

Central Coast Sands Complaints Register



To lodge a complaint, contact the Central Coast Sands office on (02) 4372 1238

Month/ Year	Incident Time & Date	Complainant Details	Mode if Complaints	Nature of Complaint	Comments	Action Taken
2022						
Jan-22					No complaints lodged	
Feb-22					No complaints lodged	
Mar-22					No complaints lodged	
Apr-22					No complaints lodged	
May-22					No complaints lodged	
Jun-22					No complaints lodged	
Jul-22					No complaints lodged	
Aug-22					No complaints lodged	
Sep-22	29/09/2022 - 2:24pm	Brian McCallum	Text message	Noise - Tipper truck travelling on Reservoir Rd	Hi Paul, I just wanted to report that truck 2416 flew out of the quarry and along Reservoir Rd at a reckless speed. He was empty. Quite a few trucks have been travelling at a speed that greatly increases noise, but he was over the top.	Responded to the complainant by text with: I will speak to transport and ask for a reminder to be communicated to the team. Thanks for letting me know. Spoke with transport team communicating the allegations and after reviewing the Trimble GPS fitted to the truck the recorded speed for the truck was 48 kph with the posted speed limit for Reservoir Rd being 70 kph . A trimble communication was sent to the driver team reminding the drivers to be mindful of there speed when entering/exiting the quarry and we need to respect the communities concerns. Correspondance was forwarded through to the complainant with no response. No further action required.
Oct-22					No complaints lodged	
Nov-22					No complaints lodged	
Dec-22					No complaints lodged	
2021						
Jan-21					No complaints lodged	

Feb-21	24/02/2021 - 2:19pm	Sam Hunt	Phone call, text and email	Quarry - Vibration	Hi have spoken to the quarry manager at the Central Coast Somersby quarry yesterday and left a text but am getting concerned with the ongoing vibrations that rattle through the lounge room fireplace like waves consistently for the past two days. Operation is in the top North Eastern pit closes to our home. We have large chicken trucks and farm machinery operate closer to our home and never experience the deep vibration that this is eliciting now. I am very concerned that this will be an ongoing issue whenever operating if all that is currently happening is general business as suggested and not ripping? It is concerning to our homes structural integrity and the emotions that come with having your home constantly vibrating . I have recorded the ongoing rattles occurring but would like some assurance as to why this is happening and when it will cease. We look forward to your feedback to our concerns.	Hanson conducted vibration analysis on the dozer in Cell 4 and results show that the calculated vibration emissions from the dozer operation comply with both structure cosmetic damage and human comfort vibration criteria in accordance with Australian Standards (AS 2187) and NSW Dept. of Environment and Conservation ("Assessing Vibration: A technical Guideline"). This information was conveyed to Samantha with no further action required.
Mar-21	4/03/2021 - 11:25am	Brian McCallum	Text message	Quarry - Noise	Hi Paul, It's McCallum from the Community Committee. The reversing noises(the squawker I think it's called) coming from the quarry have become very evident and intrusive again lately. This was a problem which was rectified some time ago. Could I ask you to look into the increased noise level please? Thanks.	After some investigation it was identified that one of the Front end loaders had some maintenance work completed and the wrong reverse alarm was re-connected after the repairs. Changed reverse alarm to the lower frequency unit and reduced the noise level. Contacted Brian to explain the situation and no further action required.
Apr-21					No complaints lodged	
May-21					No complaints lodged	
Jun-21					No complaints lodged	
Jul-21					No complaints lodged	
Aug-21					No complaints lodged	
Sep-21					No complaints lodged	
Oct-21					No complaints lodged	
Nov-21					No complaints lodged	
Dec-21					No complaints lodged	
2020						
Jan-20					No complaints lodged	
Feb-20					No complaints lodged	
Mar-20					No complaints lodged	
Apr-20					No complaints lodged	
May-20					No complaints lodged	
Jun-20					No complaints lodged	
Jul-20					No complaints lodged	
Aug-20					No complaints lodged	
Sep-20					No complaints lodged	
Oct-20					No complaints lodged	

Nov-20					No complaints lodged	
Dec-20	22/12/20 - 10:29am	Brian McCallum	Sent by Text to Manager	Quarry - Noise	Hi Paul, It's McCallum from the Community Committee. I've noticed a lot more loader noise from the quarry recently. Is something new happening? The noise is more impactful in the morning to us. Just wanted to let you know. Have a great Christmas and a good break. Cheers, Brian	Spoke with Brian to determine time frames for noise disturbance to be able to monitor loader movements. Will liase with Brian if noise continues.
2019						
Jan-19					No complaints lodged	
Feb-19					No complaints lodged	
Mar-19					No complaints lodged	
Apr-19					No complaints lodged	
May-19	21.05.2019 - 7:15am	N/A	Email sent directly to Quarry Supervisor by local resident	Traffic/Transport	Local Resident reported Hanson trucks parking in a non-designated lay-off outside property. Previous communication to drivers is that no one is to park anywhere along Grants Rd	Transport supervisor attended site and drove with the quarry supervisor along Grants and Reservoir Road, noting all non-designated lay-off areas. Council has done recent works to fill in holes on the side of the road on Grant's Road, leaving wide flat areas to pull over on. A document and map has been provided for all Hanson drivers to keep in their trucks as a reference. Quarry supervisor attended driver's toolbox meeting on Wednesday 29.05.19 where the issue was addressed. Neighbour notified of actions taken and site to continue to monitor.
Jun-19					No complaints lodged	
Jul-19					No complaints lodged	
Aug-19	03.06.2019 - 4:15pm	N/A	Email sent directly to Quarry Supervisor and Chairperson of the Community Consultative Committee by local resident	Dust - Quarry Operations	Local resident reported an increased level of sand dust coating surfaces around their house. Concerned with inhalation and consumption. Concerns raised about the silica dangers presented by the dust generated by the quarry.	Quarry Supervisor investigated complaint at a site level in regards to increased dust levels. Environmental and Compliance Officer responded to resident with likely causes for increased dust levels that have attributed to coating on property surfaces which are not necessarily from quarry operations. Has resulted in further questions by the resident and discussion to be undertaken at the next CCC meeting (02.09.2019) along with a presentation of the silica monitoring undertaken by the quarry and its results.
Sep-19					No complaints lodged	
Oct-19					No complaints lodged	
Nov-19					No complaints lodged	
Dec-19					No complaints lodged	
2018						
Jan-18					No complaints lodged	
Feb-18					No complaints lodged	
Mar-18					No complaints lodged	
Apr-18					No complaints lodged	

May-18	29.05.2018 - 9:37	N/A	Phone call to Central Coats Sands office	In relation to weed spraying operations conducted on Pit 2 Bund Wall.	Weed spraying by unmanned aerial vehicle (drone) was in close proximity to neighbouring property concerns were raised regarding possible affects to avocado plantation. The resident questioned as to why they were not informed of the weed spraying activities.	Quarry Manager & Managing Director of Sky Land Management investigated complaint before making contact with resident in person. The resident was informed by the Quarry Manager that a letter was distributed one week prior to commencement of the weed spraying. After investigation but the resident as to where the formal notice was received, a family member had received the letter for the property and forgot to tell the resident. Weed spraying consultant informed there was no concern with respect to spraying using a drone. It was agreed by all parties in order to reduce concerns from the resident that ground spraying would be used for the next round of spraying operations.
Jun-18					No complaints lodged	
Jul-18					No complaints lodged	
Aug-18					No complaints lodged	
Sep-18					No complaints lodged	
Oct-18					No complaints lodged	
Nov-18					No complaints lodged	
Dec-18					No complaints lodged	
2017						
Jan-17					No complaints lodged	
Feb-17					No complaints lodged	
Mar-17	02.03.2017 - 17:02	N/A	Text message and phone call direct to Quarry Supervisor	Ground vibration	Ground vibration was reported by neighbours in close proximity to pit operations. No heavy equipment was operational at time of complaint nor were any maintenance activities being conducted on site.	Source of vibration was investigated immediately by Quarry Supervisor and no irregular sources (with respect to vibration) were found in relation to quarry activities.
Apr-17					No complaints lodged	
May-17					No complaints lodged	
Jun-17	29.05.17 - 13:36	N/A	Hanson Customer Feedback Portal – Online	Noise – Quarry Operations	Excessive noise from mobile plant equipment was reported by neighbour in close proximity to pit operations	Quarry Supervisor called neighbour to inform the noise was coming from mobile equipment prepping the initial pit berm in line with pit plan development. Neighbour was content with information supplied regarding the matter as noise was to decrease with the completion of the work. During the completion of the prep work, mobile equipment movements were restricted to 8:00am start to 3:00pm finish until work was completed to minimise noise exposure to surrounding neighbours.
Jul-17					No complaints lodged	
Aug-17					No complaints lodged	
Sep-17					No complaints lodged	
Oct-17					No complaints lodged	
Nov-17					No complaints lodged	
Dec-17	14.12.2017 - 3:49	N/A	Customer Feedback portal on the Hanson website.	Noise from transport movements on Wisemans Ferry Rd, North of Grants Road	Noise made by passing trucks with respect to speed and compression braking before 6:00am.	Transport supervisor spoke with concerned resident regarding truck movements on Wisemans Ferry Rd. The 6:00 am curfew (enforced by Hanson) applies only to Grants and Reservoir Rd was communicated to the resident. Traffic Management Plan and Driver Code of Conduct for Central Coast Sands redistributed to transport fleet to reiterate the critical points of traffic management with respect to corresponding stakeholders. Transport Supervisor to audit truck movements and allocation of morning loads, audit scheduled for January 2017.
2016						
Jan-16					No complaints lodged	
Feb-16					No complaints lodged	

Mar-16	21.03.2016 - 7:51	N/A	Resident contacted CCS via telephone.	Traffic/Transport	A local resident was travelling down Grant's Rd when she was run off the Rd into the ditch by a big blue truck. The resident contacted central Coast Sands to inform the Quarry what had happened. The Quarry Manager replied he would investigate the incident and get back to the resident.	The Truck driver was contacted and asked for a report. Review of the truck dash camera. Findings reported back to complainant.
Apr-16	21.04.2016 - 16:00	N/A	Resident contacted development manager via telephone.	Project development.	Resident was concerned that the level of consultation for the project was not adequate. The complainant was also concerned of the impacts of the development on their property.	Hanson's development manager, environmental manager and quarry manager met with the complainant to discuss the project.
May-16					No complaints lodged	
Jun-16					No complaints lodged	
Jul-16					No complaints lodged	
Aug-16					No complaints lodged	
Sep-16	22.09.2016 - 11:42	N/A	Customer Feedback portal on the Hanson website.	Noise	Noise from excavators (beeping), buckets crashing and constant loud vehicles. Comments regarding the consultation as part of the EA. Financial concerns regarding property value. Emotional, mental and financial stress.	Hanson investigated the "beeping" noise. The beeping noise (safety requirement for excavators within mine specifications) was from the contractor 30t excavator which was working in the north east corner of the expansion predominately in the last week of construction 19th – 23rd of September, never before 7am or after 4pm at any point of the construction process. Hanson telephoned and spoke to complainant to organise a meeting (23/09/2016). 23/09/2016 – ongoing: email consultation and discussion to organise a face-to-face meeting.
	23.09.2016 - 6:55	N/A	Customer Feedback portal on the Hanson website.	Noise and starting time.	Reversing noises and sound of heavy machinery. Concerns that excavators and loaders are operating from 6:30am. This is placing stress and strain on neighbouring residences.	Site management confirmed what time construction operations of the bund commenced on the 23/09/2016. It was confirmed that operations started after 7am. The reversing alarms (beeping) were fitted to the machines of external contractors. Hanson machines use 'quacker' type alarms to minimise noise. It is thought that the noise heard was attributed to the fuel truck in the expansion area. The fuel truck was a contractor vehicle which arrived on site around 6:40am to deliver fuel for contractor machines. No machines commenced work before 7am or after 4pm at any point during the construction of the bund. There were no loaders used in the "expansion area"
Oct-16	06.10.2016 - 15:41	N/A	Department of Planning Environment	Dust & Construction Hours	Excessive dusk from the new extension area at Central Coats Quarry. Operational/ construction hours.	Bund construction, bund seeses, water cart applied as required & mesh shade cloth installed around the non-bunded section of the fence.
Nov-16					No complaints lodged	
Dec-16					No complaints lodged	
2015						
Jan-15					No complaints lodged	
Feb-15					No complaints lodged	

Mar-15	11.03.2015 - 6:00am	N/A	Verbal from unknown person	Truck Noise	If you don't stop those trucks using their exhaust brakes I'm going to throw rocks through their windows.	Investigated the time of truck noise and found the noise was before 5:45am. Central Coast Sands does not allow trucks to enter Grant's road before 6.00am. Possibly chicken trucks entering Grant's Rd. A memo to all drivers entering the quarry regarding the use of exhaust brakes entering Grant's Rd and Reservoir Rd. All drivers entering CCS sign off they have read the memo.
Apr-15					No complaints lodged	
May-15					No complaints lodged	
Jun-15					No complaints lodged	
Jul-15					No complaints lodged	
Aug-15					No complaints lodged	
Sep-15					No complaints lodged	
Oct-15					No complaints lodged	
Nov-15					No complaints lodged	
Dec-15	8.12.2015 - 10:40	N/A	Reported to quarry staff at site office by local resident.	Sub-contracting truck pulled out at speed from Reservoir Rd into Grants road in front of a car driven by a local resident.	It was noted that the give way sign at the end of Reservoir Rd has been knocked down which would have warned the truck driver of the protocol at the intersection.	Incident reported to Quarry Manager and Transport Manager. Local council was notified that the give way sign at the T-intersection of Reservoir and Grants road had been damaged

2014

Jan-14					No complaints lodged	
Feb-14					No complaints lodged	
Mar-14					No complaints lodged	
Apr-14					No complaints lodged	
May-14					No complaints lodged	
Jun-14					No complaints lodged	
Jul-14					No complaints lodged	
Aug-14					No complaints lodged	
Sep-14					No complaints lodged	
Oct-14					No complaints lodged	
Nov-14					No complaints lodged	
Dec-14					No complaints lodged	