

Complaints Register

Item No	Date of Complaint	Date Complaint notified to RCC	No.	Who is lodging this complaint	Nature of Complaint, Who was impacted	Details of the Complaint	RCC Response	Date of RCC Response	Was It Resolved	Date Resolved
1	11/12/2019	11/12/2019	1st	New South Head Road Resident	Noise of night time deliveries, The individual	RCC Site manager explained to Resident that that the rigs were only permitted to travel in the early hours of the morning and that RCC had the necessary permits and approvals to undertake the works. RCC Site manager mentioned to Resident that whilst he was happy to discuss any of his concerns, the Cranbrook School was facilitating any questions and concerns from neighbours with contact details outlined in the letterbox drop. RCC told the Resident that they would include further reach of New South Head Road in future letter box drops. They then undertook the letter drop on Monday 09/12/19 to 590 New South Head Road as well as all houses and apartments on New South Head Road past Wolseley Road and 1 house up either side of Wolseley Road RCC also dropped in to the police station to advise them of the complaint and give them a copy of the letter dropped on Monday 09/12/19 . The police then rang Resident to explain that the delivery was approved and necessary to be undertaken in the early hours . RCC mentioned to the police that we would include them on all future letter box drops so as they were also informed of any possible disruption	Neighbour attended site discussed current and future night works with RCC site representative, and advised that all works were within authority approvals, as per the letter drop. Range of letter drop increased to include additional houses and local police.	12/12/2019	Yes	12/12/2019
2	12/12/2019	12/12/2019	1st	Rose Bay Avenue Resident	Verbal abuse from construction worker to delivery driver.	RCC have spoken with all supervisors on site and explained the importance of no interactions with the public and/ or school, no matter the circumstances. RCC Site manager also reiterated that only RCC and the traffic controllers are to talk to anyone outside the site gates. RCC have zero tolerance to this behaviour and if this happens again, the worker will be removed from site. RCC will also have a toolbox talk with the entire site tomorrow morning to discuss this requirement & forward the minutes to EPM/Cranbrook, for your information.	Workers reminded, via toolbox talk, that no interaction with neighbours or the public should be made. All contact must be through RCC representatives.	13/12/2019	Yes	13/12/2019
3	13/12/2019	15/12/2019	1st	Wolseley Road Resident	Dust complaint, the individual	RCC Project Director has spoken with the neighbour and explained the extensive measures that are currently in place and measures that will additionally be implemented for future works. RCC has taken responsibility and will rectify the issue as well as inspecting the exterior of the neighbours house. Another issue the neighbour raised was the stockpile of soil located in the South West corner of the oval, where wind had been blowing fine sand off the top of the pile and across New South Head road. The stockpile has immediately been removed off-site. The neighbour has continued addressing the current measures that have been applied on site. RCC has installed various measures including: - Cattle grid at the entry/exit to the site. - Manual hosing of water/washing down truck tires as they exit the site. - Road base & steel plates along truck paths within the site. - Water cart on site doing rounds every hour. - Manual hosing of stockpiles and excavator movements. - Sediment control fencing around perimeter. - Shade cloth to temporary perimeter fencing. Additional measures include: Delivery of a 'mist canon', additional sprinklers. Larger water carts. Additional manual hosing of stockpiles and excavator movements. Placement of polymer based spray on the surface of the site which binds dust particles. RCC are currently in the process of installing a 2.7m high ply hoarding on New South Head Road (opposite the residents house) and RCC has removed the majority of soil stockpiles adjacent to New South Head Road. RCC will continue to actively monitor the situation and are happy to meet to discuss the issue.	RCC have made contact with the neighbour via phone and email to discuss mitigations in place to reduce and minimise dust.	15/12/2019	Yes	15/12/2019

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4	17/12/2019	17/12/2019	1st	Rose Bay Avenue Resident	Noise of night time deliveries, The individual	The concerned neighbour has been contacted by phone by the RCC site manager (as requested) and has been explained the requirement of the night works and that these works have been authorised to be undertaken with the approval of required permits from relevant authorities (RMS/Council). This neighbour had been included in the letterbox drop notifying the activities were occurring, prior to them commencing. The neighbour was offered to write an email voicing any concerns, but has since declined. The neighbour could be added to the database for further projects and updates after obtaining his email address. RCC Site Manager has since spoken with the neighbour and advised the remainder of upcoming deliveries for the coming months, which he seemed satisfied with.	Neighbour was contacted via phone and discussed current and future night works, and advised that all works were within authority approvals, as per the letter drop.	17/12/2019	Yes	17/12/2019
5	18/12/2019	18/12/2019	1st	Cranbrook Staff Member	Blocked road access	This issue will be raised in at a toolbox talk to further initiate the importance of trucks blocking access and egress along Victoria Road and Rose Bay Avenue. The dangers of blocking Rose Bay Avenue right on the bend will also be raised during the toolbox talk as it impeded the safe line of site into the street. RCC will inform their drivers to avoid banking up of trucks that could potentially inhibit access to the streets and its surroundings.	RCC advised affected parties that the responsible contractors responsible for trucks reminded, via toolbox talk, to ensure safe access of roadways adjacent to site.	18/12/2019	Yes	18/12/2019
6	8/01/2020	10/01/2020	1st	Rose Bay Avenue Resident	Blocked driveway access, the residents	Resident of Victoria Rd raised concern that they believed a truck driver(s) had moved a vehicle into a position which blocked their driveway, as they needed that turning width when turning left onto Victoria road from NSH Rd. . RCC has discussed with contractors on emphasising the importance of future truck drivers that are only to come from Double Bay and turn right on Victoria Road only, as per the approved CTMP.	RCC advised affected parties that the responsible contractor has relayed message to trucking company, who are meeting with their drivers to re-train the CTMP.	10/01/2020	Yes	10/01/2020
7	20/01/2020	21/01/2020	1st	Woollahra Municipal Council Staff	Lay over on New South Head Road, the Staff	Contractors have been reminded that there are serious safety issues and consequences when stopping in a 'No Stopping' zone. Contractors will take further responsibility with relaying the message to their drivers.	RCC requested that council issue traffic infringement notices to any vehicle which is outside of the site that is not compliant with road rules or parking rules.	21/01/2020	Yes	21/01/2020
8	20/01/2020	20/01/2020	1st	New South Head Road Resident	Response to Letter box drop regarding night works for tree removal scheduled for 22/01/20	RCC responded via email to complainant advising of the requirement to complete the works at night, and that all effort would be taken to reduce disruptive activities. Complainant responded acknowledgement of this information, and no further complaints were raised during or following the works.	RCC responded via email to complainant advising of the requirement to complete the works at night, and that all effort would be taken to reduce disruptive activities. Complainant responded acknowledgement of this information, and no further complaints were raised during or following the works.	21/01/2020	Yes	21/01/2020
9	3/02/2020	3/02/2020	1st	Cranbrook Staff Member	Observation made about material delivery vehicle.	Cranbrook staff member queried whether a material delivery should have occurred 'out of hours', as they considered the delivery truck to be large.	RCC confirmed that this type of vehicle is considered acceptable to operate during DA approved normal work hours, and per the approved CTMP.	3/02/2020	Yes	3/02/2020
10	17/02/2020	17/02/2020	1st	Parent of Student	Observation made about Concrete Trucks Driving on Rose Bay Ave. Concerns raised regarding student safety.	Parent of Student raised to Cranbrook concern about concrete vehicle movement during school hours. RCC have communicated this concern to subcontractor responsible for these works and supplier of concrete, requesting that message be communicated to all drivers.	RCC has followed with supplier of trucks to have all workers attend meeting to review the concern raised and comply with road rules, paying particular attention to student welfare.	18/02/2020	Yes	20/02/2020
11	26/02/2020	26/02/2020	1st	RCC Observation	Trucks heavily parking on Rose Bay Ave, causing a gridlock.	RCC has advised through email in regards to actions of truck drivers. The contractor has messaged all drivers that are attending to site of the consequences for not following the CTMP and direction included as to where drivers could potentially be diverted to.	RCC has advised through email in regards to ensuring contractors follow the CTMP. The Development Consent conditions have been stated within the email explaining the importance of following the CTMP.	27/02/2020	Yes	27/02/2020
12	9/03/2020	9/03/2020	1st	Cranbrook Staff Member	Concrete Sprayed on staff member car outside of project site.	A staff member was driving from Rose Bay Ave into the Cranbrook School driveway when concrete was being cleared from pump line and overspray went over the perimeter hoardings with some concrete landing on the car.	RCC and the subcontractor responsible approached Cranbrook to offer professional cleaning to the car.	9/03/2020	Yes	9/03/2020

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13	13/03/2020	13/03/2020	1st	William St Resident	Concern about construction vehicles travelling on public road	Resident of William Street, Double Bay contacted the Cranbrook complaints phone line regarding concerns about construction vehicles (truck & dog) travelling past his building. Noting concern that when vehicles passed that it was causing his building to shake.	RCC have cross checked the vehicle movements timing advised by the resident to corroborate site activities to attempt to verify whether these were in fact vehicles traveling to the RCC Cranbrook project site, and assessed that it is likely that they are. The approved traffic management plan does not permit construction vehicles to use William St. as means of travel to and from the site, so RCC will contact the contractor responsible for these vehicles and the trucking company to re-iterate the approved CTMP, and respond in kind to the resident.	16/03/2020	Yes	18/03/2020
14	7/04/2020	7/04/2020	1st	Rose Bay Avenue Resident	Concern raised about the vibration caused by site works.	A resident of Rose Bay avenue notified RCC Site Manager their concern that vibratory activities on site were being observed within their apartment. Video of impacts was provided via text message.	RCC was actively undertaking vibration monitoring during the works in question, and records show that velocity of vibration was within tolerances permissible under approved Construction Noise and Vibration Management Plan. RCC Further requested to discuss with the resident, however they declined to meet to	7/04/2020	Yes	9/04/2020
15	2/05/2020	2/05/2020	1st	NSH Rd Resident	Concern raised about trucks on NSH Rd at 2am	A resident of NSH Rd emailed the school to notify of trucks traveling on New South Head road at approximately 2am on 2nd May 2020, assuming they were related to the construction works.	RCC contacted the resident on the 2nd May and confirmed that no works occurred outside of the approved working hours (7am-6pm), and further queried the details of the complaint, to query whether there was a potential breaking to the site. The resident advised that it may have just been trucks passing on New South Head road, and unrelated to the construction site.	2/05/2020	Yes	2/05/2020
16	12/05/2020	12/05/2020	1st	Rose Bay Avenue Resident	Concern raised that construction vehicle using driveway as turning area.	Complaint raised that construction vehicle used Rose Bay Ave residents driveway to complete 3 point turn to access construction site, and in the process has damaged sandstone paving adjacent to kerb.	RCC has contacted the resident and advised that they have confirmed this issue was result of vehicle related to RCC project site, and that any damaged will be professionally repaired.	12/05/2020	Yes	12/05/2020
17	20/05/2020	4/06/2020	2nd	NSH Rd Resident	Complaints of Excessive Vibrations	Resident of New South Head Road notified the Certifier that they had experienced excessive vibration at their residence at 591 New South Head Road. RCC was notified of this complaint on 5th June 2020.	RCC has provided letter & vibration monitoring results showing that that works are being undertaken within SSD Conditions & Noise and Vibration Management Plan allowable limits. RCC also queried whether other construction sites may have been the cause of this concern, as the complainant was located several hundred meters from the Cranbrook School Redevelopment.	5/06/2020	Yes	10/06/2020
18	17/06/2020	17/06/2020	1st	Woollahra Municipal Council Ranger	Flashing Lights on site	Resident of Rose Bay/Bellevue Hill had complained to council that there was vehicles operating in the site outside of approved SSD hours.	RCC advised that there had recently been installed safety lighting within the site, which looks similar to vehicle lighting, which may have been left on overnight. RCC will ensure that these lights are turned off outside of work hours.	17/06/2020	Yes	17/06/2020
19	17/06/2020	17/06/2020	1st	Woollahra Municipal Council Ranger	Plant Operating outside of Construction Hours	The Council ranger provided footage of an excavator tracking across site at 6:51am. Which is 9 minutes earlier than approved construction hours.	RCC noted that plant and equipment pre-starts take place prior to 7am, however the equipment should not be started prior to 7am. RCC will adjust the timing of these pre-starts to avoid potential of early equipment starting.	17/06/2020	Yes	17/06/2020
20	23/06/2020	23/06/2020	1st	NSH Rd Resident	Noise of night time deliveries, The individual	Notice was issued on 17th June 2020 regarding requirement of out of hours delivery of a large piece of excavation plant. On the morning of the delivery complainant issued an email notifying of the noise associated with the delivery.	RCC reiterated that these were planned works as notified by email and letterbox drop prior to the delivery. RCC also advised that this item of plant was being brought to site to reduce rock breaking activities on site, with the goal to reduce future noise impacts to both Cranbrook school and its neighbours.	24/06/2020	Yes	24/06/2020
21	22/07/2020	22/07/2020	1st	William St Resident	Concern about construction vehicles travelling on public road	Resident of William Street, Double Bay contacted the Cranbrook complaints phone line regarding concerns about construction vehicles (truck & dog) travelling past his building. Noting concern that when vehicles passed that it was causing his building to shake. This was 2nd complaint from same complainant as per complaint #13 above.	RCC has spoken with our suppliers Truck Allocator and they have re-confirmed to all truck drivers carting sand from our site about not using William Street Double Bay. RCC has communicated this information to the complainant, and also requested that if they observes trucks again to take photos so that if can be determined if the offending vehicles are in fact from the Cranbrook project works. RCC noted that there is another construction site on William street, and the vehicles identified in the complaint have not yet been confirmed which site they are servicing	22/07/2020	Yes	22/07/2020
22	12/08/2020	12/08/2020	1st	William St Resident	Concern about construction vehicles travelling on public road	Resident of William Street, Double Bay contacted the Contractor regarding concerns about construction vehicles (truck & dog) travelling past his building. He had contacted the trucking company directly who confirmed the vehicles were servicing the Cranbrook project.	RCC had contacted the trucking company and instructed them not to use William street as route to the project. This same message was given to all trucks arriving to the site via the projects traffic controllers.	12/08/2020	Yes	12/08/2020

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23	13/08/2020	13/08/2020	1st	Bellevue Hill Resident	Concern about trucks on Rose Bay Avenue	The resident was driving up Rose Bay Avenue from NSH Rd, and encountered a truck travelling the opposite direction. The resident advised that the truck driver was not sharing the road and acting obscenly.	RCC has contacted the resident and requested if they had obtained registration plate of the vehicle so could follow up with the trucking company. RCC has also followed this concern up with the trucking company, and requested response.	13/08/2020	Yes	14/08/2020
24	28/08/2020	28/08/2020	1st	Wolesly Road Resident	Noise complaint regarding rock anchoring activities.	The resident raised complaint regarding the rock anchoring works occuring around 3pm in the afternoon.	RCC visited the resident and advised that hard rock was being encountered at this lower level of works, and would require approximately 8 days furhter of anchoring over the next 3 weeks, and then would be complete.	28/08/2020	Yes	28/08/2020
25	30/06/2021	30/06/2021	1st	Rose Bay Avenue Resident	Noise complaint regarding loud music	The resident raised a complaint regarding loud music playing from 7am.	RCC has contacted the offending subcontractor advising them to not play loud music. An email has also been sent as a reminder to all subcontractors onsite to not play loud music early in the morning.	1/07/2021	Yes	1/07/2021
26	14/02/2022	14/02/2022	1st	New South Head Road Resident	Complaint by resident who was impacted by mulch from landscaping down NSH Rd	Neighbouring resident has lodged a complaint about some mulch and dirt washing down NSW from the construction site outsode the AFC.	RCC has contacted the resident and explained how the mulch was washed down NSH Rd due to a blocked council stormwater line and inlet pit directoly outside the AFC Forecourt. During heavy rain events the inlet pit surcharges and picks up the mulch in the Public Domain and washes it down strip via overland flow. RCC will continue to monitor the situation and clean after rain events whilst still in possession of the site until the assett is	16/02/2022	Yes	16/02/2022