

**COMPLAINTS REGISTER**

Complaint #	DATE RECEIVED	Nature of the Complaint	Complaint or Enquiry	Number of persons affected	How was this addressed?	ACTIONS TAKEN	Mediation used?	Resolved?
01	29/01/2018	Out of hours work construction period	Enquiry	1	Advised construction hours, commencement date of demolition	Email response	No	Yes
02	29/01/2018	Moving truck arriving and access needed to Hunter Crescent	Enquiry	1	Contact made	Email response	No	Yes
03	1/02/2018	Follow up to (01) response provided by FDC. Not received information. Concerned about cracking to building. Seeking further project details.	Complaint & enquiry	1	Reissue of hand delivered notice. Link to Department's website and Shore's website with project details given. Noted dilapidation report provided. Offer to meet given.	Email response	No	Yes
04	1/02/2018	Follow up to (01) and (03). Seeking greater clarity on out of hours deliveries. Raised the tonnage limit due to underground rail tunnel. Impact on rentability for 2 year period	Enquiry	1	Provided further copies of letters advising of current Ausgrid (unconnected) works. Dilapidation report provided 23/2/2018. Offer to meet.	Email response	No	Yes
05	3/02/2018	Follow up on (01), (03), and (4). Did not receive notification letters	Complaint	1	Advised communication process been reviewed	Email response	No	Yes
06	6/02/2018	Is 14 William St Being demolished?	Enquiry	1	Update letter to residents delivered on 7/2/18 confirming correct property reference	Phone and letter	No	Yes
07	12/02/2018	Requesting compensation for noise mitigation on windows. Lack of notice of hours, noise, parking	Complaint & enquiry	2	Letter on 22/2/18 outlining: long history of project and declining compensation, detailing works done by Ausgrid, approved construction hours, parking is approved by North Sydney Council	Email response	No	Yes
08	14/02/2018	What is timeline for demolition? Works occurring 10pm on 13/2/18. Tenancy matters.	Enquiry	1	Spoke with resident. Works were Telstra works so not applicable. Tenancy matters referred to landlord.	Phone	No	Yes
09	15/02/2018	A tenant raising tenancy issues	Enquiry	1	Forwarded to the landlord	Sent to landlord	No	Yes
10	20/02/2018	Breach of working hours	Complaint	1	Letter advising work done by Ausgrid and Tesltra with their own work hours.	Email response	No	Yes
11	26/02/2018	Complaint about traffic controller's driving	Complaint	2	Forwarded to traffic controllers as private vehicle matter	Forwarded to traffic controllers	No	Yes
12	2/03/2018	Raised with FDC	Complaint		Workers not wearing correct personal protection equipment PPE	Raised with FDC	No	Yes
13	5/03/2018	What will be the height? When will buildings be demolished?	Enquiry	1	Phone messages left	Phone message	No	Yes

Complaint #	DATE RECEIVED	Nature of the Complaint	Complaint or Enquiry	Number of persons affected	How was this addressed?	ACTIONS TAKEN	Mediation used?	Resolved?
14	6/03/2018	Notification of Council works	Notification		Noted	Noted	No	Yes
15	23/03/2018	Noise from use of Shore maintenance yard	Enquiry		Referred to School as a school matter	Email response	No	Yes
16	11/04/2018	Rent increase unfair - tenancy issues	Complaint	1	Referred to School and estate agent		No	Yes
17	3/05/2018	Noise affecting recording studio business	Complaint	1	Explained working within acoustic conditions. Advised estimated time of works.	Phone call	No	Yes
18	3/05/2018	When are drilling times and how long will it continue?	Enquiry	1	Advised times and mitigation techniques	Phone call	No	Yes
19	4/05/2018	Dust on his car	Enquiry	1	Car cleaning voucher provided	Phone call	No	Yes
20	4/05/2018	Dust on the car	Enquiry	1	Car cleaning voucher provided	Phone call	No	Yes
21	11/05/2018	Did not receive notification of out of hours delivery	Complaint	1	Advised delivery approved by Council and flyer issued	Email response	No	Yes
22	31/05/2018	Not notified of parking changes and received fines.	Complaint	1	Advised no parking zone approved by Council 4/5/18. Notified to residents in neighbourhood flyer delivered 2/5/18. Parking fines should be directed to Council	Voicemail and email	No	Yes
23	31/05/2018	Complaint to Dept Planning about parking fines	Complaint	1	As above	Email response	No	Yes
24	4/06/2018	Noise - tenancy issues	Complaint	1	Tenancy issue referred to school	Email response	No	Yes
25	4/06/2018	Noise at night	Complaint	1	Advised works being done by Ausgrid and will cease at 10pm	Phone call	No	Yes
26	6/6/2018	Internet not working, is it due to Ausgrid works?	Enquiry	1	Advised internet cut likely a cut in the cable in Greenwich	Phone call	No	Yes
27	29/06/2018	Mud on the road	Complaint	1	Due to heavy rain. Cleaned streets early.	Email response	No	Yes
28	2/07/2018	Driveway blocked by a truck	Complaint	1	Advice to school as to whom to direct onsite issues	Email Response	No	Yes
29	3/07/2018	Living conditions and noise	Complaint	2	Advised complying with noise and construction hour conditions	Email response	No	Yes
30	4/07/2018	Management of mud on road after rain	Enquiry	1	Advised sweeping, cleaing of equipment and stormwater management	Email Response	No	Yes

Complaint #	DATE RECEIVED	Nature of the Complaint	Complaint or Enquiry	Number of persons affected	How was this addressed?	ACTIONS TAKEN	Mediation used?	Resolved?
31	10/07/2018	Impact of noise, rent reduction compensation	Complaint	1	Advised complying with noise and construction hour conditions. Offer to meet with School to discuss.	Email response	No	Yes
32	18/07/2018	Late night delivery, tenancy issues seeking compensation	Complaint	1	Dealt with by the school	Email response	No	Yes
33	30/07/2018	Dust on car	Complaint	1	Car was voucher provided	Voucher provided	No	Yes
34	1/08/2018	Traffic controllers loud from 6.30am	Complaint	1	EDC spoke to traffic controller contractors to reduce noise and gather away from homes	Spoke to contractor	No	Yes
35	2/08/2018	Not received car wash voucher	Complaint	1	Voucher provided	Provide voucher	No	Yes
36	5/08/2018	Late night delivery noise, dust and extra cleaning	Complaint	2		Email response	No	Yes
37	7/08/2018	Seeking compensation	Complaint	2	Car cleaning vouchers provided, advised dust mitigation techniques used, provided copies of out of hours delivery notices	Email response	No	Yes
38	7/08/2018	Request to reply to complainant by 14/8/18	Enquiry	2	Advised consultation with complainant, notification to community, inspection by Council's environment officer, and offer to meet	Email response	No	Yes
39	13/08/2018	Dust on car	Complaint	1	Advised dust mitigation measures, and satisfaction by the Council environment officer. Offered more car cleaning vouchers	Email response	No	Yes
40	15/08/2018	Dust on car	Complaint	1	Car cleaning vouchers emailed	Email response	No	Yes
41	22/08/2018	Dust on car	Complaint	1	Car cleaning voucher sent	Email response	No	Yes
42	24/08/2018	When will pneumatic drilling stop?	Enquiry	1	Advised end of September 2018	Phone call	No	Yes
43	29/08/2018	Seeking compensation	Complaint	2	Offer to meet. Met with resident on 19/9/2018	Email response	No	Yes
44	3/09/2018	Dangerous driving by truck	Complaint	1	Referred to contractor	Referred to contractor	No	Yes
45	7/09/2018	Unhappy with response to complaint #43	Complaint	2	Met with resident. Advised decision about compensation.	Met on site Email response	No	Yes
46	18/09/2018	Would like car cleaning voucher and apartment cleaning	Complaint	1	Car cleaning voucher provided. Advised no apartment cleaning vouchers would be provided.	Email Response	No	Yes

Complaint #	DATE RECEIVED	Nature of the Complaint	Complaint or Enquiry	Number of persons affected	How was this addressed?	ACTIONS TAKEN	Mediation used?	Resolved?
47	29/09/2018	Noisy trucks over speed hump in Lavender Street	Complaint	1	Email advising FDC will speak to drivers	Email Response	No	Yes
48								
49								
50								
51								
52								
53								
54								
55								
56								
57								