

## **APPENDIX E: COMMUNITY SURVEY**

# Summary of responses

## Community Survey

### Capital Wind Farm Compliance

Of the 78 surveys forwarded to residents living within 4 km of a Capital wind farm turbine, 35 were returned; a response rate of 45%.

The summarised responses are indicated under each survey question below. Note that not all questions were answered in every survey response; hence the number of responses to each question may not total 35.

One response received from a resident of Bungendore, outside the 4 km zone, was not included in these results.

#### Distance from wind turbine

1A. How far away is the closest wind turbine belonging to Capital Wind Farm from your dwelling?	Less than 1 km	Between 1 km and 2km	Between 2 km and 3 km	Between 3 km and 4 km	Not sure	Not provided
<b>Number of responses</b>	5	15	3	5		1

It was noted by the auditors during the site inspection that some respondent's dwellings appeared to be located further away than indicated.

#### 1B.

Is your property host to one of the turbines for the wind farm (please circle)?

YES

NO

7	27
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#### 1C.

How many years/months have you lived at this address?

Less than 12 months	1 to 4 years	5 to 9 years	10 to 14 years	15 years and over	Not provided
1	4	3	7	19	

#### Operational Noise (Conditions 53, 54, 55, 59 & 60)

#### 2A.

Do you hear noise from the wind farm turbines (please circle)?

YES

NO

No response or N/A

27	7	
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	Nil	Lowest					Highest				
2B. If you hear noise from the wind farm turbines during the <u>day</u> (i.e. between 7.00 am and 10.00 pm), are you satisfied there is no interruption or distraction or would you say there is a degree of interruption or distraction? Please rate from 0 (no distraction/interruption) to 10 (highest) (please circle)?	0	1	2	3	4	5	6	7	8	9	10
<i>Number of responses</i>	13	2			1	2	2	1	1	3	6

	Nil	Lowest					Highest				
2C. If you hear noise from the wind farm turbines during the <u>night</u> (i.e. between 10.00 pm and 7.00 am), are you satisfied there is no interruption or distraction or would you say there is a degree of interruption or distraction? Please rate from 0 (no distraction/interruption) to 10 (highest) (please circle)?	0	1	2	3	4	5	6	7	8	9	10
<i>Number of responses</i>	13	2			1	2				4	9

2D. How would you characterise the 'noisiness' of the wind farm turbines (please circle)?	Nil	Low	Moderate	High
<i>Number of responses</i>	6	11	4	11

	No Impact	Negligible Impact	Neutral	Minor Impact	High Impact
2E. If you hear noise from the wind farm turbines does it have any impact on your <u>day</u> time activities?	1	2	3	4	5
<i>Number of responses</i>	16		1	7	8*
2F. If you hear noise from the wind farm turbines does it have any impact on your <u>night</u> time activities?	1	2	3	4	5
<i>Number of responses</i>	15	1	1	3	12
2G. If you hear noise from the wind farm turbines does it have any impact on your sleeping patterns?	1	2	3	4	5
<i>Number of responses</i>	16 <sup>#</sup>		2	2	11

\* = One respondent advised they are deaf however they have been advised the turbines are noisy.

# = One respondent stated they can hear traffic from the highway which is 7 km's away.

**2H. Have you felt the need to contact the wind farm operator to discuss measures to reduce noise at your residence?**

**YES                      NO                      No response or N/A**

<b>12</b>	<b>21</b>	<b>1</b>
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**2I. Did the wind farm operator propose measures to reduce noise from the wind farm at your residence?**

**YES                      NO**

<b>2</b>	<b>26</b>	<b>6</b>
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	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	No response or N/A
<b>2J. If you accepted any measures, were you satisfied with the measures implemented at your property?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Number of responses</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>30*#+</b>

*\* = One respondent stated noise monitoring had been undertaken at their property however the results were not made available (including upon request)*

*# = One respondent stated no contact number had been provided.*

*+ = One respondent stated landscaping had been proposed for their property however they declined the offer as they preferred the views of the turbines.*

**Air Quality (condition 23)**

	No Impact	Negligible Impact	Neutral	Minor Impact	High Impact	No response
<b>3. Has dust from the wind farm site impacted on your property since the turbines commenced operation?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Number of responses</b>	<b>24</b>	<b>2</b>	<b>4</b>		<b>3<sup>#</sup></b>	<b>1</b>

*# = One respondent did not clarify the nature of the alleged impact.*

**Flora and Fauna (Conditions 32 and 34)**

4. Do you have any evidence of the wind turbines impacting on birds or animals (for example, evidence that bats, birds or other animals have been struck by turbine blades) or any other impacts on flora or fauna?

YES	NO	COMMENT PROVIDED	NO RESPONSE
<b>3<sup>^&gt;</sup></b>	<b>26</b>	<b>3<sup>#*+@</sup></b>	<b>2</b>
<b>Evidence (if ticked yes)</b> ^ = One respondent just stated 'bats' > = One respondent stated horse spooked by turbines # = One respondent stated access to the sites are not available however many birds have been killed (auditors note: no actual evidence provided) * = One respondent advised there is no access to the turbine locations + = Three respondents stated there appeared to be a decrease in fauna numbers @ = One respondent advised there are more deer than before the wind farm.			

**Community Information and Consultation (Conditions 37, 40 and 41)**

5A. Have you requested documents from the wind farm operator relevant to the approval?

YES	NO	No response or N/A
<b>13</b>	<b>20</b>	<b>1</b>

5B. If you requested documents, were they provided to you satisfactorily?

YES	NO	No response or N/A
<b>6</b>	<b>7</b>	<b>21</b>

5C. Are you aware that there is a 24-hour telephone number, postal and email address for complaints?

YES	NO	No response or N/A
<b>11</b>	<b>22</b>	<b>1</b>

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	No response or N/A
5D. If you have made a complaint were you satisfied that your complaint was followed up by the proponent?	1	2	3	4	5	
<b>Number of responses</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>7</b>	<b>20</b>
5E. Were you satisfied by the way your complaint was handled?	1	2	3	4	5	
<b>Number of responses</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>6</b>	<b>21</b>
5F. Are you satisfied that the wind farm operator has taken steps to inform you of activities at the wind farm site that may impact you?	1	2	3	4	5	
<b>Number of responses</b>	<b>6</b>	<b>4</b>	<b>3</b>		<b>8</b>	<b>13</b>

**Visual Amenity (Conditions 42, 43, 44 and 45)**

**6A. Are any wind turbines visible from your residential dwelling?**

**YES                      NO                      No response or N/A**

<b>32</b>	<b>2</b>	
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**6B. Have you requested measures to minimise the visual impacts of wind turbines at your property?**

**YES                      NO**

<b>15</b>	<b>19</b>
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**6C. Has the wind farm operator notified you about the Off-Site Landscape Sub Plan to minimise the visual impact of the wind farm at your residence?**

**YES                      NO                      No response or N/A**

<b>19</b>	<b>12</b>	<b>3</b>
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**6D. Have you accepted an offer from the wind farm operator to minimise the visual impact at your property?**

**YES                      NO                      No response or N/A**

<b>16</b>	<b>16</b>	<b>2</b>
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If you answered NO to 6D please proceed to question 7A.

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	No response or N/A
<b>6E.</b> <i>Are you satisfied with the measures implemented to minimise the visual impact at your property?</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Number of responses</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>15</b>
<b>6F.</b> <i>Are you satisfied with the landscaping completed on the wind farm site?</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Number of responses</b>	<b>3</b>		<b>5</b>	<b>3</b>	<b>3</b>	<b>20</b>

**Aviation (condition 68)**

Please answer the following two questions if you have aircraft used in association with your property.

**7A.**

**Has the operation of the wind farm impacted on any local aircraft movements associated with your property?**

YES	NO	No response or N/A
<b>2<sup>#</sup>*</b>	<b>20</b>	<b>12<sup>+</sup></b>

*# = One respondent stated aircraft now fly closer to their dwelling*

*\* = One respondent stated aircraft noise is louder now*

*+ = One respondent (host) stated aerial spraying by helicopter has not been affected.*

**7B.**

**If you answered yes to 7A above, has the wind farm operator adequately dealt with the impacts caused?**

YES	NO
	<b>2</b>

**Television and Radio Communication Interference (Condition 72 – 75)**

**8A. Have you experienced television or radio interference associated with the operation of the wind farm.**

YES	NO	No response or N/A
<b>17</b>	<b>12</b>	<b>5<sup>#</sup></b>

*# = One respondent did not provide an answer to 8A however they provided a response for 8B.*

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
<b>8B.</b> <b>Are you satisfied that the wind farm operator has installed suitable measures to restore your television and/or radio reception.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Number of responses</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>
<i># = One respondent stated there was no follow up by the proponent</i>					