

Date	Nature of Complaint	Complaint/Incident Details	Action Taken
20/07/2018	Noise/Dust/Vibration	<p>Complainant from Kingfisher Shores contacted the EPA to complain about noise, dust and vibration impacts via the EPA hotline. Complainant advised the EPA that she was affected by noise and vibration. Complainant advised EPA it was likely impacts were from VPPS or Chain Valley Colliery.</p>	<p>The complainant was contacted by LakeCoal's Environment and Community Coordinator at 2.30pm on 20/07/18 to discuss the nature of the complaint. The complainant advised that they had concerns about vibration impacts at her property which she believed were as a result of the mine or the power station. She advised that they had completed renovations recently and had cracks develop in the gyprock. She explained that she had contacted the mine subsidence board and they had inspected the property and determined that the impacts were not related to historical mining. The complainant was provided an overview of LakeCoals operations and was advised that there had been no changes to the existing approved operations on site. The complainant was advised that coal handling was no longer undertaken at Chain Valley Colliery.</p> <p>A follow up meeting with the complainant at her residence was undertaken at 4pm on 23rd July by LakeCoal's E&C Coordinator and Operations Manager. LakeCoal agreed to investigate the potential to install a dust gauge at the property to quantify existing dust levels.</p>