

# Incident Report

11-Oct-16

Incident Number 5671

File Reference: Block: 0 Section: 0

<b>Activity</b>
<b>Name</b> s41(1)
<b>Org/Dep't:</b> N/A
<b>Address:</b> s41(1) DOWNER
<b>Business Phone:</b> ?
<b>Mobile:</b> ?
<b>Home Phone:</b> ?

<b>Complainant</b>
<b>Name</b> s41(1)
<b>Address:</b> s41(1) DOWNER
<b>Home Phone:</b> s41(1)
<b>Business Phone:</b> ?
<b>Mobile:</b> ?

## Action Officer

## Date and Time:

Robert Parsons

20/06/2000 12:09:54

At approximately 0916 hrs on Tuesday 20/6/2000, I called the complainant and spoke to her about her complaint. She stated that the smoke was not always a problem, and when it was, it was usually at night. She also stated that she was concerned for the health of s41(1) as the smoke seemed to enter her house, even with the windows shut. I visited the premises at s41(1) and spoke to s41(1) who stated that the owner (s41(1)) was away, and she was just there to feed the cat. I explained the purpose of my visit to s41(1) and left my business card and an information sheet with her, asking her to pass it on to the owner when she returned. At approximately 12.20 hrs on 20/6/2000, s41(1) (who works for s41(1)) called me and spoke to me about my visit. I explained to her the requirements of the legislation about minimising smoke outputs from the wood fire, and informed her about steps they could take in an attempt to cut down the smoke output. She agreed to implement the discussed measures ASAP. I then called the complainant and informed her about the progress with her complaint. She agreed that she would monitor the situation and see if there was an improvement. NFA at this time.

# Incident Report

11-Oct-16

Incident Number 7628

File Reference: Block: 0 Section: 0

<b>Activity</b>
Name
Org/Dep't:
Address: s41(1) DOWNER
Business Phone:
Mobile:
Home Phone:

<b>Complainant</b>
Name s41(1)
Address: s41(1) DOWNER
Home Phone: s41(1)
Business Phone:
Mobile: s41(1)

## Action Officer

## Date and Time:

Steve Thomas

14/02/2003 11:53:00

On 20/1/2003 s41(1) phoned the helpline to complain about excessive noise being emitted by her neighbour at s41(1). She complained that there was excessively loud music being played in association with late parties and dubious activities. She said this happens most nights. She has spoken to her neighbour and the Police have also spoken to her neighbours but it is still affecting her s41(1) sleep.

Due to the recent bushfires I did contact s41(1) until 12/2/2003. She explained to me then that the noise has reduced a lot. I explained that I will send out a letter to her neighbour indicating that a complaint has been made and ask them to contact me to discuss. I gave her the after hours number to call given the delay in responding to her complaint so if it did occur then she could call and get the noise measured which may validate her complaint.

Posted letter 14/2/2003.

Steve Thomas

18/02/2003 11:46:23

Unfortunately I sent the letter to s41(1) and when alerted by the occupant of s41(1) over the phone on 18/2/2003 I posted a letter to s41(1)