



## 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 and excavation, and noise conditions	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 Telstra 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
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

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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	6/06/2018	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
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 compainant, 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

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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 contactor	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
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	13/10/2018	Unhappy with response to complaint #43 & 45 re compensation for double glazed windows	Complaint	2	4 Car wash vouchers provided. Uncertain if complainant will take the complaint further	Email Response	No	Yes
49	2/11/2018	Seeking replacement car wash voucher	Enquiry	1	Replacement voucher provided	Email Response	No	Yes
50	5/11/2018	Trucks parking in the seniors' drop off zone	Complaint	1	The truck was not from the SPEC development. FDC will assist in helping to keep the area free from people parking.	Phone and text	No	Yes
51	27/11/2018	Internet down since last night	Enquiry	1	Confirmed that the outage was not due to FDC works	Phone	No	Yes
52	27/11/2018	Cigarette smoking and butts outside Union St Gates	Complaint	1	Advised that SPEC workers cannot access this gate from the SPEC site and these workers are from separate contractors	Email and phone	No	Yes
53	13/12/2018	Could the crane jib be left facing Anzac Bridge to improve his view?	Enquiry	1	Advised that crane must swing to the prevailing wind and cannot be locked in place	Email response	No	Yes
54	24/12/2018	Cigarette butts in Union Street	Complaint	1	Advised that FDC does not use Union Street and it relates to other contractors. Asked SHORE to speak to other contractors	Email response	No	Yes
55	1/04/2019	Would like to know why work is still happening at 20:15, and if this is going to be ongoing	Complaint	1	At 1.30pm FDC notified residents and the Department of Planning that the pour was running late and out of hours work was required. FDC has one more major pour on 08/04/2019. FDC proposes to mitigate the risk of running beyond the construction hours by various techniques.	Email and phone	No	Yes
56	23/08/2019	Could he be sent a copy of the condition report prior to construction for his property?	Enquiry	1	Email sent 2.18pm 27/08/2019 with copy of the condition report.	Email response	No	Yes
57	3/09/2019	Noise from nightworks from Jemena. No notification received.	Complaint	1	Called the complainant on the evening of the complaint. Spoke to Jemena and their contractor about the noise and why they must be undertaken at night. They have hit rock, they confirmed they notified all residents on Blues Point Road	Email response	No	Yes
58	26/09/2019	Enquiry about timing of project completion	Enquiry	1	Called and advised estimated works completion date and handover date.	Phone call	No	Yes

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59	24/10/2019	Radio left on overnight. Noise from workers	Complaint	1	Sent email apologising. Advising extra checks and supervision.	Email	No	Yes
60	16/11/2019	Alarm in pump room near Graithwaite driveway	Complaint	1	Contacted project manager. Inspection of alarm in pump room and replacement of faulty fuel sensor.	Phone call. Repair of sensor.	No	Yes
61	20/11/2019	Enquiry about if works occurring next Sunday to see if there would be car parking or traffic restrictions at the Williams Street gate.	Enquiry	1	Advised that SPEC workers not working on Sunday and nothing which would affect the School entry	Phone calls	No	Yes