

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.