

## Complaints Register | SSD-9912

### CR03 – Register for October 2022

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-006 R-008	12-10-22 24-10-22	Neighbour	Rain run-off impacting yard, carrying orange clay over boundary across multiple dates during heavy rain event.	12-10-22 Ongoing observation	25-10-22   Taylor organised inspection by a Civil Engineer to review, creating a temporary water catchment pending excavation work. Ongoing liaison and intervention planned.		
R-007	20-10-22	Neighbour	Response to Community consultation on the Noise and Vibration Plan, complaining about significant levels from vehicles.	24-10-22	24-10-22   Acknowledgment sent 31-10-22   Taylor provided a response, verifying compliance with Conditions of Consent with information for the neighbour's reference. A copy of the August 2022 Vibration Monitoring Report was also sent. Response sent by Roseville College Construction.	Y	31-10-22
R-009	28-10-22	Neighbour	Complaint about 'Steps yellow' streetsweeper at 4am waking the neighbourhood, under a belief that they were subcontracted by Taylor.	28-10-22	28-10-22   Acknowledgement sent 31-10-22   Investigation confirmed the subcontractor was not engaged by Taylor and project-related streetsweeping would operate during day time. Ku-ring-gai Council admitted it was likely a Council subcontractor and provided their 'public spaces' contact details. Response sent by Roseville College Construction.	Y	31-10-22
R-010	27-10-22	Neighbour	Complaint under the belief that 'trucks going up and down Bancroft Avenue' were evidence that 'construction work was going on... after 9pm'.	28-10-22	28-10-22   Acknowledgement sent 31-10-22   Investigation confirmed Taylor secured the site at 6pm and live-record footage of the site verified no movement or access to the site via Bancroft Avenue of Recreation Avenue after 6pm. Response sent by Roseville College Construction.	Y	31-10-22
T-002	31-10-22	Neighbour	Complaint about vehicles parking within the site exclusion zone, allegedly belonging to site workers and traffic controllers, and their vehicles being excessively loud upon arrival, from 7am.	31-10-22	31-10-22   Response sent by Taylor. Taylor committed to reminding all site workers of obligations in the weekly meetings and a commitment to maintain rigour in managing that obligation.	Y	31-10-22

## CR02 – Register for September 2022

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
			No complaints recorded in this period.				

## CR01 – Register for August 2022

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-001	22-8-22	Neighbour	Tree on neighbour's property was damaged by a branch during tree felling works at the site on 22-8-22	22-8-22	22-8-22   Site manager spoke with the neighbour and arranged an inspection by an arborist on 26-8-22 at the neighbour's convenience. 26-8-22   Agreement to compensate for the damage with a nursery voucher (in preference to a replacement plant).	Y	26-8-22

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