

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 experience 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, prestart 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
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

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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
12/12/2020	Local resident	Email reporting a truck using a residential street.	12/12/2020: Truck was delivering to SFS site. Subcontractor has advised delivery company of infringement and reiterated correct routes.	Closed
12/1/2021	Local resident	Email regarding subcontractor parked in residential street.	12/1/2021: Subcontractor located and advised to move their car immediately to a paid car parking station. Car was moved within the hour.	Closed.
13/1/2021	Local resident	Email regarding workers parked on residential street.	13/1/2021: Worker unable to be located, however all workers toolboxed on 14/1 regarding parking in residential streets.	Closed
14/1/2021	Local resident	Email regarding workers parked on residential street.	15/1/2021: One worker identified and advised no parking in residential streets. Other worker unable to be identified or located. All workers toolboxed on 14/1 regarding parking in residential streets.	Closed
15/1/2021	Local resident	Email regarding workers parked on residential street.	18/1/2021: Workers could not be identified by online induction system. Possibly not from the SFS site. All workers toolboxed on 14/1 regarding parking in residential streets.	Closed
30/1/2021	Local resident	Phone call from local resident regarding alarms sounding early morning.	31/1/2021: Investigations found that alarms responsible were from surrounding businesses and not from the SFS site.	Closed
3/2/2021	Local residents	Emails tabled at CCC meeting with concerns regarding HV feeder cable works being completed on Regent Street by electrical contractor.	4/2/2021: Letters referred to electrical contractor for response, as works fall outside the development consent for SSD9835. Electrical contractor response sent to residents 8/2/2021.	Closed
16/3/2021	Local resident/s	Emails from local residents regarding concerns workers parking in residential streets.	19/3/2021: Discussions with residents concluded that most of the parking places being taken up was not attributable to the SFS project.	Closed
2/4/2021	Local resident	Emails and video from local resident regarding noisy works from the HV feeder cable works on Moore Park Road.	7/4/2021: Letters referred to electrical contractor for response, as works fall outside the development consent for SSD9835.	Closed
7/4/2021	Local resident	Emails concerning cracks in walls of residence as a result of HV feeder cable works.	7/4/2021: Referred to electrical contractor. Vibration monitoring to be undertaken. Structural engineers consulted and advised works were not causing the cracks.	Closed
8/4/2021	Local resident	Emails from local resident regarding concerns workers parking in residential streets.	9/4/2021: Photos in emails of vehicle numbers plates cross referenced with database of workers number plates and no matches identified.	Closed
8/4/2021	Local resident	Email from local resident regarding compound for HV feeder works on Regent Street	8/4/2021: Referred to electrical contractor for resolution, compound was moved to a new location the following week.	Closed.
17/6/2021	Local resident	Emails from local resident regarding concerns workers parking in residential streets.	17/6/2021: Followed up with subcontractor and toolbox talk given. One employee reintroduced from subcontractor.	Closed
3/8/2021	Local resident	Email regarding cracking window at back of house	3/8/2021: More information requested regarding timing and if dilapidation report was requested. Resident advised on 18/11 to seek advice from façade engineer. Resident advised they had already fixed the problem.	Closed
5/8/2021	Local resident	Emails from local resident regarding concerns workers parking in residential streets.	5/8/2021: Resident was advised that Toolbox talk was given to the workforce.	Closed
11/8/2021	Local resident	Emails from local resident regarding concerns workers parking in residential streets.	11/8/2021: Resident was advised that a Toolbox talk was given to the workforce. Subcontractor has been advised that workers were parking in residential streets and asked to address the matter.	Closed
26/8/2021	Local resident	Phone call from local resident expressing concern regarding workers not wearing masks while on their way to site.	26/8/2021: Spoke with resident and advised we would speak with workforce and ensure they were aware the requirements of the NSW Public Health Order.	Closed
30/8/2021	Local resident	Emails from local resident regarding concerns workers parking in residential streets.	30/8/2021: Resident was advised that Toolbox talk was given to the workforce.	Closed
2/9/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets.	2/9/2021: Toolbox talk issued site-wide to subcontractors. Site Manager also addressed in daily subcontractor meeting.	Closed
2/9/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets.	7/9/2021: Subcontractor worker identified and warned to not park in residential streets.	Closed
10/9/2021	Local resident	Email regarding reinstatement works on Moore Park road.	13/9/2021: Email to resident advising the reinstatement works were not completed and that areas of concern would be reinstated to council and roadway requirements.	Closed
13/9/2021	Local resident (via MP's office)	Email regarding concerns over reinstatement works yet to be undertaken for HV feeder cabling works.	13/9/2021: Email to MP's office outlining remaining works by electrical contractor and expected dates of completion.	Closed
14/10/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets.	14/10/2021: Traffic controller supervisor was contacted and asked to let staff know not to park in residential streets. The plastering company on site has been requested to specifically perform a toolbox talk to ALL their employees, with a translator present if needed to get the message across.	Closed
18/10/2021	Local resident	Email regarding concrete truck on local residential street.	18/10/2021: Site vehicle logs examined and no matching number plate for the truck was located. Not related to the SFS site.	Closed
18/10/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets.	18/10/2021: Toolbox talk held on Wednesday 20 October. Email sent to City of Sydney too requesting more parking ranger patrols in the area.	Closed
3/11/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets.	4/11/2021: Investigation into subcontractor mentioned by resident to see if they were located on the SFS site. Could not locate them on subcontractor register.	Closed
18/11/2021	Local resident	Email from local resident regarding concerns workers parking in residential streets. Number plates from cars included.	18/11/2021: Number plate for one car matched in SFS records. Subcontractor advised and told not to park in residential streets.	Closed
19/11/2021	Local resident	Email from local resident regarding HV cabling works restoration works by subcontractor, which had damaged fence and cracked floor tiles in residence.	19/11/2021: Matter referred to subcontractor for rectification. Structural report commissioned for resident. 16/12/2021: Structural report received and indicated that SFS project was not responsible for cracking in floor tiles. Resident advised via email and report enclosed.	Open

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			21/2/2022: Resident has asked for report to be reviewed, and is to provide drawings for structural engineer. 28/2/2022: Fence damage rectification to be arranged by contractor of residents' choice, and subcontractor will pay invoice.	
10/12/2021	Local resident	Email regarding subcontractor van parked in street.	10/12/2021: Subcontractor advised that employee needs to be reinducted to project as it was a repeat offender.	Closed
12/12/2021	Local resident	Email regarding dangerous driving by a SFS worker on a local street	13/12/2021: Worker located and advised that any further complaints about dangerous driving or vehicle would result in site access being revoked.	Closed
31/1/2022	Local resident	Email regarding dust suppression on site.	31/1/2021: Site team contacted and advised to implement additional dust suppression measures of a water cart for internal roads and hosing of skip bins.	Closed
3/2/2022	Local resident	Text regarding workers parking on Moore Park Road.	4/3/2022: Council contacted to request extra parking patrols. Site wide toolbox talk held. One subcontractor vehicle was identified through logos and moved immediately.	Closed
10/2/2022	Local resident	Email regarding workers parking in Walter, Stewart and Alexander Streets Paddington. Number plates supplied.	10/3/2022: Council contacted to request extra parking patrols. Site wide toolbox talk held. 18/2/2022: JH personnel patrolled street and caught two workers parking in Walter and Alexander Streets, disciplinary action taken. Resident notified via email.	Closed
22/2/2022	Local resident	Email regarding worker parked on residential street Logo on shirt provided.	24/2/2022: Foreman of subcontractor was called and asked to toolbox his workers and ensure that they stopped parking in residential streets.	Closed
28/2/2022	Local resident	Emailed/called into office to report a large truck on Stewart Street that entered into the SFS site. Number plate supplied.	28/2/2022: Vehicle log for Gates confirmed that the truck was delivering for a subcontractor to the SFS site. Subcontractor was contacted and asked to provide all delivery drivers with the correct information to access site (approved truck routes as per the CPTMP).	Closed
7/3/2022	Local resident	Email from resident regarding workers parking in residential street. Number plates of vehicles included.	8/3/2022: Prestart message to all staff with number plates advising them not to park in residential streets, including penalties for breaching site rules.	Closed
22/3/2022	Local resident	Text with video advising of additional dust suppression measures were not active at that time	23/3/2022: Site supervisory team notified immediately to implement dust suppression measure as required	Closed
24/3/2022	Local resident	Voicemail advising of crane marshalled in residential street prior to site opening.	24/3/2022: Crane driver contacted and advised to use approved routes to site only.	Closed
28/3/2022	Local resident	Email requesting dust suppression on bins and replanting of gardens.	29/3/2022: Dust suppression for bins requested to site team. Replanting request advised to CoS Council and also resident advised to contact CoS directly as the responsibility for replanting belongs to CoS parks department. CoS have advised that the gardens will be replanted ASAP.	Closed
29/3/2022	Community member	Called into site office to report rubbish in gardens between Moore Park Road and Gate 2A on Driver Avenue. Concerned that rubbish could blow into Kippax Lake and harm bird life.	29/3/2022: Extra regular cleaning of the gardens implemented twice per week to ensure that rubbish was picked up regularly.	Closed
30/3/2022	Local resident	Emailed to report lack of dust suppression measures on skip bins.	31/3/2022: Site manager contacted and requested to place extra dust suppression on skip bins.	Closed
13/4/2022	Local resident	Email regarding workers parking in residential streets.	14/4/2022: Entire workforce was given a toolbox talk advising them not to park in residential streets.	Closed
27/4/2022	Local resident	Email regarding workers parking in residential street. Photos attached of vehicles.	28/4/2022: Three matches to number plates, and workers issued with first and final warning. Toolbox talk given to the responsible subcontractor's entire workforce. Extra CoS parking patrols requested.	Closed
27/4/2022	Local resident	Email regarding workers parking in residential street. Number plates supplied.	28/4/2022: Subcontractor vehicle parked on residential street was given final warning. Patrol of street resulted in one worker receiving a warning and the subcontracting company's entire workforce received a toolbox talk. Extra CoS parking patrols requested.	Closed
03/05/2022	Local resident	Email regarding workers parking in residential street. Number plates supplied.	03/05/22: No matches to number plates in database. Patrol of streets undertaken by JH staff 10/5. 13/5: All staff warned that any individual parking in streets will have access to site removed permanently. Security engaged to do patrols of streets commencing 16/5.	Closed
06/05/2022	Local resident	Email regarding noise impact (beeping) from site and parking by workers in residential street.	09/05/22: Subcontractors requested to turn down alarms being tested and limit timing and duration of testing. Prestart message regarding parking given to workforce.	Closed
16/05/2022	Local resident	Email regarding stadium workers parking in residential streets.	16/05/2022: Confirmed that we have commenced security patrols of streets to mitigate workers parking in residential streets.	Closed
24/05/2022	Local resident	Email regarding worker who is repeatedly parking in residential streets.	27/05/2022: Worker was caught parking in street by security guard and had had site access removed.	Closed