very noisy when trucks are running	We all drive along Pottery Road so we are aware of the road condition	Safety	Jo Murray	Chris rang Rita - explaining that it has been too wet to grade Pottery Road and that we have been monitoring the situation. Advised that we will attempt to fix the pot holes as soon as possible.	14/06/2019	Pottery Road graded on 08/06/19		Closed	8/06/2019	Email attached
PQV-COM-062	Chris DeFreitas	14/06/2019	9:18:00 AM	Leah Collins	Text	Quarry	Persistent beeping noise coming from the quarry since early this morning. It's quite invasive and happening on a daily basis	Nothing provided - no specific time advised	Safety	Jo Murray	After receiving the complaint via text message Chris checked the quarry. Company owned machines on at the quarry are not fitted with reverse beepers and there has been minimal machine usage due to rain.	14/06/2019	Was noted that there was a steel delivery next door at Karls and Brett Shepard Excavations quas doing some machine floating today.		Closed	15/06/2019	Email sent to ERR - email attached.
PQV-COM-063	Chris DeFreitas	27/06/2019	2:50:00 PM	Diane Anderson	Email	Quarry	Could you please do something about the crashing banging and reverse beepers from the quarry this afternoon. It's totally spoiling a lovely afternoon. Noise started behind Emma and James house and then moved behind Diane's and Mindi's.	Nothing provided - no specific time advised	Safety	Chris DeFreitas	Chris drove around quarry - no obviously identifiable noise. Operating the dump truck and digger - neither have reverse beepers. Repairs being made to another machine in the workshop. Roller door closed to reduce noise just in case. Chris asked Diane what time the noise was as if it was around 12 - 2pmthere was a bit of work being done on Pottery Road and also some works on Webbs Lane. At 3.20pm mechanics had finished works and all staff were	28/06/2019	Email to Gerard and Geoff asking them to review the complaint		Closed	28/06/2019	2
PQV-COM-064	Chris DeFreitas	26/07/2019	4:04:00 PM	Leah Collins	Email	Quarry	Loud noise of earth world scraping and banging and beeping - been going on all afternoon and during wek also	Nothing provided	Safety	Chris DeFreitas	Advised that we loaded out all day - closing at 2.30pm. After receiving the complaint there was still noise in the area.	26/07/2019	Chris emailed lead		Closed	26/07/2019	Email sent to ERR - email attached.
PQV-COM-065	Chris DeFreitas	2/08/2019	12:31:00 PM	Leah Collins	Email	Quarry	Vehicles travelling along the track on southern boundary are observed to be driving quite quickly.	Nothing provided	Safety	Chris DeFreitas	Jo spoke with the landscapers regarding speeding around the quarry. They admitted having a bit of speed up to ensure that they did not get bogged along the access track.	2/08/2019	Chris was advised that they landscapers have been communicated to regarding the situation.		Closed	2/08/2019	Email attached
PQV-COM-066	Chris DeFreitas	2/08/2019	12:31:00 PM	Leah Collins	Email	Quarry	Water is sitting behind the north east corner of our property which can't drain. If it gets any worse, it will flow into her property.	Nothing provided	Safety	Chris DeFreitas	Chris advised Leah that we will inspect area and come up with a solution to the water flooding in the area.	30/08/2019	Jo has taken photographs of area in concern. To be reviewed with Bayport Landscaping department - track repaired.		Closed	5/10/2019	

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PQV-COM-067	Chris DeFreitas	6/08/2019	12:31:00 PM	Diane Anderson	Text	Quarry	What is the vibration noise coming from the quarry	Nothing provided	Safety	Chris DeFreitas	Chris replied to Diane. Advised that roller was currently being serviced and repaired and that the vibration needed to be run for a short length of time.	6/08/2019	Ensure mechanics complete job asap		Closed	6/08/2019	Nil as it was a text message
PQV-COM-068	Chris DeFreitas	22/01/2020	8:14:00 AM	Diane Anderson	Email	Quarry	Noise in quarry is unbearable - my house is vibrating with the noise	Nothing provided	Safety	Chris DeFreitas	Reviewed what operators were doing - some required internal road repairs had taken place but had finished	22/01/2020			Closed	22/01/2020	
PQV-COM-069	Chris DeFreitas	22/01/2020	8:30:00 AM	Leah Collins	Email	Quarry	Our whole house has been shaking since 0700 hours this morning	Nothing provided	Safety	Chris DeFreitas	Reviewed what operators were doing - some required internal road repairs had taken place but had finished	22/01/2020			Closed	22/01/2020	
PQV-COM-070	Chris DeFreitas	31/01/2020	10:20:00 AM	Diane Anderson	Text	Quarry	Load banging - concerned with what we are doing	Nothing provided	Safety	Chris DeFreitas	Banging would be sticky material being removed from the bucket with shovels - crashing possibly could be caused by us building a swale drain along the boundary and also a fire break in the top paddock as requested by a neighbour from Webbs Road	31/01/2020			Closed	31/01/2020	
PQV-COM-071	Chris DeFreitas	24/02/2020	4:41:00 PM	David Chalke	Email	Jones Road	At 4.10pm was forced to brake hard from 60km per hour as a truck and trailer pulled out in front of him from Pottery Road. Truck FM450	Nothing provided	Safety	Jo Murray	Rang Andrew Jeffrey from ResourceCo advising of incident. Jo spoke with driver in the morning.	25/02/2020			Closed	25/02/2020	
PQV-COM-072	Jo Murray	28/02/2020	1:00:00 PM	Graham Davidson (Pottery Road resident)	Verbally	Pottery Road	State of the road - due to rains and truck movements road was sloppy.	Visually stood with Graham addressing the complaint	Safety	Jo Murray	Discussed that we will put this matter to the council - view to use different topping material or even suggest asphaltting the road completely	27/03/2020	Matter brought to the Morington Shire Council - request denied. Original material to be used and regraded.		Closed	27/03/2020	
PQV-COM-073	Chris DeFreitas	15/03/2020	7:11:00 AM	Diane Anderson	Email	Quarry	Is there any explanation for the increase in noise on your site from last Tuesday until lunchtime Friday?.	Nil Provided	Safety	Chris DeFreitas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.	16/03/2020			Closed	16/03/2020	Email attached
PQV-COM-074	Chris DeFreitas	17/03/2020	11:09:00 AM	Leah Collins	Email	Quarry	<p>The noise coming from the Bayport /Peninsula quarry is obnoxiously loud and intrusive with a new sound of crushing. I was woken yet again at 7a.m. this morning by big noise which is still ongoing .</p> <p>What is this noise and what recent changes have occurred on site to produce this noise? Geoff Gilbert when was the last time an onsite check was done as to what work is taking place? How is noise being monitored and documented other than the public complaint log that lists our personal details of complaint? What is going to be done to lessen the impact of noise on the surrounding residential neighbourhood. How many years have we been asking and documenting and complaining about the impact of noise to our daily life?</p> <p>The ongoing noise and now this new addition of noise needs some respectful attention to complaints that continue to be acknowledged without a solution. We know there is noise, but are you going to ever do anything to fix this or lessen impact? There is still a huge impact of noise invasion of health and wellbeing by daily noise that</p>	Nil Provided	Safety	Chris DeFreitas	As per Diane's similar email on the weekend, and the same response as that email, we have been using a dozer to win the clay over the last 4 weeks. This has been a constant and daily practise other than extreme rain events and days were we have been closed. We have had to use dozer to win the clay for safety purposes due to the sodden ground as a result of the heavy rainfalls we have had this whole year thus far. The dozer will be in operation until Saturday morning then will be off hired. As per the previous email received Saturday, this week has seen the first strong northerly winds of the year, which does carry noise further to the south. Since Saturday's complaint we have raised another sound wall to help mitigate the noise levels.	17/03/2020	I have shuffled works around site today to try another tactic. So I am hoping this strategy works.		Closed	20/03/2020	Email attached
PQV-COM-075	Chris DeFreitas	18/03/2020	3:23:00 AM	Diane Anderson	Email	Quarry	<p>Chris, this is ridiculous this is the second week of intolerable noise.</p> <p>We haven't had anything like this for the last couple of months, please move the machine that's making all that noise back down into the hole!.</p>	Nil Provided	Safety	Chris DeFreitas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.	18/03/2020			Closed	18/03/2020	Email attached

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PQV-COM-076	Chris DeFreitas	18/03/2020	3:43:00 AM	Emma Rogers	Email	Quarry		Nil Provided	Safety	Chris DeFreitas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.	18/03/2020			Closed	18/03/2020	Email attached
PQV-COM-078	Jo Murray	20/03/2020	7:58:00 AM	Megan Carroll	Email	Jones Road	6.30am this morning they were woken by trucks barrelling along Jones Road	Nil Provided	Safety	Jo Murray	All cartage companies/contractors are aware of site requirements (refer PQV-HSEQ-06-F003 Annual Drivers Induction)	20/03/2020			closed	20/03/2020	Email attached
PQV-COM-079	Chris DeFreitas	27/03/2020	4:02:00 PM	Leah Collins	Email	Quarry - Southern Boundary	The noise is absolutely ongoing and penetrating. This just goes on and on. Please do something to lessen the impact on your neighbours it is too much. The noise has not changed since my complaint last week. Have you changed location where your now digging? The noise is very hard to put up with all day long 5.5 days a week.	Nil Provided	Safety/Environmental	Jo Murray	A large majority of the trucks being loaded have been loaded from the bottom of the main pit. There have been trucks loading on the top pad this afternoon from 2:30PM. We have moved load points, we have loaded behind stockpiles (loading from the northern side) to try to mitigate the noise as much as possible.	27/03/2020			Closed	27/03/2020	
PQV-COM-080	Chris DeFreitas	16/06/2020	8:40:00 AM	Diane Anderson	Email	Quarry - Southern Boundary	Loud noises from neighbour today...	Nil Provided	Safety/Environmental	Jo Murray	Advised Diane that we had sent an email to ERR yesterday regarding noise that we have also heard... response: the crashing and banging at around 7.00 am all last week and again at 7.45 this morning is not coming from your property? is that	18/06/2020			Closed	18/06/2020	Email attached
PQV-COM-081	Chris DeFreitas	16/06/2020	12:04:00 PM	Leah Collins	Email	Quarry - Southern Boundary	The ongoing noise from the quarry has not changed and has actually increased. The noise sounds directly behind our property and comes from the north. There are various sounds some loud vibrating scraping ,loud bangs and loud sound of flattening or removing earth. All are not just little sounds they are intrusive from within the home.  When trucks are empty the sound of trucks tailgates banging and travelling in and out of the quarry is loud and begins at 7 a.m.  We have this day in and day out and years later this continues. I don't bother complaining most of the time as complaints are replied to with excuses and no action. Obviously residents have no rights to a peaceful life on their acreage.	Nil Provided	Safety/Environmental	Jo Murray	Advised Leah that we had sent an email to ERR yesterday regarding noise that we have also heard	18/06/2020			Closed	18/06/2020	Email attached
PQV-COM-082	Chris DeFreitas	13/08/2020	6:30:00 AM	Graham Davidson	SMS	Pottery Road	Trucks travelling along Pottery Road before quarry opening hours	PQV were aware that there were trucks on Pottery Road prior to opening hours	Safety	Chris DeFreitas	Jo was trying to contact truck drivers while on Jones Road but was unable to - trucks committed to Pottery Road with no way of turning around once on Pottery Road. Trucks were brought into quarry, parked and engines cut.	13/08/2020	Chris rang Lantrak.		Closed	13/08/2020	
PQV-COM-083	Jo Murray	13/08/2020	6:50:00 AM	Graham Davidson	In Person	Pottery Road	Unimpressed with trucks travelling along Pottery Road from 6.30 onwards - woke up his kids. Graham was very angry and verbally abusive towards me and the drivers.	PQV were aware that there were trucks on Pottery Road prior to opening hours	Safety	Jo Murray	As the trucks were given misleading information from the cartage company and with no way of turning around on Pottery Road trucks were brought into quarry, parked up and told to turn engines off	13/08/2020	Email sent to ERR regarding matter. Chris DeFreitas contacted Lantrak regarding matter.		Closed	13/08/2020	Email sent to ERR - email attached.
PQV-COM-084	Chris DeFreitas	13/08/2020	6:50:00 AM	Jo Murray	In Person	Pottery Road	Graham was very angry and verbally abusive towards me and the drivers. I tried to calm him down but it was to no avail. He eventually left site.	Video evidence	Safety	Chris DeFreitas	Jo remained calm. Requested video footage	15/08/2020			Closed	15/08/2020	Jo received a phone call from Graham apologizing for his actions.

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PQV-COM-085	Chris DeFreitas	14/08/2020	8:00:00 AM	Diane Anderson	Email	Quarry	<p>This is just astounding, the noise from the quarry this morning is incredible! there's been continual crashing and banging from 7.00 am. What on earth are you doing in there this week??.</p> <p>The last three days have been intolerable, we should not have to put up with this on the Mornington Peninsula you do not belong in this green zone residential area.</p> <p>Please please do something to reduce the noise which is causing me so much stress I cannot live with this continuous noise.</p> <p>Yesterday morning when I drove into Somerville along Jones Road for a doctor's appointment the road was covered in spilled clay. When I went back in the afternoon for my test results there was a truck spraying water all along Jones Road turning the whole road into a huge dangerous slippery mess.</p> <p>Something needs to be done before there's a major accident on Jones Road caused by your trucks driving on the wrong side of the road when leaving Pottery Road and spilling clay</p>	Nil Provided	Safety	Chris DeFreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted	14/08/2020			Closed	14/08/2020	Email attached
PQV-COM-086	Chris DeFreitas	14/08/2020	9:13:00 AM	Emma Rogers	Email	Quarry	<p>the continuous thumping and crashing from 7am unacceptable. It's vibrating through our house. At no point have we been offered an explanation I might add</p>	Nil Provided	Safety	Chris DeFreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted	14/08/2020			Closed	14/08/2020	Email attached
PQV-COM-087	Chris DeFreitas	14/08/2020	9:54:00 AM	Megan Jinks	Email	Quarry	<p>I want to know why the trucks are commencing at 6am along Jones road? I was of the belief that this was not permitted before 7am. The noise caused by these rattles through our home and wakes our children.</p> <p>I also wish to raise your failings regarding the state of Jones Road and the top end of Soderlund Place. No construction site is allowed to leave the road in this state, and certainly not allowed to rectify it by washing it into our court (Soderlund) so why is it that your road cleaner only attends as a "knee Jerk" reaction to complaints? Surely if you value remaining operational you would pro-actively check the conditions and rectify adequately!</p>	Nil Provided	Safety/Environmental	Chris DeFreitas	Explained that we get the street sweeper as required - generally due to wet weather. Other works along Jones Road are nothing to do with us so we are unable to comment.	14/08/2020			Closed	14/08/2020	
PQV-COM-088	Chris DeFreitas	14/08/2020	11:39:00 AM	Kate Blake	Email	Quarry	<p>I agree to all the above complaints please log me in also, the noise is the worse and I don't live next to the quarry</p>	Nil Provided	Safety	Chris DeFreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted	14/08/2020			Closed	14/08/2020	Email attached
PQV-COM-089	Chris DeFreitas	14/08/2020	12:28:00 PM	Leah Collins	Email	Quarry	<p>The noise is ongoing and was so loud this morning at 7.30 a.m our dogs were looking at the quarry and barking from our backstep. It truly is stressful trying to live with this constant loud banging ,scraping rattling rolling sound. The constant loud banging is the worse. Chris in the past describes this as banging clay off the digger blade. Great for us living here !!</p> <p>This is nothing new and silence from us at times from neighbours is only due to frustration from inaction from all parties and being labelled as whingers with this NEVER being resolved and told it is acceptable. It is not . Please lodge this as a complaint of noise today .</p>	Nil Provided	Safety	Chris DeFreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted	14/08/2020			Closed	14/08/2020	Leah's email attached
PQV-COM-090	Chris DeFreitas	18/08/2020	12:50:00 PM	Diane Anderson	Email	Quarry	<p>Once again the noise is intolerable this morning with continuous crashing smashing and banging at 7:00 am from the Bayport quarry on my boundary.</p> <p>Yes we complain regularly when the noise is excessive but nothing is ever accomplished apart from a note that our complaint is registered.</p> <p>Surely when we have bouts of excessive noise there must be a protocol in place to reduce the noise.</p> <p>Writing it down in the complaints book is no answer.</p>	Nil Provided	Safety	Chris DeFreitas	Chris advised that we have moved our loading point this afternoon as a trial to reduce the impact, being as the wind is strong from the north and carries sounds we are hoping this has a positive result.	18/08/2020			Closed	18/08/2020	Diane's email attached

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PQV-COM-091	Chris DeFreitas	18/08/2020	2:00:00 PM	Leah Collins	Email	Quarry	The noise is certainly disturbing even right now a loud grinding and then banging which is comparable to thunder . Neighbourhood dogs are barking at the noise. Have you moved the loading point now ? If so it has made no difference .	Nil Provided	Safety	Chris DeFreitas	Chris asked if the sound was like steel on steel as a Pottery Road resident was using a crane to move steel around his site? Leah replied - No Chris it actually sounds like clay being dropped into trucks and then the bucket or blade banging clay off . Same sound as always .Continuous and penetrative.	18/08/2020			Closed	18/08/2020	Leah's email attached.
PQV-COM-092	Chris DeFreitas	20/08/2020	1:56:00 PM	Leah Collins	Email	Quarry	I am inside my home and all I can hear are your trucks loading . I can hear trucks accelerating and the sound of them individually being filled then the bucket banged to be cleared of clay. This is inside not outside my house. Guess how it sounds if I go outside!! The noise is ridiculous ,intrusive and and unreasonable to listen to all day everyday. Minus Sunday.	Nil Provided	Safety	Chris DeFreitas	Chris has advised that complaint will be lodged.  Has asked Leah to clarify (provide further information) regarding frequency and what she means by "accelerating"? Awaiting response.	21/08/2020			Closed	21/08/2020	Leah's email attached.
PQV-COM-093	Chris DeFreitas/Jo Murray	29/08/2020	11:58:00 AM	Diane Anderson	Email	Quarry	Once again the peace of our neighbourhood is totally ruined today by the noise from the Somerville Bayport quarry.  The vibrating humming deafening noise that shaking my house is making life unbearable here.  This is intolerable on Saturday morning in a residential area.	Nil Provided	Safety	Chris DeFreitas	Jo spoke with operators to see what activity was taking place on Saturday morning. We were finalising construction of a new road	31/08/2020			Closed	31/08/2020	Diane's email attached
PQV-COM-094	Chris DeFreitas	1/09/2020	12:22:00 PM	Emma Rogers	Email	Quarry	The constant thudding/banging goes through our entire house, regardless of what changes you have made during the last few weeks it's exactly the same. Constant and loud.  This definitely needs follow up, it's definitely not ok!  Perhaps as residents we need to take recordings as an example of what we are hearing, so we can get an explanation as to exactly what it is.	Nil Provided	Safety	Chris DeFreitas		1/09/2020			Closed	1/09/2020	Emma's email attached
PQV-COM-095	Chris DeFreitas	1/09/2020	1:55:00 PM	Diane Anderson	Email	Quarry	It's been exactly the same for me this morning but as I had no response from you re the noise last week I'm wondering if you even glance at my e-mails let alone record a complaint.  Chris I understood you were supposed to be loading down in the quarry, why is all of the crashing and banging on the surface on our boundary??.	Nil Provided	Safety	Chris DeFreitas	Chris replied with location of current loading point	1/09/2020			Closed	1/09/2020	Diane's email attached
PQV-COM-096	Chris DeFreitas	1/09/2020		Leah Collins	Email	Quarry - Southern Boundary	The noise is still the same loud banging over and over and over . Same noise as always that is complained about. I can hear the bucket banging in which you describe as clearing clay off. I am sitting here in my living room listening to this loud banging since first thing this morning, this penetrate the inside of my home. Think how it sounds outside ! As far as I am concerned this is a public health issue having this loud banging day in and out. Would drive anyway	Nil Provided	Safety/Environmental	Chris DeFreitas	We have brought in a small excavator for the purpose of cleaning out the loader buckets to reduce the banging, we have also moved loading points to further reduce the direction of sound.	2/09/2020			Closed	2/09/2020	
PQV-COM-097	Chris DeFreitas	12/10/2020	2:21:00 PM	Leah Collins	Email	Quarry	The loud noise continues on and on. Today there is an extra sound of blade to hard ground that shrieks as it is scraped . Then the loud banging in each and every load.  What are you doing with these noise complaints other than nothing?  Please lodge this as a noise complaint	Nil Provided	Safety	Chris DeFreitas	We have lodged the complaint regarding the noise yesterday. Loading of damp clay is quite difficult and not easy, and due to the vast rainfalls we have received lately the material has no chance to dry. We were loading below ground level yesterday, as the site and pit is all below surface level. The increased northerly wind is likely to make sound travel further.  The scraping noise you commented on was the grader doing works on Pottery rd as requested by a resident who lives on Pottery rd.	12/10/2020			Closed	12/10/2021	

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PQV-COM-098	Chris DeFreitas	12/10/2020	3:09:00 PM	Diane Anderson	Email	Quarry	The first lovely sunny day in a while, a chance to get out in the garden and all we can hear all day is smashing and crashing from the quarry.  Could you please load and clean these trucks and equipment down in the pit as agreed.	Nil Provided	Safety	Chris DeFreitas	We have lodged the complaint regarding the noise yesterday. Loading of damp clay is quite difficult and not easy, and due to the vast rainfalls we have received lately the material has no chance to dry. We were loading below ground level yesterday, as the site and pit is all below surface level. The increased northerly wind is likely to make sound travel further. The scraping noise you commented on was the grader doing works on Pottery rd as requested by a resident who lives on Pottery rd.	12/10/2020			Closed	12/10/2021	
PQV-COM-099	Chris DeFreitas	14/10/2020	9:43:00 AM	Leah Collins	Email	Quarry	Once again the loud banging penetrates the inside of our house . It is 2 to 3 loud bangs for every load that you do. How many loads do you do per day now? Each load times 2 to 3 load bangs from 7 a.m.onwards. Very disturbing.	Nil Provided	Safety	Chris DeFreitas	With the description of the 2-3 bangs Jo and I have narrowed down the source and the actual machine, with this we made a change to the operational machine in question. We believe this made a significant change during the afternoon once fitted to the machine. So hoping that this measure will reduce the metal on metal noise ongoing. We have documented the complaint as per normal.	14/10/2020			Closed	14/10/2020	
PQV-COM-100	Chris DeFreitas	15/02/2021	3:34:00 PM	Leah Collins	Email	Quarry	Why are you raising the height of the track that runs along the back of our property? In the plans that were shown to us, this track is to be a 1% percent fall from our property to the track, to allow for water flow along all southern boundary fences.  I am also surprised that neighbours have not been notified that your extending the quarry to dig elsewhere, as this changes the noise, dust and intrusion . I realise that this is not a requirement, but being we are suppose to have meetings and have been referred to/by BayPort/ Peninsula Quarries) as your neighbours, it would be the thing to do from the previous history.	Nil Provided	Safety	Chris DeFreitas	The access track is being repaired from the wet weather we have been experiencing throughout the year this year and last. The track is not finished we have placed top up material over the pot holes and washouts, these will be further lowered and then tilted back towards the quarry under the pipe to allow for excess water to flow back inside the bund. We will level the track so it will be as it was prior to the repairs. In regard to the extension of extraction in the rear corner we have always planned to extract at some point this year, however this was expediated to accommodate a landfill capping that needed a very specific clay in which was not available elsewhere. We were informed on Thursday, so apologies for the lack of notice here, as it was very unexpected to have this request for urgent supply. We have employed another staff member as a full time water truck operator to accommodate for the extra open space to mitigate the dust.	15/02/2021			Closed	15/02/2021	
PQV-COM-101	Chris DeFreitas	24/02/2021	6:01:00 PM	Leah Collins	Email	Quarry	Peninsula Quarries has now moved to a new area of excavation within the quarry perimeter . This area(location) being quarried is right behind our acreage on the southern boundary. Previously, we had been advised by Peninsula Quarries and DEDJTR (Ian McLeod) that the area behind us would be "left and not quarried for at least 15 years "? Obviously this has not happened and we get the usual surprise of no communication , before invasion. Could we re acquaint ourselves with past conversations about noise and dust and the impact on surrounding neighbours? Trucks and machines can be seen and HEARD working from our backyard, demonstrating the closeness to which your machinery is operating. Previously in past discussions in 2018 Chris you described what you called an acoustic barrier that you were building to eliminate /stifle quarry noise lessening noise impact to those living next to where you were quarrying. Is this new area also privy to an acoustic noise barrier, for the same reasons? Did this acoustic noise barrier eventuate for your previous excavation site being there was still such an impact to residents on the	Nil Provided	Safety	Chris DeFreitas	Jo replied: In regard to the extension of extraction in the rear corner we have always planned to extract at some point this year, however this was expediated to accommodate a landfill capping order that needed a very specific clay in which was not available elsewhere. We were informed on Thursday, so apologies for the lack of notice here, as it was very unexpected to have this request for urgent supply. This project was expected to last for 16 days, however the client is hoping to be complete by Wednesday of next week for major works, and minor infill exports after this.  Moving forward the area will be worked and material quarried on a regular basis, but not to the levels as seen this week due to the un-expected urgency of the landfill site we are supplying. Initially, we had to utilise a dozer to start the clearing and moving overburden, which is a constant rumble. We have pulled this machine up today, and it has been removed from site. With regards to the sound wall, we did build a wall up between loading points and the southern boundary. Now that we are below ground again the natural earth is the	24/02/2021	Discussed situation with Geoff Gilbert. ERR to come to site to conduct Noise and Dust Audits		closed	20/03/2021	Leah's Email attached
PQV-COM-102	Chris DeFreitas	4/03/2021	7:21:00 AM	Graham Davidson	SMS	Pottery Road	I am requesting you monitor the speed of all the trucks better from now on as this has become a serious and consistent complaint. I would also ask you to grade the road as the noise from the trucks is getting louder and unbearable.	Nil Provided	Safety	Chris DeFreitas	Chris and Jo to investigate ways to monitor truck speeds considering we are not the traffic police.  The road gets graded once a week and had already been planned for Tuesday of next week on receipt of road supplies from Hillview.	30/03/2021			closed	30/03/2021	

Complaint #	Reported To:	Date	Time	Name	Contact method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible:	Action	Due Close Out Date	Further action if required	Incident Report No	Status	Date Closed	Follow Up Documents
PQV-COM-103	Chris DeFreitas	19/04/2021	2:01:00 PM	Diane Anderson	Email	Quarry - Southern Boundary	The noise coming from the quarry today is consistently loud . Whatever your doing its a loud clacking sound. Extremely invasive on a sunny autumn day when you want to be enjoying things outside ,but still get to listen when you come inside to get away from it.	Nil Provided	Safety/Environmental	Jo Murray	We currently have two machines working above the pit. One is working on a registered burn pile (which is at road level) to try and expedite the burn safely so it's doesn't continue to linger on as it's already been smothered a few times with recent rains. The other is loading out on the newly exposed pad as we have done over the last month or so. With recent rain the material itself is extra sticky now and the loader sounds louder whilst putting the product into the trucks.	20/04/2021	I have spoken with both the operators and they are doing their best to minimise the noise.		closed	20/04/2021	email attached
PQV-COM-104	Chris DeFreitas	30/04/2021	2:39:00 PM	Leah Collins	Email	Quarry - Southern Boundary	There is a loud continuous whirring noise that has been going all day , going along with all your banging and clanging over the fence. The loud continuous whirring is a new addition , that we haven't heard before and also the smell of fuel/ petrol coming across into our property . Previous complaints have not altered or changed your noise impact.	Nil Provided	Safety/Environmental	Chris DeFreitas	We are currently in the midst of reworking the bund walls behind both the Pottery Road and Jones Roads residential properties. These works involve topping up the height as well as placing topsoil over existing bunded areas, (similar to the works done previously on the southern bund along Wellington Road (behind your house)).  With regards to the smell of fuel/petrol Chris and I are both unsure of the source as we have both travelled the boundary this afternoon and could not identify anything. We also had all operators in that area check their machines for any fuel leaks to ensure that there wasn't any diesel leakage.	4/05/2021	Monitor works in area		closed	4/05/2021	Email attached
PQV-COM-105	Jo Murray	6/08/2021	4:00:00 PM	Len Collins	Visit	Quarry - Southern Boundary	Pine tree on our property leaning on the row of pine trees in Collins property	Visual	Safety/Environmental	Jo Murray	Accurate Group contacted and will be out on 23/08/2021 to remove tree safely	24/08/2021	Tree was removed on 23/08/2021		Closed	24/08/2021	Email attached
PQV-COM-106	Jo Murray	14/08/2021	10:34:00 AM	Leah Collins	Email	Quarry - Southern Boundary	Noise - your machine has been very noisy with the constant banging every few minutes all day long clearing clay from the bucket and other loud bangs and rumbles.	Nil Provided	Safety/Environmental	Jo Murray	Advised we would review. Explained that there has been works in area but limited loading	24/02/2022	Monitor and review works in area		closed	24/02/2022	
PQV-COM-107	Jo Murray	14/08/2021	3:51:00 PM	Chrissy Welsh	Email	Bungower Road	Noise Pollution - regularly on Bungower Road trucks use engine brakes despite signage advising trucks not to use engine brakes	Nil provided	Safety/Environmental	Jo Murray	Spoke to our drivers, where possible, regarding being mindful on Bungower Road. Replied to Chrissy explaining the our MOA only covers Pottery and Jones Road but will endeavour to assist the community.	18/08/2021	Follow up with weighbridge to remind drivers		Closed	18/08/2021	Email Attached
PQV-COM-108	Jo Murray	25/08/2021	8:00:00 AM	Graham Davidson	Person	Pottery and Jones Road	Intersection is full of clay/mud that is being carted onto Jones Road. It's dangerous and could cause an accident	Jo went and inspected Jones Road. Rain has caused weighbridge Roads and Pottery Road to be tacky	Safety/Environmental	Jo Murray	Spoke to Graham and Mornington Pen Shire. Organised sweeper to clean Jones Road	26/08/2021	Monitor road daily especially after rain. Use GGB Machinery Sweeper as required.		Closed	26/08/2021	
PQV-COM-109	Jo Murray/Chris DeFreitas	1/09/2021	7:14:00 AM	Graham Davidson	Text	Pottery Road	Pottery Road needs to be graded. Trucks are unbearably noisy.	Everyone has driven road and is aware of it.	Safety/Environmental	Jo Murray	Asked Mick Cantwell to organise that the road be graded	1/09/2021	Monitor road daily especially after rain. Ensure road is graded weekly as required.		Closed	31/08/2021	Graham sent a thank you text.
PQV-COM-110	Chris DeFreitas	1/09/2021	11:58:00 AM	Paul Lewis	Email	Pottery Road	Have received reports regarding operating hours and truck movements over the last month?	Nil Provided	Safety/Environmental	Chris DeFreitas	Chris provided Paul with an update	1/09/2021			Closed	1/09/2021	email attached
PQV-COM-111	Jo Murray/Chris DeFreitas	1/09/2021	2:09:00 PM	Leah Collins	Email	Quarry Southern Boundary	The noise from the quarry is horrendous - inside and outside of the house. Constant beeping, machines loading, grinding, pounding/slammimg of blades and accelerating of trucks 7am - 5pm. There is also THAT dust issue.	Nil Provided	Environmental	Chris DeFreitas/Mick Cantwell	Chris spoke to Mick about trying to reduce the impact of noise while working in the area.	1/09/2021	Monitor and minimise as reasonably practicable the impact of noise dust while working in that area.		Closed	3/09/2021	Email attached.
PQV-COM-112	Jo Murray/Chris DeFreitas	1/09/2021	3:32:00 PM	Diane Anderson	Email	Quarry Southern Boundary	Noise from quarry for the last 2 weeks has been growing now it's unbearable. What about the fauna when all the tress are removed from the quarry?	Nil Provided	Environmental	Chris DeFreitas/Mick Cantwell	Chris spoke to Mick about trying to reduce the impact of noise while working in the area.	1/09/2021	Monitor and minimise as reasonably practicable the impact of noise dust while working in that area.		Closed	3/09/2021	Email attached.
PQV-COM-113	Jo Murray/Chris DeFreitas	2/09/2021	12:11:00 PM	Leah Collins	Email	Quarry Southern Boundary	Lots of dust blowing from quarry - are you dust suppressing?	Visual - everyone could see	Safety/Environmental	Mick Cantwell	Chris spoke to Mick Cantwell regarding dust suppression.	2/09/2021	Monitor and minimise as reasonably practicable the impact of dust while working in that area.		Closed	2/09/2021	Email attached.
PQV-COM-114	Jo Murray/Chris DeFreitas	3/09/2021	10:18:00 AM	Robert Smith	Email	Quarry Southern Boundary	Continued all day sounding of horn rumbles.	Nil Provided	Safety	Chris DeFreitas	Chris replied via email.	10/09/2021	Discussion continued with Mick Cantwell regarding works in this area		closed	10/09/2021	Email attached.
PQV-COM-115	Chris DeFreitas	15/09/2021	7:15:00 AM	Graham Davidson	Text	Pottery Road	Can you get your watercart operator to not put so much water on Pottery Road? Also tell him to watch the letterboxes as my mail is constantly wet.	Nil Provided	Environmental	Chris DeFreitas	Chris explained we will monitor the road as we are required to do dust suppression and also speak with the operator.	15/09/2021	Chris asked Mick Cantwell to follow up with operator and also discuss water dust suppression to ensure the correct quantity was being applied to Pottery Road		Closed	15/09/2021	Email attached
PQV-COM-116	Chris DeFreitas	20/10/2021	11:12:00 AM	Emma Rogers	Email	Quarry - Southern Boundary	Noise - questioned where we were extracting from currently as the	Nil Provided	Safety/Environmental	Chris DeFreitas	Chris replied explaining exactly what were are doing and where we are currently extracting from.	20/10/2021			Closed	20/10/2021	Email attached
PQV-COM-117	Jo Murray	21/10/2021	3:00:00 PM	Ryan	0478 118 003	External	Was following truck along Baxter Tooraddin Road - truck was speeding and driving erratically. Rocks on road flicked up and smashed windscreen	Dash Cam footage sent but not clear	Safety	Jo Murray	Spoke with both Ryan and Stuart Aldham (our driver). Stuart had a different series of events including	25/10/2021	Nil as Ryan was uncontactable!! Forwarded information to Drew Neal @ Bayport		Closed	1/01/2022	Nil - closed due to no further contact from Robert
PQV-COM-118	Jo Murray	29/11/2021	11:28:00 AM	Leah Collins	Mobile	Quarry - Southern Boundary	Noisy continuous bags - can hear everything that is happening	Nil Provided	Safety/Environmental	Jo Murray	Explained that works are there due to the requirement to extract the material in that area. Advised bunds are being raised to assist with muffling/reducing noise.	29/11/2021	Nil		Closed	29/11/2021	
PQV-COM-119	Tim Etherington	18/12/2021	8:41:00 AM	Glen Watson	SMS	Webbs Lane	Dust in top paddock - claimed watercart was not operating	Nil Provided	Safety/Environmental	Tim Etherington	Tim explained that the water cart was in operation however due to the material being moved and wind direction the dust was more evident that day	20/12/2021	Tim contacted Mick to see if anything could be done that morning. Monitor machine movements in that area and revise watercart suppression routine.		Closed	20/12/2022	



Complaint #	Reported To:	Date	Time	Name	Contact method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible:	Action	Due Close Out Date	Further action if required	Incident Report No	Status	Date Closed	Follow Up Documents
PQV-COM-120	Tim Etherington	13/01/2022	11:00:00 AM	Glen Watson	Mobile/Email	Webbs Lane	Dust affecting property due to easterly wind. Dumptrucks moving material to bund from pit	Nil Provided	Safety/Environmental	Tim Etherington	Track to be wet down with dust suppression (Watercart) prior to and during dumptruck movements in that area.	13/01/2022	Monitor wind and activity		Closed	13/01/2022	Email attached
PQV-COM-121	Jo Murray	22/01/2022	10:17:00 AM	Leah Collins	Email/Mobile	Quarry - Southern Boundary	Noise - continual noise. Can hear a reverse beeper coming from the quarry	Nil Provided	Safety/Environmental	Jo Murray	Explained on the phone that we were not actually doing any works there today as a quarry with the exception of the demolition crew, who were removing the sheds as previously advised by email. Also explained that I was unsure regarding the reverse beeper however there are 2 properties along Pottery Road that are doing works on their properties.	25/01/2022	Spoke with Alex who was onsite (in office) and she said she could not hear a beeper. Upon return to site on Monday Tim spoke with demo crew and found that a new machine that had been brought to site did actually have a reverse beeper and not a squawker		Closed	25/01/2022	Email attached
PQV-COM-122	Tim Etherington	16/02/2022	12:45:00 PM	Cristy Marsh	Mobile	Pottery Road	Concerns with potholes on Pottery Road	Visual	Safety/Environmental	Tim Etherington	Potholes were filled with crushed rock by Tim	18/02/2022	Monitor Pottery Road, fill potholes and grade as required.		closed	18/02/2022	
PQV-COM-123	Tim Etherington	16/02/2022	12:45:00 PM	Hayden Marsh	Mobile	Pottery Road	Express dislike for the road traffic signs along Pottery Road - asking if all signs were necessary? It feels like we are living in the quarry - not on a residential street.	Visual	Safety/Environmental	Tim Etherington	Tim understood Hayden's concerns and suggested that we discuss at the upcoming CEM (March). Revised TMP approved by MPSC. TMP Will be implemented following completion of Pottery/Jones rd intersection works (ETA August 2022)	31/08/2022			Open (50%)		
PQV-COM-124	Jo Murray	24/02/2022	11:00:00 AM	Leah Collins	Mobile	Quarry - Southern Boundary	Noise - continual noise from banging can be heard for weeks now. Can you do anything?	Nil Provided	Safety/Environmental	Jo Murray	Advised that I would look into what activity is happening down there. Explained that there has been limited material being loaded there but we have been preparing the area.	25/02/2022	Discussed with Tim		Closed	25/02/2022	