

Cleanaway Pty Ltd
Cleanaway Lucas Heights Landfill -

Complaints Register 2022 - 2023

Incident Date	Reported Date	Type	Complainant Address	Alleged Location of Complaint	Status	Details
20/03/2022	21/03/2022	Odour complaint	1 Jacobs Close, Menai	Lucas Heights Landfill	Completed	Resident calling for odour complaint. Did not want to give her name. Please contact customer with findings.
30/03/2022	30/03/2022	Odour complaint	Barrett Street, Barden Ridge	Lucas Heights Landfill	Completed	A complaint was received from a resident in Barden Ridge regarding odour that was ongoing for several weeks. The resident reported that they were feeling nauseous and were unable to do outdoor activities.
2/04/2022	2/04/2022	Odour complaint	Lucas Heights	Lucas Heights Landfill	Completed	Wet Rubbish
20/04/2022	20/04/2022	Odour complaint	Barden Ridge	Lucas Heights Landfill	Completed	rotting odour, like rotten eggs or a strong garbage bin smell
20/04/2022	20/04/2022	Odour complaint	Lucas Heights	Lucas Heights Landfill	Completed	Rubbish smell
20/04/2022	20/04/2022	Odour complaint	Not given	Lucas Heights Landfill	Completed	Odour
20/04/2022	20/04/2022	Odour complaint	1 James Close Menai	Lucas Heights Landfill	Completed	Garbage
21/04/2022	21/04/2022	Odour complaint	Not given	Lucas Heights Landfill	Completed	Foul rubbish and maybe even methane
21/04/2022	21/04/2022	Odour complaint	Alison Cres Menai	Lucas Heights Landfill	Completed	wet compost/rotting food waste/green waste
23/04/2022	23/04/2022	Odour complaint	Barden Ridge	Lucas Heights Landfill	Completed	Garbage/Gas
26/04/2022	26/04/2022	Odour complaint	Barden Ridge	Lucas Heights Landfill	Completed	Garbage/Gas
26/04/2022	26/04/2022	Odour complaint	Maquarie Fields	Lucas Heights Landfill	Completed	Odour
2/05/2022	2/05/2022	Odour complaint	Lucas Heights	Lucas Heights Landfill	Completed	Wet waste odour
3/05/2022	3/05/2022	Odour complaint	Lucas Heights	Lucas Heights Landfill	Completed	Odour
5/05/2022	5/05/2022	Odour complaint	Lucas Heights	Lucas Heights Landfill	Completed	An odour complaint was received from a resident.
24/05/2022	24/05/2022	Odour complaint	2 Recreation Drive, Barden Ridge	Lucas Heights Landfill	Completed	Odour in early AM's and late arvos
24/05/2022	24/05/2022	Odour complaint	N/a	Lucas Heights Landfill	Completed	Odour
23/06/2022	23/06/2022	Odour complaint	Woronora Heights	Lucas Heights Landfill	Completed	Odour
29/06/2022	29/06/2022	Odour complaint	Woronora Heights	Lucas Heights Landfill	Completed	Odour
12/07/2022	12/07/2022	Odour complaint	Barden Ridge	Lucas Heights Landfill	Completed	Odour
28/07/2022	28/07/2022	Odour complaint	Bangor	Lucas Heights Landfill	Completed	Over 24hrs of unpleasant smell
28/07/2022	29/07/2022	Odour complaint	Bangor	Lucas Heights Landfill	Completed	Odour
5/08/2022	5/08/2022	Odour complaint	Woronora Heights	Lucas Heights Landfill	Completed	Odour
8/12/2022	8/12/2022	Noise complaint	New Illawarra Road, Lucas Heights	Gas generator plant	Completed	EPA received a complaint regarding noise and vibrations generated from a pump in Barden Ridge which is affecting the resident on New Illawarra Road throughout the night and early hours of the morning. The noise may be coming from the gas generator plant running multiple gas driven generators.
25/02/2023	27/02/2023	Odour	Not provided	Lucas Heights Landfill	Completed	An odour complaint was received from the EPA on behalf of a resident in Barden Ridge for the 25/02/2023 at around 7am.
07/03/2023	07/03/2023	Odour	Not provided	Lucas Heights Landfill	Completed	An odour complaint was received on 7/03/2023 at 5am from a resident in Barden Ridge, rotten rubbish odour.
16/03/2023	20/03/2023	Odour	Not provided	Lucas Heights Landfill	Completed	Odour complaint received on the 20/03/2023 from a resident from Barden Ridge, garbage odour in the mornings.
22/03/2023	22/03/2023	Noise	22 Windle Place Menai	Lucas Heights Landfill	Completed	A noise complaint was received from a resident in Menai on 22/03/2023 around 7:30am.
30/03/2023	31/03/2023	Odour	Not provided	Lucas Heights Landfill	Completed	Odour complaint received from Menai resident for the 30/03/2023 at approximately 10:40PM, strong garbage smell.
01/05/2023	02/05/2023	Odour	Namatjira St, Barden Ridge	Lucas Heights Landfill	Completed	Odour complaint received from a community member at Namatjira St, Barden Ridge on 1/05/2023, garbage odour particularly bad in the mornings and evenings.
08/05/2023	10/05/2023	Odour	Namatjira St, Barden Ridge	Lucas Heights Landfill	Completed	A resident from Barden Ridge reported a strong odour from Monday (8/05) at approx. 9PM.
06/07/2023	06/07/2023	Noise	Windle Place, Barden Ridge	Leachate Treatment Plant	Completed	A noise complaint was received from the EPA on behalf of a resident at Windle Place, Barden Ridge on 6/07/2023.
18/07/2023	18/07/2023	Odour	Not provided	Lucas Heights Landfill	Completed	NSW EPA received a number of odour complaints from residents alleging odours from Lucas Heights.
31/07/2023	01/08/2023	Odour	Hall Drive, Menai	Lucas Heights Landfill	Completed	Odour complaint from resident in Menai made on 31/7, rubbish/food waste odour noticed around 7:00pm.
03/08/2023	03/08/2023	Odour	Not provided	Lucas Heights Landfill	Completed	An odour complaint was made by a resident on the western edge of Engadine to the EPA for 3/08/2023 at 7AM.