

Porta Products Community Complaints Register – October 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Porta Products Community Complaints Register – September 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Porta Products Community Complaints Register – August 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					



Porta Products Community Complaints Register – July 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					



Porta Products Community Complaints Register – June 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Porta Products Community Complaints Register – May 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – April 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – March 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – February 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
147	Odour	13.02.2025	Bracken Estate, Oberon	'The smell of Formaldehyde at my place is unbearable, can't even go outside'	Multiple field surveys by multiple staff members and communication with resident. Field surveys consisted of Formaldemeter readings and odour assessments by staff. Weather data was also tracked during the assessments to ensure wind was blowing towards the resident as well as away from the resident during the assessments. Multiple follow up assessments were made around the resident location as well as at the resident's house itself. No elevated levels of Formaldehyde or odour were identified during the assessments.

Borg Panels Community Complaints Register – January 2025

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – November 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
146	Noise	27.11.2024	Anonymous	Call made directly to EPA complaints line. Caller wanted to remain anonymous and said that it was a hot night so they wanted to have the doors and windows open however they couldn't because there was very loud log deck noises coming from Borg. Call was made at midnight.	Reviewed CCTV footage from the 27th and confirmed that the MDF chipper was not running after 9:45pm which means the Sennebogen (log crane) and the log deck were not running. These were not running until the following morning on the 28th of November. The Particleboard Chipper had mechanical issues on the 27th and was down from lunchtime, meaning the Sennebogen (log crane) and the log deck were also not running from lunchtime right through until the following day (28th).

Borg Panels Community Complaints Register – October 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – September 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – August 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
143	Fibre/Debris	21.08.2024	Tasman St, Oberon	Photos sent by resident of minimal dust on the windscreen of car.	On and off site investigations conducted. No visible wood fibre on any other cars in the area around complaint residence.

Borg Panels Community Complaints Register – July 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – June 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – May 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – April 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – March 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – February 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
145	Fibre/Debris	5.02.2024	Tasman St, Oberon	Resident identified fresh fibre and debris on vehicle approximately 10 minutes after washing it.	Conversations with resident and photos received. Operating conditions monitored and no evidence of EPA license breach identified.

Borg Panels Community Complaints Register – January 2024

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – December 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – November 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
144	Odour	3.11.2023	North Street, Oberon	"Working outside and there seemed to be a lot of steam and odour coming from the site." Caller believed there was a strong formaldehyde smell.	Took formaldehyde monitor out and tested multiple locations surrounding the site including the general vicinity complaint was made. All results were below the Safework NSW exposure standards for airborne contaminants.

Borg Panels Community Complaints Register – October 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – September 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
143	Dust/Debris	20.09.2023	Tasman Street, Oberon	Resident believes dust and fibrous material is coming from Borg.	Ongoing discussions and visits with resident. Geographically placed wind rose data doesn't align with the believed source of dust. Air emissions data for the site is within compliance and low levels of dust has been captured in general vicinity in dust gauges.

Borg Panels Community Complaints Register – August 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
142	Noise	22.08.2023	Dart Street, Oberon	"Has been going for hours and has been getting worse. could not tell you what it sounds like but it is from Borg"	Continue to investigate potential noise impacts in town even though third-party compliance monitoring has been conducted and the site is within compliance.

Borg Panels Community Complaints Register – July 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
139	Noise	13.07.2023	Dart Street, Oberon	"Noise from Borg and Woodchem is out of control"	Continue to monitor plant operating conditions. Study undertaken on 20 June 2023 by third party noise consultants. No breaches of EPA License 3035.
140	Noise	26.07.2023	Dart Street, Oberon	"Report Borg noise, all night and now it is just noise, noise, noise."	Check plant operating condition. Ensure that the license requirements are continuing to be met.
141	Noise	27.07.2023	Dart Street, Oberon	"Noise from Borg constant since 12:30am"	Check plant operating condition. Ensure that the license requirements are continuing to be met.

Borg Panels Community Complaints Register – June 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
137	Noise	02.06.2023	Dart Street, Oberon	"Loud noise banging from Borg"	Continue to monitor plant operating conditions. Study undertaken on 20 June 2023 by third party noise consultants. No breaches of EPA License 3035.

Borg Panels Community Complaints Register – May 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
135	Noise	05.05.2023	Dart Street, Oberon	"Reporting noise along Albion Street this morning."	Continue to monitor plant operating conditions.
136	Noise	12.05.2023	Dart Street, Oberon	"Loud noise coming from Albion Street. woke me up this morning."	Monitor plant operating conditions and ensure plant is continuing to comply with license requirements.

Borg Panels Community Complaints Register – April 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
133	Air	15.04.2023	Dart Street, Oberon	Fibre or dust on car in the morning	MDF Team Leader did a site walk around/investigation at time of the complaint. Monitor operating conditions and investigate off site areas. Very windy on the day of the complaint.
134	Noise	23.03.2023	Dart Street, Oberon	"Last two nights noise on Albion Street has been unbelievable."	No obvious signs of noise from site. Check plant operating conditions. Ensure that the license requirements are continuing to be met.

Borg Panels Community Complaints Register – March 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
131	Noise	11.02.2023	Dart Street, Oberon	"Alarm going off sounds like its at the front door of Conti 1 & Conti 2"	MDF Team Leader did a site walk around/investigation at time of the complaint. Monitor operating conditions and ensure roller doors are closed. Conti 1 was not in operation and no record of alarms going off on site.
132	Noise/Air	23.03.2023	Dart Street, Oberon	"Steam been escaping - noise on Lowes Mount Road and Albion Street"	No obvious signs of noise from site. Steam production is a regular part of the industry and is covered under the EPA license requirements set for the site.

Borg Panels Community Complaints Register – February 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
130	Noise	11.02.2023	Dart Street, Oberon	"Back of Borg Near BP"	MDF Team leader went for a walk immediately to try and identify the source of the noise. As no detail was given it was hard to determine the source. No obvious noise was identified during walk around.

Borg Panels Community Complaints Register – January 2023

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – December 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – November 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
129	Noise	20.11.2022	Oberon Football Fields	"Christening party/first bday 10am-3pm, noise is constant has disrupted the party."	Complaint was made by a staff member not a party attendant. Spoke to party organiser who said they did not have any complaints about the noise being generated and had an enjoyable day at the venue.

Borg Panels Community Complaints Register – October 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – September 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – August 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – July 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
127	Dust	30.7.2022	Oberon Football Fields	"Stacks creating cloud football field, Dropping sediment on top of the field"	Shift leader contacted Facility Manager and Environmental manager and walked across the fields, Lowes Mount Road up to Albion Street. Second team leader did a follow up inspection where he walked Lowes Mount Road, the football fields and Albion Street and found no evidence of foreign materials.
128	Dust	30.7.2022	Oberon Football Fields	Wood particle emissions coming from site to the football fields.	Shift leader contacted Facility Manager and Environmental manager and walked across the fields, Lowes Mount Road up to Albion Street. Second team leader did a follow up inspection where he walked Lowes Mount Road, the football fields and Albion Street and found no evidence of foreign materials. Emailed the complainants regarding the issue.

Borg Panels Community Complaints Register – June 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – May 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
No complaints received.					

Borg Panels Community Complaints Register – April 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
124	Noise	17.4.2022	Dart Street, Oberon	"Thursday Friday today noise is unbelievable from Borg."	Review CCTV footage and continue with noise monitoring investigations.

Borg Panels Community Complaints Register – March 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
123	Noise	17.3.2022	Dart Street, Oberon	"Freight trains running through the house again today and banging and crashing"	Organise internal monitoring to investigate potential noise.

Borg Panels Community Complaints Register – February 2022

Complaint No	Category	Date	Property	Detail	Follow Up Actions
117	Noise	9.2.2022	Anonymous	“Freight train through house”	Monitor plant conditions and operational hours. Toolboxed department managers.
118	Noise	10.2.2022	Dart Street, Oberon	“Loud banging of metal”	Attempted to contact resident for more details. Monitor plant conditions and operational hours. Toolboxed department managers.
119	Noise	17.2.2022	Dart Street, Oberon	“Big plates”	Attempted to contact resident for more details. Monitored plant conditions and operational hours. Contacted suppliers to ensure no tile deliveries before 7am.
121	Noise	20.2.2022	Dart Street, Oberon	“Barrels into pit”	Attempted to contact resident for more details. Monitor plant conditions and operational hours. Particle board chipper started after 9:50am.
122	Noise	21.2.2022	Dart Street, Oberon	“Since 6am”	Attempted to contact resident for more details. Monitor plant conditions and operational hours. Particle board chipper started after 7:10am. Toolboxed department managers. Arranged noise monitoring investigation with resident.

Borg Panels Community Complaints Register – DECEMBER 2021

Complaint No	Category	Date	Property	Detail	Actions
No complaints received					

Borg Panels Community Complaints Register – JANUARY 2022

Complaint No	Category	Date	Property	Detail	Actions
No complaints received					

Borg Panels Community Complaints Register – NOVEMBER 2021

Complaint No	Category	Date	Property	Detail	Actions
No complaints received					

Borg Panels Community Complaints Register – OCTOBER 2021

Complaint No	Category	Date	Property	Detail	Actions
116	Traffic	19/10/2021	Clover Lane OBERON	Resident called when he noticed a Borg truck using Clover Lane which had recently been resurfaced by Oberon Council. Resident was concerned that the truck may damage the new surface.	Construction Manager discussed with the truck driver who advised he was dropping off a work colleague to his residence on Clover Lane. Environmental Manager inspected Clover Lane and found no damage to the road.

Borg Panels Community Complaints Register – SEPTEMBER 2021

Complaint No	Category	Date	Property	Detail	Actions
114	Noise	1/09/2021	O'Connell Rd OBERON	Resident phoned to complain about ongoing noise, seemingly coming from site	Environmental Manager followed up with resident. Undertook unattended noise monitoring at resident's property. Insufficient evidence of breach found. May undertake further noise monitoring in consultation with resident.

Borg Panels Community Complaints Register – AUGUST 2021

Complaint No	Category	Date	Property	Detail	Actions
Nil complaints received					

Borg Panels Community Complaints Register – JULY 2021

Complaint No	Category	Date	Property	Detail	Actions
Nil complaints received					

Borg Panels Community Complaints Register – JUNE 2021

Complaint No	Category	Date	Property	Detail	Actions
Nil complaints received					

Borg Panels Community Complaints Register – MAY 2021

Complaint No	Category	Date	Property	Detail	Actions
112	Transport	6/05/2021	Oberon Council Waste Depot	EPA received complaint from Council Depot that an uncovered load of waste had been received at their site	Environmental Manager discussed with relevant Borg personnel solution to ensure all waste was covered before leaving site. Items purchased by site to solve this issue.
113	Noise	25/05/2021	Not provided	Low frequency noise being heard over the past few months, suggested coming from site	WHS Coordinator investigated and found no unusual site conditions Annual compliance noise monitoring scheduled for June. Manager will review results.

Borg Panels Community Complaints Register – APRIL 2021

Complaint No	Category	Date	Property	Detail	Actions
Nil complaints received					

Borg Panels Community Complaints Register – MARCH 2021

Complaint No	Category	Date	Property	Detail	Actions
111	Noise	2/03/2021	Clover Lane OBERON	Resident phoned to complain about loud noise throughout the night	WHSE Coordinator contacted Log Yard Manager who informed that the roof had been removed from the MDF chipper and had not been replaced. Log Yard Manager contacted resident and explained this and that the roof was being replaced that day.

Borg Panels Community Complaints Register – FEBRUARY 2021

Complaint No	Category	Date	Property	Detail	Actions
110	Personal property	23/02/2021	Cunningham St OBERON	Resident phoned to complain about black marks/soot on her car	WHSE Coordinator and Log Yard Manager attended to property to inspect and discuss with resident. Marks did not represent any material that would have been emitted from site. Insufficient evidence of any breach.

Borg Panels Community Complaints Register – JANUARY 2021

Complaint No	Category	Date	Property	Detail	Actions
Nil complaints received					