

Complaints Register | SSD-9912

CR13 – Register for August 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-021	14-8-23	Neighbour	Complaint about a sudden change in possible worker vehicles parking outside their home, impacting visibility of vehicles entering/exiting their property.	14-8-23	14-8-23 Raised with Taylor, who conducted a spot-check to verify the vehicle and address with contractors; positive follow-up with neighbour by email, phone and in person. Invited to community drop-in on 17-8-23 to meet project members and share experiences.	18-7-23	18-7-23

CR12 – Register for July 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-020	18-7-23	Neighbour	Complaint that vehicles in Glencroft Ave are making driveway egress hazardous. Attachment: photograph of contractor mini-bus parked in Glencroft Ave	18-7-23	18-7-23 Raised with Taylor, who conducted a spot-check to verify the vehicle and address with contractor; positive follow-up with neighbour by email and phone.	18-7-23	18-7-23

CR11 – Register for June 2023

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

CR10 – Register for May 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-019	24-5-23	Neighbour	Query that construction workers are parking in Glencroft Avenue contrary to expectations	24-5-23	29-5-23 Neighbour acknowledged via email and followed-up by phone call. Issue raised with Taylor during weekly meeting, with Taylor confirming that daily spot-checks continue in local radius and offending vehicles are relocated outside exclusion zone.	Y	31-5-23

CR09 – Register for April 2023

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

CR08 – Register for March 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-018	9-3-23	Employee	Telephone call to raise a concern about traffic control instructions to accommodate a large truck departing the site at 7.20am.	9-3-23	9-3-23 Liaison with employee to understand and resolve immediate concern. Followed up on 10-3-23. Taylor instructed contractor regarding the concern on 13-3-23, noting that truck movements via Recreation Avenue will soon cease (helping resolve the issue).	Y	9-3-23

CR07 – Register for February 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-06	27-2-23	Neighbour	Complaint about dust from excavations.	27-2-23	27-2-23 Taylor instructed excavation contractor to use second water blaster during excavation to further minimise dust. Taylor offered that a cleaning contractor will attend the property once excavations are completed. Offer accepted. Date to be assigned.	N	Date of cleaning TBC
R-016 T-04	17-2-23	Neighbour	Text alert to Taylor (cc RC) regarding cleaning of 'clay or similar debris' caused by overspray from excavator rock on neighbour's property.	17-2-23	17-2-23 Taylor responded same day with cleaning of ground and wall cleaning as required. 21-2-23 RC followed-up and assisted with liaison to ensure any roof tiles were cleaned, as required - this was completed on 24-2-23. The excavator was moved from zone to ensure no future overspray.	Y	24-2-23
R-015 T-05	2-2-23	Neighbour	Email complaint about contractor parking within the exclusion zone. Concern escalated again on 27-2-23 with photograph of offending vehicle and description of driver.	2-2-23 & 27-2-23	2-2-23 Taylor responded same day and forwarded a complaint to the contractors highlighting compliance. 27-2-23 Same neighbour emailed a photograph of an offending vehicle, which allowed Taylor to specifically instruct the offending worker to move the vehicle. Taylor confirmed appointment of staff member to monitor exclusion zone each morning.	Y	2-2-23 & 27-2-23

CR06 – Register for January 2023[^]

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-03	24-01-23	Neighbour	Complaint about contractor parking within the exclusion zone.	24-01-23	24-01-23 Taylor responded to neighbour and issued a warning to contractors and re-inspected the exclusion zone. Taylor conducted daily checks during the school holiday period, placing 'parking notifications' on vehicles suspected as associated to the project.	Y	24-01-23
T-02	20-01-23	Ku-ring-gai Council	Complaint received by Wandella Ave resident about truck movements to and from the site, specifically trucks taking 'shortcuts' to the site.	20-1-23	20-1-23 Taylor liaised with Council officer, providing a copy of CEMP and referring to public documentation at website. Council requested monitoring truck movements to cease any 'shortcuts'. Taylor has issued a reminder and notice to vehicular contractors.	Y	20-1-23

[^] Includes holiday site closure between 20 December 2022 – 5 January 2023 (no complaints received).

CR05 – Register for December 2022*

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-X03	17-12-22	Neighbour	Complaint about contractor commencing before 7am	17-12-22	17-12-22 Taylor was instructing the contractor to cease work concurrent to neighbours complaint. Taylor apologised to the neighbour and the matter was resolved.	Y	17-12-22
R-014	12-12-22	Neighbour	Complaint about trucks compression breaking from 7am in local streets	12-12-22	12-12-22 Taylor instructed trucks to use normal breaking in local streets and volunteered to visit neighbour	Y	12-12-22

* Complete to 19 December 2022. Records for 20 - 31 December, including site closure for Christmas and New Year, will be published in the Register for January 2023.

CR04 – Register for November 2022

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-X02	16-11-22	Neighbour	Complaint about concrete pour continuing to 6.20pm on 15-11-22, and excavator pre-start from 6.56am on 16-11-22.	16-11-22	16-11-22 Taylor apologised and explained issues causing concrete delay, confirming reiteration with contractors about hours of operation. Taylor will inform neighbours if future delays occur past DA.	Y	16-11-22
R-013	16-11-22	Neighbour	Complaint about CTPMSP information and his observations about egress paths for heavy vehicles	17-11-22	30-11-22 Response provided detailing provisions in CTPMSP and acknowledging areas requiring subsequent correction/extrapolation. Additional questions raised in neighbour's reply to this email, following unsuccessful attempt to speak by phone, was emailed on 15-12-22	Y	15-12-22
R-012	15-11-22	Neighbour	Complaint about a construction vehicle catching powerlines and damaging pole, needing redress.	15-11-22	Myriad dates Taylor overseeing response and care of neighbour, including replacement of damaged pole and subsequent landscaping compensation as required. Repair work completed to neighbours satisfaction on 5-12-22 and confirmed by RC on 6-12-22	Y	5-12-22
R-011	8-11-22	Neighbour	Response to Special Notice, questioning severity of impact, hours of use and swept paths. Complaint about workers parking in exclusion zone	8-11-22	15-11-22 Response provided to questions, with courtesy follow-up phone call detailing worker parking enforcement/ reminder actions on 25-11-22.	Y	15-11-22

CR03 – Register for October 2022

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
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 Acknowledgment 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
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 Acknowledgment 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-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-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	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. 19-12-22 Taylor confirmed that the catchment installed is working and the issue now resolved.	Y	19-12-22
T-X01	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 rigor 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 (Project commencement)

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-01	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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