



Sydney Metro City & Southwest

Construction Compliance Report #6 (1 October 2019 to 31 March 2020)



Project:	City & Southwest	Date:	24 June 2020
Group:	Operations, Customer & Place-Making	Status:	Final
Author:	City & Southwest Senior Manager Environment	Revision:	1.1
Company:	Sydney Metro	File number:	SM-20-00008607
File name:	20200624 SM CSW CCR#6 (Oct 2019 - Mar 2020)		

1. Executive Summary

This City & Southwest Construction Compliance Report #6 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2019 to 31 March 2020.

A historic milestone was achieved in this reporting period with all tunnelling finishing on the project. The five Tunnel Boring Machines (TBMs) delivered 31 kilometres in 17 months.

The Linewide stage commenced construction (as defined by the applicable planning approval) during the reporting period for both Chatswood to Sydenham and Sydenham to Bankstown sections.

Construction continued across all three planning approvals with a rise from 2774 to 3608 ongoing requirements being tracked by Sydney Metro and its contractors with only 15 non-compliances raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised and a total of 7 environmental audits were undertaken.

A total of 332 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 269 complaints were determined to be attributable to project works following investigation.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 49% of all complaints attributable to project works.

The TSE Stage was attributable for the majority of complaints (62% of all complaints attributable to project works).

Overall, 158 were Noise & Vibration related followed by 63 relating to Property and business (representing 49% and 20% respectively of all complaints attributable to the project).

Works at the Chatswood Dive and Crows Nest Station sites generated the most number of complaints during the reporting period (31 and 24 respectively, representing 20% of all complaints attributable to the project).

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	166 (0)	0	0	16
TSE	258* (3)	0	2 (2)	200
CN ISD	48 (0)	0	1 (0)	0
VC ISD	242 (0)	0	0	1
BS	0 – Design requirements captured under ‘SM’.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	3 (0)	6
PS ISD	235 (0)	0	0	0
CSMW	261 (4)	0	0	18
W ISD	250 (0)	0	0	0
SSJ	239 (1)	0	0	7
LW (SMTF)	177 (1)	0	0	2
LW (C2S)	243 (0)	0	0	1
LW (S2B)	230 (0)	0	0	3
TSOM	591 (0)	0	0	0
SMEW	207 (2)	0	0	0
SSC	0 – Yet to be awarded to contractor(s).	0	N/A	0
Sydney Metro (including non-staged works)	210 (3)	0	1 (0)	15
Total	3,608 (15)	0	7 (2)	269 (322)
Total from Previous Report	2,774 (14)	0	5 (0)	370 (447)

* Excluding non-CSSI planning approval requirements.

Table of Contents

1.	Executive Summary	2
	List of Tables.....	5
	List of Figures.....	5
	Definitions and Abbreviations	6
2.	Introduction	7
2.1.	Purpose of this Report	7
2.2.	City & Southwest Project Overview.....	9
2.3.	Project Planning Approvals.....	10
2.3.1.	CSSI Planning Approvals.....	10
2.3.2.	Planning Approval Register.....	12
2.3.3.	Consistency Assessments	12
3.	Project Stages	13
3.1.	Current Status of Stages.....	13
3.2.	Construction Environmental Management Plan Reviews / Amendments .	14
3.3.	Relationships between Planning Approvals and Stages.....	15
3.4.	Environment Protection Licences.....	16
4.	Environment and Compliance Management	17
4.1.	Compliance Management.....	17
4.1.1.	Tracking.....	17
5.	Environmental and Compliance Performance.....	19
5.1.	Overview	19
5.2.	Non-Compliances	20
5.3.	Incidents	23
5.4.	Environmental Audit Findings	23
5.4.1.	Open from Previous Reporting Period	23
5.4.2.	This Reporting Period	23
5.5.	Environmental Monitoring	24
5.5.1.	Noise and Vibration.....	25
5.5.2.	Blasting.....	28
5.5.3.	Surface Water Quality.....	29
5.5.4.	Groundwater Quality	30
5.6.	Business Impact Monitoring.....	32
5.7.	Complaints.....	40
6.	Sustainability and Environmental Initiatives.....	43
	Appendix 1 – Complaints during the Reporting Period.....	44

List of Tables

Table 1: CCR Planning Approval Conditions Cross-References	7
Table 2: Planning Approval Register	12
Table 3: Consistency Assessments Register for the Reporting Period	12
Table 4: Status of Project Stages	13
Table 5: CEMP Reviews and Amendments as a result of Construction during the Reporting Period	14
Table 6: Allocation of Planning Approvals to C&SW Stages	15
Table 7: Status of C&SW Environment Protection Licences	16
Table 8: Compliance Summary for the Reporting Period	19
Table 9: Non-Compliances and Compliance Loads during the Reporting Period	20
Table 10: Non-Compliances raised during the Reporting Period	21
Table 11: Environmental Audits undertaken during the Reporting Period	24
Table 12: Environmental Monitoring Program Applicability to each Project Stage	25
Table 13: Noise Monitoring Results Summary and Analysis	25
Table 14: Vibration Monitoring Results Summary and Analysis	27
Table 15: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period	29
Table 16: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period	30

List of Figures

Figure 1: Sydney Metro Project Alignments	9
Figure 2: Tracking of Environmental Requirements	18
Figure 3: Timeline of Complaints and Planning Approval Breakdown during the Reporting Period	41
Figure 4: Complaints by Stage during the Reporting Period	41
Figure 5: Complaints by Type during the Reporting Period	42
Figure 6: Complaints by Site during the Reporting Period	42
Figure 7: Sydney Metro 2017 and 2018 Sustainability Reports	43

Definitions and Abbreviations

	Definitions
BS	Barangaroo Station
C&SW	City & Southwest
C2S	Chatswood to Sydenham
CCR	Construction Compliance Report
CEMP	Construction Environmental Management Plan
CMTRP	Compliance Monitoring / Tracking and Reporting Program
CN	Crows Nest
CSM	Central Station Main
CSSI	Critical State Significant Infrastructure
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
ISD	Integrated Station Development
LW	Line-Wide
MP	Martin Place
NCW	Northern Corridor Works
PIR	Preferred Infrastructure Report
PS	Pitt Street
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Industry and Environment
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
VC	Victoria Cross
W	Waterloo

2. Introduction

2.1. Purpose of this Report

The purpose of this Construction Compliance Report (CCR) is to document Sydney Metro's compliance with the requirements of the City & Southwest (C&SW) Critical State Significant Infrastructure (CSSI) planning approvals (refer to Section 2.3.1 for details on the project's planning approvals). Sydney Metro CCRs are available on the Sydney Metro website (<https://www.sydneymetro.info/>).

This report will be submitted to the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary) for information every six (6) months. The scope of the reports will cover all activities that were subject to the C&SW CSSI planning approvals during each reporting period.

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2019 to 31 March 2020. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1: CCR Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.5
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP [Construction Environmental Management Plan] as a result of construction carried out during the reporting period;	Section 3.2
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5.6

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 5.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 5.7 and Appendix 1

2.2. City & Southwest Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36 kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – a 30 kilometre metro line extending metro rail from the end of Sydney Metro Northwest at Chatswood, under Sydney Harbour, through new Central Business District (CBD) stations and southwest to Bankstown. The project is due to open in 2024 with ultimate capacity to run a metro train every two minutes in the peak.
- **West** – the next significant railway infrastructure investment proposed to be delivered by the second half of the 2020s. This project would link the CBDs of Parramatta and Sydney and communities along the way.
- **Greater West** – a new railway line to service Greater Western Sydney and the new Western Sydney Airport. The railway is to be operational in 2026 to coincide with commencement of operations of the Western Sydney Airport. The railway will include a station at St Marys to allow customers to interchange with the rest of Sydney’s rail network.

Figure 1 provides a map of the four Sydney Metro project alignments.

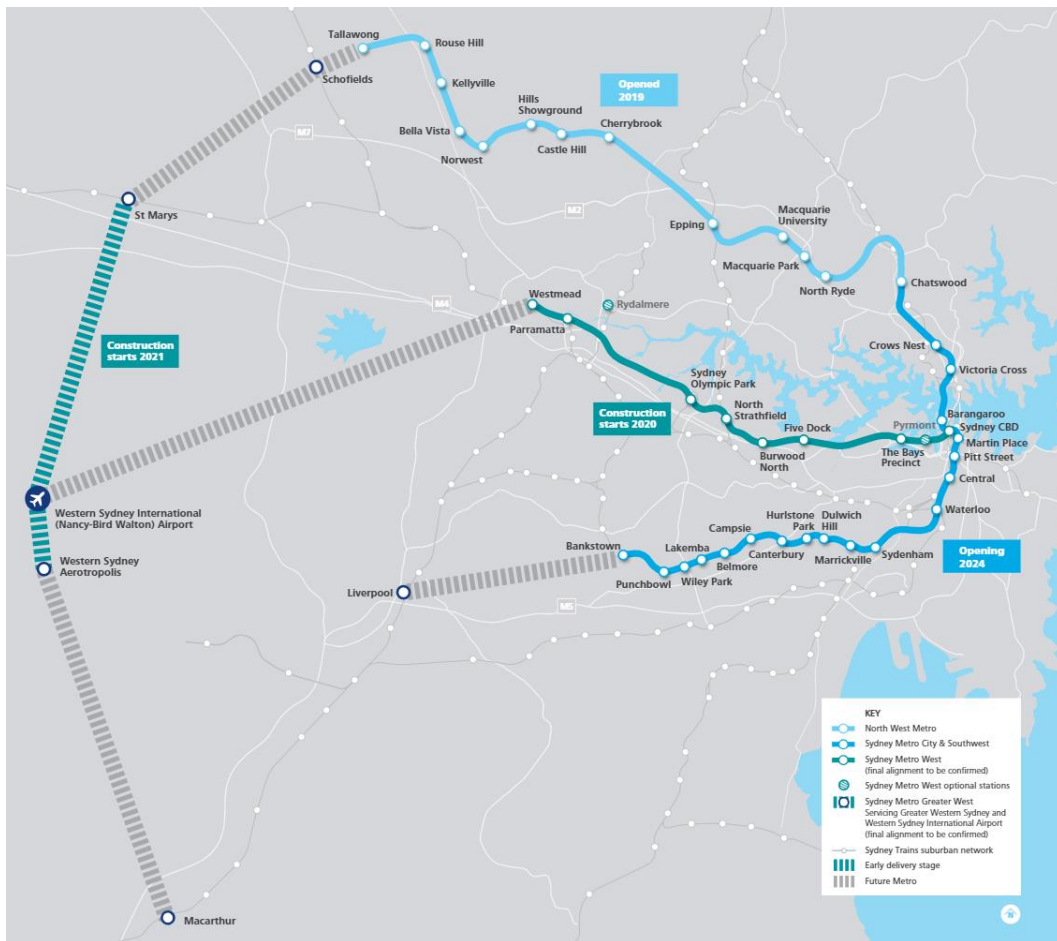


Figure 1: Sydney Metro Project Alignments

2.3. Project Planning Approvals

The C&SW project has generally been declared as a Critical State Significant Infrastructure (CSSI) project by the NSW Minister for Planning. Works within this declaration require planning approval as a CSSI project under the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act). Works outside the declaration require separate planning approval under the EP&A Act.

2.3.1. CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

- **Chatswood to Sydenham** (refer to Section 2.3.1.1),
- **Sydenham to Bankstown** (refer to Section 2.3.1.2), and
- **Sydney Metro Trains Facility** (refer to Section 2.3.1.3).

This CCR covers the full scope of the C&SW works that are subject to CSSI planning approvals and does not cover any C&SW works that are subject to:

- State Significant Development planning approvals, and
- Self-determinations and exempt development.

2.3.1.1. Chatswood to Sydenham

The Chatswood to Sydenham (C2S) component covers the construction and operation of the Sydney Metro railway between Chatswood and Marrickville. This includes the delivery of seven new metro stations and 15.5 kilometres of twin railway tunnels from Chatswood, beneath Sydney Harbour and the Sydney CBD, to Marrickville.

The C2S planning approval, including the *Chatswood to Sydenham Environmental Impact Statement* (EIS) and *Chatswood to Sydenham Preferred Infrastructure Report* (PIR), was granted planning approval by the NSW Minister for Planning on 9 January 2017. Since then, six modifications (MODs) have been submitted by Sydney Metro and approved:

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham

Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.

- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018 (refer to Section 2.3.1.2). MOD6 was approved on 21 February 2019.

2.3.1.2. Sydenham to Bankstown

The Sydenham to Bankstown (S2B) component covers the construction and operation of the Sydney Metro railway between Marrickville and Bankstown stations. This includes the upgrading of 13.5 kilometres of the Sydney Trains T3 Bankstown Line between the Marrickville and Bankstown stations.

The S2B planning approval, including the *Sydenham to Bankstown Upgrade EIS*, the *Sydenham to Bankstown Submissions and PIR* and the *Sydenham to Bankstown Submission Report*, was granted planning approval by the NSW Minister for Planning on 12 December 2018.

2.3.1.3. Sydney Metro Trains Facility

The Sydney Metro Trains Facility, formerly known as the Rapid Transit Rail Facility (RTRF), in Rouse Hill was constructed and commenced operations as part of the Northwest project in May 2019.

As part of the C&SW project, the Sydney Metro Trains Facility (SMTF) is being expanded to allow for Sydney Metro rolling stock to operate from Chatswood to Bankstown. The scope of this expansion is subject to the SMTF planning approval. This approval, including the *RTRF EIS* and *RTRF Response to Submissions Report*, was granted planning approval by the Minister for Planning and Infrastructure on 15 January 2014.

One modification (MOD) has been submitted by Sydney Metro and approved:

- The **Administrative Changes** Modification (MOD1) allows for high noise impacts to be generated in certain circumstances. MOD1 was approved on 20 September 2019.

2.3.2. Planning Approval Register

Table 2 provides a register of CSSI planning approvals that the C&SW project is subject to (in order of approval date).

Table 2: Planning Approval Register

Planning Approval	Approval Date
SMTF (SSI_5931)	15 Jan 2014
MOD1 – Administrative Changes	20 Sep 2019
C2S (SSI_7400)	9 Jan 2017
MOD1 – Victoria Cross Station & Artarmon Substation	18 Oct 2017
MOD4 – Sydenham Station & Metro Facility South	13 Dec 2017
MOD2 – Central Walk	21 Dec 2017
MOD3 – Martin Place Metro Station	22 Mar 2018
MOD5 – Blues Point Acoustic Shed	2 Nov 2018
MOD6 – Administrative Changes	21 Feb 2019
S2B (SSI_8256)	12 Dec 2018

2.3.3. Consistency Assessments

A total of 58 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of March 2020. Four of these were endorsed by Sydney Metro during the reporting period.

A register of Consistency Assessments endorsed during the reporting period is provided in Table 3.

Table 3: Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Charles Street Site Access to S2B Corridor	S2B EIS	22 Nov 2019
Central Station Phase B Combined Services Route Installation	C2S EIS	5 Dec 2019
Road closure at Garnet, Foord, Charles and Wairoa Streets to support CSR works along the S2B corridor	S2B EIS	17 Dec 2019
To undertake works within the rail corridor outside the SMTF boundary east of Tallawong Road	SMTF EIS	11 Feb 2020

3. Project Stages

Information on each project stage is provided in the C&SW Staging Reports.

3.1. Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of March 2020.

Table 4: Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed Jun 2018.
NCW	7 May 2018	Construction phase.
Demolition A	24 Jun 2017	Physical works completed Sep 2018.
Demolition B	14 Jul 2017	Physical works completed Jul 2018.
TSE	22 Dec 2017	Construction phase.
CN ISD	-	Pre-construction phase.
VC ISD	-	Pre-construction phase.
BS	-	Pre-construction phase.
MP ISD Demo	19 Dec 2018	Physical works completed Apr 2019.
MP ISD	10 May 2019	Construction phase.
PS ISD	-	Pre-construction phase.
CSM	4 Aug 2018	Construction phase.
W ISD	-	Pre-construction phase.
SSJ	28 Aug 2018	Construction phase.
LW (SMTF)	16 Aug 2019	Construction phase.
LW (C2S)	4 March 2020	Construction phase.
LW (S2B)	4 March 2020	Construction phase.
TSOM	N/A	Not Principal Contractor
SMEW	1 Aug 2019	Construction phase.
SSC	-	Pre-construction phase.

* Refer to the definition of 'Construction' in accordance with the relevant planning approval.

3.2. Construction Environmental Management Plan Reviews / Amendments

Table 5 provides details of any Construction Environment Management Plan (CEMP) reviews and amendments as a result of construction carried out during the reporting period.

Table 5: CEMP Reviews and Amendments as a result of Construction during the Reporting Period

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 Jun 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	The CEMP was updated to address an increased scope of works. The ER endorsed the updated CEMP on 19 Sep 2019.
Demolition A	5 Jun 2017 (excl. Victoria Cross Site) 24 Jun 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 Jul 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 Dec 2017	The CEMP was not amended as a result of any reviews.
CN ISD	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
VC ISD	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
BS	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
MP ISD Demo	19 Dec 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 Apr 2019	The CEMP was not amended as a result of any reviews.
PS ISD	-	Pre-construction phase (i.e. CEMP yet to be approved).
CSM	4 Aug 2018	The CEMP was not amended as a result of any reviews.
W ISD	-	Pre-construction phase (i.e. CEMP yet to be approved).
SSJ	28 Aug 2018	The CEMP was not amended as a result of any reviews.
LW (SMTF)	16 Aug 2019	The CEMP was updated with a minor amendment and was approved by the ER on 7 Feb 2020.
LW (C2S)	4 March 2020	CEMP approved by DPIE in the reporting period.
LW (S2B)	4 March 2020	CEMP approved by DPIE in the reporting period.
TSOM	N/A	Not Principal Contractor.
SMEW	1 Aug 2019	The CEMP was updated to reflect the requirements of the contractor's EPL, address a minor increase in scope and align with the changes in the Contractor's Environmental Management System.
SSC	-	Pre-construction phase (i.e. CEMP yet to be approved).

3.3. Relationships between Planning Approvals and Stages

Table 6 outlines the relationships between the planning approvals and C&SW stages.

Table 6: Allocation of Planning Approvals to C&SW Stages

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (incl MP ISD Demo)	BS	CSM	SSJ	LW	TSOM	SMEW	SSC
SMTF (SSI_5931)										✓	✓		
SMTF MOD1 – Administrative Changes										✓	✓		
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓		
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
C2S MOD2 – Central Walk								✓		✓	✓		
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓		
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓		
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓		
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓		
C2S MOD6 – Administrative Changes		✓			✓	✓	✓	✓	✓	✓	✓		
S2B (SSI_8256)										✓	✓	✓	✓

3.4. Environment Protection Licences

In accordance with the NSW *Protection of the Environment Operations Act 1997*, Environment Protection Licences (EPL) are required in order to undertake work activities during certain stages of the project. Table 7 lists the status of EPLs for each C&SW stage.

Table 7: Status of C&SW Environment Protection Licences

Stage	Licencee	Activity Type	EPL #	Status
SYAB (no works during the reporting period).	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
NCW	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	John Holland Pty Ltd	Concrete works, railway systems activities	20971	Issued 28 Sep 2017 and currently active.
CN ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
VC ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
BS	Pre-construction phase (i.e. no EPL required during the reporting period).			
MP ISD Demo	EPL not required (works completed during the reporting period).			
MP ISD	EPL not required.			
PS ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21148	Issued 28 Nov 2018 and currently active.
W ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 Jan 2019 and currently active.
LW (SMTF)	EPL not required.			
LW (C2S)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
LW (S2B)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
TSOM	N/A – Never going to be Principal Contractor			
SMEW (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	On the 24 Sep 2019, the SMEW scope of works ceased to be subject to the Sydney Trains EPL and became subject to EPL #21147.
SSC	Pre-construction phase (i.e. no EPL required during the reporting period).			

* Sydney Metro and Sydney Trains have entered into a Collaboration Agreement to define compliance responsibilities for all Sydney Metro works undertaken in the Sydney Trains rail corridor.

This CCR does not document compliance against EPLs. This is being undertaken by the relevant licensees.

4. Environment and Compliance Management

4.1. Compliance Management

Sydney Metro is accountable for ensuring compliance with all of the C&SW project's requirements relating to environmental and compliance management. Sydney Metro manages and tracks compliance under its CSSI planning approvals through the implementation of compliance tracking/monitoring program(s) in accordance with the relevant planning approval conditions.

4.1.1. Tracking

Once a planning approval requirement has been generated, it is assigned an **Active** status.

The responsibility to comply with these Active requirements may be wholly or partially allocated by Sydney Metro to one or more of its contractors through contractual mechanisms. As a result of this and the staged nature of the project's delivery, these requirements will be complied with by different parties at different points along the project's construction and operational phases.

Once these requirements have been allocated to a contractor, the requirement is referred to as an **Environmental Requirement**. Within each contract, Environmental Requirements progress through two phases:

- **Ongoing** – whereby further action is required to maintain compliance, and
- **Complete** – whereby no further evidence or activity is required to maintain compliance. This is verified in an adequacy review conducted by the Environmental Representative and Sydney Metro prior to the Environmental Requirement being completed.

During the period of time an Environmental Requirement is Ongoing, it is subject to regular assessment through compliance monitoring and review activities. These assessments determine whether the Environmental Requirement is:

- **Compliant** (i.e. sufficient evidence is available to demonstrate that the Environmental Requirement is being complied with), or
- **Non-Compliant** (i.e. there is a lack of evidence to demonstrate that the Environmental Requirement is being complied with or there is a clear breach of the Environmental Requirement).

Once the same Environmental Requirement is Complete across each of its contract allocations, the planning approval requirement is assigned an **Inactive** status.

Figure 2 provides a schematic diagram of how requirements are tracked on the project.

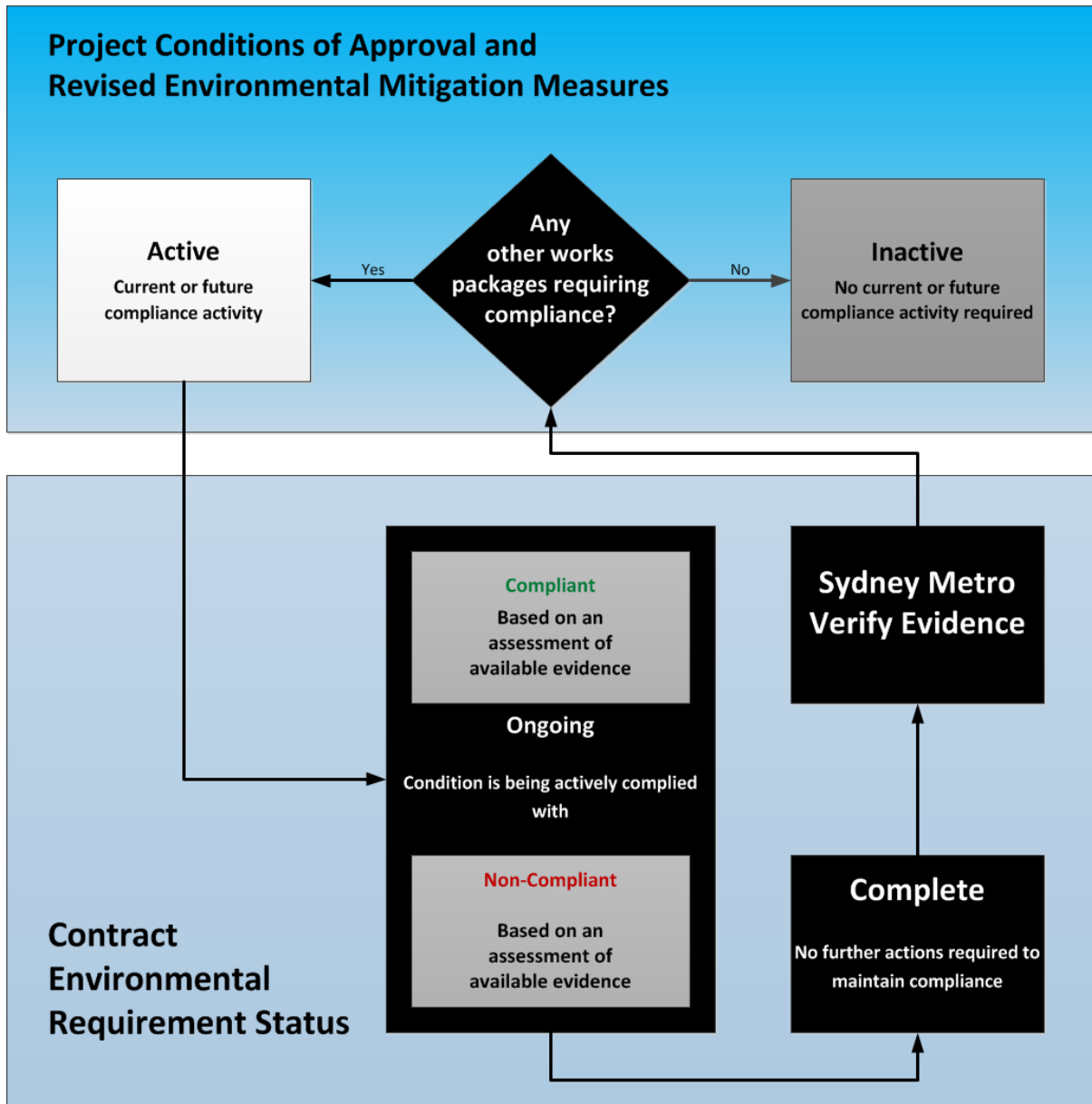


Figure 2: Tracking of Environmental Requirements

5. Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2,767. There were a total of 15 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1. Overview

A summary of the results of the C&SW compliance monitoring activities during the reporting period are provided in Table 8.

Table 8: Compliance Summary for the Reporting Period

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	166 (0)	0	0	16
TSE	258* (3)	0	1 (2)	200
CN ISD	48 (0)	0	0	0
VC ISD	242 (0)	0	0	1
BS	0 – Design requirements captured under 'SM'.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	0	6
PS ISD	235 (0)	0	0	0
CSM	261 (4)	0	0	18
W ISD	250 (0)	0	0	0
SSJ	239 (1)	0	0	7
LW (SMTF)	177 (1)	0	0	2
LW (C2S)	243 (0)	0	0	1
LW (S2B)	230 (0)	0	0	3
TSOM	591 (0)	0	0	0
SMEW	207 (2)	0	0	0
SSC	0 – Yet to be awarded to contractor(s).	0	N/A	0
Sydney Metro (including non-staged works)	210 (3)	0	1 (0)	15
Total	3,608 (15)	0	2 (2)	269 (322)
Total from Previous Report	2,774 (14)	0	5 (0)	370 (447)

* Excluding non-CSSI planning approval requirements.

5.2. Non-Compliances

There were 15 non-compliances raised during the reporting period, with only one still open.

Table 9 provides a breakdown of the following non-compliance information for each stage:

- *Non-Compliances raised during Reporting Period* – indicating the number of events that generated a non-compliance to be reported during the reporting period.
- *Currently Open Non-Compliances* – indicating the number of Non-Compliances that were raised during the reporting period and are in the process of implementing resultant corrective and/or preventative actions.
- *Compliance Load at the end of the Reporting Period* – indicating the number of environmental requirement allocations (refer to Section 4.1.1).

Table 9: Non-Compliances and Compliance Loads during the Reporting Period

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances
SYAB	0	0
NCW	0	0
TSE	3	0
CN ISD	0	0
VC ISD	0	0
BS	Captured under Sydney Metro requirements.	
MP ISD	Combined with MP ISD.	
MP ISD	1	0
PS ISD	0	0
CSM	4	1
W ISD	0	0
SSJ	1	0
LW (SMTF)	1	0
LW (C2S)	0	0
LW (S2B)	0	0
TSOM	0	0
SMEW	2	0
SSC	0	0
Sydney Metro (including non-staged works)	3	0
Totals	15	1

Table 10 provides details on the non-compliances that were raised during the reporting period.

Table 10: Non-Compliances raised during the Reporting Period

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
15 Oct 2019	SMTF	E8	Noise & Vibration	An excavator was observed operating with a “beeper” and not using non-tonal warning device.	Closed – 1) Plant stood down until beeper changed to non-tonal warning device.
11 Nov 2019	Sydney Metro	E44	Management Systems	Submission of negotiated agreement sent to DPIE after the commencement of OOH work which is not in accordance with the Planning Approval.	Closed – 1) All future negotiated agreements to be sent through to DPIE one week prior to OOH work commencing as per E44 and the OOHW Protocol/Strategy commitment.
20 Nov 2019	TSE	A8	Noise & Vibration	At approximately 12.15pm hammering occurred during an approved respite period at Martin Place South.	Closed – 1) Notify NSW EPA 2) JHCPBG issued an event report dated 22 November 2019. This identified actions to be undertaken to minimise the risk of recurrence.
20 Nov 2019	Sydney Metro	E25	Management Systems	Works undertaken not in accordance with OOHW approval on Sunday 10 Nov 2019.	Closed – 1) For future site works, T2M will ensure better management and oversight of site work contractors to ensure they are carried out in accordance with approvals, including the correct implementation of any mitigation measures.
28 Nov 2019	CSMW	E67	Waste and Spoil	Site Auditor observed a chemical non-conformance against the Port Kembla Excavated Material Order 2018 for CSMW waste material supplied by the projects waste transport contractor Lantrak Resources.	Closed – 1) Lantrak was issued a contract letter to reiterate that LOR are to be notified of disposal sites in advance so the compliance checks can be made. LOR has increased its resourcing for the review of waste reports and disposal site licencing requirements to ensure waste is appropriately managed.
29 Nov 2019	CSMW	WM1	Waste & Spoil	Spoil material incorrectly classified as Special Waste – Asbestos based on old report that had not been updated to reflect remediation undertaken.	Closed – 1) The Site Auditor, the EPA and Sydney Metro were notified of the non-conformance. All relevant information was collated to substantiate that no material harm to the environment occurred.

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
2 Dec 2019	Sydney Metro	A1	Management Systems	Noise monitoring undertaken during works not completed in accordance with the requirements of the Sydney Metro CNVS.	<p>Closed –</p> <p>1) For future site works, T2M will ensure better management and oversight of site work contractors to ensure they are carried out in accordance with approval requirements, including correct implementation of control measures and monitoring. This will include review of the proposed method statements prior to their implementation to check their suitability.</p>
3 Dec 2019	TSE	A8	Traffic, Transport & Access	GPS records confirmed spoil truck parked in 'non standing area and blocking access to complainants property in Marrickville.	<p>Closed –</p> <p>1) Driver has been removed from the Project.</p> <p>2) Site Engineer spoke with haulage company to reinforce the need for drivers to obey road rules as per the drivers Code of Conduct</p>
6 Jan 2020	MP ISD	A8	Management Systems	Rock breaking works were completed during agreed community agreement respite times when a sandstone block had hung up on the wall during perimeter sawing.	<p>Closed –</p> <p>1) Approved working hours, respites and community agreement requirements have been formally reinforced with Delta (via project management system Aconex) and also tool-boxed onsite with Lendlease and Delta personnel.</p>
21 Jan 2020	CSMW	B2	Community Stakeholders & Business	Delivery of machinery outside of community notification period.	<p>Closed –</p> <p>1) The Place Manager agreed with the resident that the team will review alternative delivery methodology with City of Sydney Council and to issue additional personal notifications to the resident before out of hours deliveries are made</p>
13 Feb 2020	TSE	C15	Soil & Water	The Surface Water Monitoring Program requires sampling from the WTP at the time of undertaking monitoring at the surface water locations listed in Table 10 of Soil, Water and Groundwater Management Plan.	<p>Closed –</p> <p>1) Modify the monitoring program in the CSWMP to remove this requirement and get the program endorsed by the ER.</p>

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
21 Feb 2020	SMEW	NAH17 NAH20	Heritage	Service trench works undertaken resulting in impacting on brick footpath within South Dulwich Hill Heritage Conservation Area without approval	Closed – 1) Review all design drawings to determine if there are any further impacts to heritage conservation areas or other heritage items that were not previously identified.
28 Feb 2020	SMEW	E32	Noise & Vibration	An excavator was observed operating with a “beeper” and not using non-tonal warning device.	Closed – 1) A fitter was called to site and the tonal alarm was disconnected. 2) Field view form updated to include check for tonal alarms
24 Mar 2020	SSJ	E4	Spills & Leaks	Dangerous goods observed to be in un-bunded container	Closed – 1) A toolbox will be provided to the workforce to communicate requirements.
30 Mar 2020	CSMW	A41	Management Systems	Incident was not notified to DPIE within required timeframe.	Open – 1) Sydney Metro to prepare Environmental Alert 2) Project CEMP to be updated to include clear referencing and definition of “incident” 3) SM EM, ER and AA to also be notified of any future incidents

5.3. Incidents

There were no environmental incidents as defined by the CSSI planning approval definitions during the reporting period.

5.4. Environmental Audit Findings

5.4.1. Open from Previous Reporting Period

No environmental audit findings were reported as ‘open’ in the previous reporting period.

5.4.2. This Reporting Period

A total of 7 environmental audits were undertaken during the reporting period:

- Five were undertaken internally by Sydney Metro contractors or their associates, and
- Two were undertaken by the Independent Environmental Auditor.

The 7 audits resulted in a total of two findings (‘findings’ include any items raised through an audit that are categorised as ‘Low’ or higher and do not include ‘opportunities for improvement’ or ‘observations’. Several ‘opportunities for improvement’ and ‘observations’ were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

Table 11 summarises the environmental audits undertaken during the reporting period.

Table 11: Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
TSE	Water Monitoring & Control	Independent Environmental Audit	6 Nov 2019	2	2	0
CN ISD Design	Crows Nest Integrated Station Design Approvals	Independent Environmental Audit	20 Nov 2019	0	0	0
CSMW	ISO (International Organisation for Standardisation) 14001 Surveillance Audit	Internal Contractor Audit	21 Oct 2019	0	0	0
MPISD	Environmental System Audit	Internal Contractor Audit	5 Dec 2019	0	0	0
MPISD	CEMP Implementation and Compliance Audit	Internal Contractor Audit	11 Dec 2019	0	0	0
MPISD	Environmental System Audit	Internal Contractor Audit	11 Mar 2020	0	0	0
TSE	Construction Noise & Vibration Management Plan	Internal Contractor Audit	31 Mar 2020	0	0	0
Totals				2	2	0

5.5. Environmental Monitoring

In accordance with C2S C9, environmental construction monitoring programs must be prepared and implemented to monitor the following types of impacts caused by the project:

- Noise and vibration – CoA C9(a),
- Blasting – CoA C9(b),
- (Surface) Water quality – CoA C9(c), and
- Groundwater (quality) – CoA C9(d).

Table 12 indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs that have either been completed, are not applicable during the reporting period or are yet to commence ‘construction’ as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Sections 5.5.1 to 5.5.4.

Table 12: Environmental Monitoring Program Applicability to each Project Stage

C2S Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period commencing.			
NCW	Applicable	N/A	N/A	N/A
TSE	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
CN ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
VC ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
BS – Yet to commence construction	Applicable	N/A	N/A	N/A
MP ISD Demo	Applicable	N/A	N/A	N/A
MP ISD	Applicable	N/A	N/A	Applicable
PS ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
W ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
SSJ	Applicable	N/A	Applicable	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	Applicable	N/A	N/A	N/A

5.5.1. Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable on the NCW, TSE, MPISD Demo, MPISD, CSM and SSJ Stages. Table 13 and

Table 14 provide a noise and vibration summary and analysis at each C&SW site for construction activities undertaken during the reporting period.

Table 13: Noise Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
TSE - Chatswood Dive	2	The exceedances was attributed to non-TSE activities, traffic noise dominant.

Site (north to south)	Management Level Exceedances	Comments
NCW - Surface Track Works	45	All exceedances were generally below or consistent with the predictions in the applicable noise impact and management documents. Mitigation measures were implemented in accordance with the Construction Noise & Vibration Management Strategy.
TSE - Artarmon Substation	0	Works are complete
TSE - Crows Nest Station	0	As bulk excavation has now been completed at the Crow's Nest site the real time noise and vibration monitors located at 10-12 Clarke Street and the vibration monitor located at 22 Clarke street where removed on 25 October 2019.
TSE - Victoria Cross Station	1	On 19 September 2019 at approximately 1pm the noise monitor located in the carpark of 237 Miller Street went offline. Upon investigation the equipment was found to have been damaged and was no longer operable. Replacement monitoring equipment was installed at 50 McLaren Street on 14 October (gap in data over November 2019).
TSE - Blues Point	0	-
TSE - Barangaroo Station	0	-
MP ISD Demo & MP ISD - Martin Place Station	0	-
TSE - Martin Place Station	2	All exceedances were attributed to non-TSE activities (Activity in adjacent complex).
TSE - Pitt Street Station	14	All exceedances were attributed to non-TSE activities.
CSM - Central Station	Exceedances observed	Works were generally below or consistent with the predictions in the applicable noise impact and management documents. Mitigation measures were implemented in accordance with the Construction Noise & Vibration Management Plan. High ambient noise levels at sensitive receivers were observed from railway operations and unrelated construction works.
TSE - Waterloo Station	4	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
TSE - Marrickville Dive	3	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
SSJ - Sydenham Station & Surface Track Works	1	Exceedance related to other source (rail replacement buses) during possession work activities.

Site (north to south)	Management Level Exceedances	Comments
Tunnelling and Cross Passages	3	XP42 and XP27. All exceedances were attributed to non-TSE activities.

Table 14: Vibration Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
TSE - Chatswood Dive	0	Five (5) attended vibration measurements have been reported as being undertaken for this site during the reporting period.
NCW - Surface Track Works	0	Unattended monitoring was undertaken
TSE - Artarmon Substation	0	No high impact vibratory activities undertaken.
TSE - Crows Nest Station	0	With bulk excavation completed, real-time monitoring was removed from 10-12 Clarke Street on 26 October 2019.
TSE - Victoria Cross Station	4	The monitor installed at 50 McLaren Street to replace the previous damaged one at 243 Miller street recorded one (1) exceedance. A vibration alert was received on 18 March 2020, with a maximum reading of 57.04mm/s. The Vibration monitor was being relocated on site due to electrical supply issues by JHCPBG contractors at the time, this exceedance is deemed not to be associated with project construction activities.
TSE - Blues Point	0	No attended vibration measurements have been reported as being undertaken for this site during the reporting period.
TSE - Barangaroo Station	0	The real-time vibration monitor located in 25A Hickson Road Millers Point was removed on 16 January 2020. No attended vibration measurements have been reported as being undertaken for this site during the reporting period.
MP ISD Demo & MP ISD - Martin Place Station	3	None at 66 Hunter Street with three occurrences at 50 Martin Place; <ul style="list-style-type: none"> • 17/02/20 - Bulk Excavation • 18/04/20 - Bulk Excavation • 21/04/20 - Bulk Excavation For each of the above events, the approved procedure was implemented - stop works and reassess/refine methodology before continuing. No damage has occurred due to MPISD works

Site (north to south)	Management Level Exceedances	Comments
TSE - Martin Place Station	5	<p>A vibration alert was received from 50 Martin Place on the 14 November 2019 with a reading of 8.1mm/s. Upon receiving the vibration alert work was stopped immediately, works were reviewed and a 14T excavator working near the escalator barrel was replaced with small handheld jackhammers.</p> <p>A second vibration alert at this location was received on the 05 December 2019 with a reading of 9.1mm/s. As work had not commenced on the project site at the time of the exceedance the cause of the vibration exceedance is deemed to be unrelated to project works.</p> <p>Vibration alerts were received on the 07 December 2019 from 60 Castlereagh street, with maximum reading of 57.84mm/s. Works were stopped and the potential cause investigated. It was discovered previous building rubble was the narrow void between the two buildings 39 Martin Place and 60 Castlereagh Street. This was thought to be transferring the vibration from hammering to remove a section of wall at 39 Martin Place onto the adjoining wall. During removal of this rubble a second vibration peak of 52.68 mm/s was recorded.</p> <p>A third alert was identified to be due to relocation of the monitor to inspect potential building damage.</p>
TSE - Pitt Street Station	4	<p>All exceedances were recorded by the real-time monitor at the Castlereagh Boutique Hotel. Three (3) were not due to TSE works, one reading of 7.73mm/s received on the 21 November 2019 triggered work to remove the concrete slab to stop and methodology reviewed and amended to prevent further vibration exceedances.</p>
CSM - Central Station	Exceedances observed	<p>Exceedances of building criteria observed, however attributable to knocks and bumps of the logger. Occasional peaks of human comfort vibration criteria occurred adjacent to construction works within the Eastern Entrance footprint.</p>
TSE - Waterloo Station	0	<p>No attended vibration measurements have been reported as being undertaken for this site during the reporting periods.</p>
TSE - Marrickville Dive	0	<p>One (1) attended vibration measurement was undertaken for this site during the reporting period.</p>
SSJ - Sydenham Station & Surface Track Works	0	-
Tunnelling and Cross Passages	0	<p>Attended monitoring for the following cross passages was undertaken for the reporting period: XP25, XP27, XP30, XP35, XP37, XP38, XP40, XP42</p>

5.5.2. Blasting

No blasting activities were undertaken during the reporting period.

5.5.3. Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable on the TSE, CSM and SSJ Stages.

5.5.3.1. TSE

In accordance with the TSE *Construction Soil, Water and Groundwater Management Plan*, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 15.

Table 15: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period

Location	Average Acidity* (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Upper Scotts Creek	8.0	4.5	18.9	<10 to 370 (max)	11
Lower Scotts Creek	7.6	17.9	3.0	<10 to 240 (max)	2
Upper Flat Rock Creek	No water present at monitoring location.				
Lower Flat Rock Creek	7.9	43.2	1.6	<10 to 20 (max)	8
Milsons Park	8.2	39.6	6.3	<10 to 15 (max)	9
Blues Point	8.2	35.1	16.0	<10 to 17 (max)	2
Farm Cove	8.2	35.5	15.9	<10 to 20 (max)	10
Barangaroo	8.1	38.7	4.4	<10 to 23 (max)	2
Alexandra Canal	6.3	0.5	1.2	<10 to 64 (max)	2
Eastern Channel	7.5	153.3	2.4	<10 to 22 (max)	15

Of the parameters presented in Table 15, the TSE *Construction Soil, Water and Groundwater Management Plan* adopts ‘visible oil and grease’ as the trigger value for the ‘Oil & Grease’ parameter, and the 80th percentile of baseline monitoring results as the trigger value for the acidity, electrical conductivity, turbidity and TSS parameters.

In the event that a monitoring result meets one of these trigger values, the plan states that an investigation will be undertaken to assess the possible cause/source of the exceedance. If the cause/source is attributable to the project and there is a risk of adverse or significant effect on the receiving environment, the result will be re-tested for verification. If verified, a secondary investigation of the exceedance will be undertaken and actions will be proposed as required.

5.5.3.2. CSM

Surface and groundwater was treated via the temporary or permanent Water Treatment Plant (WTP) during the reporting period. Other waters were treated by in-drain sediment devices.

- I. During the reporting period, there have been 13 discharges to land via the temporary WTP, of which all met EPL discharge criteria.
- II. There have been 71 discharges to stormwater via the permanent WTP, of which all but one discharge event have met EPL discharge criteria.

5.5.3.3. SSJ

In accordance with the SSJ *Construction Soil and Water Management Plan*, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 16.

Table 16: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Eastern Channel 1 (Upstream)	8.0	0.3	111.7	No visible oil or grease	101.3
Eastern Channel 2 (Downstream)	7.8	0.4	72.6	No visible oil or grease	80.8

Turbidity (TSS) levels within the channel have been exceeded in some baseline readings, and exceedances were recorded at both EC1 and EC2 even when no construction activities have taken place. Previously this has been observed particularly after high rainfall prior to monitoring, which is consistent with baseline readings obtained after a rain event. In combination with prior identification of the ephemeral nature of the watercourse, it is considered likely that external factors (e.g. industry/residence in the area and other rail/residential building projects nearby) are connected to the higher turbidity readings, including from inflows present from between EC1 and EC2 where a discrepancy has been noted.

5.5.4. Groundwater Quality

During the reporting period, groundwater quality monitoring programs were applicable for the TSE, MP ISD and CSM Stages.

5.5.4.1. TSE

The TSE monitoring program is provided in the TSE *Construction Soil, Water and Groundwater Management Plan*, which was approved by the Secretary on 22 December 2017. Section 6.2 of the plan states that:

- Groundwater inflow into sites will be captured and collected with onsite surface water and monitored prior to discharge.

- No additional groundwater quality monitoring will be undertaken for environmental management purposes (monitoring for geotechnical modelling and settlement analysis is undertaken in accordance with the Monitoring and Protection Plan).

5.5.4.2. MP ISD

As of the end of March 2020, no groundwater inflow has occurred at the MP ISD site and no groundwater has been captured, treated or discharged from the site. As a result, no groundwater analysis has been required.

Monitoring of groundwater levels from surrounding boreholes was undertaken during the reporting period. The results indicated no significant changes between the baseline and post-construction scenarios were observed.

5.5.4.3. CSM

The CSM monitoring program is provided in the CSM Construction Groundwater Management Plan, which was approved by the Secretary on 13 March 2019. Section 7.5 of the plan (the 'Construction Groundwater Monitoring Program') outlines that groundwater wells surrounding the Metro Box will be used to monitor the impacts of the Metro Box excavation activities.

- Deep excavation of the Metro Box has occurred during the reporting period – causing the inflow of groundwater.
- Groundwater is collected and treated on site via the WTP to meet EPL and ANZECC guidelines before discharge to stormwater.
- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website.
- A 6-monthly Construction Groundwater Monitoring Report was developed for the period of April – September 2019 and provides results and recommendations.
- Groundwater continues to be sampled and tested monthly throughout the period of construction.

5.6. Business Impact Monitoring

C2S E64(f) and S2B E37(f) requires Business Management Plans to include provision of business monitoring results to the Secretary in accordance with the Sydney Metro *Compliance Monitoring / Tracking and Reporting Program* (CMTRP) report (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). The CMTRP requires a summary of the business monitoring program results to be included in each Construction Compliance Report (i.e. this report).

During the reporting period, business impact monitoring was undertaken as part of the TSE, CSM, SSJ and MPISD Stages in accordance with the applicable C&SW Staging Reports. The following sections provides a summary of business impact monitoring results during the reporting period.

5.6.1.1. TSE

Performance Parameters	Monitoring	Reporting	Update
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	<ul style="list-style-type: none"> Number of notifications issued 	<ul style="list-style-type: none"> Based on a Consultation Manager search delimited by the dates 1 October 2019 - 31 March 2020 and the multiple sites managed by JHCPBG 171 email updates: includes a monthly email update for 9 sites (Chatswood, Crows Nest, Victoria Cross, Blues Point, Barangaroo, Martin Place, Pitt Street, Waterloo and Marrickville), cross passage/tunnelling updates, and 'general' communication about upcoming work. 47 monthly notifications/newsletters letterbox dropped
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	<ul style="list-style-type: none"> Percentage of notifications issued on time 	<ul style="list-style-type: none"> 100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	<ul style="list-style-type: none"> Number of briefings, information sessions and completed doorknocks 	<ul style="list-style-type: none"> 77 Meetings/Doorknocks/Community briefings As the project has matured, information sessions, and project briefings have decreased. However door knocks (maintaining personal interactions) have been maintained Community managers have, over the duration of the project, built trust relationships and identified businesses with unique requirements. This has enabled appropriate mitigation strategies to be put in place on an as-needs basis as construction continues.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> Percentage of businesses within 50m contacted prior to works 	<ul style="list-style-type: none"> 100% of businesses identified as being potentially affected by works
		<ul style="list-style-type: none"> Number of complaints received from businesses relating to lack of information about construction activities and impacts 	<ul style="list-style-type: none"> Nil

		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Having a point of contact and knowing that they can reach out at any time is highly valued by businesses. Businesses do not want to receive 'over communication'. Information shared has to be relevant, new and informative. Communication for the sake of communication has a negative impact on the receiver.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues 	<ul style="list-style-type: none"> During the period 1 Oct 19 to 31 March 2020 agreed respite, in addition to ongoing communication and consultation, has been the main method of ensuring businesses had full visibility to any work which might impact on their operation.
	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Percentage of businesses where mitigation measures were implemented as agreed 	<ul style="list-style-type: none"> 100%
	<p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<ul style="list-style-type: none"> Details of mitigation measures implemented 	<ul style="list-style-type: none"> Traffic controllers briefed Coordination with CTMP Additional wayfinding signage where required Individual contact made with businesses which might be impacted
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Community consultation is highly effective, particularly in areas where multiple unrelated construction activities are taking place. Businesses appreciate a physical presence by a community team representative while work is undertaken
		<ul style="list-style-type: none"> Business feedback on effectiveness of mitigation measures 	<ul style="list-style-type: none"> Ongoing consultation and outreach ensures instant feedback which can be actioned immediately when appropriate
		<ul style="list-style-type: none"> Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity 	<ul style="list-style-type: none"> 1 Waterloo site (noting it was subsequently ascertained not to be a complaint related to TSE activities.)
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts 	<ul style="list-style-type: none"> 100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	<p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p>	<ul style="list-style-type: none"> Summary of non-standard mitigation measures implemented 	<ul style="list-style-type: none"> Noise cancelling headphones Agreed respite Notification Consultation Email updates
	<p>Feedback on effectiveness of mitigation measures</p>	<ul style="list-style-type: none"> Number of referrals to Sydney Metro 	<ul style="list-style-type: none"> 1 Small business operator in 250 Pitt Street requesting property treatment for noise
		<ul style="list-style-type: none"> Number of repeat complaints from noise sensitive receivers relating to 	<ul style="list-style-type: none"> 4 The Martin Place South site has experienced repeat complaints. One is from the building manager of 60 Castlereagh Street as his office is in the

	<p>(documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>noise and vibration impacts</p>	<p>basement (but notably not from tenants) and the second is from the branch manager of the Commonwealth Bank at 50 Martin Place. Day to day operation of the bank has not been impacted however, during the period of excavation of the escalator shaft under the building the branch manager has twice complained she cannot be heard during her morning meeting. This has been further exacerbated by Covid-19 distancing requirements as staff members have to be spread out.</p> <ul style="list-style-type: none"> • Similarly, at Pitt Street North, excavation of the deep shaft has caused a number of complaints from 250 Pitt Street (a strata building containing multiple small businesses). When the Covid-19 isolation constraints came into existence, this building was largely empty as the occupants ceased working and complaints dropped off. • The third site where excavation created repeated complaints was Victoria Cross – 65 Berry Street and 105 Miller Street. These were managed by managing expectations, providing timely updates and delivering agreed respite.
		<ul style="list-style-type: none"> • Lessons learnt 	<ul style="list-style-type: none"> • Ongoing consultation and pre-warning of activities is greatly appreciated and business is able to work with known facts such as timing and duration of work. • Differentiating the project is important. At North Sydney and in the Sydney CBD (at both the Pitt Street and Martin Place sites) other non TSE construction activities in these areas do not have the same respite obligations.

5.6.1.2. CSM

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p>	<ul style="list-style-type: none"> • Number of notifications issued • Percentage of notifications issued on time • Number of briefings, information sessions and completed doorknocks • Percentage of businesses within 50m contacted prior to works • Number of complaints received from businesses relating to lack of information about construction 	<ul style="list-style-type: none"> • All interactions with businesses are documented in Consultation Manager. • 17 notifications issued, 6 were monthly notifications, 10 were specific work notifications and one construction update leaflet providing details about next construction stage: excavation. • Two quarterly newsletters issued. • 100% of notifications issued on time. • Two face-to-face briefings and regular phone calls to the Sydney Dental Hospital • Weekly meeting with adjacent business owner (café) during key piling and excavation period • Regular face to face updates with local Surry Hills businesses by Place Manager. • Three unavoidable complaints received from local businesses, two related to 20-28 Chalmers St works and one regarding Platform 1 combined service route activities.

	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	<ul style="list-style-type: none"> activities and impacts Lessons learnt 	<ul style="list-style-type: none"> Four business compliments (1 x Sydney Dental Hospital for noise blanket installation for their Call Centre, 1 x Hanave for the ongoing assistance during the year (community & Traffic Control support), 1 x Sydney Dental Hospital for construction team offering support/help after rain event, 1 x from Majestic Travel for forwarding through information for Small Businesses support during COVID-19). 100% of businesses within 50m have been contacted. Nil complaints referred to Community Complaints Mediator. Lessons learnt – see below
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues Percentage of businesses where mitigation measures were implemented as agreed Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity Lessons learnt 	<ul style="list-style-type: none"> Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g. LOR Place Manager engaged early with businesses prior to any changes to traffic, access or parking – particularly related to Randle Lane. Traffic controllers were briefed appropriately to manage changes and ensure businesses had access as needed. No business complaints received regarding access, parking, visibility or amenity. No repeat business complaints. Lessons learnt – see below
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts Summary of non-standard mitigation measures implemented Number of referrals to Sydney Metro Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts Lessons learnt 	<ul style="list-style-type: none"> Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g. LOR Place Manager engaged early with businesses prior to the commencement of piling and excavation. It also involved working out appropriate mitigation measures in the form of respite periods during busy business times e.g. lunchtime for Haven Specialty Coffee or scheduling noisier activities after 3pm when they are closed One complaint from the YHA in November regarding noise complaints from guests received due to construction activities on Platform 1. One complaint from travel agent business regarding piling noise at 20-28 Chalmers St in December. One complaint from coffee shop business regarding piling noise at 20-28 Chalmers St in January. No referrals to Sydney Metro.

	<p>Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>		<ul style="list-style-type: none"> No repeat business complaints. Lessons learnt – see below
--	--	--	--

Lessons learned in this period include:

- Regular contact with business managers/owners as roles and people change. Some businesses have required additional project briefings to take place as new staff come on board.
- Some businesses on Chalmers Street have experienced the cumulative impact of multiple transport projects at the same time – continue to work with other projects in the area to mitigate risks, agreed process to ensure timely response to complaints, share learnings about stakeholders and minimise impacts to businesses.
- Continue to educate each subcontractor (and workers) on the community’s specificities via presentation and include subcontractor into decision process of mitigation strategies – e.g. particularly for the 20-28 Chalmers Street site.
- Continue regular engagement with key adjacent businesses – pulse checks, shared updates and identifying if any underlying concerns / issues.

5.6.1.3. SSJ

Performance Parameters	Monitoring	Reporting	Update
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p>	<ul style="list-style-type: none"> Number of notifications issued 	<ul style="list-style-type: none"> Number of monthly notifications issued during this period – 8 Number of commercial businesses who received community notifications – 218
	<p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p>	<ul style="list-style-type: none"> Percentage of notifications issued on time 	<ul style="list-style-type: none"> 100%
	<p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p>	<ul style="list-style-type: none"> Number of briefings, information sessions and completed doorknocks 	<ul style="list-style-type: none"> 118 briefings, information sessions and doorknocks were captured in Consultation Manager
	<p>Records in Consultation Manager database on complaints received from businesses relating to</p>	<ul style="list-style-type: none"> Percentage of businesses within 50m contacted prior to works 	<ul style="list-style-type: none"> 100% of businesses were identified and contacted as being potentially affected by works, prior to works
		<ul style="list-style-type: none"> Number of complaints received from businesses relating to lack of information about construction activities and impacts 	<ul style="list-style-type: none"> Zero complaints
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Currently the Sydenham Metro Upgrade project team are very proactive and transparent when it comes to consulting, recording and actively communicating

	lack of information about construction activities and impacts		<p>with the local businesses on all upcoming works. We will continue this approach for the duration of the project.</p> <ul style="list-style-type: none"> Sydenham Metro Upgrade will aim to capture information in Consultation Manager on a daily basis going forward to help with up-to-date reporting
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues 	<ul style="list-style-type: none"> 16 Garden Street Sydney Portugal Community Club Sydenham Station Newsagency and Coffee Shop
	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Percentage of businesses where mitigation measures were implemented as agreed 	<ul style="list-style-type: none"> 100%
	<p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<ul style="list-style-type: none"> Details of mitigation measures implemented 	<ul style="list-style-type: none"> Owner of 16 Garden Street would prefer a face-to-face meeting with a comms representative rather than receiving a community notification when any upcoming works are within the vicinity of his business. This has been implemented and successful to date Owner of 16 Garden Street also requires clear access to his business as the street is narrow and that parking areas are maintained for his staff Sydenham Station Newsagency and Coffee Shop requested that project team develop and install signage along adjacent wall to create more visibility and brand awareness for business. The project team are currently awaiting artwork from owner of Sydenham Station Newsagent and Coffee Shop to create/design signage.
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> It is crucial that when a business requires or requests mitigation measures or has ongoing concerns that the project team respond immediately to the business owner. This method has been successful to date and is appreciated by local business owners.
		<ul style="list-style-type: none"> Business feedback on effectiveness of mitigation measures 	<ul style="list-style-type: none"> Verbal feedback undertaken during consultation reflected that mitigation measures were highly effective
		<ul style="list-style-type: none"> Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity 	<ul style="list-style-type: none"> Nil
<p>Agreed measures to minimise noise and vibration impacts on noise and</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts 	<ul style="list-style-type: none"> Owner of 16 Garden Street would like the project to undertake “noise monitoring” whenever vibration work is scheduled within the vicinity of his business. Noise monitoring is scheduled to align with the programme of works.

vibration sensitive businesses.	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	<ul style="list-style-type: none"> Summary of non-standard mitigation measures implemented 	<ul style="list-style-type: none"> Noise monitoring Programming of works to suit business operating hours Agreed respite Notification Consultation Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	<ul style="list-style-type: none"> Number of referrals to Sydney Metro 	<ul style="list-style-type: none"> Nil
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	<ul style="list-style-type: none"> Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts 	<ul style="list-style-type: none"> Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Ongoing consultation and pre-warning of activities is greatly appreciated by businesses Providing the business an understanding of when and how noise monitoring is undertaken to mitigate noise impacts helps in building trust in the contractor Working closely with contractors who are heavily involved in works ie "electrical outages" must continue, as lines of communication can sometimes be blurred when meetings aren't attended by all parties involved. Clear and transparent communication is crucial from all parties involved when it comes to any scheduled important works such as outages

5.6.1.4. MPISD

Performance Parameters	Monitoring	Reporting	Update
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	<ul style="list-style-type: none"> Number of notifications issued 	Total: 15: <ul style="list-style-type: none"> Out of hours notification: 8 Monthly updates: 6 Newsletters: 1 Note: this includes notifications combined with TSE contractor.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	<ul style="list-style-type: none"> Percentage of notifications issued on time 	<ul style="list-style-type: none"> 100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	<ul style="list-style-type: none"> Number of briefings, information sessions and completed doorknocks 	Total: 10: <ul style="list-style-type: none"> Doorknocks: 2 doorknocks, reaching around 17 stakeholders Information sessions: 0 Briefings: 2, reaching around 14 stakeholders
		<ul style="list-style-type: none"> Percentage of businesses within 50m contacted prior to works Number of complaints received from businesses relating to lack of information about 	<ul style="list-style-type: none"> 100% Nil

	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	<p>construction activities and impacts</p> <ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Digital engagement is key especially when social distancing measures are in place.
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues 	<ul style="list-style-type: none"> Nil
	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p>	<ul style="list-style-type: none"> Percentage of businesses where mitigation measures were implemented as agreed 	<ul style="list-style-type: none"> N/A
	<p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<ul style="list-style-type: none"> Details of mitigation measures implemented 	<ul style="list-style-type: none"> N/A
		<ul style="list-style-type: none"> Business feedback on effectiveness of mitigation measures 	<ul style="list-style-type: none"> N/A
		<ul style="list-style-type: none"> Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity 	<ul style="list-style-type: none"> Nil
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Nil
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts 	<ul style="list-style-type: none"> 1
	<p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p>	<ul style="list-style-type: none"> Summary of non-standard mitigation measures implemented 	<ul style="list-style-type: none"> Hammering works deployed where possible to the south of the site between 1pm – 2pm to assist with noise impacts to Spice Temple restaurant.
	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p>	<ul style="list-style-type: none"> Number of referrals to Sydney Metro 	<ul style="list-style-type: none"> Nil
	<p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p>	<ul style="list-style-type: none"> Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts 	<ul style="list-style-type: none"> Nil
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Touching base with the most impacted neighbours prior to noisy work is proving to be effective to reduce noise complaints.

	Records in Consultation Manager database on noise and vibration complaints from businesses.		
--	---	--	--

5.7. Complaints

A total of 332 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 269 complaints were determined to be attributable to project works following investigation. Figure 3 to Figure 6 provide a breakdown of the complaints by month and planning approval, project stage, type and site.

Full details on each complaint received during the reporting period are provided in Appendix 1. Each complaint has been actioned and resolved in accordance with the Construction Complaints Management System.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 49% of all complaints attributable to project works.

The TSE Stage was attributable for the majority of complaints (62% of all complaints attributable to project works).

Overall, 158 were Noise & Vibration related followed by 63 relating to Property and business (representing 49% and 20% respectively of all complaints attributable to the project).

Works at the Chatswood Dive and Crows Nest Station sites generated the most number of complaints during the reporting period (31 and 24 respectively, representing 20% of all complaints attributable to the project).

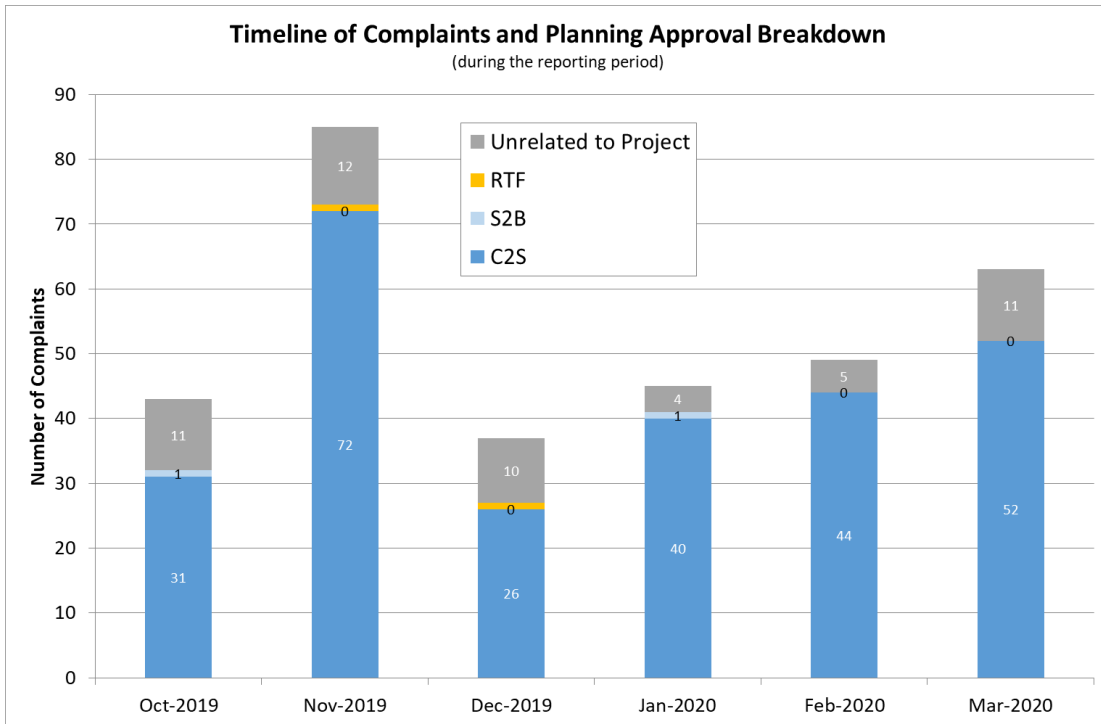


Figure 3: Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

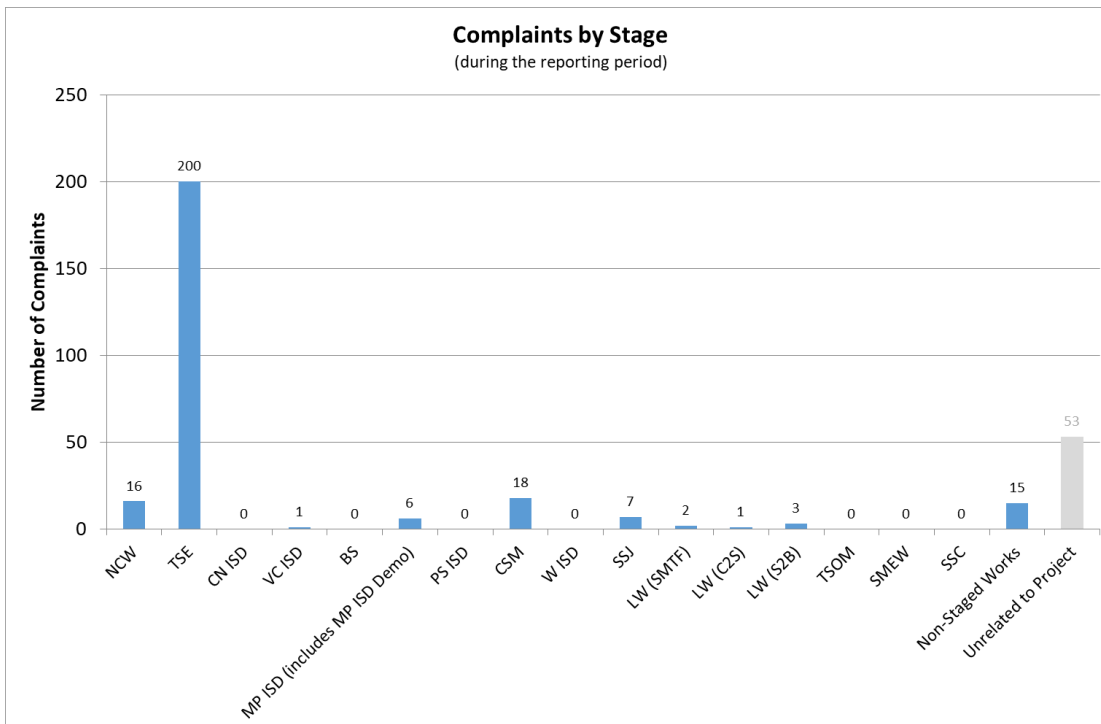


Figure 4: Complaints by Stage during the Reporting Period

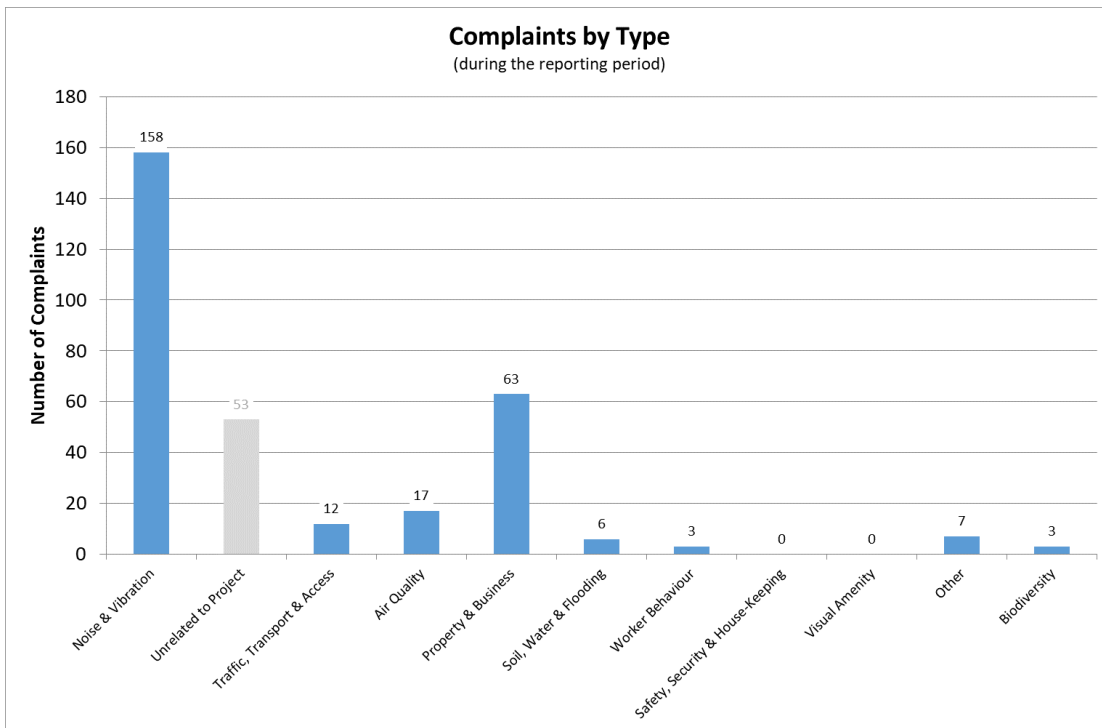


Figure 5: Complaints by Type during the Reporting Period

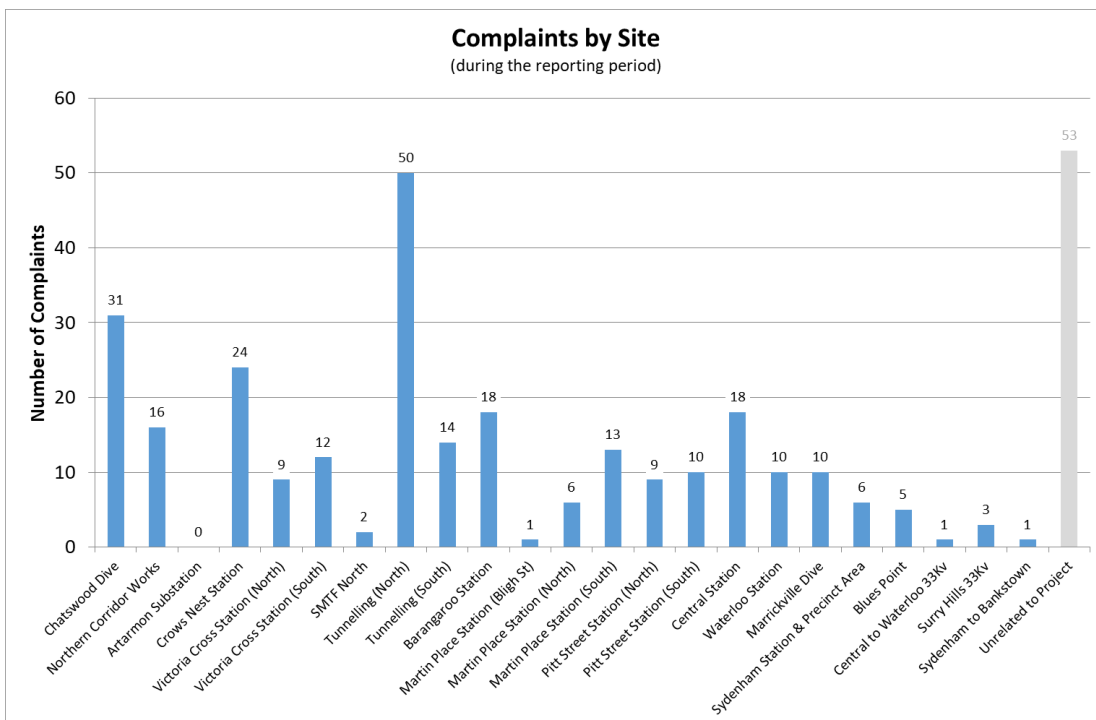


Figure 6: Complaints by Site during the Reporting Period

6. Sustainability and Environmental Initiatives

Sydney Metro's sustainability and environmental initiatives are outlined in its annual Sustainability Reports. Sydney Metro's inaugural Sustainability Report 2017 and all other subsequent annual Sustainability Reports are available on the Sydney Metro Sustainability webpage (<https://www.sydney metro.info/our-approach-sustainability>).

A combined 2019/2020 report is due for release Q3 2020.



Figure 7: Sydney Metro 2017 and 2018 Sustainability Reports

Appendix 1 – Complaints during the Reporting Period

Date	Stage	Site	Type	Description
01-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Vehicle illegally parked in Club parking Investigation - Contractor Place Manager conducted onsite enquiries to determine who the vehicle belonged to Resolution - Vehicle was not associated with Sydney Metro
02-Oct-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Post condition report received and recipient has noted alleged changes in the building. Investigation - Additional information has been requested. Resolution - The matter will be dealt with via the property claims process.
02-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Noise & Vibration	Complaint - Noise from Jackhammering, asked if this could be done during night shift so the neighbouring tenants weren't disturbed. Investigation - Place Manager determined the stakeholder would be impacted for 2 hours during service. Place Manager called stakeholder and left a voice mail. Place Manager emailed stakeholder requesting more information. Have not heard back yet. Resolution - Place Manager response to stakeholder advising where practical we will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm.
03-Oct-2019	JHCPBG (TSE)	Victoria Cross - South	Property & Business	Complaint - Two glass façade panels have broken. Investigation & Resolution - The building is near Vic Cross South site. The matter will be addressed at regular meetings and as part of the property claim process.
03-Oct-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Concerns about building movement and subsequent damage to a window frame. Investigation - Further information has been requested. Resolution - The matter will be handled through the project's property damage claim process.
03-Oct-2019	Laing O'Rourke (CSM)	Central Station	Soil, Water & Flooding	Complaint - Water on the floor in the Southern Baggage Pedestrian Tunnel Investigation - Water coming from the metro box excavation Resolution - Safety manager called project interface manager to report the issue. This was escalated to the supervisor and resolved prior to complaint being lodged.
04-Oct-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Steel road plates sometimes clang when a truck passes over them. Investigation - Bolts in steel plates have loosened. Resolution - Rectification work to be undertaken and resident updated accordingly.
08-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Stakeholder could smell gas. Investigation - Crows Nest Project Manager and Community Manager visited premises as they were in the vicinity. The smell had disappeared. Resolution - The stakeholder was advised to ring gas supplier if the same smell occurred again.
08-Oct-2019	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Concerns about alleged property damage. Investigation - Further information has been requested. Resolution - The matter will be managed under the project's property damage claims process.
09-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Property & Business	Complaint - Jackhammering noise unbearable and business wants to know what compensation people with PTSD will receive. Investigation - Place Manager and Environmental Manager will go to the building today to listen to the noise. An internal meeting will take place this afternoon to come up with a plan to assist this building moving forward. Resolution - Place Manager responded to stakeholder advising where practical we will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm.
09-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Impactful noise location or type unknown. Investigation - Community manager has requested further details. Resolution - Any possible night works on this street are not related to TSE.
10-Oct-2019	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complainant said day work in northern corridor is creating major disturbance for him. Investigation - Work is being undertaken during standard construction hours with respite periods in place for high impact activities. Noise monitoring undertaken. Resolution - Previously sent advisories re-sent and monitoring confirmed noise levels were compliant with project approvals.
11-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - about noisy night works and requested compensation. Investigation - It was determined that the works were Sydney Light Rail. Resolution - Offered to fit out stakeholder for earplugs for upcoming SM night works, and undertake noise monitoring. Stakeholder was referred to Sydney Light Rail. Discussions are ongoing.
12-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Station staff member called about internet being disconnected. Investigation - Investigation found internet service was undergoing planned maintenance organised by Sydney Trains and that all staff had been advised by email. Resolution - This is not related to CSM work. No further action required.
14-Oct-2019	Laing O'Rourke (CSM)	Central Station	Notifications	Complaint - Resident complained about amount of leaflets dropped in letterbox, and that some blow onto street. Investigation - Unable to investigate as no contact details given. Resolution - LOR Place Manager reminded supplier to ensure notifications were placed inside letterboxes.
15-Oct-2019	JHCPBG (TSE)	Chatswood dive site	Noise	Complaint - Resident said workers started noisy work at 7.58am, not 8am, and that noise has been excessive. Investigation - The start time may have been caused by different watches or times for either the resident or the workers. Resolution - Workers have been reminded that 8am is the time for the commencement of high noise activities.
15-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Vibration felt at property. Investigation - Investigation confirmed the vibrations were related to the Sydney Trains tampering works at Sydenham station. Resolution - Place Manager sent complainant an email which included a Sydney Trains and Sydney Metro notification.
16-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Sewer line beneath property in Regent Street, Redfern, is leaking to the neighbour's basement. Investigation - Tunnel manager reviewed data collection from monitoring points which showed no out of the ordinary ground movement. The CPM also confirmed vibration monitoring had been undertaken to ensure vibration was within predicted levels. Investigation found the leak was not related to tunnelling works. Resolution - Property owner updated on outcome of investigation.
17-Oct-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Sydney Train Duty Manager called to obtain reference number following noise complaint. Investigation - CSM Place Manager confirmed that noise was due to concrete breaking works at Northern Concourse and complaints and mitigation measures had already been implemented. Resolution - A summary email of these measures was sent by the LOR Project Leader to party representatives.
17-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Noise & Vibration	Complaint - Stakeholder complained about the jackhammering noise. Stakeholder did not think we carried out our respite between 12pm-1pm. Investigation - Place Manager spoke with Site Manager to confirm we took our respite between 12-1pm. Resolution - Lendlease will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm. Lendlease has offered a meeting with client and senior management.
17-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Noise & Vibration	Complaint - Stakeholder complained about the jackhammering noise. Stakeholder also complained about dust leaving site. Investigation - Place Manager spoke with Site Manager to confirm we took our respite between 12-1pm. Place Manager spoke with Environmental Manager to confirm water from dust suppression was leaving site and not dust. Resolution - Where practical Lendlease will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm. Water was leaving site from dust suppression and not dust.

17-Oct-2019	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Caller advised workers were using an excavator, hammer and power tools for the past half an hour and they started at 8:10am. Investigation - Work being undertaken in the Northern Corridor is being done during standard construction hours, with respite periods in place for high impact activities. Attended noise monitoring of the same construction activities has previously been undertaken at the complainant's residence and noise levels were found to be compliant with project planning approvals. Resolution - Complainant was emailed to acknowledge the complaint, noting that the work being carried out is compliant with project approvals and all machinery in use was included in an update email.
17-Oct-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Balmain East resident concerned about noise from a reversing squawker on a loader at the Barangaroo Station site. Resident asked if noise monitoring could be carried out at his property. Investigation - Site supervisor confirmed the loader was operating to support under harbour tunnelling. Site supervisor also confirmed that the squawker volume had been previously lowered, however had to comply with safety regulations. Previous noise monitoring of the activity has been carried out and found to be compliant with noise management limits. Resolution - Noise monitoring to be undertaken by JHCPBG environmental staff at the complainants residence once access can be arranged. No contact from resident despite multiple attempts.
18-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Noise & Vibration	Complaint - Stakeholder complained about the jackhammering noise. Investigation - Place Manager spoke with Site Manager to confirm we took our respite between 12-1pm. Resolution - Where practical Lendlease will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm.
18-Oct-2019	JHCPBG (TSE)	Chatswood dive site	Air Quality	Complaint - dust and increased noise due to shotcreting of the embankment Investigation - Dust mitigation for TSE works is incorporated into activities. Other contractors working in the area. Regular inspections are undertaken and noise mitigation in place. Resolution - Stakeholder updated with dust mitigation strategies.
21-Oct-2019	Lendlease Macquarie (MPISD)	Martin Place - North	Noise & Vibration	Complaint - Stakeholder complained about the noise, vibration and dust coming from site. Investigation - Place Manager spoke with Environmental Manager to confirm dust is not leaving site. Place Manager will use same response that was used for other complainants regarding the same issues. Resolution - Where practical Lendlease will plan to minimise hammering works at the Hunter Street perimeter excavation wall within site between 1pm-2pm. Confirmed dust was not leaving site and this was from the dust suppression water cannons.
21-Oct-2019	JHCPBG (TSE)	Barangaroo	Traffic, Transport & Access	Complaint - Oil patch on the road cause a cyclist tyre to slip and cyclist fell Investigation & Resolution - The cyclist was on the road immediately after a street cleaning vehicle. The road has been checked and the area has been inspected and no oil identified.
22-Oct-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Artarmon resident has expressed concern about a crack in the linen closet. Investigation - Further information is being requested. Resolution - The matter will be addressed under the property damage claim process.
22-Oct-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - about noise during peak hours. Investigation - noise discovered to be from the demolition works on the Northern Concourse. Resolution - Place Manager emailed the customer to confirm where the noise was coming from and apologised for the disruption.
24-Oct-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Request for photos from property condition survey which shows cracks to property. Investigation - Validation monitoring in the area has been compliant with levels endorsed in the CNVIS. The photos have been provided. Resolution - Should further engagement occur once the resident has reviewed the photos, the matter will be addressed under the property damage claim process.
25-Oct-2019	JHCPBG (TSE)	Martin Place - South	Air Quality	Complaint - Stakeholder advised of fumes and dust underground in Martin Place pedestrian walkway. Investigation - Saw cutting rock being undertaken. Dust suppression was in place. Resolution - The work has been rescheduled for a time when the underground walkway is closed.
25-Oct-2019	JHCPBG (TSE)	Martin Place - South	Air Quality	Complaint - Stakeholder advised of fumes and dust underground in Martin Place pedestrian walkway. Investigation - Saw cutting rock being undertaken. Dust suppression was in place. Resolution - The work has been rescheduled for a time when the underground walkway is closed.
25-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident requested alternative accommodation while night works are occurring. Investigation - JHCPBG is not undertaking any night works in the area. Resolution - Stakeholder updated.
25-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Stakeholder had been advised early in the evening that a concrete pour would need to be completed beyond standard construction hours. He complained of a loud bang at 1am. Investigation - The last concrete truck left site at approx. 10.30pm. Following clean-up, all personnel were off site by approx. 11.50pm. Monitoring data confirmed two noise spikes at 1am and 2am (not related to TSE works). Resolution - Stakeholder updated.
25-Oct-2019	JHCPBG (TSE)	Martin Place - South	Air Quality	Complaint - Stakeholder advised of fumes and dust underground in Martin Place pedestrian walkway. Investigation - Saw cutting rock being undertaken. Dust suppression was in place. Resolution - The work has been rescheduled for a time when the underground walkway is closed.
25-Oct-2019	JHCPBG (TSE)	Blues Point	Property & Business	Complaint - A stakeholder with a hire car was concerned that sawdust soaked hydraulic fluid had covered his car. Investigation - A water truck damaged a hydraulic hose while exiting Blues Point site. The vehicle's driver advised emergency services and sawdust was applied to the surface. Environment manager attended and confirmed no environmental harm. Resolution - Stakeholder to be compensated for car cleaning expenses.
26-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Station staff member called to complain about a power outage causing gateline to fail. Investigation - Possession manager established this was not related to Sydney Metro work. Resolution - No further action required.
26-Oct-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint -Illegal parking by Sydney Metro workers. Investigation - Confirmed by project team that vehicles are not related to SMU project. Vehicles in images are known to be repeat offenders. Resolution - Place Manager informed complainant that vehicles are not related to the project. Advised stakeholder SMU has dedicated parking areas.
29-Oct-2019	JHLOR (SMU)	Sydenham Station	Other	Complaint - concern about excessive use of water to suppress dust during water restrictions. Asking that dust be cleaned with sweepers. Investigation - Project is permitted to use water for dust suppression, use of sweepers have potential to increase dust. Resolution - Referred to Environmental Team for site walk at 11 Sydenham Road. Site walk findings no concerns re dust management and or housekeeping.
29-Oct-2019	JHCPBG (TSE)	Chatswood dive site	Biodiversity	Complaint - Chatswood resident believes a tree within her property is dying as a result of root damage caused by Northern Corridor works. Investigation - Environmental coordinator has engaged an arborist to inspect the tree. Resolution - Has been referred to Environmental coordinator, who will manage process and ongoing communications with resident.
30-Oct-2019	JHCPBG (TSE)	Marrickville dive site	Air Quality	Complaint - Air quality impacts from an idling truck. Investigation - The truck was parked legally on an approved route. Trucks all meet RMS standards. Resolution - The resident was updated.
30-Oct-2019	JHCPBG (TSE)	Waterloo	Property & Business	Complaint - Accuracy of post condition survey report as complainant believes there may be some new hairline cracks. Investigation - Complainant advised will review the report in detail and follow up by email if wants to make a property damage claim. Resolution - If a claim is received, it will be managed under the property damage claims process.

31-Oct-2019	Systems Connect (LWW)	Central to Waterloo 33kv	Noise & Vibration	Complaint - Lack of notifications about night work in the area. Concerned with noise. Investigation - It was discovered that the property was included in recent door knocks and reminder notifications on 25 October. Resolution - Explained reason for construction at that time, provided further copies of notifications and 1800 contact cards, obtained resident's email address and phone number and will email notifications and work updates as required.
01-Nov-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - (received via Infrastructure NSW) noise at night sounds like clanging metal on metal. Investigation - Following a conversation with the resident, the noise does not align with TSE activities (spoil management involving the use of a loader). Resident is also more than 600m from spoil loading location. Resolution - Noise monitoring has been undertaken nearby and levels have been compliant. Further monitoring will be undertaken next week.
01-Nov-2019	JHCPBG (TSE)	Chatswood dive site	Air Quality	Complaint - Resident concerned about "sand and earth pouring out of tunnel" and perceived associated dust. Investigation - Stockpiles checked and confirmed stable. Poor air quality due to smoke haze. Resolution - Resident updated and provided with information about dust mitigation strategies.
02-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Business owner called to complain about noise from a neighbouring worksite. Investigation - Community team member called stakeholder to confirm the exact location, noting that it is another worksite and explained the location of the Sydney Metro worksites. Resolution - Community team member called the other project's community representative and passed on the complaint details for their follow up. No further action required.
02-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident concerned about trucks using River and Shirley Roads. Investigation - No project trucks use these roads. Resolution - Information has been provided to North Sydney Council for follow-up.
03-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident complained about excavation noise from cross passage 44. Investigation - Work is stopping at 10pm. Monitoring to date has confirmed that noise and vibration are within predicted levels in the endorsed CNVIS. Resolution - Additional monitoring will be undertaken.
03-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident complained about excavation noise from cross passage 43 and said he had not been advised of out of hours work. Investigation - Excavation is stopping at 10pm and excavation on this XP is due to be completed this week. Monitoring has confirmed that noise and vibration are within predicted levels in the endorsed CNVIS. Notifications were distributed on 11 October. Resolution - Resident updated.
03-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Stakeholder advised that there is new cracks in two locations. Investigation - The buildings have active monitoring and tilt meters providing a continuous data feed. Resolution - A site visit has been arranged, and the matter will be carried forward through the Third Party property damage claim process.
03-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident complained about excavation noise from cross passage 44. Resident has also received post construction survey and is concerned about alleged damage. Investigation - Work is stopping at 10pm. Monitoring to date has confirmed that noise and vibration are within predicted levels in the endorsed CNVIS. Additional information has been requested for property damage. Resolution - Additional monitoring will be undertaken. The property matter will be referred to the property damage claims process.
03-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Resident has received post construction survey and is concerned about alleged damage. Investigation - Additional information has been requested. Resolution - The matter will be referred to the property damage claims process.
04-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident complained about noise. Investigation - House is located 70m from nearest cross passage. Excavation is ceasing at 10pm. Previous monitoring has confirmed noise and vibration are within levels indorsed in the CNVIS. Resolution - Stakeholder updated.
04-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident complained about excavation noise from cross passage 44. Investigation - Work is stopping at 10pm. Monitoring to date has confirmed that noise and vibration are within predicted levels in the endorsed CNVIS. Resolution - Resident updated and advised that excavation is due to be completed within a week.
04-Nov-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Guest complaints at business due to noise. Investigation - Noise was from works taking place on station platform. Notification was sent and briefing with business held. Noise blanket was placed as mitigation measure. Resolution - Methodologies will be reviewed for future works to further minimise impact
04-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - stop/start noise associated with cross passage work Investigation - Work finished at 10pm however around 7.30pm bolting and other ground support activities were undertaken for about an hour. Monitoring on 29-Oct confirmed noise and vibration levels were within approved limits. Resolution - Resident updated on work activities and advised finish date for excavation was likely to be sooner than previously indicated. Relocation/respice options have been offered.
04-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Business owner called to complain about noise from a neighbouring worksite. Investigation - CSM community team member called him to confirm the exact location, noting that it is another project worksite and explained the location of the CSM worksites. Resolution - CSM community team member called the project community rep and passed on the complaint details for their follow up. No further action required.
05-Nov-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - general complaint about noise during the day that had been going on for months. Investigation - Multiple construction activities happening in the area. Previous noise monitoring has shown levels are compliant with project approvals. Resolution - Noise mitigation measures were discussed (acoustic shed, noise blankets, turning off equipment when not in use) and a project overview was provided. Stakeholder signed up for email updates. Offer of noise monitoring was declined.
05-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Worker Behaviour	Complaint - workers smoking Investigation - Council recently instituted a no smoking zone in the CBD area, signage has not been erected near the area of the complaint. Members of the public also smoke in the same area. Resolution - The Community Manager will check with North Sydney Council where the no smoking zones are located and workers will be advised to comply with smoking zones.
05-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident concerned about jackhammering sound. Resident is at home most of the day. Investigation - The work is associated with XP 44. Validation monitoring on 5-Nov confirmed noise and vibration is within predicted levels in the endorsed CNVIS. Resolution - Noise cancelling headphones will be loaned if earplugs don't assist.
05-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - noisy work overnight near Ann St Investigation - SC and PSU teams advised no work was taking place near Ann St during this time period Resolution - advised resident to contact 1800 number immediately if any similar noise occurred, so it can be investigated in real-time
06-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident concerned about noise from excavation of cross passage 43. Investigation - Noisy works finish at 10pm, excavation on this XP is due to be completed on 11 Nov. Validation monitoring nearby shows that noise and vibration is within levels predicted in the endorsed CNVIS. Resolution - Resident offered earplugs but declined once finding out that excavation was close to being completed.

06-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident requesting compensation for noise related to night work near her property at Park Street which has been affecting her sleep for an extended period. Investigation - Follow-up conversation identified the night works were on the corner of George and Park Streets and not related to TSE works. Resolution - An overview of TSE works was provided. Complaint referred to light rail team.
06-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident was concerned about daytime noise from excavation of cross passage 44. Complainant was working from home on the day she noticed the noise. Investigation - Work is stopping at 10pm. Monitoring to date has confirmed that noise and vibration are within predicted levels in the endorsed CNVIS. Resolution - Resident was offered earplugs and headphones but declined at this stage.
06-Nov-2019	JHCPBG (TSE)	Waterloo	Worker Behaviour	Complaint - Workers in SM uniforms using inappropriate language at a local café. Investigation - More information is being sought and rosters are being checked to ascertain who might have been working. Resolution - The community relations manager asked Sydney Metro to contact the twitter account holder and confirm cafe location so the CRM could carry out further enquiries with the cafe owner / manager.
07-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident has complained about noise and vibration and about not receiving a property survey. Investigation - Records show that multiple attempts have been made to contact the resident to offer a property survey. The TBM is currently heading away from the resident's property. Resolution - A return phone call has been made in response to the complaint, but it was not answered. A voice message has been left. A further attempt to contact the resident will be made.
08-Nov-2019	JHCPBG (TSE)	Barangaroo	Other	Complaint - Resident complaint about light spill from Barangaroo site. Investigation - Lighting is required for worker safety. Resolution - Resident updated re the lighting being a safety issue but site will see if any adjustments can be made to minimise upward light spill as much as possible.
08-Nov-2019	JHCPBG (TSE)	Pitt Street South	Property & Business	Complaint - building manager reported water leak in garage Investigation - water ingress coincided with work to remove shoring along the Princeton wall. An excavator with a hammer attachment was working with dust suppression being applied via a spotter with a hose. There will be further excavation work along the wall that will require dust suppression Resolution - In future TSE will apply misters rather than a hose to limit the amount of water. The wall has a pre-existing issue of shrinkage of the blockwork mortar and so is not watertight.
08-Nov-2019	JHCPBG (TSE)	Waterloo Station site	Noise & Vibration	Complaint - concerned about impact of vibration on window frames Investigation - tunnelling excavation work at that location had ended some months ago therefore it was not caused by project activities. Resolution - confirmed the property was outside the property condition survey catchment and approximately 60 metres from the tunnel alignment. As the resident claimed that the vibration was recent, it is considered not to be related to the TSE work.
09-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident in Hayberry Street complained that construction noise related to cross passage 44 started at 7am and questioned why they were working weekends. Investigation - Resident updated on 7 day program of excavation. Monitoring at a neighbouring property has confirmed noise levels are below management levels. Resolution - Respite in the form of meal vouchers and the loan of noise cancelling headphones was offered and accepted.
09-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Hayberry Street resident complained about noise from cross passage excavation and asked about work hours. Investigation - The nearest cross passage to resident is 70m away. Excavation starts at 7am and ceases at 10pm but is a 7-day activity. Resolution - Resident updated on approved work hours.
11-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident complaint about a Boral truck idling in Wellington Street. Investigation - No TSE works were being undertaken in the area involving concrete deliveries. Resolution - Resident updated that the truck was not related to TSE activities.
11-Nov-2019	JHCPBG (TSE)	Victoria Cross - South	Air Quality	Complaint - The owner of Rag and Famish was concerned with the amount of dust in the area. Investigation - Following a site visit it was confirmed there was no evidence of dust coming from the vents at the TSE work site. Dust mitigation misters are being used. Resolution - A conversation about air quality in Sydney currently being poor and a discussion about other worksites in the area took place. Stakeholder was also updated with the environmental inspection regime that is followed at the site.
11-Nov-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Landlord said AirBnB tenants had complained of a drilling noise between 7-11 November and was seeking compensation because he was 'financially impacted'. The complaint came via Infrastructure NSW Investigation - Excavation of the station area was completed in October. There are other construction sites in the area. Previous noise monitoring in the location has been well within project management levels. Resolution - Voice message left updating complainant of work hours, respite periods and forthcoming work. Attended monitoring has been offered.
11-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Millers Point resident said she was being disturbed by tunnelling. Investigation - No tunnelling activities are underway near Millers Point. Resolution - Resident updated on location of tunnelling.
11-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Noise & Vibration	Complaint - Stakeholder said the 3rd floor of the southernmost heritage building at the Sydney South Fire Station had experienced heavy vibration at approx. 2pm which lasted 5-6 seconds. Investigation - Between 1pm-1.45pm an excavator with a hammer was breaking up heavy clay nearby. Vibration monitoring showed a max of 4mm/sec (which is below thresholds). Resolution - Stakeholder updated with vibration monitoring results.
11-Nov-2019	Systems Connect (LWW)	SMTF Expansion	Air Quality	Complaint - Resident reported dust blowing from SMTF site into nearby Kalina Estate Investigation - SC spoke with SMTF Environment Coordinator to review mitigations in place. Not clear if dust originated from SMTF expansion site, nearby Georgiou site or Metro NW site near Tallawong Station. Requested customer contact SC to discuss in more detail. Resolution - Resident was emailed, and 2 voice messages were left to explain the situation
12-Nov-2019	JHCPBG (TSE)	Marrickville dive site	Property & Business	Complaint - Resident said tunnelling works had increased vibration to property from Sydney Trains (ST) and there was damage to floor tiles. Call referred from Sydney Trains. Investigation - Post construction condition survey of property not yet undertaken. Validation monitoring of TBM tunnelling has demonstrated compliance with endorsed CNVIS. Resolution - Post inspection survey to be organised and matter managed under the property damage claim process.
12-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Resident concern that drilling had pierced wall of Princeton carpark. Investigation - Site had been doweling into the Princeton Apartment concrete slabs for construction of the shear walls. SSE attended site and identified that a drill and subsequent dowel installation had skewed off the bottom of the car park slab. Resolution - Repairs immediately undertaken and end result confirmed to be satisfactory by the resident.
13-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Levels 1 and 2 of both the 2004 and the 1921 buildings have newly installed plasterboard ceilings showing hairline cracking. Fire & Rescue is currently in handover phase from the builder undertaking renovations. Investigation - Analysis of both internal and external survey points shows no movement in the building. Vibration data from the 1912 building has been 100% compliant. Resolution - Site meeting held. The matter will be managed under the JHCPBG Third Party Property Damage Claim process.

13-Nov-2019	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Noise from heavy machinery Investigation - Source of noise was movement of plant and vehicles in and out of the site entrance and operation of plant and equipment within the rail corridor Resolution - Noise monitoring where shown to be within predicted levels. Resident was notified of approved out of hours work
13-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Crack reported in an exterior wall. Investigation - Crack had been evident for about 2 months and has not changed. Precondition survey to be reviewed. Resolution - Pending further information, the matter will be carried forward through the third party property claim process.
13-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Property damage claims caused by tunnelling Investigation - More information has been sought and an inspection will be organised if appropriate. Stakeholders have not had a building condition survey done. Vibration validation monitoring has been compliant with levels in the endorsed CNVIS. Resolution - The matter will be dealt with under the property damage claims process.
13-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident concerned about noise and vibration Investigation - TBM Wendy is passing. Monitoring at two locations nearby recorded levels compliant with the tunnelling CNVIS. Resolution - Resident updated the TBM is moving away from them and noise will decrease.
13-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - DPIE (via Sydney Metro) forwarded complaint about a cyclist injuring themselves. Investigation - The incident occurred at the southern end of Hickson Rd away from the TSE worksite. Routine inspections are made to ensure ERSED controls are in place and effective. These include a concrete hardstand, a water cart, rumble grid and truck bath, and a street sweeper along Hickson Rd. These controls were in place on the day of the complaint. Resolution - DPIE updated via Sydney Metro.
13-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Complained about noise and vibration from TBM passing by property. Investigation - Noise & vibration monitoring at two locations nearby property earlier in the week showed levels recorded were compliant with tunnelling CNVIS. Resolution - Resident confirmed receiving notifications and declined an offer of respite.
13-Nov-2019	JHCPBG (TSE)	Chatswood dive site	Biodiversity	Complaint - objecting to tree removal near property Investigation - tree needs to be removed to make way for cul-de-sac, which has been approved by council and Sydney Metro Resolution - update provided to resident
14-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Crows Nest residents requested information on the timing for completion of cross passage 44. Investigation - Stakeholder is 85m from the cross passage. Noise monitoring has been conducted and is compliant with levels in the endorsed CNVIS. Resolution - Mitigation solutions were declined and stakeholder updated on work.
14-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - McMahons Point resident can feel the vibration from the passing TBM. Investigation - The TBM is currently moving away from her residence. A building condition survey has been completed. Resolution - Stakeholder updated
14-Nov-2019	JHCPBG (TSE)	Martin Place - South	Noise & Vibration	Complaint - Stakeholder rang advising that his staff were complaining about the noise and saying that there had been no respite at the agreed time. Investigation - Respite had been observed. The final piece of demolition on an adjoining wall has just recommenced following a period of relative quiet. Resolution - Stakeholder updated.
14-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - McMahons Point resident living approx. 50m from outer edge of nearest tunnel said her property has experienced vibration and cracks. Investigation - The building did not qualify for a property condition survey. Additional information has been requested. Resolution - The matter will be dealt with through the project's third party damage claims process.
14-Nov-2019	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Resident advised of a loud noise resembling a loud siren at 7am each morning that continues for about 20 minutes. Investigation - The Chatswood CPM spoke to the stakeholder again regarding the nature of the noise and frequency. The stakeholder stated that the noise does not occur everyday at 7am, but is heard occasionally (only during standard work hours). Stakeholder sent a photo and noise recording Resolution - The noise is a sucker truck removing dirty water from the site. This activity is approved and associated noise levels are compliant.
14-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	Complaint - Resident has been hearing a low rumbling noise 24/7 but was finding it particularly noticeable at night. Investigation - Ventilation fans have recently installed. Resolution - Mitigation measures are to be explored with the stakeholder.
15-Nov-2019	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Workers talking loudly when leaving site Investigation - Access to rail corridor where out of hours work is being undertaken is located near resident's property. Resolution - Pre brief to workers will include a reminder to keep talking and unnecessary noise to a minimum when leaving and entering site.
15-Nov-2019	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Noise from people and machinery, complainant requested alternative accommodation. Investigation - Complainant resides next to access gate to rail corridor. Noise heard was from plant being moved in the rail corridor. Resolution - Notification letterboxed to resident of approved out of works within the rail corridor. Noise monitoring showed within predicted levels. Have explained alternative accommodation is dependent on noise levels not always provided for work undertaken during out of hours.
15-Nov-2019	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - Jewellery store owner said jack hammering is causing the office to rattle and for items on stands to fall over. He has recently purchased the business. Investigation - Hammering was being undertaken to remove a basement brick wall. Vibration data compliant with project planning approval. Resolution - Start of hammering was deferred to while a customer meeting took place. Stakeholder updated with respite schedule and work program.
15-Nov-2019	Laing O'Rourke (1-7)	Corridor Work - 7A	Air Quality	Complaint - Idling truck for at least 20 mins contributing to air pollution Investigation - Truck delivering plant was waiting for gate to be opened to access site and make delivery. Engine is only required to be on while lowering and raising electronic hydraulic ramps. Resolution - All staff reminded to switch off vehicles when not in use *complaint ID updated from 191115GRAY
15-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Resident in Hayberry Lane Crows Nest has a shattered window. Investigation - More information requested. The post condition survey was completed last week. Validation monitoring has been compliant with endorsed CNVIS. Resolution - The matter will be addressed under the third party property claims process.
16-Nov-2019	JHCPBG (TSE)	Chatswood dive site	Property & Business	Complaint - Motorbike rider seeking compensation for 'concrete' he has to drive through on Mowbray Road. Investigation - No evidence of concrete residue. The site has an operational wheel wash and regular inspections of the road are made. Resolution - CPM explained mitigation measures in place at the CHATSWOOD site (incl wheel wash and street sweeper) and the inspections that are held regularly to ensure compliance.

16-Nov-2019	JHCPBG (TSE)	Crows Nest	Traffic, Transport & Access	Complaint - Worker vehicle blocking access to property. Investigation - Vehicle was immediately removed. Resolution - Tunnelling team recently relocated to Crows Nest have been inducted about this specific access requirement.
17-Nov-2019	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Excessive noise from machinery and reversing trucks Investigation - Complainant resides next to access gate to rail corridor. Source of noise was from demobilising plant from approved out of hours work. Noise logger located in nearby street showed figures are below predictions for complainant's street. Resolution - Notification letterboxed to resident of approved out of works within the rail corridor. Community Place Manager will look into ways of reducing impact to residents from mobilisation and demobilisation of plant during possession weekend.
17-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Crows Nest resident requested update on the completion date of cross passage 44 in order to find out when noise will stop in Hayberry Street. Investigation - Noise monitoring has been conducted at several properties in the street. Resolution - Several attempts have been made to talk to resident and provide an update.
18-Nov-2019	JHCPBG (TSE)	Martin Place - South	Property & Business	Complaint - Building manager advised of damage to brickwork associated with demolition of adjoining wall. Investigation - Site project manager and supervisor inspected damage. Resolution - Demolition contractor advised. Arrangements have been made to undertake repairs.
18-Nov-2019	JHLOR (SMU)	Tunnelling - North	Noise & Vibration	Complaint - Crows Nest resident with small children asked for work on cross passage 43 to finish at 9pm so her children could sleep Investigation - Only one day of excavation remaining for this cross passage. Monitoring in the area has been compliant with endorsed CNVIS. Resolution - Resident updated.
18-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - McMahons Point resident concerned that balustrade was vibrating when the TBM passed and wanted to know if that was normal. Investigation - Monitoring has been carried out and is within CNVIS predictions. Resolution - Resident confirmed receipt of notifications and was updated on TBM progress as well as being provided with information about second TBM being due.
18-Nov-2019	JHCPBG (TSE)	Pitt Street - South	Property & Business	Complaint - Resident of Suite 4 in Eurotower advised of a crack in the ceiling of his unit. Resident said crack had been evident for about 4-months. Investigation - A preconstruction condition survey was undertaken on the apartment. Resolution - The matter is to be carried forward through the Third Party Property Damage Claim Process.
19-Nov-2019	JHCPBG (TSE)	Barangaroo	Air Quality	Complaint - Complaint concerning dust and noise, received via SMS. Investigation - Out-of-hours work involved the Self Propelled Modular Transporter moving the TBM components across Hickson Rd. (The SPMT is electrically powered). No dust generating activities being undertaken on site. It is noted that air quality in Sydney is being impacted by bushfire smoke. Resolution - Complainant uncontactable. Pending further specific information, the matter has been closed.
19-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident complaint about a high pitched sound, drilling and other construction noise coming from the Chatswood Dive site. Investigation - Council working on street. Resolution - Stakeholder updated.
20-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	Complaint - Complainant could hear a low vibration and humming sound. Investigation - No activities taking place however the ventilation fan is operating. Resolution - Noise is non specific but stakeholder updated that adjustments to the fan are to be tried. Noise monitoring will take place once this has been done.
20-Nov-2019	JHCPBG (TSE)	Waterloo	Noise & Vibration	Complaint - Resident said there is a clanking noise originating from the Waterloo Metro Station and the noise has been constant since last Friday. Investigation - Possible source is a pump located at the bottom of the station box. Resolution - Noise blankets will be put over the pump and other mitigation avenues explored. Resident updated.
20-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	Complaint - Stakeholder can hear a constant humming noise. Investigation - Source of noise may be the compressor. Resolution - Compressor to be turned off at night and follow-up noise monitoring to be undertaken. Stakeholder updated.
20-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	Complaint - Resident concerned about TBM noise as she was not expecting it. Investigation - TBM has not tunnelled under Miller Street, the nature of the noise has not been identified but might be the compressor Resolution - The compressor is to be turned off at night to see if that might be the source and noise monitoring is to be undertaken. Resident updated.
21-Nov-2019	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Property owner at Redfern concerned about new cracks in post construction condition survey report. Investigation - Some cracks pre-existing. Additional information requested. Resolution - The matter will be managed under the property damage claims process.
21-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - McMahons Point resident disturbed by TBM noise. Investigation - TBM Wendy has passed, TBM Mabel due in two weeks Resolution - Alternative accommodation offered but declined. Recent monitoring has shown levels compliant with endorsed CNVIS.
21-Nov-2019	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Redfern resident has received post construction dilap and had some questions. Investigation - A site visit is to be arranged. Resolution - The matter will be dealt with under the property damage claim process.
21-Nov-2019	JHCPBG (TSE)	Crows Nest	Noise & Vibration	Complaint - Noise complaint, possibly related to fans. Investigation - Electricians on site working on fan maintenance. Resolution - Fans have been returned to normal speed. Stakeholder updated.
22-Nov-2019	JHCPBG (TSE)	Crows Nest	Noise & Vibration	Complaint - Loud fan/buzzing noise possibly related to fans. Investigation - Electricians on site working on fan maintenance. Prior monitoring has identified the optimal level for fans at night. Resolution - Stakeholder updated.
22-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Chips on car's front windscreen caused by trucks. Investigation - Resident overseas till 2-Dec. Tried calling residents after 2-Dec to obtain more information about damage. Phone is turned off/unavailable. Resolution - No further action taken until more information provided. *complaint classification updated from unavoidable.
23-Nov-2019	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	Complaint - Loud hissing noise heard. Investigation - Found air compressor was discharged for safety purposes as a one-off circumstance during installation of a fan. Resolution - Informed complainant discharge was carried out during standard hours and within noise guidelines.
23-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - McMahons Point resident complained about TBM noise and vibration. Also asked cross passage beneath her property to be relocated. Investigation - Confirmed TBM stopped at 4am for weekend maintenance period. Resolution - Sydney Metro to provide response regarding cross passage location.
25-Nov-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - McMahons Point resident reported cracks in bathroom ceiling. Investigation - Damage inspection organised for senior project engineer. Resolution - Complaint will be managed under the property damage claims process.

26-Nov-2019	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Noise from bucket of rocks being moved. Investigation - Crushed concrete was removed from the crossover cavern under Hickson Road, to the surface level at about 1.00am to allow for assembly of the underharbour TBM. Resolution - Resident informed activities undertaken in accordance with CNVIS for 24/7 tunnelling approvals.
27-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Noise occurring outside of standard construction hours at Clyde. Investigation & resolution - No work activities (barging) occurring at Clyde since Sept 2019.
27-Nov-2019	JHCPBG (TSE)	Marrickville dive site	Traffic, Transport & Access	Complaint - Sand and gravel on road near site. Investigation - Site environment officer inspected road and could not see evidence of issue raised by complainant. A range of mitigation measures are implemented by site, including truck wheel wash and water cart. Resolution - Street sweeper driver instructed clean road and monitor the situation daily.
28-Nov-2019	JHCPBG (TSE)	Tunnelling - South	Noise & Vibration	Complaint - Noise from a concrete delivery at 6am Investigation - Enquiries made found last concrete pour was at 3am. Resolution - Tool box talk to remind workers to keep noise to a minimum.
28-Nov-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Out-of-hours noise and vibration Investigation - Site enquiries found no OOH work being carried out by TSE contractor. Resolution - Community Place Manager contacted resident and explained that other subcontractors were working in the area. CPM added resident to email distribution list which sometimes includes work by others.
29-Nov-2019	JHCPBG (TSE)	Tunnelling - South	Noise & Vibration	Complaint - Resident complained about noise at night from the Waterloo Station site, which was causing him lack of sleep and stress. Investigation - Community Place Manager explained the site was being used to support 24/7 tunnelling activities. The CPM asked for more information about the specific noise to assist the team identify the source of noise. Resolution - CPM spoke with tunnelling manager and site environment officer about the complaint, and requested site team members be asked to proactively be aware of noise that could be reduced during the activities. Awaiting noise monitoring acceptance.
29-Nov-2019	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint about the vibration being felt in callers apartment due to the nearby dive site. Investigation - High impact activities in the area have reduced with no hammering within the dive and only a small amount of excavation work taking place. Resolution - Vibration monitoring results undertaken to date of construction works at the site have been compliant. CPM to maintain contact with stakeholder and provide updates on works occurring.
02-Dec-2019	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Owner investor complaints about property damage to bathroom in Redfern apartment. Investigation - The community place manager contacted the owner to explain he would need to provide details of the approximate date the damage was noticed, the date or period the repairs were carried out and any photos of the damage. The CPM confirmed this information would be forwarded to the commercial team as part of his damage claim. Resolution - This information will be forwarded to the commercial team to be managed under the property damage claim process.
02-Dec-2019	Systems Connect (LWW)	SMTF Expansion	Air Quality	Complaint - dust from SMTF north site, same complaint was made in early November Investigation - Cannot confirm if dust is from Metro site or Georgiou site in vicinity. SC confirmed all mitigations in place and working correctly Resolution - SC called customer and outline details of suppression measures in place
03-Dec-2019	Laing O'Rourke (CSM)	Central Station	Air Quality	Complaint - Commuter complained to station manager of dust and noise from sawcutting on platform. Investigation and resolution - The sawcutting had ceased when the complaint was forwarded to LOR. A vacuum was attached to the saw and in operation during the sawcutting. Water was used to dampen the cut while in operation. Sawcutting was not conducted while there were commuters in the vicinity on the platform. Works were rescheduled after last train.
03-Dec-2019	JHCPBG (TSE)	Marrickville dive site	Traffic, Transport & Access	Complaint - Resident complained about truck parking at the front of his property in a no stopping area and blocking driveway. Investigation - Community Place Manager spoke with the Spoil Manager who investigated the complaint with the haulage contractor. Investigation found driver did not comply with road rules or good driver behaviour. Resolution - Truck driver removed from the project
04-Dec-2019	JHCPBG (TSE)	Marrickville dive site	Traffic, Transport & Access	Complaint - Local resident complained about truck driver blocking roundabout at Murray Street and Edinburgh Road. No registration was provided. Investigation - Investigation found the roundabout is located immediately in front of site entry and the truck driver had temporarily stopped to allow pedestrian access. Resolution - No further action required.
06-Dec-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Caller reported noise complaint due to the drilling in Randle Lane. Investigation - Place Manager called complainant and advised that piling was currently taking place in an area that was closest to their office and there was some particularly thick concrete that had been reached. Resolution - A follow up email outlined the works and mitigation plan and offered to meet stakeholder to discuss further.
06-Dec-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Caller reported noise complaint due to the drilling in Randle Lane. Investigation - CSM Community Place Manager called complainant and advised that piling was currently taking place in an area that was closest to their office and there was some particularly thick concrete that had been reached. Resolution - CSM Place Manager visited complainant business to offer noise monitoring and discuss investigating additional noise mitigation measures.
09-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Cross passage noise complaint from North Sydney resident. Investigation - Work on this cross passage commenced 24/7 on 25 November. No prior community complaints have been received and stakeholder has had no prior contact with the project. Resolution - Excavation of cross passage 41 is due to be completed this week. CPM to add stakeholder to distribution list.
09-Dec-2019	JHCPBG (TSE)	Martin Place - South	Property & Business	Complaint - Building manager made direct contact with Business Relationships Manager to advise of damage to adjoining wall during demolition. Investigation - Site foreman and Business Relationships Manager met with building manager and took photos. Resolution - Demolition contractor, site project manager and business relationships manager have met and an alternative demolition methodology is to be used for the remaining demolition. Update provided to Building Manager.
09-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Complaint about workers setting out witches cones to reserve public parking spots for themselves. Investigation - Community Place Manager contacted the dive site manager who confirmed there was no need for workers to remove onstreet parking as on site parking has been available to workers for the past couple of months. Resolution - Place Manager provided update to resident.
09-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Video of spoil truck running a red light Investigation - Transport company was found not to be hauling for Marrickville dive site that day. Resolution - CPM informed the resident that this transport company was not associated to the project, and reinforced the process to ensure truck drivers were compliant with safety and fatigue management requirements.
10-Dec-2019	Sydney Metro	Chatswood dive site	Other	Complaint - Chatswood resident wished to lodge a complaint relating to Frank Channon Walk being complete but not yet open. Investigation - Resident's apartment overlooks FCW. She previously enquired about when it would be open and is disappointed the final handover hasn't been done yet. Comments that the 'work is great' and the team has 'done a great job' Resolution - Happy with update and asked if her feedback could be escalated if that would help speed things.

10-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Steel dropping noise at 5am outside the acoustic shed. Investigation - There are some vehicle movements around the site to support tunnelling activities (such as the removal of spoil), however, these activities taking place are a significant distance from the stakeholder's property. Previous noise monitoring of these activities has demonstrated that noise levels generated from these activities are compliant with approvals. Resolution - The CPM explained that tunneling support activities are approved 24/7, and as the noise levels are compliant - these activities can take place.
10-Dec-2019	JHLOR (SMU)	Sydenham Station	Property & Business	Complaint - Loss of drive through business due to road closure. Investigation - Stakeholder was consulted with in September 2019, receives notifications and has been spoken to multiple times. Resolution - Project team will work with stakeholder to provide them with catering services, including possible possible night shifts
10-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - McMahon's Point resident complaint about noise, vibration and damaged plumbing, believed to have been caused by tunnelling. Investigation - Place Manager advised that previous noise and vibration monitoring carried out at the resident's property during the first TBM pass recorded levels that were within CNVIS predictions and management levels. Resident had been offered alternative accommodation, which was not accepted. Resolution - Complaint regarding damaged plumbing will be managed through the project's claims process.
11-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - McMahon's Point resident complaint about water seepage through an engaged pier at the floor level under the concrete floor. Caller feels may be related to the tunneling works. Investigation - Community Place Manager requested more information and photos of the damage prior to organising an inspection. Vibration validation monitoring results for tunnelling and cross passage excavation have been compliant with levels in the endorsed CNVIS. Resolution - Complaint managed by property damage claim process.
11-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident complained about two men in a ute driving past at about 3.30pm and yelling at his wife trying to park the car. The resident mentioned that his wife was taking a little time to park the vehicle so she did not damage it. Investigation - Tunnel Manager confirmed no worker break at that time and Pitt Street is not close to the Waterloo site. Resolution - Resident acknowledged the amount of construction projects in the area and did not want to take it further.
11-Dec-2019	JHCPBG (TSE)	Chatswood dive site	Property & Business	Complaint - Stakeholder reported damage to his property's maintenance driveway access gate and concerns about the recently installed property boundary fence along Frank Channon Walk. Investigation - Evidence provided by stakeholder shows signs of wear on the latch which has likely caused damage. The property fence along Frank Channon Walk was installed by JHCPBG as a gesture of goodwill. It has been installed on a like-for-like basis to replace the existing fence. Resolution - Chatswood CPM responded to the stakeholder's concerns about the access gate and boundary fence. CPM also noted that common property issues should be raised by the property's strata manager. The stakeholder replied that he was unhappy with the response and wished to escalate the issue. The complaint has now been escalated to Sydney Metro who have previously been the primary contact for this stakeholder.
11-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident complained about two men in a Ute driving past at about 3.30pm and yelling at his wife trying to park the car. The resident mentioned that his wife was taking a little time to park the vehicle so she did not damage it. Investigation - Resident acknowledged the amount of construction projects in the area and did not want to take it further. Resolution - Tunnel Manager confirmed no worker break at that time and Pitt Street is not a destination for the TSE project team to travel along.
13-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Complaint regarding noisy night works Investigation and resolution - Place Manager investigated and confirmed that project was not working in the area identified by stakeholder, and made several attempts to respond.
13-Dec-2019	JHLOR (SMU)	Sydenham Station	Noise & Vibration	Complaint - Compliant regarding noisy night works. Investigation - Raised with the construction team to identify the activities during the time of complaint and the possible causes of noise. Noise monitoring undertaken at the time of the works showed results under the predicted noise levels at nearest receiver. Resolution - Place Manager contacted stakeholder and outlined why activities carried at night and confirmed some activities will be noisy. Stakeholder explained had been working long hours and frustrated with noise. Thanked team for call back and information provided.
13-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Owner called to inform about new crack in bathroom. Investigation - Community Place Manager informed owner a post construction survey would be undertaken when completed in area, and her claim would be referred to the commercial team. Owner was happy to wait for the survey. Resolution: Post construction survey to be carried out. Complaint - Caller rang about noise at Railway Parade, Sydenham. Investigations - Community Place Manager spoke with site project engineer who confirmed no OOHW was taking place at the dive site.
13-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint- Caller rang about OOHW noise at Railway Parade, Sydenham. Investigation - Dive site project engineer confirmed there was no OOHW near Bedwin Road. Community Place Manager spoke with Sydenham Station Junction CPM, who also confirmed there was no work but she would carry out further investigations. Resolution - SSJ to inform the complainant.
13-Dec-2019	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Caller reported noise complaint due to ongoing drilling. Investigation - Place Manager agreed to come over immediately with colleague from environmental team to do noise monitoring. Place Manager and Environmental Advisor visited the business and acknowledged noise coming from site. Noise monitoring undertaken confirmed that it is compliant with project requirements. Resolution - Place Manager confirmed mitigations are being investigated will come back with potential options and to meet next week to give an update.
16-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Caller said the report does not correctly capture the change in the crack. Investigation - More information and photos of the damage was requested prior to organising an interim inspection before the post construction survey. The claim, if received, will be addressed under the property damage claims process. Resolutation - Vibration validation monitoring results for tunnelling and cross passage excavation have been compliant with levels in the endorsed CNVIS.
16-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Caller has discovered damage to balustrading of the property and a piece of timber has dislodged from the roof of the front porch. Investigation - More information and photos of the damage was requested prior to organising an interim inspection before the post construction survey. The claim, if received, will be addressed under the property damage claims process. Resolutation - Vibration validation monitoring results for tunnelling and cross passage excavation have been compliant with levels in the endorsed CNVIS.
17-Dec-2019	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - Business operator called about level of noise difficult to hear customers. Investigation - Site confirmed to the CPM that respite periods had been observed. The CPM confirm the respite periods to the stakeholder and would follow up with them the next day. Resolution - Noise and vibration data from the real-time monitor set up adjacent to the Pitt St North site, and reported that works were compliant with the predicted levels in the endorsed CNVIS.

17-Dec-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - Call about hearing grinding noise around 6am. Investigation - Found last activity end about 4am with night shift crew leaving site at 5am. No activity matching noise was identified. Toolbox to both day and night shifts workers about keeping noise to minimum and no banging activities during night shift. Resolution - Resident was offered noise monitoring which was declined. Resident was offered meeting with CPM and site environment officer and also declined.
17-Dec-2019	JHLOR (SMU)	Sydenham Station	Traffic, Transport & Access	Complaint - Complaint that Sydney Metro workers were parking in designated parking areas. Workers rude when asked to move vehicles. Investigation - Place Manager carried out site walk in identified location and confirmed untimed street parking available. Resolution - Place Manager contacted stakeholder requesting call back. Pending call from stakeholder.
18-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Caller hears the drilling from her apartment and would like to know if Sydney Metro is offering any compensation for the noise that starts early morning and goes to around 11pm. Investigation - CPM explained that excavation of this cross passage has been completed but that the walls of this passages are currently being trimmed, and that this work is due to be completed by the end of this week with lining to follow. Resolution - Caller was offered noise monitoring and ear plugs both of which were declined in light of works nearing completion. Noise monitoring was undertaken at this property at the start of cross passage excavation and hours of work were subsequently set at 7am-10pm seven days a week to comply with limits in the CNVIS for this activity.
18-Dec-2019	JHCPBG (TSE)	Waterloo	Noise & Vibration	Complaints - Caller advised workers were more loud noise waking the caller at various times during the night. Caller confirmed the noise seemed to stop and start and is unsure why early hours work for short periods is required. Investigation - CPM confirmed that TBM retrievals were approved to be carried out 24 hours a day, 7 days a week and were expected to finish in February 2020, site conditions and tides permitting. Resolution - CPM said workers are briefed before every shift of work, and reminded about routine noise mitigation measures, including keeping the acoustic shed door closed as much as possible, handling materials with care, turning off plant and equipment when not in use and using radios to communicate. Previous attended noise monitoring confirmed that TBM retrieval activities are within predicted management levels.
18-Dec-2019	JHCPBG (TSE)	Waterloo	Noise & Vibration	Complaint - Text to community place manager about concrete truck deliveries at 10pm. Investigation - CPM informed the resident that as previously discussed, tunnelling support activities including concrete pours were approved for 24/7 activities. Noise monitoring results recently carried out in relation to concrete truck deliveries and tunnelling support activities at Waterloo have been compliant. Resolution - Site environment officer reminded tunnelling team to keep noise generated by the concrete truck deliveries at a minimum. The caller was previously fitted with special purpose earplugs to reduce noise.
19-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Caller advised she received notification that night works would be ending last week however still high noise levels coming from the build site. Investigation - Enquiries made with the resident found that the noise was from Downer activities and not related to TSE. Resolution - CPM to add caller to distribution list about TSE work.
19-Dec-2019	JHCPBG (TSE)	Blues Point	Property & Business	Complaint - Owner emailed the community place manager informing her of property damage, and requested monitoring, building facade cleaned and property survey due to years of construction. Resolution - CPM requested more information about the property damage and explained that high impact work have been completed and vibration monitoring would not be useful at this point. Investigation - Any additional information provided by owner in support of her damage claim will be assessed under the property damage claim process.
20-Dec-2019	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Call about damage to property during tunnelling. Investigation - Complaint details have been forwarded to commercial team. Resolution - The claim will be addressed through the property damage complaints process.
21-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint: Caller concerned about pothole on Reserve Road, Artarmon Investigation: Engagement team called motorist who advised there was a large pothole on Reserve Road in the northbound lane and could this be fixed up as dangerous to cars. Engagement team contacted site supervisor for the early investigation work in Reserve Road. Engagement team discussed pothole and impacts to vehicles. Engagement team representative visited site on 22/12/19 and sent photographs of pothole to supervisor. Supervisor advised the location was not related to Systems Connect's work. Engagement team contacted Sydney Water to see if they were doing any work in the area. Resolution: Contacted motorist to advice pothole is not related to Systems Connect's work. Was not able to determine who had opened the road in this location, as it was possible multiple utilities are working in Reserve Road for past few months. Engagement team informed Sydney water and local council.
30-Dec-2019	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Call about high pitch noise. Investigation - As no work was taking place on site, site environment officer visited the resident. Noise found to be not associated to TSE work. Resolution - As there is a number of construction near resident, noise likely to be associated to these site.
02-Jan-2020	Sydney Metro	S2B Corridor Work - SWM	Worker behaviour	Complaint - Behaviour of traffic controllers for replacement buses at Campsie organised by Sydney Coordination Office (SCO) during Metro possession works. Investigation - SCO sought clarification from traffic control company about the incident Resolution - Expectations on courteous behaviour to the public was reiterated to the contractor. Response provided to Council to close out complaint.
06-Jan-2020	JHCPBG (TSE)	Pitt Street - North	Property & Business	Complaint - business calls about tiling on walls adjacent to worksite are beginning to fall off / dislodge. Investigation - Details complaint have been forwarded to JHCPBG's commercial team. Resolution - The claim will be addressed through the property damage complaints process.
06-Jan-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Call about cracked tiles (property damage). Investigation - Community Place Manager (CPM) suggested to the owner he reads post construction condition survey report and informs her if there are any other issues to be considered within this claim. CPM requested a convenient time to visit the property with an engineer as part of the claim process. Resolution - CPM and engineer to visit property and damage claim to be managed under the damage claim process.
07-Jan-2020	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - call about tenant noticed subsidence and cracking Investigation - building was outside the zone of influence. Property damage claims process was outlined and more information was needed to support the damage claim. Resolution - Any claim received will be addressed through the property damage complaints process.
07-Jan-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Business Manager reported noise complaint due to ongoing jack hammering at site. He confirmed that noise was significantly higher than the day before and recorded a lower level of patronage on the day. Investigation - CSM Community Manager acknowledged the complaint and arranged a meeting with stakeholder to confirm activity has been compliant with conditions of approval and observed key mitigation already in place. Resolution - Agreement was made with stakeholder to carry out additional noise monitoring and discuss with construction team about additional noise mitigation measures. **nature updated to include vibration, business impacts

08-Jan-2020	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - call to report damage caused at his property during tunnelling. Investigation - Property damage claim process explained to caller. TSE awaiting further information to progress claim. Resolution - The claim will be addressed through the property damage claims process.
10-Jan-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Resident sent a video to CSM Community Place Manager at 4.37am complaining about noise during work on site. Investigation - After investigation, CSM Community Manager confirmed that project delivered a piling rig out of hours to comply with City of Sydney traffic requirements. However no notification had been sent out to the community. Resolution - Place Manager agreed with stakeholder that the project will look at alternative delivery methodology and issue additional notifications before out of hours deliveries.
10-Jan-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - Noise and vibration Investigation - Stakeholder has been door knocked on multiple occasions but had not signed up for weekly updates. The complaint coincides with restart of work following the two week shutdown period. Resolution - Monitoring is to be undertaken, and stakeholder has been added to email update list. Appointment has been made to visit and provide an update on Pitt Street North activities. Noise and vibration levels recorded on the real time monitors located in the adjoining property have been compliant with project planning approvals. **Nature updated to noise and vibration
10-Jan-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - call from owner saying cracks have appeared in his property. Investigation - Property identified to be located about 350m away, and there had been no noticeable subsidence to cause movement to property. Resolution - The CPM said that there had been no noticeable subsidence to cause movement to properties. In the conversation, the owner mentioned the property and adjoining properties had had underpinning work done. The owner also noted that only four of the neighbouring properties had experienced the cracking.
10-Jan-2020	JHCPBG (TSE)	Victoria Cross - North	Other	Complaint - Managing agent said stakeholder is trying to break his lease on the grounds that he has not been notified about out-of-hours work at the Metro site nor from the Channel 9 Building at 1 Denison St. Investigation - CPM explained that notifications are provided by letterbox drop and noted that notifications are also available on the project's website. The CPM noted that the stakeholder in question has not had any direct contact with the project nor registered for email updates. The CPM said that there had been other not project related OOHW in the local area. Resolution - Noise monitoring at Victoria Cross south has been compliant with conditions outlined in the project's EPL and CNVIS **issue updated to include notification
12-Jan-2020	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - call about increase in noise that making it difficult to sleep. Investigation - found retrieval activities were taking place. Resident confirmed that she receives electronic updates about activities. The CPM offered respite strategies, including alternative accommodation. Resolution - Blues Point CPM provided an update about current and upcoming construction activities at the Blues Point temporary retrieval site. CPM offered noise cancelling headphones, which was accepted by the resident. Previous noise validation monitoring has been carried out for barge loading at Blues Point with recorded levels within predicted CNVIS management limits.
13-Jan-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Air Quality	Complaint - Truck idling at access gate Investigation - Truck accessing rail corridor was waiting for about 3 mins for gate to be opened Resolution - Driver has been told in future to turn off engine while waiting to access site
13-Jan-2020	JHCPBG (TSE)	Barangaroo	Property & Business	Complaint - call about tiles dislodged from bathroom. Investigation - Community Place Manager requested more information about the date of damage to assist claim process. Resolution - The claim will be managed under the project's damage claims assessment process. Vibration validation monitoring results for tunnelling and cross passage excavation have demonstrated compliance with the levels predicted in the endorsed CNVIS.
13-Jan-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - call about working taking place between 5 and 6am. Investigation - CPM explained 24/7 hours operation at the site and referred to community notification distributed. Resolution - Barangaroo CPM is waiting for a response from the stakeholder to confirm if the issue is related to work at the Barangaroo Station site. The complaint will be updated should additional details be provided from the stakeholder. Previous noise validation monitoring has confirmed that current works are being carried out in accordance with the CNVIS and predicted noise levels.
13-Jan-2020	JHCPBG (TSE)	Chatswood dive site	Property & Business	Complaint - Stakeholder emailed a letter and photos claiming that there are cracks in her property at 16/10 Broughton Road that were not picked up in the post condition survey and that she believes have been caused by tunnelling. Investigation - CPM requested additional information to support property damage claim process. Resolution - The claim will be addressed through the property damage claims process. Vibration validation monitoring results for tunnelling and cross passage excavation has demonstrated compliance with the levels predicted in the endorsed CNVIS.
13-Jan-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Caller complained to Westconnex about cracks at her property. The complaint was also referred to TSE. Investigation - Property located about 200 metres from dive site. The Community Place Manager (CPM) noted there was no actual tunnelling near her property and suggested the issue may be related to Westconnex tunnelling work which is closer to her property. Resolution - Stakeholder referred to project closer to her location. CPM provided stakeholder with mobile number in the event the stakeholder wanted to speak to her further. **Classification updated from unavoidable
14-Jan-2020	JHCPBG (TSE)	Crows Nest	Noise & Vibration	Complaint - Noise complaint about large fan operating incredibly loud during parts of the tonight. Investigation - CPM rang site supervisor who said that he would have an electrician check that the fans were working properly and that they were operating at the optimal level for the night time period. Resolution - Stakeholder informed fans were working correctly. Monitoring has shown that noise levels have been compliant with those outlined in the project's CNVIS.
14-Jan-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - Noise from OOHW deliveries. Investigation - Found minimal activity at the North site last night and no activities that haven't occurred before the holiday shut down or last week. Supervisor also confirmed there was one plant delivery to the site which took place at 9:30pm. Resolution - Realtime noise monitoring at the Victoria Cross North site has been compliant with the levels outlined in the project's CNVIS.
14-Jan-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - Ongoing construction noise from the high-rise project or the station work. Investigation - CPM noted that this complaint was the first contact with this Stakeholder. CPM talked through the current nature and scope of work including respite periods. Environment Officer reported that data from the permanent Pitt Street North site noise monitor showed that noise levels are compliant with those predicted in the endorsed CNVIS. Resolution - Stakeholder thanked CPM for the quick response and explanation. Stakeholder is enthusiastic about the project and asked to be included in the regular email distribution list.

16-Jan-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - text sent to Community Place Manager from resident about noise caused by the movement of bins at the Barangaroo Station site. Investigation - TBM equipment loaded into skip bins to be lowered into station box area. Resident informed that workers will be briefed to keep noise to minimum. Resolution - Workers were briefed at pre-start to be mindful when moving equipment around site during out-of-hours work and to turn off machinery and plant when not in use. Tunnelling equipment is moved during standard construction hours whenever possible. Previous noise validation monitoring has confirmed that current works are being carried out in accordance with the CNVIS and predicted noise levels.
16-Jan-2020	JHCPBG (TSE)	Marrickville dive site	Property & Business	Complaint - call from managing agent about cracks in Lord Street Newtown property. Investigation - The community place manager emailed the agent to say she had attempted to call her but the phone did not go to voicemail, and she would try again tomorrow. The CPM informed the agent that she would need to contact. Resolution - awaiting to speak with agent about complaint.
17-Jan-2020	JHCPBG (TSE)	Chatswood dive site	Biodiversity	Complaint - call about ordor and rats visible at her property. Investigation - Site toilets being cleaned and CPM said that the rats may be as a result of corridor works as she had not seen rats on the TSE site. Resolution - The CPM explained that due to weather conditions, lack of rain and shortage of food there has been an increase of rodents all across Sydney. CPM advised the stakeholder to raise the issue with Willoughby Council .
17-Jan-2020	JHCPBG (TSE)	Martin Place - North	Soil, Water & Flooding	Complaint - call about the temporary tunnel from Martin Place Station to the MLC Centre is leaking a lot of water. Would like to see that this gets fixed as a lot of people are using umbrellas. Investigation - The walkway is not designed as a waterproof area. At the time of the call a heavy downpour was occurring in the area. Site foreman was informed and an inspection carried out to ensure measures were taken to prevent slip incident. Resolution - At the time of the call a heavy downpour was occurring in the area. Site foreman was informed and an inspection carried out. **nature updated from other
17-Jan-2020	JHLOR (SMU)	Sydenham Station	Soil, Water & Flooding	Complaint - Surface rainwater drained from site into neighbouring property. Investigation - SMU Place Manager/Environmental Manager and SPE attended stakeholder building to identify location of water encroachment. They inspected and reviewed sediment controls. Resolution - Additional sediment controls installed in neighbours building. Additional monitoring was conducted over the weekend.
18-Jan-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - call about OOHW at Victoria Cross site. Investigation - CPM provided information about the 24/7 work carried out at the site but could not provide information about non project related work in the area. The CPM outlined the communication methods to disseminate information to the community and adjacent properties about the work. Resolution - Stakeholder was offered noise cancelling headphones and noise monitoring when south shaft excavation work starts. **complaint ID updated from 200118ANON
19-Jan-2020	Laing O'Rourke (CSM)	Central Station	Air Quality	Complaint - inquiry about what remedies the project is taking to minimise dust from nearby site on residential balconies. Investigation and resolution - community place manager responded with list of dust mitigation activities undertakes for the nearby site. Place manager also pointed out the DPIE website tracking the Air Quality Index across the State and noted poor air quality from bush fires, as well as the Project Air Quality Management Plan that details mitigation approach.
20-Jan-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Cracks appearing and changing at his property. Investigation - The tunnel engineer and CPM visited the property to take photos as the owner had not take up the property condition survey offer. The CPM explained the property damage claim process and how to lodge a claim. The engineer confirmed that data collected from ground survey points showed little ground movement and vibration levels were within the predicted goals and were not at a level to cause structural damage. The resident acknowledged there were pre existing cracks and the ground beneath the property was relatively damp until he installed gutter and drain pipes which didn't feed into the ground. Resolution - The claim will be managed under the property damage claim process.
20-Jan-2020	Sydney Metro	Martin Place - North	Noise & Vibration	Complaint - Noise complaint about loud metal scrapping sounds coming from Martin Place north site. Investigation - Complaint went to TSE to Lendlease to, then Sydney Metro. Noise relates to bob saw on Castlereagh Street near south site. Utility work done by RPS on bahald Sydney Metro. Noise report shows noise generally compliant and within noise limits. Resolution - Sydney Metro comms team contacted resident to apologise and explained the noisy work will be completed before 11pm and noise monitoring carried out near Hoskings Place to ensure work is within noise limits.
21-Jan-2020	JHCPBG (TSE)	Barangaroo	Soil, Water & Flooding	Complaint - resident contacted City of Sydney about truck material on Hickson Road. Investigation - Spoil Manager investigated the complaint and confirmed that no loose material was evident on Hickson Rd and that a road sweeper had been operational during standard construction hours. Additional controls on site also included concrete hardstand haul roads, a water cart, rumble grid and truck bath as well as a designated operator hosing wheels prior to trucks departing site. An environmental inspection of the Barangaroo site including the roadway was undertaken on the morning of 21/01/2020 and identified all controls to be effective. Resolution - JHCPBG will continue to apply environmental controls and will regularly monitor the condition of the site exit and external roadway.
21-Jan-2020	JHCPBG (TSE)	Marrickville dive site	Noise & Vibration	Complaint - call about squeaking noise from dive site. Investigation - water pump making the noise. Resolution - pump shut was shut down for further investigation and repairs, as required.
23-Jan-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Baranagaroo Community Place Manager (CPM) received email direct from Walsh Bay Management Precinct Association regarding Delta Group trucks parked on Hickson Road for extensive periods of time. Registration plates were provided for three vehicles. Investigation - Barangaroo CPM made enquiries with site superintendent, who confirmed that the truck company described by the complainant did not work for the Barangaroo Station site. The registration plates were also checked with site security, who confirmed no trucks matching the details had entered the site. The parked trucks were un-related to the Barangaroo Station site. Resolution - Barangaroo CPM responded to the Walsh Bay Precinct Management Association and confirmed the parked trucks were unrelated to the Barangaroo Staion site.
23-Jan-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - Noise outside of standard construction hours. Investigation - Community Place Manager (CPM) provided more information to the stakeholder and said she would investigate the activities taking place. Resolution - CPM confirmed delivery of equipment had occurred early that morning. Previous monitoring of this activity has confirmed noise levels are compliant with project planning requirements.
24-Jan-2020	Sydney Metro	Martin Place - South	Noise & Vibration	Complaint - Noise complaint about loud works coming from the Martin Place south site. Residents unable to sleep. Investigation - Related to utility work carried out by RPS. Spike in noise when using bobsaw on one night accorindg to sound level register. Resolution - Comms Manager called resident to apologise for the noise and advise the work is now complete. Noise levels were generally within approved noise limits.

24-Jan-2020	JHCPBG (TSE)	Chatswood dive site	Property & Business	Complaint - Local resident has stated he will formally protest cul-de-sac construction outside his property if construction starts as per the current, approved design. Investigation - Design is approved, consultation and communication with the resident has been ongoing, including reviews of the resident's alternative designs and previous close-out of correspondence relating to the final design decision. Resolution - Responded to resident advising work is expected to progress as planned due to relevant permissions being in place. Included information relating to Austroads and reiterated that Council, as road authority and owner, agrees to the work progressing, and that no private property is required. Has been referred to the complaints mediator for review.
27-Jan-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - Resident complained about programming work at night time after receiving an out-of-hours notification Investigation - CPM explained why this particular work needed to be scheduled at night and how noise is regulated and regularly monitored on the project. Resolution - The stakeholder has not had prior contact with the project and has now been registered for email updates. **nature updated to include hours
29-Jan-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Resident received notification about night work. Wanted to know how decision was made and if residents were consulted, as noise is affecting her sleep. Investigation - Site team advised Metro work has not started near premises of resident. Noise was likely from another company working nearby. Resolution - Metro called resident to explain night work requirements and advise of other work. Voicemail left requesting callback.
29-Jan-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - on going periods of high noise which are affecting both staff and customers. Requested consideration of acoustic treatment for her suite. Investigation - Stakeholder was provided information about mitigation measures including the acoustic shed, respite periods and current and future work program. CPM confirm respite periods and noise levels were compliant, and explained that the requested for acoustic treatment would be passed on to Sydney Metro. Resolution - The request for consideration of property treatment was referred to Sydney Metro.
30-Jan-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident heard loud noise outside apartment in Crows Nest Investigation - After speaking with the team on site, it was determined that the noise was unrelated to Sydney Metro work and was instead another company undertaking noisy works nearby. Resolution - Resident received a call back immediately, and then a follow up email detailing the work and with an attached notification to explain it is unrelated to Sydney Metro. **complaint ID update from 200113DEVE
30-Jan-2020	JHCPBG (TSE)	Pitt Street - South	Noise & Vibration	Complaint - The facilities manager contacted concerned about the noise from the excavation occurring at the Martin Place South site. Investigation - Excavation has commenced on the south side of the Martin Place South site and the facilities manager's office is an internally located windowless room in the middle of the building on the ground level. Resolution - A site visit arranged to visit the office and discuss solutions. Ongoing discussions at the fortnightly (now monthly) update meetings had previously been held about the likelihood of the excavation being more noticeable in the Facility Manager's office due to its enclosed location within the centre of the building. Noise levels are compliant with with the endorsed CNVIS.
30-Jan-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Other	Complaint - no information on notificaitons about Sydney Trains operating / shutdown times Investigation - complainant confused as Sydney Metro working in the rail corridor from 6pm till 6am, however Sydney Trains shutdown from 10pm to 4am Resolution - have explained to complainant the difference between Sydney Metro work times and Sydney Trains shutdown times
31-Jan-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - noise from machinery, request for alternative accommodation Investigation - source of noise is from machinery used to install bollards during standard construction hours Resolution - CPM has explained alternative accommodation is offered for unreasonably high impact noise during night periods. Have offered to look into other mitigation measures such as noise cancelling head phones or custom earplugs.
31-Jan-2020	JHCPBG (TSE)	Marrickville dive site	Property & Business	Complaint - owner emailed to highlight changes in the post construction report. Investigation - Place Manager will coordinate a time to visit the property with an engineer. Vibration monitoring carried out during tunnelling was within the predicted levels and compliant with the CNVIS. Resolution - complaint will be managed via the property damage claim process.
31-Jan-2020	JHCPBG (TSE)	Marrickville dive site	Property & Business	Complaint - caller advised cracks have appeared in property walls. Investigation - property is over 400m from the nearest metro tunnel. Vibration monitoring confirmed levels were within the predicted goals and not at a level where it would cause damage at this distance. Survey points along the alignment have shown little movement near the tunnels. Resolution - Caller advised that additional information, including photos, would need to be provided if he wants to pursue a property damage claim. Caller satisfied with response.
31-Jan-2020	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - call about jack hammering noise. Investigation - Place Manager confirmed the approved hours for cross passage excavation of 7am to 10pm, Monday to Sunday, with about three weeks of excavation remaining. Validation monitoring was undertaken on 30/1/20 at 35-51 Mitchell Street and the results were found to be compliant with the predicted levels in the endorsed CNVIS. Resolution - resident appreciated the update and was satisfied that excavation finished at 10pm each night.
31-Jan-2020	JHCPBG (TSE)	Waterloo	Noise & Vibration	Complaint - Resident emailed community place manager to say he had noticed an increase in dust and noise. Investigation - Place Manager spoke with environment officer who confirmed there were no dust generating activities taking place at the site. No excavation or hammering activities were being undertaken, and site activities had significantly reduced since tunnelling was completed. Changes in air quality could be related to bush fires. Resolution - JHCPBG will continue to regularly monitor works on site to ensure compliance with project planning approvals and environmental licence requirements.
01-Feb-2020	JHLOR (SMU)	Sydenham Station	Traffic, Transport & Access	Complaint - children walking around site offices early morning. Investigation and resolution - access gained to site via side gate that was unlocked at the time. Sydney Trains worker ushered kids off site and cable tied the side gate securely closed. Site management were alerted immediatley and staff were notified with a reminder all site employees to make sure the gate is locked at all times. *Complaint ID updated from 200102SYDT **Nature updated from unlocked site gate
02-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - noise from cross passage excavation. Requested no work be carried out on Sundays. Investigation - Cross passage excavation is occurring within approved working hours. Validation monitoring results were consistent with predicted levels in the endorsed CNVIS. About three weeks of excavation work remaining. Resolution - Offered noise and vibration monitoring as well as respite options in the form of movie tickets and noise cancelling headphones.
03-Feb-2020	JHCPBG (TSE)	Crows Nest	Noise & Vibration	Complaint - noise complaint about sounds of clashing 'metal on metal' from about 10pm-1am on Friday 31st January. Investigation - large underground concrete pour at the Crows Nest site on Friday night but nothing that would account for the metal on metal sound. Resolution - Workers have also been toolboxed about minimising noise as much as possible and ensuring that the door of the shed is closed during pours. Stakeholder offered noise monitoring if there continues to be a noise issue and it's clear there are no other contractors working in the vicinity who could be contributing to the noise.

03-Feb-2020	Sydney Metro	Crows Nest		Complaint - Resident called to complain about noisy night work that was keeping him awake. Investigation - It was confirmed the noise was related to Sydney Metro work. Predicted noise readings for this work had triggered alternative accommodation offer to resident however resident declined. Resolution - Alternative accommodation was again offered and accepted by resident for subsequent nights and additional nights. *site updated from Corridor works – 7A ** EPL updated from Sydney Trains – 12208
03-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Resident called to complain about noisy night work that was keeping her awake. Investigation - It was confirmed the noise was related to Sydney Metro work. Resident had accepted offer of alternative accommodation on subsequent nights where the work was scheduled closer to the residence however wasn't aware that works further way had started. Resolution - Alternative accommodation was offered and accepted by resident for additional nights. *site updated from Corridor works – 7A ** EPL updated from Sydney Trains – 12208 *** Complaint ID updated from 200203AUA
04-Feb-2020	JHCPBG (TSE)	Barangaroo		Complaint - Resident at Balmain East complained about noise from a reversing squawker by the foreshore at the Barangaroo Station site. Investigation - Squawker volume was adjusted after the issue was originally raised by the resident in late 2019. Squawker must be used and remain audible to comply with safety standards. Noise monitoring to date for spoil management and associated plant has complied with the project's endorsed CNVIS. Resolution - Resident was offered noise monitoring at their property to obtain a better understanding of levels at their location.
04-Feb-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - High levels of construction noise, request for alternative accommodation Investigation - Notified out of hours work undertaken in the area. Noise monitoring results showed levels within project approvals, property not eligible for alternative accommodation (AA). Resolution - Noise monitoring results shared with resident, if noise levels change and property does become eligible for AA, project will be in touch.
04-Feb-2020	Sydney Metro	Crows Nest		Complaint - High levels of construction noise that are resulting in the resident losing sleep. Investigation - SM comms rep investigated duration of works and schedule for upcoming works in resident's area Resolution - Returned the residents call but was not available. Left detailed voicemail explaining the extent of work and provided the community infoline for further enquiries. Contacted the resident successfully and advised that works would be moving further away from her apartment and would incur less noise impacts. Resident seemed okay with the outcome and was appreciative of the call.
04-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - High levels of construction noise that are resulting in the resident losing sleep. Investigation - SM comms rep investigated duration of works and schedule for upcoming works in resident's area Resolution - Returned the residents call but was not available. Left detailed voicemail explaining the extent of work and provided the community infoline for further enquiries. Contacted the resident successfully and advised that works would be moving further away from her apartment and would incur less noise impacts. Resident seemed okay with the outcome and was appreciative of the call.
05-Feb-2020	Sydney Metro	Crows Nest		Complaint - Caller stated was not aware of works below apartment. Advised he understands work, wanted to know if alternate accommodation (AA) had been offered. Stated he spoke to workers and they were all very polite and apologetic for the disturbance. Advised staff have been fantastic and are a credit to the project. Investigation - Called back resident to explain he was offered AA for 3-5 Feb and would not be eligible for future dates as work was moving away from his apartment. However if due to rain there was need to come back near apartment, AA could be considered. Resolution - Resident was satisfied with the call back and information provided.
05-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Caller advised excessive noise from the station development. Works were carried out last night until at least 2am. No notification for out of hours work being carried, but North Sydney Council website states work being carried out til 5am Wed 5 Feb. Investigation - Confirmed letterbox drop took place to area on Mon 20 Jan. Noise from work was within approved limits. Advised resident that heavy impact work would finish by 12am and would be moving away from her apartment over the next few days. Resolution - Resident was satisfied with call back and information provided.
05-Feb-2020	Laing O'Rourke (CSM)	Central Station		Complaint - Resident complained about out of hours noise. Investigation - Place manager confirmed that no out of hours activities took place at the adjacent site. Noise monitoring was carried out for out of hours work taking place at the station further away, however could not confirm if these were causing the noise as readings were below noise predictions. Resolution - Place Manager advised the stakeholder of noise mitigations measure in place for the work and reminded them of upcoming night work that may be noisy.
05-Feb-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	*Nature updated to include Notification and overall project interest
06-Feb-2020	Sydney Metro	Crows Nest		Complaint - excessive noise from works taking place after midnight, caller advised he does not want a call back. Investigation - Heavy impact noise works were complete by 12:15am. Noise levels were within approved limits. Resolution - Complaint noted.
06-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - excessive noise from works taking place after midnight, caller advised he does not want a call back. Investigation - Heavy impact noise works were complete by 12:15am. Noise levels were within approved limits. Resolution - Complaint noted.
07-Feb-2020	JHCPBG (TSE)	Crows Nest		Complaint - Water pooling in the basement car park next to the adjoining wall of the Crows Nest escalator entry site. Investigation - Rain has been heavy in the past 24 hours and is forecast to continue through next week. Issue previously raised, stakeholder waited for completion of work to adjoining wall and rain activity to see if further water leaks occur. Resolution - Any further information or claims relating to this property will be passed to JHCPBG's commercial department for follow up.
07-Feb-2020	JHCPBG (TSE)	Crows Nest	Soil, Water & Flooding	Complaint - Water pooling in the basement car park next to the adjoining wall of the Crows Nest escalator entry site. Investigation - Rain has been heavy in the past 24 hours and is forecast to continue through next week. Issue previously raised, stakeholder waited for completion of work to adjoining wall and rain activity to see if further water leaks occur. Resolution - Any further information or claims relating to this property will be passed to JHCPBG's commercial department for follow up.
07-Feb-2020	JHCPBG (TSE)	Crows Nest	Soil, Water & Flooding	Complaint - Water leaking into basement car park, specifically into resident's basement storage cages. Investigation - Rain has been heavy in the past 24 hours and is forecast to continue through next week. Issue previously raised but cleared up with lack of rain in recent months. No connection to Metro works has yet been found. Resolution - Any further information or claims relating to this property will be passed to JHCPBG's commercial department for follow up.
08-Feb-2020	JHCPBG (TSE)	Tunnelling - North		Complaint - email about hammering noise from cross passage works on the weekend. Stakeholder also commented that he had not been notified of the work. Investigation - Stakeholder is about 85m away from XP37 which is currently being excavated. Although stakeholder is considered outside the zone of influence for impacts from cross passage excavation, a notification about the work was letterbox dropped to his property on 13 January 2020. Blues Point community place manager will follow up complaint once further contact details are received. Resolution - Monitoring of XP37 at the start excavation showed compliance with predicted noise levels for the day time and evening period. Excavation of this cross passage is due to be completed in about a week's time. It should be noted that there is a currently a residential construction site close to the stakeholder's property. Stakeholder has not had prior contact with the project nor registered for email updates. Stakeholder will be offered noise monitoring when he contacts the project with further details. Resolution -
08-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - email about hammering noise from cross passage works on the weekend. Stakeholder also commented that he had not been notified of the work. Investigation - Stakeholder is about 85m away from XP37 which is currently being excavated. Although stakeholder is considered outside the zone of influence for impacts from cross passage excavation, a notification about the work was letterbox dropped to his property on 13 January 2020. Blues Point community place manager will follow up complaint once further contact details are received. Resolution - Monitoring of XP37 at the start excavation showed compliance with predicted noise levels for the day time and evening period. Excavation of this cross passage is due to be completed in about a week's time. It should be noted that there is a currently a residential construction site close to the stakeholder's property. Stakeholder has not had prior contact with the project nor registered for email updates. Stakeholder will be offered noise monitoring when he contacts the project with further details. Resolution -
09-Feb-2020	Unrelated to Project	Unrelated to Project		Complaint - water entering property. Investigation - All water at Pitt Street North site well managed with roof water from the acoustic shed going to the street. Water from the shaft excavation is being pumped to the 175 Castlereagh Street Basement 4 sump, being treated, and being released to stormwater. Resolution - Have described Pitt Street North water management and detailed how it would not affecting nearby property. Have provided the building manager with contact details for building Manager to neighbouring property. *Issue updated from property impact
09-Feb-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - water entering property. Investigation - All water at Pitt Street North site well managed with roof water from the acoustic shed going to the street. Water from the shaft excavation is being pumped to the 175 Castlereagh Street Basement 4 sump, being treated, and being released to stormwater. Resolution - Have described Pitt Street North water management and detailed how it would not affecting nearby property. Have provided the building manager with contact details for building Manager to neighbouring property. *Issue updated from property impact

10-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Caller advising of night works occurring on site. Caller was advised that works would not be carried out tonight. Please call and advise how long work will be going on for. Investigation - SM comms rep investigated with the contractor on work program and anticipated completion. Resolution - Called the resident to advise due to rain on 07/02/20 the works had to be extended. The notification sent to residents informed that work would be taking place until 15/02/20.
10-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Caller advised that he was not aware work was happening tonight and that work was very noisy. Investigation - SM comms rep investigated with the contractor on work program and anticipated completion. Resolution - Called the resident to advise due to rain on 07/02/20 the works had to be extended. The notification sent to residents informed that work would be taking place until 15/02/20. Resident was advised that high impact noise works would be completed by 11pm.
11-Feb-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Heard noises of steel being hit together and clanging. Asked for works to stop after 10pm. Investigation - Resident recently moved into property. Out of hours track adjustment work is being undertaken nearby. Explanation provided of why work is taking place at that time. Resolution - Offer to be updated via emails has been accepted. *Nature update to include Community notification
11-Feb-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	Complaint - Business stakeholder contacted Community Place Manager to complain that noise from hammering is deafening in the Kidstuff shop this morning. Investigation - Site Engineer (SE) reported that hammering of a shelf along the common wall with 250 Pitt Street had recommenced at 8:35am. Hammering was occurring immediately adjacent to the Kidstuff Shop. He said that hammering would progress along the wall throughout the morning. Respite periods are actively observed at Pitt Street North site. Noise and vibration from the realtime monitors located in the adjoining building are complaint with the project planning approvals. Resolution - CPM said that all work is compliant with project approvals. CPM described the hours of high-impact noise work allowed at Pitt Street North and the agreed respite periods. CPM also noted that the scheduling of work meant that hammering was regularly moved around the site to provide a week or more of respite between periods of hammering in close proximity to any one stakeholder. CPM also door knocked the shop and spoke with the manager. Store manager was satisfied with information provided. Her manager reported the complaint.
11-Feb-2020	Sydney Metro	Crows Nest	Noise & Vibration	Complaint - Email regarding excessive yelling by workers on site, late into the night. Investigation - SM comms rep investigated with the contractor whether or not workers were yelling. Contractor advised no yelling was taking place. Resolution - Emailed the resident back assuring no yelling was taking place and reiterated to the contractor to ensure unnecessary noise is minimised as much as possible.
11-Feb-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Owner called about changes to cracks in the post construction report. Investigation - The Community Place Manager requested the resident to review the document and email TSE the images where he said there were changes and any new cracks not within the report. The owner said he was not impacted by the noise or vibration of the TBM through the area. The CPM said that vibration monitoring was carried out and levels were within the predicted goals and monitoring of ground conditions had shown little movement. Resolution - The damage claim if received will be managed under the property damage claim process. *Complaint ID updated from 200212FAVR
11-Feb-2020	JHCPBG (TSE)	Marrickville dive site	Property & Business	Complaint - Caller advised that since the Sydney Metro work has commenced there are large cracks in the living room and bathroom which are gradually getting larger- caller advised has not made an initial complaint re property damage - the cracks first appeared approx 1 year ago Investigation - Community Place Manager contacted the owner and explained the property was approximately 52 metres from the nearest tunnel alignment, she would not have been offered property condition survey as she was outside the zone. Property damage claim process explained to owner, and request to email photos of the alleged damage, provide timeframe when she noticed the cracks and commentary on why she believe the damage was as a result of the tunnelling work. The CPM informed the resident that the data collected from monitoring carried out showed vibration was within predicted goals and that extensive monitoring of ground conditions had shown little to no change during or after tunnelling. Resolution - The damage claim if received will be managed under the property damage claim process.
11-Feb-2020	Lendlease	Victoria Cross - South	Noise & Vibration	Complaint - about noise and not notified about the works. Investigation - the team confirmed with the stakeholder that an email and letterbox drop along with two phonecalls to Building Manager Resolution - SCLM emailed and rang stakeholder. Stakeholder confirmed receipt of email but complained that other work was being done during the day so why do Lendlease work at night. Also complained about the site manager (he laughed at her and was disrespectful). SCLM said she would speak to construction team about the site manager and also noted from resident that the Building Manager only takes calls till 11am weekdays.
11-Feb-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Property owner called to say that a crack recorded in the post construction survey was leaking water during the heavy rains. Investigation - Community Place Manager contacted the owner to ascertain location of the crack. The CPM explained the property damage claim process and would review the survey and recontact the owner with a time to review the property. Resolution - Complaint to be managed via the property damage claim process.
12-Feb-2020	JHCPBG (TSE)	Crows Nest	Property & Business	Complaint - Owner enquiry about next step in process to finalise repairs. Investigation - Stakeholder Manager (SM) explained the damage claims process and advised the owners call is registered as a complaint and will be addressed through JHCPBG's property claim process. SM requested additional information from the stakeholder. Resolution - Once further information has been received this claim will be addressed via JHCPBG's property damage claims process. Vibration validation monitoring from tunnelling and cross passage excavation undertaken to date has recorded levels compliant with the endorsed tunnelling CNVIS.
14-Feb-2020	JHCPBG (TSE)	Crows Nest	Noise & Vibration	Complaint - call about noise from concrete truck deliveries. Investigation - Site engineer confirmed concrete truck deliveries were required for the concrete pours being done from Crows Nest for the tunnel invert. The site engineer confirmed that pours were done in the acoustic shed which has a rapid rolladour. Site engineer said he would speak to drivers to remind them to keep noise from entering and leaving the shed to a minimum. The community place manager informed the resident that he would be provided an update on Saturday about the status of the concrete work and concrete truck deliveries. Resolution - Community Place Manager updated resident on the progress of the concrete truck pours needed over the weekend. Monitoring of the concrete pours at the Crows Nest site has shown noise levels that are compliant with those outlined in the project's CNVIS.
18-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Stakeholder emailed project on receipt of her property's post condition report to say she had damage to her property which she believes is from tunnelling and also alluded to further cracks appearing after the report had been completed. Investigation - Email sent to the stakeholder asking for further information and outlining the damage claims process. Resolution - Once further information has been received this claim will be addressed via JHCPBG's property damage claims process. Vibration validation monitoring from tunnelling and cross passage excavation undertaken to date has recorded levels compliant with the endorsed tunnelling CNVIS.

18-Feb-2020	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	<p>Complaint - Email received to say there was a 'new noise' coming from the Victoria Cross north site that was disturbing her. No other information was provided.</p> <p>Investigation - Community Place Manager (CPM) called the resident who said the sound was like someone blowing over the top of a bottle and quite echoey. Stakeholder said she had been hearing the noise day and night for a day or two and thinks it is coming from the acoustic shed over the site.</p> <p>Resolution - Supervisor reported there was nothing he could find at the site making the kind of noise described. There had been no new activities or additional machinery introduced to the site in the past couple of weeks. The CPM said that the night shift site supervisor and one of the Environment team to do further investigations such as out-of-hours noise monitoring. If the source of the noise is found at the site, steps will be taken to minimise its impact where possible.</p>
18-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	<p>Complaint - Jack hammering noise at night. Resident wanted to confirm hours for jack hammering, as she was previously informed excavation would finish at 10pm. Resident also explained she experienced an annoying noise for the past week, which sounded like it was emitting through her chimney.</p> <p>Investigation - Jack hammering and excavation ceased at 10pm. From 10pm onwards, work involved the installation of support rock bolts. Noise and vibration validation monitoring has been carried out at previous cross passages and to date, all monitoring results for excavation and rock bolting have been below predicted CNVIS management levels.</p> <p>Resolution - CPM confirmed that there had been no cross passage excavation near the resident's property prior to 18/2/20. CPM confirmed that excavation finished at 10pm and did not resume until 7am the following morning. CPM said work between 10pm and 7am involved the installation of support rock bolts, which had been previously monitored and confirmed to be compliant with the approved and endorsed CNVIS. CPM offered the resident noise and vibration monitoring, which was accepted and will be arranged at their earliest convenience.</p>
19-Feb-2020	JHCPBG (TSE)	Waterloo	Noise & Vibration	<p>Complaint - Resident emailed community place manager (CPM) to complain of noise and dust levels at the site. Resident lives several blocks from site.</p> <p>Investigation - The project manager and site environment officer both confirmed there were no high impact activities currently taking place at the site. The team was providing logistic support to work being carried out underground at cross passages under the CBD. The team continually use the watercart to sweep and wet down the hard stand areas. Most of the demolition activities to remove the tunnelling infrastructure have been completed. These activities are not dust generating.</p> <p>Resolution - CPM informed resident there had been no excavation or large spoil handling at the site for some time. The site was only providing support activities and no excavation activities were currently taking place. CPM confirmed that occasionally the placement of rubbish into the skip bin may generate short burst of noise but no hammering was taking place.</p> <p>CPM reminded resident of the team's commitment to managing the environmental impacts and the site was visited by independent environmental representatives. The CPM also mentioned the extreme weather conditions and bushfires had contributed to poor air quality in the Sydney basin area in recent months.</p>
19-Feb-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - claim cracks have appeared at the property today due to works happening overnight presently. Pre and Post Construction Surveys have been completed.</p> <p>Investigation - No Sydney Metro work taking place near property that would cause vibration (concrete work undertaken within the tunnel would not cause vibration). Resident said could feel vibration when outside investigating what works were taking place but did not see any work within complex or outside, and then noticed a crack along the wall, with pieces coming off, therefore attributed the damage to the tunnelling work because they felt vibration during tunnelling. The CPM explained there had been no excavation work near this property since June 2019, and all vibration levels and ground movement were within the predicted goals. Vibration felt the previous day not associated to TSE work.</p> <p>Resolution - CPM explained property damage process, if claim received it will be managed under the Property Damage Claim process.</p>
21-Feb-2020	Laing O'Rourke (CSM)	Central Station	Air Quality	<p>Complaint - Propoerty owner emailed regarding dust from access bridge to work site making the windows of the property dirty. The complainant requested someone get in touch and advise when they were going to clean the windows and confirm how this would be managed moving forward.</p> <p>Investigation and resolution - A proposed email response has been circulated to Sydney Metro prior to being sent.</p>
22-Feb-2020	JHCPBG (TSE)	Crows Nest	Noise & Vibration	<p>Complaint - Reported noise coming from either ventilation fan or concrete trucks at site.</p> <p>Investigation - Investigation undertaken, ventilation fan found to be working correctly, and concrete pours were taking place. Nothing abnormal reported.</p> <p>Resolution - Noise monitoring has shown the fan and pours to be compliant with project CNVIS. Place Manager will work with resident to obtain more information and offer respite options.</p>
23-Feb-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	<p>Complaint - Resident complained about noise coming from the station and what sounded like an eletric saw.</p> <p>On 24 Feb (11am), CSM Community Manager talked to the resident</p> <p>Investigation and resolution - Place Manager call the resident to confirm the work undertaken over the weekend followed a strict program while trains were not running. Unfortunately, it required some high noise generating activities to be undertaken in the evening and night time periods. A specific notification was distributed earlier in the month, and an email reminder was sent last week. Place Manager explained that upcoming works will mainly be undertaken within the hoarding where noise blankets will be installed to minimise impacts.</p>
24-Feb-2020	Systems Connect (LWW)	Surry Hills 33kv	Noise & Vibration	<p>Complaint - Noisy night work on Albion St</p> <p>Investigation - Enviro team confirmed noise was within approved limits. Notification was issued 17/2</p> <p>Resolution - resident added to distribution list for works emails. Advised further engagement will take place prior to construction.</p>
24-Feb-2020	Systems Connect (LWW)	Surry Hills 33kv	Noise & Vibration	<p>Complaint - Noisy night work on Albion St (forwarded on by Novorail team)</p> <p>Investigation - Enviro team confirmed noise was within approved limits. Notification was issued 17/2</p> <p>Resolution - resident added to distribution list for works emails. Advised further engagement will take place prior to construction.</p>
25-Feb-2020	Systems Connect (LWW)	Surry Hills 33kv	Noise & Vibration	<p>Complaint - Noisy night work on Albion St - how long would it continue</p> <p>Investigation - Enviro team confirmed noise was within approved limits. Notification was issued 17/2</p> <p>Resolution - advised resident work would be for one night only. Confirmed that LW team were coordinating with Novorail who have been delivering PSU work, stakeholder was happy to hear this was taking place. Resident added to distribution list for works emails, advised further engagement will take place prior to construction.</p>
25-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Property & Business	<p>Complaint - Pre and post condition survey has been conducted at the property and resident is wanting to know if cracks will be rectified</p> <p>Investigation - Seeking to obtain further information. Recorded vibration levels were compliant with CNVIS.</p> <p>Resolution - Stakeholder manager has sent an email to the stakeholder asking for more information. Once received this will be addressed via JHCPBG's property damage claims process.</p>
25-Feb-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	<p>Complaint - Complaint about drilling that is frequently occurring on the Pitt St North site from adjacent hotel manager.</p> <p>Investigation - Community Place Manager (CPM) rang Pitt Street Superintendent (PSS) who reported that a brick wall within the basement area of Pitt Street North site in close proximity to the adjoining property wall was being demolished with a small excavator. At the time of the complaint this task was close to being finished. PSS reported that respite periods had been observed. Pitt Street Environmental Officer reported that data from the permanent noise and vibration monitors were compliant with predicted levels in the endorsed CNVIS.</p> <p>Resolution - CPM rang Stakeholder and discussed the nature and status of the wall demolition, and the observance of respite periods. CPM and Stakeholder also discussed the forthcoming program of out-of-hours work. Stakeholder was satisfied with the response and outcome.</p>

26-Feb-2020	JHCPBG (TSE)	Martin Place - South	Air Quality	Complaint - concerned about dust generated onsite being sucked into the airconditioning unit of thier building in Elizabeth Street. Investigation - The site foreman confirmed an excavator was being used with a saw cutting attachment within the timeframe of the complaint. The site foreman also confirmed water was being used to suppress dust. Resolution - TSE Community Place Manager (CPM) informed the stakeholder of the dust mitigation measures used at the site. Complainant did not request any further action.
26-Feb-2020	Sydney Metro	Martin Place - South	Traffic, Transport & Access	Complaint - Slit trench not covered in properly after Sydney Metro RPS utility work. Caller damaged bike last Tuesday 18 February after cycling over the recently restored road. Investigation - Council advised Sydney Metro of road subsidence. Sydney Metro's Communications Manager left a message and emailed the customer to advise of emergency work planned to restore the road and make good of the surface area. Resolution - Waiting to see if customer will phone or email back reagrdng the bike damage claim. Evidence will need to be provided by the customer if they want to put forward a claim.
27-Feb-2020	JHCPBG (TSE)	Martin Place - South	Noise & Vibration	Complaint - caller complained about thumping noise Investigation - site foreman confirmed the noise was generated by excavation work and that respite would be applied from 11am-1pm. This respite period factored in the 3hrs work and 1 hr respite as per condition of approval and the additional 1 hour community agreed respite period from 12-1pm. Work activity taking place is compliant with planning approval and respite from high noise impact work is occurring accordingly. Resolution - Community Place Manager informed the complainant of the respite hours.
27-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Community Place Manager received text about jacking hammering and requested more information. Investigation - Cross passage supervisor confirmed excavation continued until 10pm and there were about two to three weeks of excavation remaining. CPM explained the remaining timeframe for excavation which is carried out from 7am to 10pm Monday to Sunday. CPM offered noise monitoring, which was declined. Resolution - CPM updated resident about approved cross passage construction activities and associated working hours. CPM offered resident attended noise monitoring, specific email updates and respite options, which were declined. Previous attended noise and vibration monitoring results (at similar depth cross passages) have been below CNVIS predications and project management levels.
27-Feb-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Business operator located near the site complained of vehicles, one being a hire car, parked in front of his business and provided registration numbers. Investigation - The CPM contacted the site senior engineer to investigate whether any of the registrations were worker vehicles. The site engineer could not confirm whether workers owned the vehicles. The CPM requested tool box talks to reiterate policy of no parking on private property for both the tunnelling team and surface site teams and specifically, no parking in front of the businesses near the site. Resolution - CPM informed the business operator that we could not confirm if the parked vehicles were associated to the project, however, the workers would be informed that the car spaces in that location were private properties. *Nature update to include parking impact
28-Feb-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Continous noise, possibly from Chatswood Dive site this morning before 7am. Investigation - Community Place Manager (PCM) request more information and reply would be included in the next weekly email being sent to the stakeholder by Sydney Metro today. Chatswood Dive site confirmed there were no activities before 7am this morning other than deliveries. Resolution - This enquiry was forwarded to Sydney Metro to respond to within the weekly email update to this stakeholder.
28-Feb-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Community Place Manager received text about jack hammering. Investigation - Senior project engineer (SPE) confirmed no jack hammering activities were carried out on Thursday 27 or Friday 28 February. SPE confirmed TBM retrieval activities were carried out in the bottom of the station area and involved the use of hand tools and occasional crane operations. These retrievals have been ongoing intermittently since late December 2019. The CPM messaged resident, requesting to discuss the issue and obtain more information. Resident did not respond. Resolution - No jack hammering activities were carried out by JHCPBG as described by the resident. Noise validation monitoring was previously carried out near the resident's property for TBM retrieval activities and results were well below project management levels and CNVIS predictions. Utility work unrelated to JHCPBG has recently been carried out in Millers Point and Barangaroo.
28-Feb-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	Complaint - Owner received post construction report and has noticed changes in images between the pre construction and post construction reports. The owner called to understand the next process. Investigation - The Community Place Manager asked him to send an email with the photo marker numbers of the images where he considers there has been a change to the property because of tunnelling so the team can review and evaluate. Resolution - The CPM explained the property damage claim process and provided him an email to provide the required information to support the claim.
28-Feb-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Call about drilling noise occurring over the past 24-48 hours which has been on going. Drill will make noise for approx 10 seconds, stop for a few seconds and then continue again. Investigation - The on-call community place manager said the noise was likely being caused by excavation of a cross passage near the resident's property. CPM confirmed that excavation of the cross passage was carried out between the approved construction hours of 7am and 10pm, 7 days a week. CPM offered the resident attended noise monitoring, which was accepted. The Blues Point CPM spoke with supervisor who confirmed excavation ceased at 10pm each night. The Blues Point CPM called resident, however there was no answer. Resolution - Cross passage construction is being carried out in accordance with approved project construction hours and as per the endorsed CNVIS. Noise monitoring will be organised at the property at a convenient time for the resident.
02-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	Complaint - Noise Investigation - Out of hours work, track closure and movement of ballast and sleepers being carried out. Resolution - Noise monitoring results were less than predicted levels. Resident advised we will continue to check noise monitoring results and contact them should property become eligible for alternative accommodation.
03-Mar-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	Complaint - Resident email Community Place Manager (CPM) wanting to clarify the equipment being used and location of cross passage work, as the noise seemed louder than usual. Investigation - CPM made enquiries with work supervisor, who confirmed that excavation of cross passage 35 (XP35) continued until 10pm on Tuesday 3 March, followed by installation of support rock bolts. Supervisor confirmed work was occurring in the western section of the cross passage, which was closer to the resident's property than previous nights. Supervisor said there had been no change of equipment since excavation of the cross passage started in late February. Resolution - CPM updated resident about current and remaining cross passage work near their property. CPM offered the resident noise and vibration monitoring at their property. Results of previous noise and vibration monitoring for other cross passages at similar depths have been well within project management levels and below CNVIS predictions.

04-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - Caller was at Crows Nest 7.00pm 3/03/20 at the Metro Station site, about 12 workers came out drinking alcohol and swearing in front of Caller's child and went on a bus with their drinks. They were wearing orange uniforms and hard hats.</p> <p>Investigation - On-call Community Place Manager (CPM) tried calling stakeholder several times to get more information. CPM left messages but was not able to talk to the stakeholder directly. Investigation with the shift supervisor at Crows Nest confirmed that workers do not use public transport when leaving the site and are transported back to the Chatswood site in a mini-bus at the end of each shift. Site is alcohol free and no workers are allowed on the mini bus with alcohol.</p> <p>Resolution - CPM will provide the above information to the stakeholder should they make contact and advise there are several other construction sites near to the Crows Nest Metro site and that workers from these sites may be involved.</p>
04-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - Flooding in house due to rail drainage system being blocked.</p> <p>Investigation - This is the second time the resident has raised flooding issue. Sydney Trains have already been emailed this complaint in February however they are yet to contact the resident to investigate. The Southwest Metro Early Works contractor confirmed they have not completed any works in this area for some time, this drainage issue is not associated to their works.</p> <p>Resolution - Resident was called and assured that this has again been passed onto Sydney Trains for urgent action.</p>
04-Mar-2020	JHCPBG (TSE)	Waterloo	Property & Business	<p>Complaint - Call requesting information on how to lodge a compensation claim for the Metro Works that have affected the business.</p> <p>Investigation - Community Place Manager (CPM) contacted the business owner who said that his business was impacted because of the construction site, as on street parking was not available for his customers and that utes were parked in loading zones longer than allowed.</p> <p>Previous investigations have found that vehicles parked surrounding the site have been unrelated to the project as motorists park at that location and walk to Australian Technology Park or nearby construction sites.</p> <p>Resolution - CPM to speak to project manager about briefing the team to comply with any traffic signposts. Any claim for compensation from the business owner, if received will be assessed and discussed with Sydney Metro.</p>
05-Mar-2020	JHCPBG (TSE)	Victoria Cross - North	Noise & Vibration	<p>Complaint - Call about concrete trucks washing out their agis and revving their engines at night at the Victoria Cross north site. Resident asked if anything more could be done about this and noted that it was not all trucks that disturbed.</p> <p>Investigation - CPM spoke to site team who explained that washing out of the agis is being done in the shed and concrete trucks are not spinning their agis outside of the shed. In addition, the site team has been managing to date to get all concrete trucks into the shed and not lined up on the haul road behind 243 Miller St. Concrete pours and related activities are carried out from within the shed with the shed door closed.</p> <p>Resolution - CPM reported back to the stakeholder that site has the above procedures in place to minimise the impacts from the concrete pours especially at night. Resident and their neighbour, are the closest neighbours to the site. CPM has confirmed that the procedures now in place for pours, and especially the large pours, has meant that they are no longer being disturbed by this activity.</p>
05-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - Call about noise from Pitt Street Station site.</p> <p>Investigation - Community Place Manager contacted Senior Site Engineer who confirmed that the Pitt Street South site is closed at night.</p> <p>Resolution - CPM assured stakeholder that the Pitt Street South site is closed at 6pm and reopens at 7am. There are no night works in operation and no one on site. Stakeholder thanked CPM for the information and said that he would continue his investigations elsewhere.</p>
05-Mar-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	<p>Complaint - Facebook post about noise at McMahons Point near the tunnel retrieval site.</p> <p>Investigation - Community Place Manager confirmed excavation for cross passage 35 (about 37 metres from the stakeholder's property) was continuing from 7am to 10pm, Monday to Sundays. Work supervisor informed CPM that excavation was expected to be completed by the end of the week, ground conditions permitting.</p> <p>Resolution - CPM provide program update and offered noise and vibration monitoring at the stakeholders property. Previous noise and vibration monitoring of cross passages at a similar depth have been compliant with project approvals and predicted levels in the endorsed CNVIS.</p>
08-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	<p>Complaint - Resident complained about the noise impacts from the works. Resident noted flashing lights were visible and very disturbing to their sleep in the early hours of the morning.</p> <p>Investigation - Contacted NCW contractor team to find more information about the nature of the works. Information provided indicated that the works were conducted within the approved out-of-hours and within the predicted noise levels. Flashing lights were utilised to alert people of moving machinery, which is a health and safety requirements.</p> <p>Resolution - Resident was advised all of the above information.</p> <p>*Approval updated from 1-6 REF</p>
08-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	<p>Complaint - Resident expressed frustration with the noise and dust impacts from project construction, which has affected the residents sleeping hours over an extended period of time. Resident also expressed dissatisfaction with the respite offer, the offering not being adequate.</p> <p>Investigation - Reviewed the out of hours notification to see what mitigation measures have been put in place to reduce the impacts on local residents.</p> <p>Resolution - Acknowledged residents frustration, advised the resident of the mitigation measures the construction team has in place to mitigate impacts.</p> <p>*Approval updated from 1-6 REF</p>
09-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Noise & Vibration	<p>Complaint - Resident emailed to accept respite offer and also lodged a complaint about the excessive noise, and the extended hours in which the noise takes places over.</p> <p>Investigation - Residents place of residing is within NCW, which is also closeby to the Chatswood Divesite. OOH works were taking place this weekend, which included some noisy works.</p> <p>Resolution - Acknowledged residents frustration, advised the resident of the mitigation measures the construction team has in place to mitigate impacts.</p>
09-Mar-2020	JHCPBG (TSE)	Martin Place - South	Other	<p>Complaint - Email about underground walk through going to martin place train station just past the construction site leaking in the roof that drops torrents of water on people in one specific spot when it rains.</p> <p>Investigation - Caller informed the underground walkway is a temporary structure installed while the team excavated the southern shaft for the future metro station and that it was not designed to be waterproof, and team would inspect the area to ensure the water that leaked through from the rain poses no hazard to users of the walkway.</p> <p>Resolution - The temporary walkway is a temporary structure that was not designed to be waterproof. The stakeholder was contacted and informed of this.</p>
09-Mar-2020	JHCPBG (TSE)	Pitt Street - South	Noise & Vibration	<p>Complaint - Email about extent of noise from Pitt Street Station work making it difficult to work.</p> <p>Investigation - Community Place Manager (CPM) confirmed that excavation including hammering would be continuing into May 2020, and why excavation work could not be carried out at night. Site activities have been regularly outlined in notifications and newsletters distributed in the area. CPM explained program of work, respite hours, and the stakeholder was offered and agreed to register for weekly email updates.</p> <p>Resolution - Stakeholder has registered for email updates and CPM will seek to make direct contact to identify if other alternative measures may assist. Data from permanent noise monitors demonstrated that noise levels were compliant with those predicted in the endorsed CNVIS.</p>

09-Mar-2020	JHCPBG (TSE)	Tunnelling - North	Property & Business	Complaint - Call about cracks in house that were not there before have photos if required, Would like further details on where the tunnel is in regards to the house and if any other disturbances are anticipated. Investigation - Community Place Manager spoke with caller who believes she has damage to her property caused by tunnelling and wishes to make a claim Resolution - CPM explained the process for making a property damage claim and has asked the stakeholder for additional information. Once received, this claim will be addressed through the damage claims process. Vibration monitoring conducted at Crows Nest during tunneling was compliant with the endorsed CNVIS.
09-Mar-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - Email from the new facilities manager about noise impact to the childcare centre which claimed it was noisy during the respite period. Investigation - Community Place Manager explained to the facilities manager the respite periods in place at the Victoria Cross south shaft were for 'high impact' activities such as rock hammering and not from all activities, and some activities would continue through the respite period. Resolution - Noise monitoring results installed at the property confirmed that no high noise impact activity (rock hammering) was taking place between at the time of the alledged complaint.
10-Mar-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Call about noise from the Barangaroo Station site including workers yelling during work. Investigation - Site foreman confirmed receipt of oversized crane components which may have caused some low level truck noise. The site foreman confirmed there was no excavator used during the delivery of the equipment and unloading of the components did not occur out of hours. Resident could not identify the exact machine causing the noise, but said it sounded like an excavator digging some hard material. She said that the usual activity of spoil handling had not been what had bothered her. Resident also wanted to confirm if work could be carried out on Sundays. CPM said some work continues 24/7 at the Barangaroo Station site, including tunnelling support activities and there is no rock-breaking or hammering being undertaken. CPM confirmed the site employs strategies to minimise shouting, including the use of radio communication. CPM said pre-work briefings are regularly held, where staff are continually reminded about minimising shouting. CPM said this topic would be raised at the next meeting. CPM offered noise monitoring, which the resident accepted. Resolution - Site staff to be reminded at pre-work briefings about minimising shouting by using radio communication. Noise monitoring to be carried out at resident's property. Previous noise monitoring results have been in accordance with the endorsed CNVIS.
10-Mar-2020	JHCPBG (TSE)	Crows Nest	Property & Business	Complaint - Call about cracks before and after survey was done, and would like information on the next stage and what can be done. Investigation - Community Place Manager contacted resident to discuss property damage. Resolution - CPM explained the process for making a property damage claim and has asked the stakeholder for additional information. Once received, this claim will be addressed through JHCPBG's damage claims process. Vibration monitoring conducted in Crows Nest during tunneling was compliant with levels outlined in the project's endorsed CNVIS.
10-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Traffic, Transport & Access	Complaint - Resident called about works taking place nearby their residence which they were not notified about. Resident stated that trucks nearby were blocking access and causing parking issues. Investigation - Site Engineer was contacted which confirmed that works were taking place, were included in notification but did not contain detail about driveway usage. Advised that clear instructions were given to subcontractor that priority was to be given to residents coming in and out of the property. Resolution - Left two voicemails then emailed customer to advise above information, also advised that we will email them direct if there are any future property impacts expected. Follow up email was then sent relaying information provided by the LOR project team.
11-Mar-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - loud hammering and large amount of dust spraying around in the area. Investigation - Stakeholder is a manager in a company in 116 Miller Street opposite the site. He has only recently moved into the building and has not had prior contact with the project nor registered for email updates. Resolution - Community Place Manager (CPM) provided information on program of works, respite hours, noise regulation and noise monitoring to ensure the project's licence conditions regarding noise levels were met. Dust mitigation measures were also outlined, these include hoses, a sprinkler system and misting cannon. The CPM suggested the stakeholder provide his email address to receive regular updates about the work, but he was not interested in receiving these. A review of dust mitigation measures being utilised on site identified that in addition to the hoses trained on rock breaking activities an additional larger water cannon had been put into operation at approximately 2:45pm. The use of the water cannon increased the amount of visible water mist around the site. Results from permanent noise monitor located next to the site have shown compliance with the project's licence and planning conditions.
11-Mar-2020	JHCPBG (TSE)	Victoria Cross - South	Air Quality	Complaint - caller reported a lot of dust coming off project site to the street area. Hoarding around the site prevented caller being able to see if any dust mitigation measures such as water sprays were being deployed. Caller is also affected by noise, working in an office near the site. Caller indicates that a noise shed was on the site until recently, and so wonders why that was removed. Investigation - Excavation recommenced following removal of the acoustic cover as it could not be completed with the shed in place. Mitigation for high impact noise is addressed by limiting excavation hours to standard daytime construction hours and providing respite period. A review of dust mitigation measures on site identified that in addition to the hoses trained on rockbreaking activities, a larger water cannon had been put into operation at approximately 2:45pm. The use of the water cannon increased the amount of visible water mist around the site. Environmental inspections are undertaken regularly by the site team and external regulatory authorities. Resolution - Suggest that stakeholders register for email updates about project activities due to recent change of focus to day time excavation without an acoustic shed. Results of noise and vibration monitoring around the site have shown compliance with the project's licence and planning conditions. Dust mitigation measures are being implemented at site to reduce dust as far as reasonable practicable.
11-Mar-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Caller advising that he can hear a loud steel on concrete noise. Investigation - Supervisor did not witness or hear the noise described by the resident at the time, but confirmed TBM retrieval activities were occurring at the southern end of the Station Box excavation. Supervisor reminded workers to be mindful of activities and cease any work that had potential to cause metal banging. Supervisor also noted there was work unrelated TSE works, involving jack hammering, occurring at the intersection of Napoleon Street and Kent Street. CPM spoke with resident and confirmed that TBM disassembly work was carried out at the bottom of the station box area at night in accordance with an EPL variation and the approved CNVIS. CPM said the large TBM support gantries are made up of metal components and during disassembly some metal dropped unexpectedly causing noise as described by the resident. CPM noted the retrieval work had been ongoing since January 2020 and there had been no other noise complaints to date related to the work, which was acknowledged by the resident. Resolution - Site superintendent to remind workers at next pre-start briefing regarding best practice work methods, particularly when handling metal and materials that have potential to cause noise. Previous noise validation monitoring results have been in accordance with CNVIS predictions. Noise monitoring to be carried out near the resident's property during TBM retrieval activities.

12-Mar-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	<p>Complaint - Call to EPA Line. JHCPBG received a similar complaint from a resident on Kent Street at 11.36pm on 11/03/2020. Noise from TBM dismantling was intermittent until midnight, preventing caller from sleeping. There was a very loud bang every few minutes, sounding like a large, heavy metal object being dropped from height.</p> <p>Investigation - Supervisor confirmed TBM retrieval activities were occurring at the southern end of the Station Box excavation. Supervisor noted that there were other works occurring that weren't related to the project. TBM disassembly work was carried out at the bottom of the station box area at night in accordance with an EPL variation and the approved CNVIS. The large TBM support gantries are made up of metal components and during disassembly some metal dropped unexpectedly causing some noise which corresponds to the noise described by the complainant. The retrieval work had been ongoing since January 2020 and there had been no other noise complaints to date related to the work. Noise monitoring was undertaken at 83 Kent Street at approximately 9.30pm on 11/3/20 with noise levels at the time being compliant with the levels predicted in the CNVIS for the works.</p> <p>Resolution - The investigation concluded that work tasks being undertaken at the time of the complaint were undertaken in accordance with the approved CNVIS for TBM disassembly and retrieval, and the Licence Variation Application submitted and approved for the same works. The noise which is the subject of this complaint has been identified as the unplanned dropping of steel sections from the TBM gantry onto the concrete floor of the Station Box. Additional toolbox talks will be provided to the TBM retrieval team on the 12/3/2020 to reinforce the need to minimise unnecessary noise at all times.</p>
13-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - Call about jack hammering and concrete cutting noise last night a noise.</p> <p>Investigation - Community place manager contacted stakeholder, staying at the Rydges Hotel, and explained those activities were not taking place on the Sydney Metro site.</p> <p>Resolution - CPM explained works in question were not related to the Victoria Cross Metro site and were being undertaken for the 168 Walker St building.</p>
13-Mar-2020	JHCPBG (TSE)	Pitt Street - North	Noise & Vibration	<p>Complaint - Call about noise and vibration from Pitt Street Station work.</p> <p>Investigation - Community Place Manager alerted Pitt Street Project Manager and Environmental Officer (EO) who reported that data from the permanent noise and vibration monitors at Pitt Street North site showed that noise and vibration levels have remained compliant with predicted levels in the endorsed CNVIS over the past week.</p> <p>Resolution - Community Place Manager explained nature of the work provided details for the future program for specific activities including excavation, rock hammering, removal of acoustic shed (and reasons for this), demolition of existing car park, and erection of hoarding. CPM explained the standard construction hours and the respite periods for high impact activities.</p>
13-Mar-2020	JHCPBG (TSE)	Tunnelling - North	Noise & Vibration	<p>Complaint - Community Place Manager received text message from resident, stating she could hear jack hammering from cross passage work near her property.</p> <p>Investigation - Site supervisor confirmed that all excavation work ceased at 10pm. Supervisor said work continuing past 10pm involved ground support rock bolting and shotcreting.</p> <p>CPM called resident, who said by the time she had called the project information line, the jack hammering had stopped.</p> <p>Resolution - Previous attended noise and vibration monitoring results (at similar depth cross passages) have been below CNVIS predictions and project management levels.</p>
16-Mar-2020	Laing O'Rourke (1-7)	Corridor Work - 7A	Traffic, Transport & Access	<p>Complaint - resident expressed frustration with works vehicles (trucks) that are being parked by his residence, making it very difficult for him to leave his driveway safely. He raised this with the driver of the vehicle last week, but this morning the vehicle was parked there again.</p> <p>Investigation - contacted LOR team to escalate the complaint.</p> <p>Resolution - resident has been advised that the contractor has been contacted and that the truck has now been moved, and that the project team have been reminded they are not to park on Brand Street if their vehicle will impact the safe movement of residents. Apologised to resident for the inconvenience caused.</p>
16-Mar-2020	JHCPBG (TSE)	Victoria Cross - South	Property & Business	<p>Complaint - Stakeholder had previously rung Stakeholder & Community Manager South with enquiry re property condition report. Stakeholder was not able to understand report and requested assistance. A meeting was arranged.</p> <p>Community Place Manager (CPM) and Tunnelling Manager (TM) met with Stakeholder during which time it became apparent that the enquiry had turned into a complaint.</p> <p>Investigation - CPM and TM provided stakeholder with background of the timing of TBM tunnelling, the position of the two tunnels in relation to the premises.</p> <p>Stakeholder pointed out specific areas of concern both inside and outside. CPM and TM photographed these areas for further analysis against high resolution pre-condition survey photos. CPM explained the property damage claim process to the stakeholder.</p> <p>Resolution - This complaint will be closed and managed under the Property Damage Claim process to close out the matter with the Stakeholder.</p> <p>Vibration validation monitoring undertaken for tunnelling activities has been compliant with predicted levels in the endorsed CNVIS.</p>
17-Mar-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	<p>Complaint - call about changes to crack in post condition survey report.</p> <p>Investigation - Owner didn't have a copy of the report with him and said he would contact the Community Place Manager tomorrow to discuss his concerns.</p> <p>Resolution - The owner agreed to call the community place manager directly tomorrow to discuss the report and image of concern.</p> <p>Vibration validation monitoring undertaken for tunnelling activities has been compliant with predicted levels in the endorsed CNVIS.</p>
17-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Property & Business	<p>Complaint - Caller wishing to log that current works on the train line behind her property are sending shock-waves through her unit. Logging in case of future property inspections</p> <p>Investigation - Resident says she is experiencing a lot of vibration today from activities taking place in the rail corridor near her building.</p> <p>She is aware of the work and knows that it needs to be done. However, resident wanted the complaint noted on her record in case there is cracking to her property as a result of the work.</p> <p>Resolution - CPM explained the work happening near the resident's property today which includes the use of a vibratory roller to construct a piling pad. HJ asked the resident if she would like a call back with more information about the program of work near her property. Resident did not require this but just wanted it noted that she had rung up about vibration in case she has future cracking to her building. Prior vibration monitoring of this activity at Chatswood has shown results compliant with the predicted levels outlined in the endorsed CNVIS.</p>
17-Mar-2020	JHCPBG (TSE)	Crows Nest	Traffic, Transport & Access	<p>Complaint - caller about concrete trucks arriving and idling at the site.</p> <p>Investigation - Community Place Manager reviewed photos provided and asked the resident for more information as the photos didn't not identify specific location. The CPM noted that there are some other road works occurring on Pacific Highway out-of-hours this week which are not Metro related.</p> <p>Resolution - The CPM explained to the stakeholder that the site team had been working closely with the community around the Crows Nest site to minimise the impact of the out-of-hours concrete pours. This includes having traffic control in place to ensure that trucks are not idling or standing around the site.</p> <p>There has been no prior contact with the project and he registered for email updates.</p>

17-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Email received from resident about idling trucks near the intersection of Hickson Road and Towns Place between 5am and 6am on 17 March. Resident provided description and the number plate details of the idling truck. Investigation - CPM made further enquiries with Barangaroo Station Project Manager, who added that "Botany Access", the name on the truck, is not a current contractor used at the Barangaroo Station site. Community Place Manager confirmed there were no trucks matching the description of the number plate provided by the resident had entered or left the site on 17/03/2020. Resolution - CPM advised resident that his concerns would be forwarded to neighbouring projects in Walsh Bay and Barangaroo for their consideration.
18-Mar-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	Complaint - Stakeholder complained about ongoing noise at nights. Complainant stated that the level of noise is a hazard to health. Complainant states that he has terminated his lease at considerable cost. Investigation and resolution - Place Manager responded to advise that noise monitoring confirmed noise levels were within the approved limit but that further mitigation measures would be put in place including respite.
18-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Traffic, Transport & Access	Complaint - Motorist returned to her car to find a note saying that she could not park at this location but it was not signposted. Investigation - On-call Community Place Manager (CPM) rang stakeholder who said that she was simply offering a request or suggestion for signs to be available onsite outside of work hours. Resolution - CPM confirmed that Willoughby Council has not given permission for signage to be installed as the work area is relatively small and the work is short term. The works are being managed by cordoning off the work area at the end of each day shift with bollards and putting notices under the windscreen of anyone parked in or near the work area with a polite reminder to move their car.
19-Mar-2020	JHCPBG (TSE)	Barangaroo	Noise & Vibration	Complaint - Call about noise from workers dropping steel or similar. Investigation - Community Place Manager spoke with site supervisor who said he'd heard noise in the vicinity of the northern end of Hickson Rd and it was not clear what was the source. He said he went to investigate but the noise had stopped by 4:15am. Resolution - Barangaroo manager confirmed with TBM retrieval supervisor that the noise issue was not related to retrieval activities at the southern end of the site. Final follow up being undertaken with other managers before closing out with resident. (UPDATED 19/3) - Confirmed the unloading of pipes from under-harbour tunnels and into a container caused some metal on metal noise similar to that described by the resident. The work methodology was adjusted to further minimise any potential noise impacts. It is noted the work was occurring about 30 metres underground and over 320 metres from the resident's property. Barangaroo CPM later called the resident to inform him about the potential cause of the noise and actions that had been taken to further minimise any impacts. Offer of ear molds accepted.
20-Mar-2020	JHCPBG (TSE)	Tunnelling - South	Noise & Vibration	Complaint - Call about vibration at about 7am and 6pm and hearing jack hammering noise. Investigation - Community Place Manager confirmed the work was related to cross passage excavation, which started at about 8pm on 19/3/2020. CPM said the approved hours for excavation were from 7am - 10pm Monday to Sundays. CPM said the work would take about two weeks to complete, subject to ground conditions. Resolution - Community notification was distributed at least 7 days before work commenced on cross passage excavation. Noise and vibration monitoring was undertaken within the premises on 20/3/2020, levels measured were below predicted levels in the endorsed CNVIS.
20-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint relating to vibration impact from work being experienced in adjacent building. Requested to know duration and if notification was sent. Investigation - Vibratory rolling was taking place near resident to build piling pad. Validation monitoring of the vibratory roller at the Chatswood site was undertaken on 23/03/2020 in front the property and has shown levels compliant with those predicted in the endorsed CNVIS. Resolution - Emailed resident with work details and notifications that were previously distributed via letterbox drop and email.
20-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Gravel sand scattered on cycle path. Sent photos of impacted area. Investigation - Investigation found that the location of the rubble / dirt is not at an area where the trucks travel or street sweeper cleans. Resolution - Will raise issue with Council at next interface meeting. Responded to resident.
20-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint about noise and vibration from work at the Chatswood site. Stakeholder has a baby and has been working from home and unwell this week so has been particularly disturbed. Investigation - Current work includes the use of a vibratory roller to build a piling pad for work adjacent to the rail corridor. Resolution - Provided information to resident including tips about managing noise.
20-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint relating to impacts from adjacent use of vibratory roller. Investigation - Preparation for a piling pad being undertaken in standard construction hours, respite being applied and validation monitoring has confirmed levels are compliant with those predicted in the endorsed CNVIS . Resolution - Stakeholder updated with details of work and expected completion date. *date updated from 01/04/2020 *complaint ID updated from 200401HAGG
21-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Stakeholder contacted the 1800 number at 9:44am, call details were not received by the on call CPM until 12:23pm. Complaint related to noise and vibration from work taking place. Investigation - In line with agreed response process with this resident, manager emailed resident asking for more information, also followed-up with Sydney Metro regarding delay in email from call centre. Resolution - Vibratory rolling work is being conducted to build piling pad. Further information about work has been provided to the resident.
23-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint - Complaint relating to vibration impact from work that day. Was unsure if notification was sent. Investigation - Vibratory rolling was taking place on other side of rail corridor to build piling pad. Validation monitoring of the vibratory roller at the Chatswood site has shown levels compliant with those predicted in the endorsed CNVIS. Resolution - Work and notification details were provided to resident.
23-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Resident lives adjacent to site and complained about vibration impacts within her property. Investigation - Current work includes the use of a vibratory roller to build a piling pad for work adjacent to the rail corridor. Vibration levels compliant with endorsed CNVIS. Resolution - Resident was updated on the work, safety reasons for requiring effective compaction and respite periods.
23-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Caller advised her bed was vibrating at night and on Saturday morning as well as her house Investigation - On Saturday morning the vibratory roller was in use from 8am-9am and from 12pm-12.45pm only. No OOHW was undertaken by JHCPBG on 20 or 21 March 2020. Resolution - Manager contacted the stakeholder to explain the works currently occurring at the Chatwood Site, including the use of a vibratory roller to build a piling pad.
23-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Email about vibration which is causing disturbance as the resident works from home. Investigation - Work taking place near residence. Use of the roller is necessary for safety reasons, the roller is being used with built in respite and this activity is due to be completed later this week or early next week. Resolution - Validation monitoring of the vibratory roller at the Chatswood site was undertaken on 23/03/2020 and has shown levels compliant with those predicted in the endorsed CNVIS. Place Manager has also registered stakeholder's email to receive updates going forward. *date updated from 23/02/20

23-Mar-2020	JHCPBG (TSE)	Chatswood dive site		<p>Complaint - Call about the noise and vibration in his area and the disturbance.</p> <p>Investigation - Resident is in adjacent property to where roller is being used. Use of the roller is necessary for safety reasons, the roller is being used with built in respite and this activity is due to be completed later this week or early next week.</p> <p>Resolution - Email provided to resident provided overview of work, outlined safety reasons for requiring effective compaction and explained respite periods. Piling pad preparation work is due to be completed this week (week ending 29/03/2020). Validation monitoring of the vibratory roller at the Chatswood site</p> <p>*date updated from 23/02/20</p>
24-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	<p>Complaint - Call about the noise and vibration in his area - caller advised has a 3 month old child and things had fallen off the cupboard.</p> <p>Investigation - Resident is aware of the work taking place and received the notification, the use of the roller is necessary to construct a piling pad for upcoming work.</p> <p>Resolution - Stakeholder is aware of the work and is kept updated with project update emails. He informed the community place manager that they are experiencing high levels of vibration, which is impacting the family. Resident was updated on the work, safety reasons for requiring effective compaction and respite periods.</p> <p>*date updated from 24/02/2020</p>
25-Mar-2020	JHCPBG (TSE)	Crows Nest	Noise & Vibration	<p>Complaint - Call about unusual loud deep humming sound coming from the site which has never been heard before. There is also banging onsite.</p> <p>Investigation - Site team confirmed the only activity done at the Crows Nest site last night that was different to usual was the removal of one of the cross passage ramps to a new location. This activity has been done before without complaints. There are some other non-Metro related works taking place out-of-hours in the vicinity of the stakeholder's property at the moment which may be noise source.</p> <p>Resolution - Stakeholder has been offered noise monitoring which was declined. She has been provided with disposable ear plugs and offered a specialised type of over ear noise cancelling headphones as she cannot easily wear ear plugs. This offer was declined. Previous monitoring undertaken at the Crows Nest site for out-of-hours activities has shown compliance with noise levels outlined in the projects' CNVIS.</p>
25-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - An email received by the local MPs office from McLaren Street resident about noise from construction works in the area including from the Metro site. Issues with large trucks parking outside her apartment block, trucks using Walker Street to make deliveries to sites in the area and truck noise from the use of Walker Street.</p> <p>Investigation - The stakeholder's unit block is located at quite a distance from the Metro site but is directly opposite the SAP building in 168 Walker Street, which is currently being demolished.</p> <p>Resolution - Community Place Manager confirmed 24/7 activities are approved for the Victoria Cross north site. Activities take place within an acoustic shed to minimise noise impacts on local residents. Explained traffic routes and monitoring activities. The Community Place Manager suggests the stakeholder register for email updates.</p>
25-Mar-2020	Laing O'Rourke (CSM)	Central Station	Property & Business	<p>Complaint - Stakeholder complained about writing on private property wall next to site.</p> <p>Investigation and resolution - Community Manager acknowledged the email and requested project team clean it immediately. Subcontractor was also identified and informed to brief his crew accordingly. Community Manager also informed the stakeholder that wall adjacent to work area will be cleaned. Stakeholder acknowledged response.</p>
25-Mar-2020	Laing O'Rourke (CSM)	Central Station	Noise & Vibration	<p>Complaint - Resident complained about ongoing noisy night work coming from the station, described like jackhammering, periodic ongoing noise with high frequency sound.</p> <p>Investigation - Community Manager investigated and confirmed no jackhammering work was occurring and works undertaken at that time were not high noise and occurring within hoarded area on the platforms. Noise data also confirmed this.</p> <p>Resolution - Resident questioned the noise data and also complained about other noise experienced over the past year. Community Manager offered to meet to conduct additional noise monitoring with Environmental Manager and provide earplugs to minimise noise impacts for upcoming noisy works. Stakeholder also agreed to subscribe to project updates.</p>
26-Mar-2020	JHCPBG (TSE)	Tunnelling - South	Property & Business	<p>Complaint - Complaint - Email from resident about change in the property between pre and post reports.</p> <p>Investigation - Community Place Manager (CPM) discussed the damage claim process and sought further information including reasons why they believe damage is a result of TSE works and when it was first noticed. Stakeholder will respond with answers.</p> <p>Resolution - Resolution - This complaint is now closed. The damage claim will be handled through the JHCPBG Property Damage Claim Process. Vibration validation monitoring for tunnelling works has been compliant with predicted levels in the endorsed CNVIS.</p>
26-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	<p>Complaint - Email about the noise and vibration from the vibratory roller.</p> <p>Investigation - Chatswood CPM explained the vibratory roller is necessary for the piling pad to achieve the required level of compaction and that this activity can not be delayed as it is a critical step in the projects program. Provided impacts about timing, monitoring and respite. The CPM provided some suggestions to minimise the impacts at home.</p> <p>Resolution - Resident acknowledged the receipt of information provided by the team but is now working at home and finding the impact disruptive. CPM gave overview of work, outlined safety reasons for requiring effective compaction and explained respite periods. Validation monitoring of the vibratory roller at the Chatswood site was undertaken on 23/03/2020 and has shown levels compliant with those predicted in the endorsed CNVIS.</p>
27-Mar-2020	JHCPBG (TSE)	Waterloo	Noise & Vibration	<p>Complaint - Complaint from adjacent resident to remind workers to keep noise to a minimum when they leave the site at night. Resident said that about 3 workers spent 15 mins talking loudly outside Wellington Street residential properties.</p> <p>Investigation - The community place manager requested more information about the time, location, vehicle or personal description so the project manager could identify and confirm they were TSE workers.</p> <p>Resolution - Resident to provide more information to identify if they are TSE workers. Project manager to reinforce keeping noise to a minimum when leaving the site at night.</p>
29-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	<p>Complaint - Excessive noise which started at 22:00 which sounds like a drilling noise. No notification for works tonight and extremely high pitched.</p> <p>Investigation - Waterloo Site Manager (SM) and Senior Site Engineer (SSE) both confirmed that day shift had concluded at 6pm on 29.3.20 and that the site was closed at the time of complaint. The "high pitched drilling" noise was not due to works on the Metro site. SSE and SM explained that trucks entering site are fitted with radios for communication. It is unlikely that horns are being sounded.</p> <p>Resolution - Spoke with stakeholder stating that site was closed at the time of the noise. Community Place Manager said that site personnel would be toolboxed and trucking companies engaged to ensure that horns are not used.</p>
30-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	<p>Complaint - Relating to vibratory roller impacts on opposite side of the rail corridor</p> <p>Investigation - Chatswood CPM contacted stakeholder by email, in line with the agreed approach for 1800 calls from this stakeholder. CPM requested more information from stakeholder so that she could investigate his complaint. No response has been received yet.</p> <p>Resolution - Vibratory roller was in use for 30 minutes, before weather conditions required work to stop. No other work that would cause vibration noise was taking place in the corridor so this activity was most likely the cause of the complaint. Noise and vibration validation monitoring of the vibratory roller at the Chatswood site was undertaken on 25/03/2020 and again shown levels compliant with those predicted in the endorsed CNVIS.</p>

30-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Resident noticed constant low-level of vibration in his property. Investigation - SM representative contacted tunnelling team to confirm if any works were taking place in the resident suburb. Tunnelling team confirmed that no works were taking place between Waterloo and Marrickville Dive Site that would be likely to cause vibration at the surface. Resolution - Advised resident that tunnelling and cross passage excavation works in their suburb has completed. Source of vibration is not believed to be from Sydney Metro.
31-Mar-2020	JHCPBG (TSE)	Martin Place - South	Noise & Vibration	Complaint - Noise from the Martin Place South site was making it hard for the Branch Manager's team hear a video at the morning team meeting. Investigation - Manager holds a daily staff meeting between 8.30am and 9.30am for about 30 people. With social distancing requiring 1.5m between each person, her team is very spread out. A construction update had been sent and it was confirmed that noise levels were compliant and respite periods were being observed. Resolution - Site team will continue to implement agreed respite and keep the branch updated with construction activities.
31-Mar-2020	JHCPBG (TSE)	Crows Nest	Property & Business	Complaint - Complainant said recent rains had caused water damage due to previous tunnelling activities. Investigation - A site inspection will occur when current health restrictions are lifted. Vibration monitoring during tunnelling was compliant with levels outlined in the project's endorsed CNVIS. Resolution - The matter will be dealt with under the property claims process.
31-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Building manager advised residents were experiencing a throbbing noise and vibration at random times, but mainly early in the morning. Investigation - Site team has investigated and not found any activity being done at the Victoria Cross sites which would account for the throbbing noise or impact that was stated. Resolution - Stakeholder updated and asked to provide further information if it remains an issue.
31-Mar-2020	JHCPBG (TSE)	Victoria Cross - South	Noise & Vibration	Complaint - Complainant said they believed jack hammering had started during a respite period. Investigation - During the time mentioned, site was mucking out, and as part of this there was a small excavator operating. No hammering was taking place. There is another (non-TSE) construction site nearby that may have been the source of the noise. Resolution - Workers toolboxed by way of reminder of respite obligations and stakeholder updated on site works that had been in progress.
31-Mar-2020	Unrelated to Project	Unrelated to Project	Unrelated to Project	Complaint - Received complaint about noise and vibrations from a resident in Pymont forwarded by DPIE. Noise was experienced intermittently through the nights of 27,28 and 29 March. Investigation - The resident lives 700m from any current out-of-hours activities. No high noise or percussive activities were being carried out on the nights indicated by the resident. Resolution - Resident updated on Barangaroo activities and offered regular email updates of the project.
31-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Related to impact from vibratory roller use to construct piling pad. Investigation - Preparation for a piling pad being undertaken in standard construction hours, respite being applied and validation monitoring has confirmed levels are compliant with those predicted in the endorsed CNVIS . Resolution - Stakeholder updated with details of work and expected completion date.
31-Mar-2020	JHCPBG (TSE)	Chatswood dive site	Noise & Vibration	Complaint - Complaint relating to impacts from adjacent use of vibratory roller. Investigation - Preparation for a piling pad being undertaken in standard construction hours, respite being applied and validation monitoring has confirmed levels are compliant with those predicted in the endorsed CNVIS . Resolution - Stakeholder updated with details of work and expected completion date.