

Date of complaint	Complainant	Nature of complaint	Response	Complaint status
5/02/2019	Local resident	Resident advised Delta Demolition trucks were driving through local streets.	5/02/2019: Toolbox talk conducted with Delta Demolition drivers to advise of approved truck routes using state roads only.	Closed
21/02/2019	Local precinct stakeholder	Installation of noise monitors in local precinct building had been arranged. Workers arrived on site at allocated time. However, stakeholder was not informed of workers on site on the day.	21/02/2019: Site staff will escort all workers in neighbours properties for any works.	Closed
1/04/2019	Local resident	Levels of dust and mitigation measures in place	1/04/2019: Lendlease confirmed dust is being monitored on site and that mitigation measures are in place including water cannons, water carts and full site hoardings. Lendlease also confirmed that additional mitigation measures will be installed should they be required. To date there have been no dust exceedances.	Closed
4/04/2019	Local resident	Levels of dust over the last month	4/04/2019: Advised that the necessary mitigation measures are in place including water cannons, water carts and full site hoardings. To date there have been no dust exceedances.	Closed
9/05/2019	Local precinct stakeholder	Site personnel walking mud into foyer	9/05/2019: Lendlease confirmed they would investigate and assist by wet mopping the foyer.	Closed
10/05/2019	Local resident	Levels of dust and dirt	10/05/2019: Lendlease met with and confirmed dust is being monitored on site and that mitigation measures are in place including water cannons, water carts and full site hoardings. Lendlease also confirmed that additional mitigation measures will be installed should they be required. To date there have been no dust exceedances.	Closed
31/05/2019	Local resident	Levels of dust	31/05/2019: Resident was informed that a water cannon has been installed in that area to manage dust levels.	Closed
3/06/2019	Local resident	Levels of dust	03/06/19: Advised resident of dust monitoring and suppression measures in place.	Closed
4/06/2019	Local resident	Levels of dust	04/06/19: Advised resident of dust monitoring and suppression measures in place.	Closed
30/07/2019	Local resident	Trucks using Moore Park Road as holding area	30/07/19: Issue was discussed with demolition contractor to raise with drivers.	Closed
9/09/2017	Local Council	Levels of dust and mitigation measures in place	10/09/19: Advised local council member that mitigation measures including static water sprinklers, water tankers and the use of specific demolition plant fitted with pipework had been implemented. It was also noted that extremely high winds, over 100km/h, were experienced at the time of the complaint.	Closed
30/10/2019	Local resident	Levels of dust and mitigation measures in place	4/11/19: Advised local resident that mitigation measures including dust suppressant polymer and water tankers were in place to manage dust. It was also noted that there were dry conditions, extremely high winds and other construction works taking place in the area at the time of the complaint.	Closed
4/11/2019	Local resident	Levels of dust	4/11/19: Advised local resident that mitigation measures including dust suppressant polymer and water tankers were in place to manage dust. It was also noted that there were dry conditions, extremely high winds and other construction works taking place in the area at the time of the complaint.	Closed
6/4/2020	Local resident	Dust and community notifications	15/4/2020: Advised local resident that mitigating dust emissions is a key priority. Four dust monitors installed across the site to record the levels of dust and to ensure it does not exceed the limits set out in the Conditions of Approval. In addition, there are two water carts operating throughout the day set up in the north to suppress dust. Issued a letter on 16 April 2020 to all nearby residents with an overview of the construction program and will issue another in the coming months detailing the forward program of works. Will be sending another letter shortly to advertise an online live presentation we will be holding to provide a detailed construction program to all nearby residents and landowners as we cannot hold an in-person drop-in session as first intended due to COVID19 government guidelines.	Closed
6/4/2020	Local resident	Vibration and dilapidation report	6/4/2020: Advised local resident that vibration monitors had no record any exceedances of the threshold. Dilapidation report for the resident's property will be shared once complete by the consultant, due to Covid-19 social distancing measures had been implemented to enable completion of reports.	Closed
26/4/2020	Local resident	Trucks marshalling on Moore Park Road	28/4/2020: Advised local resident that subcontractor responsible was advised that marshalling trucks in surrounding streets was prohibited. Subcontractor to station personnel on street to ensure that it does not reoccur. All site subcontractors issued with a flyer on approved traffic routes to be distributed to staff.	Closed
29/4/2020	Local resident	Concrete trucks using local roads	29/4/2020: Advised local resident that subcontractor responsible was advised that construction traffic on local roads is prohibited. All site subcontractors issued with a flyer on approved traffic routes to be distributed to staff.	Closed
19/5/2020	Local business	Vibration	20/5/2020: Advised that we are currently undertaking compaction works in the area opposite your workplace. These works will continue intermittently over the next few days. These works are being monitored by vibration monitors which did not record any exceedances to the threshold of 7.5mm/s for cosmetic damage and therefore comply with the Conditions of Consent. Offered additional vibration monitoring at the project boundary to ensure that more accurate reading can be obtained. As works move away from this area, you will experience reduced impact.	Closed
12/6/2020	Local resident	Contractors parking on Moore Park Road	12/6/2020: Contractors advised at prestart meeting 12/6 that parking on Moore Park Road is not allowed in Traffic Management Plan and advised to move if they belonged to anyone from our site. We will keep reiterating that no parking is available in surrounding streets at our inductions, pre-start meetings and toolbox talks. This will be ongoing for the life of the project. Cars were moved shortly after prestart meeting.	Closed
22/6/2020	Local resident	Email response to the community notification regarding extended working hours to Sunday	23/6/2020: Thank you for your email and for raising your concerns. Construction has been deemed an essential service during Covid-19. John Holland has chosen to extend working hours to facilitate social distancing during the pandemic. As described in the Order, John Holland will continue to comply with the Consent Conditions and not undertake any rock breaking, rock hammering, sheet piling, pile driving or similar activities. We have erected hoarding around most of the site to assist with noise and dust. We also have noise, dust and vibration monitoring established and should any tolerances be exceeded works will be stopped. We look forward to keeping you updated.	Closed
1/7/2020	Local resident	Contractor marshalled on Moore Park Road	1/7/2020 Investigation has found the driver was waiting to come into site yesterday morning to refuel one of our subcontractors. We have advised the subcontractor that marshalling or parking on Moore Park Road is prohibited and they have advised the driver of the site requirements and warned of further escalation if there are further breaches.	Closed
1/7/2020	Local resident	Truck using residential streets	1/7/2020: Unrelated to the SFS site, was for a neighbouring property.	Closed
06/07/2020	Local resident	Email from resident with photos of truck marshaled on Moore Park Road.	06/07/2020: Vehicle logs indicated truck entered the site. Site Manager advised he called and made the driver aware of site requirements.	Closed
16/07/2020	Local resident	Email from resident regarding truck parked on Moore Park Road	16/7/2020 Unrelated to the SFS site, was for a neighbouring property.	Closed

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23/07/2020	Local resident	Email from resident on Moore Park Road regarding a noise concern at night.	24/7/2020 Spoke to the construction team who have confirmed that no machinery or pumps are left on at night at the SFS Project Site.	Closed
24/07/2020	Local business	Follow up email to phone call received regarding drone flying over unauthorised space.	24/7/2020 Surveyor advised that the drone would be finishing the survey within the next few minutes. He confirmed that the drone did not fly over unauthorised space. He flew over Paddington Lane as he had to survey the retaining wall.	Closed
31/8/2020	Local resident	Noise complaint regarding cables on piling rigs at night hitting against piling rigs and making a bell like sound. Only occurring at night in periods of high wind.	31/8/2020 Site team advised for safety reasons cables are designed to be loose and cannot be fixed down during winds. Resident was advised that piling rigs have nearly completed their scope of work and would shortly be taken off site, alleviating the issue.	Closed
1/9/2020	Local resident	Email regarding SFS trades people parking in local residential streets, seen coming from direction of the site. Due to pop up cycleway, parking is at a premium.	2/9/2020; Staff member went to see if the same vehicle was parked in the street. Couldn't locate that vehicle however a few other workers were notified of the parking restrictions on residential streets. Site wide toolbox talk was given to all workers on 3/9/2020.	Closed
15/9/2020	Community member	Email from community member who noticed a subcontractor heavy vehicle driver using his mobile phone.	15/9/2020; Subcontractor was notified, and toolbox talk was given to all their employees on the SFS project.	Closed
3/10/2020	Local resident	Email regarding concerns about stockpile coverings on site	7/10/2020: Resident was advised that stockpiles were compliant with environmental management plan and were sprayed with a polymer prior to weekend commencing. Additionally, monitors showed very low levels of dust.	Closed
12/10/2020	Local resident	Phone call reporting a truck using a residential street.	13/10/2020: Truck was investigated and found to be related to SFS site. Truck driver was issued with a written warning, and the subcontractor did a toolbox talk to all delivery drivers.	Closed
21/10/2020	Local resident	Email and phone call regarding levels of dust on balcony furniture.	22/10/2020: Investigation found that dust levels were within tolerances. Advised resident of dust mitigations in place and that bulk earthworks would be completed late 2020.	Closed
24/10/2020	Local resident	Phone call advising vibration felt at residence.	28/10/2020: Investigation found no exceedances of vibration tolerances. Advised that levels were below cosmetic damage levels. Attended vibration monitoring to be undertaken to gain more accurate reading.	Closed
8/11/2020	Local resident	Phone call regarding working hours and construction noise.	10/11/2020: Resident was informed about working hours and monitoring results. Advised that we would continue to monitor noise levels and if exceedances occurred respite would be offered.	Closed
20/11/2020	Local resident	Email reporting a truck using a residential street.	20/11/2020: Truck was investigated and found to be related to SFS site. Truck driver was issued with a written warning, and the subcontractor did a toolbox talk to all delivery drivers.	Closed