

Dear Donna and Brett

As you are aware we have recently been testing our online register for complaints in relation to odors and dust in the Yatala and Ormeau area.

At this stage we have not promoted it to the wider community because the system is in test mode, and we are still preparing the documentation.

I note that Brett has nominated two email addresses that the complaints will be sent to, but at this stage Donna has not replied to our previous email dated 25/10/12.

As of the 1st of December complaints will be forwarded to the DEHP goldcoast.es@derm.qld.gov.au and the pollution hotline PollutionHotline@ehp.qld.gov.au Donna will also receive the complaints directly to her personal email address unless advised otherwise.

These same complaints will be also listed on our website.

You should both be aware that even though the system is in test mode, we have received at total of 16 complaints from local residence complaining of a strong odor (similar to dynamic lifter and a landfill smell combined).

Several others have called or emailed but are still reluctant to register their complaints online. (something which we are confident we will overcome once they realise their privacy is protected).

These complaints started on the 31/10/12 through to 7/11/12.

If you visit our website you will see that the complaints are from Zone H and are traveling from the East to the west.

<http://www.yatala.info/Yatala/Complaints.html>

This is clear evidence that we have an industrial operation in close proximity that is stepping outside of the legal guidelines. We also have a reasonably good idea of who this company might be.

Once we have the system up and running, I'm reasonably certain we will see the number of complaints rise.

I'm also confident that we will be able to identify the offenders and make them accountable.

I mentioned to Brett previously, that many of the people in our community have stopped complaining and suffer in silence, because these problems were not dealt with effectively by authorities in the past.

We intend to make sure that that is not the case in the future, and we look forward to your assistance in helping the community on this matter.

Regards
YRA Committee