

Sami Torchio
Asset Manager

@res-group.com

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Australia

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RES Australia Pty Limited, registered in New South Wales, Australia with ABN 55 109 637 754
Office Address: Level 6, 165 Walker Street, North Sydney, NSW 2060, Australia

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From: 
Sent: Thursday, August 15, 2024 3:08 PM
To: Info Lat Lat <info@lallalwindfarms.com.au>
Cc: 
Subject: Re: Official Complaint- Noise nuisance - woken up

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Following up on my nuisance complaint earlier today, I wish to inform you that my wife and children have really struggled from last night

My 12 year old was so exhausted from not getting enough sleep, he could not attend school.

Regards

Owen

On 15 Aug 2024, at 3:30 AM,  wrote:

Morning,

- A description of the issue- Noise nuisance has woken us up once again- turbines thumping and roaring
 - Time and date of incident- Sleep Interrupted just before 1 am 15 August 2024, can not get back to sleep its getting louder
 - Duration of the incident- 2 plus hours most likely longer
 - The weather conditions at the time of the incident- 2.52am Wind Speed 1.1 m/s 2.7m/s
- direction 295deg-319deg
- Any other relevant information- LAeq 47.8db

Wind

LAF90.0 46.0db

Wind at Hub Height may be higher than the wind at our dwelling. I've attached an email that will explain.

The windows and insulation that we were hoping to relieve the nuisance caused by LLWF has not worked, it has made it worse.

I believe, through investigations LLWF have been and to continue to operate a non-compliant business that is causing us harm and interfering with our enjoyment of where we live and work.

We have tried to be fair and reasonable, we have requested at the very least to curtail the turbines to try and mitigate the noise nuisance. LLWF have not done so at the Elaine section, it's a kick in the guts that within hours of an email, LLWF curtailed Yendon turbines even further- ref AEMO data.

We want this issue resolved, it continues to have a massive impact on my young families health.

Regards

Owen

<RE: How do Turbines work eml>

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From: [REDACTED]
 Subject: Re: Official Complaint- Noise nuisance - woken up
 Date: 11 September 2024 at 5:14 pm
 To: Info Lal Lal <info@lallalwindfarms.com.au>
 Cc: [REDACTED]@res-group.com, [REDACTED]
 [REDACTED]@res-group.com

Afternoon,

I am not satisfied with LLWF's response.

What qualifications/experience does the person have who determined 'Wind conditions would not have caused excessive noise'?

Was the data from the noise logger reviews in the investigation into my complaint?

How does LLWF propose to monitor the noise nuisance we have and still are experiencing?

Regards

Owen

On 11 Sep 2024, at 12:03 PM, Info Lal Lal <info@lallalwindfarms.com.au> wrote:

Hi Owen,

Please see response to your noise complaint from August 15

Complaint Number	Date	Time	Details	Average Wind Speed (m/s)	Average Wind Direction	Response to complaint
LLWF-Ela-2395.	15/08/2024	Early Morning	- Noise nuisance has woken us up once again- turbines thumping and roaring - Sleep interrupted just before 1 am 15 August 2024, can not get back to sleep its getting louder 2 plus hours most likely longer	9.5m/s	353.6 degrees (N)	No activities / maintenance were being conducted at site during this time. Wind conditions would not have caused excessive noise. Will cont to monitor.

Nathan Moir he/him/his
 Community Engagement Manager

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www.res-group.com

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 Office Address: Level 6, 165 Walker Street, North Sydney, NSW 2050, Australia

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From: [REDACTED]
 Sent: Friday, September 6, 2024 12:34 PM
 To: Info Lal Lal <info@lallalwindfarms.com.au>
 Cc: [REDACTED]@res-group.com, [REDACTED]@res-group.com
 Subject: Re: Official Complaint- Noise nuisance - woken up

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Could I please be provided an update

On 27 Aug 2024, at 4:58 PM, Info Lal Lal <info@lallalwindfarms.com.au> wrote:

Hi Owen,

I'm investigating with our plant performance team the conditions at the time of your complaint, I will provide a response in the coming days.

Nathan Moir he/him/his
 Community Engagement Manager

Australia
www.res-group.com

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 Office Address: Level 6, 165 Walker Street, North Sydney NSW 2050, Australia

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From: [REDACTED]
 Sent: Friday, August 23, 2024 1:23 PM
 To: [REDACTED]@res-group.com
 Cc: Info Lal Lal <info@lallalwindfarms.com.au>
 Subject: Re: Official Complaint- Noise nuisance - woken up

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Afternoon,

Could I please get an update on the investigation