

## Summary Timeline of Complaint Resolution

### General

- **March 2020 - Initial complaints** are made to both Farrah's and UHCC regarding noise.
- May 2020 – Testing by UHCC shows that Farrah's are in breach of the District Plan.
- November 2021 – Resource Consent Hearing.
- 1 April 2022 – Resource Consent requires Farrah's to be fully compliant (not achieved).
- **August 2022** – UHCC deems that Farrah's have achieved **full compliance** for all noise sources. Until this time Farrah's have only been compliant for a total of 14 days since the initial complaints (due to a blanket exemption in late Jan 2022). Subsequent intermittent breaches of the District Plan continue to be proven but are not deemed by UHCC to warrant enforcement. **2 years and 5 months to resolve.**

### Heating, ventilation, and air conditioning (HVAC) noise – operates 24/7

- **March 2020 - Initial complaints** are made regarding the HVAC noise.
- May 2020 – Testing by UHCC shows that the HVAC noise is in breach of the District Plan.
- **May 2022** – UHCC deems that Farrah's have achieved **compliance** for the HVAC noise. **2 years and 2 months to resolve.**

### Ceiling fan noise – operates 24/5 (previously 24/6)

- **March 2020 - Initial complaints** are made regarding the ceiling fan noise.
- February 2021 – Noise testing confirms that the ceiling fans are the source of tonal night-time noise. Testing prior to this had been purely focussed on the HVAC, despite the July 2020 Abatement Notice requiring broad testing.
- November 2021 – Testing confirms that the ceiling fans remain in breach of the District Plan.
- **December 2021** – Farrah's makes changes to the programming of the ceiling fans to prevent them running at maximum speed between 7pm and 7am. UHCC determines that this now makes these fans **compliant. 1 year and 9 months to resolve.**

### Silo filling noise – operates intermittently up to 1.5 hours per delivery, up to 8 times per week

- Dec 2019 – Initial complaints are made regarding the silo construction.
- **May 2020 – Initial complaints** (that we are aware of) relating to noise from the silo filling.
- July 2020 – Noise monitoring confirms that the silo filling noise is in breach of the District Plan.
- February 2022 – The first mitigation of the silo filling noise is attempted. This is reported to be successful in achieving compliance with the District Plan.
- **March 2022** – UHCC deems that Farrah's have achieved **compliance** for the silo filling noise. **1 year and 10 months to resolve.**