

Incident Report

08-Feb-13

IncidentNo 4402

Activity Location: 28 7 ELDRIDGE CRESCENT

BlockNo 6

SectionNo 60

Suburb: GARRAN

Complainant

Address:

ELDRIDGE CRESCENT

GARRAN

Home Phone:

Business Phone:

Mobile:

Complainant

Ms Martha Kot

Address:

22 7 ELDRIDGE CRESCENT

GARRAN

Home Phone:

Business Phone:

Mobile: 0425 375 159

Action Officer

TIMOTHY GIBB

Date Entered

11/04/2012 2:22:50 PM

At 12.49 hrs on 10th April 2012 Canberra Connect received a complaint from regarding piano noise emanating from 28/7 Eldridge Cr.

At 14.05 hrs on 11th April 2012 I had a conversation with I explained our procedures and told to contact Canberra Connect if was affected again.

Complaint letter sent 11th April 2012

ROBIN BROWN

26/04/2012 10:57:30 AM

10:24am 26.4.2012 PC - Complainant Marta Kot 22/7 Eldridge Cr 0425 375 159
Message left to return call

Incident Report

08-Feb-13

IncidentNo 4402

TIMOTHY GIBB

01/05/2012 1:10:33 PM

At 18.27 hrs on Thursday 26th April 2012 I received an on call complaint from Ms Koc regarding piano noise emanating from 28/7 Eldridge Cr Garran.

When I rang Ms Koc back the piano noise had stopped. I told her to call again when next affected.

NFA

TIMOTHY GIBB

01/05/2012 1:13:16 PM

At 21.00 hrs I received an on call complaint from Ms Koc regarding piano noise.

When I called Ms Koc she informed me the noise had stopped.

NFA

~~TIMOTHY GIBB~~

~~01/05/2012 1:32:53 PM~~

At 21.36 hrs on 30th April 2012 I received an on call complaint from Ms Koc regarding piano noise.

When I spoke with Ms Koc she told me the noise had stopped, I told her to call again when next affected.

NFA

PETER RYAN

04/05/2012 8:59:41 AM

At 19.10hrs on 3/5/12 I received an on call complaint from Ms Koc regarding piano noise.

When I spoke with Ms Koc she told me the noise had stopped. I advised her that as it stops and starts that I was prepared to attend but as there has been a fatal accident outside the hospital and surrounding roads closed I would not attend. She agreed and she will call again when next affected.

NFA

PETER RYAN

07/05/2012 10:48:06 AM

At 21.48 hrs on 4/5/12 I received an on call complaint from Ms Koc regarding piano noise.

When I spoke with Ms Koc she told me that she was being affected and I advised I would attend.

At around 22.05hrs I received a call to say the noise had stopped, I told her to call again when next affected.

NFA

Incident Report

08-Feb-13

IncidentNo 4402

PETER RYAN

07/05/2012 12:47:43 PM

At 18.34hrs on 5/5/12 I received an on call from the complainant regarding noise from the activity location.

When I spoke to the complainant, they told me that they were being affected and I advised that I would attend.

I arrived at 19.15hrs and I could not hear anything. I spoke to the complainant and set up the sound meter and weighted until 20.00hrs and the music did not start so I then left.

I advised the complainant to keep a diary and to call C/C when next affected.

NFA

ROHAN PEEK

11/10/2012 11:58:16 AM

On 29-9-12 at 20.16 I received an after hours call regarding noise. I advised I would attend. While on the way I received a call from Canberra connect advising the noise had stopped.

ROHAN PEEK

11/10/2012 3:29:18 PM

On 30-9-12 at 15.10 I received an AH call regarding noise. I advised there was no point attending as the noise would stop before I arrived. I suggested if there was a pattern to the piano playing we could arrange to be on site set up and waiting for the noise to start. I informed me that it was usually every night at 20.00.

I agreed to attend on 3-10-12 at 20.00hrs

ROHAN PEEK

11/10/2012 4:35:05 PM

On 3-10-12 at 20.00 EPO Williams and I attended 22-7 Eldrige St Garran to undertake a noise measurement of the piano at 28-7.

I set up the SLM in the lounge room of 22 and took a 5min reading of the piano. Throughout the easement I could hear the piano on and off.

L10 32.0dB(A)
L90 21.0dB(A)

I advised that the piano complied with the NZS. I stated that it was quite tonight and often was much louder. I suggested I keep a diary of when it was louder and we would arrange another time to come out and take another measurement.

Incident Report

08-Feb-13

IncidentNo 4402

ROHAN PEEK

10/12/2012 2:45:25 PM

On 7-12-12 at 16:30 I attended 28 of 7 Eldridge Cres to undertake a complimentary reading of a piano. I asked if the piano could be played as loud as possible. I set the SLM up in the lounge room and eyeballed it between 60 and 80dB(A) depending on the scale. I informed the activity manager I would go to the affected person's property and once I was set up I would call and ask the piano to be played again.

I went into unit 22 and set up the SLM. I called the activity manager and asked that the piano be played again. I eyeballed the SLM at 32-38dB(A).

I had a conversation with the complainants' and advised that the piano complied with the NZS. I advised that there was nothing further that EP could do unless the piano was played after 10pm or the volume increased.

I then went back to unit 28 and spoke to the activity manager. I advised that the piano while played at that level and not after 10pm complied with the NZS. I suggested that the piano might be moved to another location which may reduce the impact on the complainants. I then left the property.
