

17TH SEPTEMBER 2013

Dear Residents in Yatala, Ormeau and Norfolk.

As you are aware we have had an ongoing issue in the area with a strong odour from a nearby business and in fact a huge number of employers and employees in local business as well as shopkeepers and schools have also added their concern over this odour issue.

We thank ALL of you whom have lodged a complaint using the YRA on-line website system, however based on most recent advice from the Department of Environment and Heritage Protection (DEHP) both **their** attached forms need to be completed and submitted by every individual in order for DEHP to enter them into their system. DEHP will then acknowledge your complaint individually – something that they have resisted with complaints registered via the YRA Complaints Line Website.

If we follow this procedure it will bring the matter to a head and give the authorities the legal grounds to take strong action.

From NOW onwards we are asking ALL those affected residents / employers / employees / local shopkeepers / schools to fill out the attached forms. Please help assist this process by forwarding these forms to your neighbours (be they residents or business owners) – we can all help to sort out this issue to make this area safer for us all.

We must all make a united stand and follow this process if we want to see a change for the better, if we do nothing then expect nothing to change.

Mark Boothman and Donna Gates have also advised that this is the best approach.

1- The word document form attached (nuisance complaint form) needs to be forwarded **only once**. **Note:** This one asks for people to make an allegation/name the offender.

People should not feel intimidated by this form and **need not name anyone if you don't want to but if you are somewhat confident that you know the location please state the name**. If not please be very clear on the general vicinity where you suspect the odour is coming from.

2-The second attached document (odour log sheet) has provision for entering up to 6 days/events of complaints and can be forwarded to DEHP as many times as you like. For example: if the problem persists over a long period of time (as in our case) then this is the form you can keep completing and sending in the additional complaint events as they occur. You can look up your previous complaints on the YRA website and also use those times and dates to commence your DEHP form and then keep adding to it and transmitting every time you experience an odour that is totally offensive.

Note: It is important for people to use the DEHP terminology provided by them on page 3 of this form in order for their complaint to be processed more effectively. FYI: Should you feel less than confident in filling out the DEHP Odour Form, a guide to completing this form can be provided by contacting YRA for assistance – email: yra@yatala.info.

Once you have completed these forms you will need to sign them and scan them in order to be able to email them back to DEHP pollutionhotline@ehp.qld.gov.au and **PLEASE** remember to copy your email to YRA: yra@yatala.info .

Alternatively, you can mail the forms to the following address:

DEHP

Permit and Licence management

GPO Box 2454

Brisbane QLD

4001.

Also please remember to copy it to YRA on that communication, as we are keeping a record also and your update on the YRA website is immensely valuable. Please keep a record of the information that you have sent to DEHP for future reference.

Regards, Brad Atkins.

YRA Chairman.

CC: Mark Boothman MP – State Member for Albert

Councillor Donna Gates – Deputy Mayor and Div 1 Councillor

FYI: Hon Bert van Manen – Federal Member for Forde



MISSION STATEMENT: "A Community voice surrounding topics which impact the lifestyle, health and environment of residents near commercial and industrial developments in the Yatala Enterprise Area"

ORMEAU PROGRESS ASSOCIATION Inc. (OPA): From 01 January 2013, YRA has merged with OPA and is a WORKING GROUP which is part of OPA. OPA has been incorporated since 1989.

Disclaimer:

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