

Appendix E
Complaints Register

EMISSION COMPLAINTS

COMPLAINANT	DATE	ADDRESS/TEL. NO.	REASON FOR COMPLAINT	FOLLOW UP
Mollie	13-Aug-07	0721034987	Complained about noise from the dumpsite.	Coal storage was moved to minimize impact on community.
Unknown	19-Aug-07		Complained about smoke from the dumpsite.	Upon investigation it was noted that it was a fire close to our premises.
Cecelia Follens	20-Sep-07	0765002213	Complained about the amount of dust from Rand Carbide's dumpsite. Also mentioned that exposed to noise at random.	Explained to the residents of Den Haag Gardens that the reason for the dust is due to prevailing winds and no rain. Also stated that Rand Carbide will repair water car and spray dump area to minimise and reduce dust levels.
Chris Voegt	16-Jun-08	013 653-5631	Complained about the amount of dust from Rand Carbide's dumpsite. Also mentioned that exposed to noise at random.	Explained to the Chris from the local counsell that the reason for the dust is due to prevailing winds and no rain. Also stated that Rand Carbide will install water line to dumps to spray surfaces to supress dust.
Cecelia Follens	17-Jun-08	0765002213	Complained about the amount of dust from Rand Carbide's dumpsite. Also mentioned that exposed to noise at random.	Explained to the Chris from the local counsell that the reason for the dust is due to prevailing winds and no rain. Also stated that Rand Carbide will install water line to dumps to spray surfaces to supress dust.
Chris Voegt	27-Jun-08	013 653-5631	Chris mentioned that the residents of Den Haag Gardens established a petition about the dust and noise arising at Rand Carbide dump.	Explained to the Chris from the local counsell that we will raise an order to obtain a water car to supress dust until the pipeline is established for spraying and supressing the dust.
Ceceila Follens	24/02/09	0765002213	Complained about dust from Rand Carbide and the fact that concrete had been added to a a heap outside her window.	It was explained that the concrete added to a heap was part of a retaining wall which Rand Carbides erecting to protect the house from dust and noise coming from our site.
Barney Van Rooyen	24/02/09	0824590499	Complained about dust and noise coming from the dump area. (noise from vehicles a between 6+7 on Sundays.	Explained that the noise over weekends was coming from the vehicles which are building a protection wall for the residents. The vehicles have to used over a weekend when they are not in operation for the process. This wall should help reduce noise and dust in future.
Ceceila Follens	20/04/09	0765002213	Enquired about the protection wall being built at Rand Caribde and when it would be grassed and complete. She was expereicneing dust in her hosue.	It was explained that we first need to apply top soil to the wall and then we will plant shrubs/grass. In the mean time the water sprayers will be used on this wall to reduce the dust.