

Pymble Ladies' College - Greyhouse Precinct
Complaints Register

	Action required - incomplete, unresolved, under investigation or update required
	Investigation complete, close out action required - close out letter, advice to stakeholder
	Resolved - investigation, response and close out complete and checked by Community Engagement team

DATE UPDATED:	21/11/2024
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No.	Status	Received		Received by	Referred to	Complaint Description	Action Required	Close Out Date	SEC Comments
		Date / Time of Complaint	Date / Time SEC were notified						
1		8/03/2024	12/03/2024 11:45AM	Email	Noise	Neighbour complained to Council that "on 8 March 2024, Friday, SEC started carrying out very noisy work with an excavator before 9am". This is in breach of condition E12 of the DA.	As per DA condition E 12,"Rock breaking, rock saw cutting, rock hammering, sheet piling, pile driving and similar activities may only be carried out between the following hours, unless otherwise approved under the CNVMSP" Notify and toolbox talk civil subcontractor to remind them of this condition.	13/03/2024	Noisy works as defined in the SSDA consent conditions to be conducted within permissible hours (i.e. 9AM to 12PM and 2PM to 5PM) No works of this nature have been conducted to date
2		15/03/2024	15/03/2024 1:04PM	Email	Silt fencing being an eyesore	Property adjacent to school grounds complained to PLC that the orange plastic (i.e. silt fencing) located near the school boundary one the other side of the property is an eyesore and requested this is replaced by a black-coloured alternative.	Shade cloth to be draped over silt fencing to better disguise the plastic, as neighbour does not want shade cloth on their fence.	15/03/2024	Black shadecloth added over orange sed fencing
3		29/03/2024	29/03/2024 6:57PM	Email	Suggestion on truck movements from neighbour	After receiving the Grey House Precinct Construction Update, a local resident raised concerns about trucks driving past tight corner in Mayfield Avenue leading into Allawah Road.	SEC to monitor tuck movement and determine whether or not route needs to be altered.	2/04/2024	PLC confirmed that they have replied to the resident
4		2/04/2024	2/04/2024 9:50AM	Phone Call	Suggestion on truck movements from neighbour	After receiving the Grey House Precinct Construction Update, a local resident raised concerns about truck driving making the left hand turn into Mayfield Ave when leaving the site.	SEC to monitor tuck movement and determine whether or not route needs to be altered.	2/04/2024	PLC confirmed that they have replied to the resident
5		17/04/2024 1:45PM	17/04/2024	Phone Call	Maintenance of Grey House Walk trees	A local resident enquired on whose responsibility is the maintenance of the Grey House Walk trees. She was unsure whether it was Council or PLC responsibility. SEC informed her that Grey House Walk is not part of SEC site nor is its maintenance SEC responsibility. SEC advised the resident to express their concerns to PLC directly.	No action required	17/04/2024	Neighbour consulted with PLC who then trimmed the trees along Grey House Walk
6		20/05/2024 4:38PM	20/05/2024	Email	Suggestion on truck movements by neighbour	Trucks coming from the SEC PLC site were seen using Arilla Rd for the purpose of accessing Pacific Highway, contrary to the council approved truck route plan.	SEC to monitor tuck movement and ensure truck drivers are aware of the route plan in place which must be followed. Company in ownership of the trucks to be notified.	21/05/2024	Item was raised as an issue in Pre-Work Brief where all site staff were briefed on site vehicle route and acces plan. Civil Subcontractor site representative was notified on site and told to discuss the issue with drivers to avoid the issue recurring.
7		18/06/2024 10:57AM	18/06/2024 11:14AM	Email	"Concern" for noise, vibration and dust generation	A neighbour has raised concerns regarding the noise, dust and vibration being produced by site works which they claims is effecting their daily living routine. They believe the piling rig is being used at 8.15-8.30am, which doesn't adhere to work hours 9AM-12PM noted within the consent. They are further concerned that the controls in place to prevent effect on their property are not adequate and asks for their review.	SEC to ensure all controls are in place and are being implemented in accordance with relevant management plans and consents. SEC to ensure all specified works are being conduted within the approved time periods.	10/07/2024	SEC has a has a permanent vibration logger in place which reports if the limit is exceeded. In past instances where SEC has received an alert works have been stoppped immediatley . All other relevant information can be found within the CNVMP.
8		13/11/2024	13/11/2024 7:13AM	Email	Site works commencing prior to approved time	A neighbour raised the cernern that site machinery had started works on site prior to 7am in conflict with the SSDA working times in place.	SEC Site management team to ensure that no works are to commence on site prior to 7am and all works are to be complete by 6pm daily as per the SSDA agreement. Arrangment is to be communicated with all individuals working on site.	20/11/2024	To be managed internally. Email sent reminding obligation to adhere to SSDA conditions.

Abbreviations:
PLC - Pymble Ladies' College
SEC - Stephen Edwards Constructions