

Complaints Register | SSD-9912

CR18 – Register for January 2024

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-030 T-15	10-1-24	Neighbour	Complaint about vehicle parked inside exclusion zone.	10-1-24	10-1-24 Taylor reminded workers about parking restrictions in weekly toolbox talk, and contacted the neighbour via text.	Y	10-1-24
R-031	15-1-24	Neighbour	Complaint about vehicle parked inside exclusion zone.	15-1-24	15-1-24 Taylor reminded workers about parking restrictions in weekly toolbox talk.	Y	15-1-24
R-032	31-1-24	Neighbour	Complaint about vehicles parked inside exclusion zone, and wondering why it keeps happening.	31-1-24	31-1-24 RC explained to neighbour how new trades are unaware of exclusion zone before their first day, and new trades are on the job each day. However, following the toolbox talk and orientation, workers are asked to relocate their vehicle if within the exclusion zone. The daily patrols are timed following the toolbox talk, to promote accountability.	Y	31-1-24

CR17 – Register for December 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-14	14-12-23	Neighbour	Complaint about vehicle parked inside exclusion zone.	14-12-23	14-12-23 Taylor reminded workers about parking restrictions in weekly toolbox talk, and contacted the neighbour via text.	Y	14-12-23

** Complete to 20 December 2023. Records for 21 - 31 December, including site closure for Christmas and New Year, will be published in the Register for January 2024.

CR16 – Register for November 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
T-13	14-11-23	Neighbour	Complaint by text about vehicles inside parking exclusion zone.	14-11-23	14-11-23 Taylor reminded workers about parking restrictions in weekly tool box talk, and contacted the neighbour via text.	Y	14-11-23

CR15 – Register for October 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-028	31-10-23	Parent	Escalation of queries about dust monitoring and mitigating exposure of students within 20m of the site in 2022 - present. Specific concerns were raised, escalating the query to a complaint.	24-10-23	24-10-23 Roseville responded that SSD Conditions of Consent required air quality monitoring, which is audited independently and published under 'Project Details' at our College websites. 4-12-23 There has been no escalation of this concern following responses from the College, which closed the matter 4-12-23.	Y	4-12-23
R-027	25-10-23	Neighbour	Complaint with photo about site worker parking within the exclusion zone over consecutive days after initial complaint, encroaching over driveway at 7am	25-10-23	25-10-23 Taylor acted immediately, instructing relocation outside the exclusion zone. Offence was logged on-site.	Y	25-10-23
R-026 T-12	24-10-23	Neighbour	Complaint with photo about site worker parking within the exclusion zone and illegally across the neighbours driveway, blocking all access, from 6.30 - 9am.	24-10-23	24-10-23 Taylor acted attended the vehicle and investigated, including police inquiries, resulting in the vehicle being removed by 9.05am. Offence was logged and worker was removed from site. Apologies were communicated by RC to neighbour in person.	Y	24-10-23
T-011	23-10-23	Neighbour	Complaint with photos about site workers parking within the exclusion zone	23-10-23	23-10-23 Taylor investigated immediately, instructing relocation outside exclusion zone. Offence was logged on-site.	Y	23-10-23
R-025 T-10	16-10-23	Neighbour	Complaints with photos about site workers parking within the exclusion zone, adjacent to their properties.	16-10-23	16-10-23 Taylor acted immediately, instructing relocation outside the exclusion zone. Offence was logged on-site. Action and apologies communicated to neighbour.	Y	16-10-23
R-022 R-024 T-09	11-10-23	Two different neighbours	Complaints (same day) with photos about site workers arriving before 7am to park within the exclusion zone, adjacent to their properties.	11-10-23	11-10-23 Taylor acted immediately, exposing six offending vehicles and instructing relocation outside the exclusion zone. Offenses are logged on-site. A response was communicated to neighbours. Taylor confirmed that parking is addressed in daily briefings, orientations and by street inspections to meet compliance. Repeat offenders or illegal parking is consequenced.	Y	11-10-23
R-022 R-023	11-10-23	Two different neighbours	Complaints about the road condition following the Ausgrid substation roadworks (especially noise generated by general traffic passing over the road-plates). Questions about when this will be rectified.	11-10-23	11-10-23 Taylor escalated concerns to Ausgrid and a scheduled repair date of 31-10-23 was communicated to neighbours. Taylor also undertook interim action to minimise dust and noise from road-users travelling over the road-plates. 31-10-23 Ausgrid road works repaired to remove road-plates.	Y	11-10-23 Repaired 31-10-23

CR14 – Register for September 2023

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

CR13 – Register for August 2023

ID	Date lodged	Lodged by	Details	Date referred	Response	Resolved	Date resolved
R-021 T-07 T-08	14-8-23 16-8-23 24-8-23	Neighbour	Complaint about a sudden change in possible worker vehicles parking outside their home, impacting visibility of vehicles entering/exiting their property. The incident repeated itself twice over ten days.	14-8-23 16-8-23	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.	Y	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.	Y	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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