



# Sydney Metro City & Southwest

Construction Compliance Report #5 (1 April 2019 to 30 September 2019)



<b>Project:</b>	City & Southwest	<b>Date:</b>	12 February 2020
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## 1. Executive Summary

This City & Southwest Construction Compliance Report #5 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 April 2019 to 30 September 2019.

Construction activity continued to increase during the reporting period. The Martin Place Integrated Station Development, Line-Wide (Sydney Metro Trains Facility) and Southwest Metro Early Works Stages all commenced construction (as defined by the applicable planning approval) during the reporting period. The commencement of construction of the Southwest Metro Early Works Stage represented the first construction activity subject to the Sydenham to Bankstown planning approval. Furthermore, the Tunnels & Station Excavation (TSE) Stage was operating five Tunnel Boring Machines (TBM) during the reporting period, with the fifth TBM having commenced boring activities beneath Sydney Harbour in June 2019.

Onsite environmental performance was very well managed across the project. Zero incidents occurred during the reporting period and fourteen Non-Compliances were raised (all of which have been closed). Five environmental audits were undertaken during the reporting period, resulting in zero findings (including two audits undertaken by the Independent Environmental Auditor). The total number of complaints received during the reporting period reduced from the previous reporting period from 502 to 447. Of these, the total number of complaints attributable to the project also reduced from the previous reporting period from 398 to 370. Complaints were dominated by the TSE Stage, generating 70% of all complaints attributable to project works. Noise & Vibration complaints generated as part of the TSE Stage represented 41% 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 (1)	0	0	0
NCW	166 (0)	0	0	53
TSE	258* (4)	0	1 (0)	259
CN ISD	48 (0)	0	0	0
VC ISD	242 (0)	0	0	0
BS	0 – Design requirements captured under 'SM'.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	2 (0)	3
PS ISD	235 (0)	0	0	0
CSM	261 (5)	0	1 (0)	34
W ISD	0 – Yet to be awarded to contractor(s).	0	N/A	0
SSJ	246 (0)	0	1 (0) – Combined with SMEW	11
LW (SMTF)	177 (0)	0	0	0
LW (C2S)	243 (0)	0	0	0
LW (S2B)	230 (0)	0	0	1
TSOM	0 – Yet to be awarded to contractor(s).	0	N/A	0
SMEW	207 (1)	0	1 (0) – Combined with SSJ	7
SSC	0 – Yet to be awarded to contractor(s).	0	N/A	1
Sydney Metro (including non- staged works)	210 (2)	0	0	1
<b>Total</b>	<b>2,774 (14)</b>	<b>0</b>	<b>5 (0)</b>	<b>370 (447)</b>
<b>Total from Previous Report</b>	<b>2,813 (16)</b>	<b>0</b>	<b>14 (25)</b>	<b>398 (502)</b>

\* Excluding non-CSSI planning approval requirements.

## Table of Contents

<b>1.</b>	<b>Executive Summary .....</b>	<b>2</b>
	List of Tables.....	5
	List of Figures .....	5
	Definitions and Abbreviations.....	6
<b>2.</b>	<b>Introduction .....</b>	<b>7</b>
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
<b>3.</b>	<b>Project Stages .....</b>	<b>13</b>
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
<b>4.</b>	<b>Environment and Compliance Management .....</b>	<b>17</b>
4.1.	Compliance Management .....	17
4.1.1.	Tracking .....	17
<b>5.</b>	<b>Environmental and Compliance Performance .....</b>	<b>19</b>
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.....	28
5.5.4.	Groundwater Quality .....	30
5.6.	Business Impact Monitoring .....	31
5.7.	Complaints .....	33
<b>6.</b>	<b>Sustainability and Environmental Initiatives .....</b>	<b>36</b>
	<b>Appendix 1 – Complaints during the Reporting Period .....</b>	<b>37</b>

## 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 10: Non-Compliances and Compliance Loads during the Reporting Period.....	20
Table 11: Non-Compliances raised during the Reporting Period.....	21
Table 14: Environmental Audit Findings Open from Previous Reporting Period .....	23
Table 15: Environmental Audits undertaken during the Reporting Period .....	24
Table 17: Environmental Monitoring Program Applicability to each Project Stage .....	25
Table 18: Noise Monitoring Results Summary and Analysis .....	26
Table 19: Vibration Monitoring Results Summary and Analysis .....	27
Table 21: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period .....	28
Table 22: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period .....	29
Table 23: Business Impact Monitoring Results Summary .....	31

## 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.....	34
Figure 4: Complaints by Stage during the Reporting Period.....	34
Figure 5: Complaints by Type during the Reporting Period .....	35
Figure 6: Complaints by Site during the Reporting Period.....	35
Figure 7: Sydney Metro 2017 and 2018 Sustainability Reports.....	36

## Definitions and Abbreviations

	Definitions
<b>BS</b>	Barangaroo Station
<b>C&amp;SW</b>	City & Southwest
<b>C2S</b>	Chatswood to Sydenham
<b>CCR</b>	Construction Compliance Report
<b>CEMP</b>	Construction Environmental Management Plan
<b>CMTRP</b>	Compliance Monitoring / Tracking and Reporting Program
<b>CN</b>	Crows Nest
<b>CSM</b>	Central Station Main
<b>CSSI</b>	Critical State Significant Infrastructure
<b>EIS</b>	Environmental Impact Statement
<b>EP&amp;A Act</b>	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
<b>EPL</b>	Environment Protection Licence
<b>ER</b>	(Independent) Environmental Representative
<b>ISD</b>	Integrated Station Development
<b>LW</b>	Line-Wide
<b>MP</b>	Martin Place
<b>NCW</b>	Northern Corridor Works
<b>PIR</b>	Preferred Infrastructure Report
<b>PS</b>	Pitt Street
<b>S2B</b>	Sydenham to Bankstown
<b>Secretary</b>	The Secretary of the NSW Department of Planning, Industry and Environment
<b>SM</b>	Sydney Metro
<b>SMEW</b>	Southwest Metro Early Works
<b>SMTF</b>	Sydney Metro Trains Facility
<b>SSC</b>	Southwest Stations and Corridor
<b>SSD</b>	State Significant Development
<b>SSJ</b>	Sydenham Station Junction
<b>SYAB</b>	Sydney Yard Access Bridge
<b>TBM</b>	Tunnel Boring Machine
<b>TSE</b>	Tunnels and Station Excavation
<b>TSOM</b>	Trains, Systems, Operations and Maintenance
<b>VC</b>	Victoria Cross
<b>W</b>	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 April 2019 to 30 September 2019. 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.

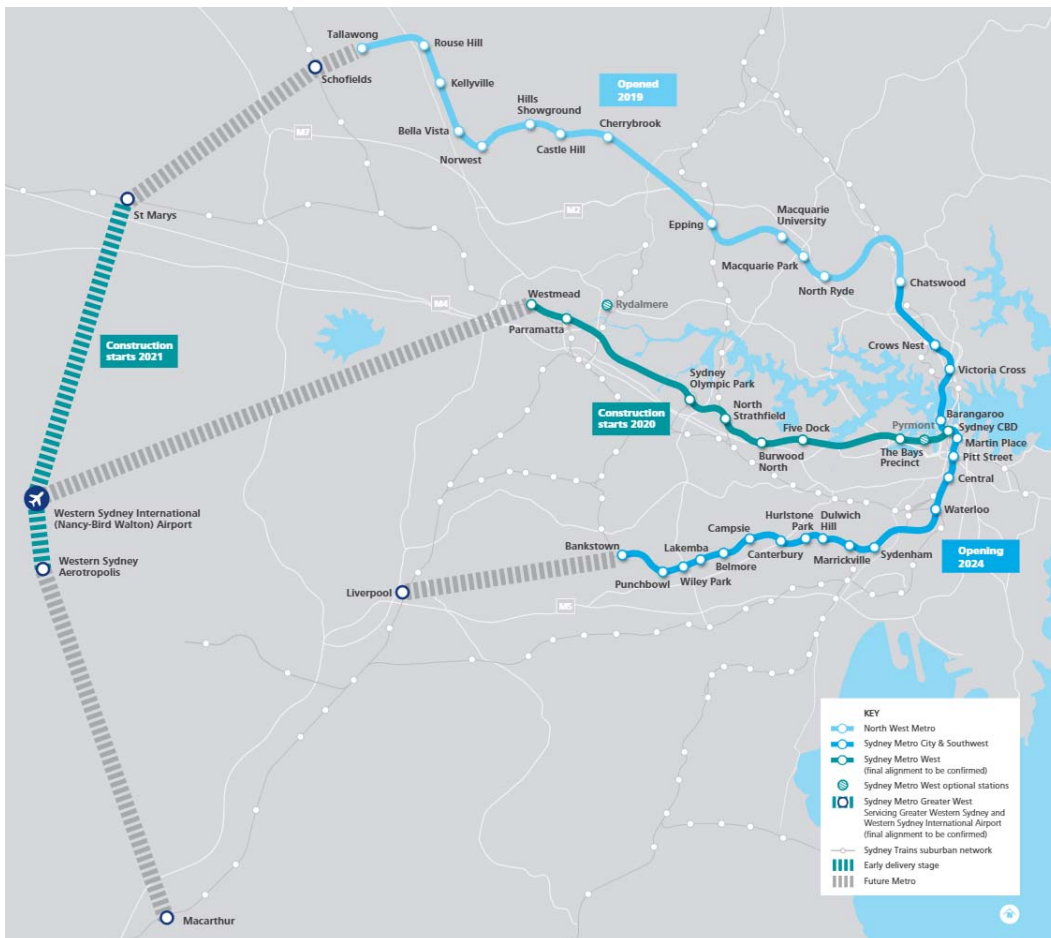


Figure 1: Sydney Metro Project Alignments

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

### 2.3.3. Consistency Assessments

A total of 54 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 September 2019. Ten 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
Elizabeth St High-Rail Pad Improvement	C2S EIS	11 Jun 2019
Central Station Phase A Combined Services Route Installation	C2S EIS	3 Jul 2019
Way St Lay-down Area	S2B EIS	8 Jul 2019
Cooks River Embankment Stabilisation	S2B EIS	8 Jul 2019
Victoria Cross Integrated Station Design	C2S EIS	20 Aug 2019
Albermarle Rd Closure for Combined Services Route Installation	S2B EIS	26 Aug 2019
Canterbury to Bankstown Bulk Power Supply Feeder Route Realignment	S2B EIS	11 Sep 2019
Mortuary Station and Darling Harbour Goods Line Temporary Storage Areas	C2S EIS	11 Sep 2019
Melford Rd and Terrace Rd Closures for Combined Services Route Installation	S2B EIS	20 Sep 2019
Turnout Work Construction Site and Lay-down Areas	C2S EIS	26 Sep 2019

### 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 September 2019.

Table 4: Status of Project Stages

Stage	Construction* Commencement Date	Status
<b>SYAB</b>	17 Jun 2017	Physical works completed Jun 2018.
<b>NCW</b>	7 May 2018	Construction phase.
<b>Demolition A</b>	24 Jun 2017	Physical works completed Sep 2018.
<b>Demolition B</b>	14 Jul 2017	Physical works completed Jul 2018.
<b>TSE</b>	22 Dec 2017	Construction phase.
<b>CN ISD</b>	-	Pre-construction phase.
<b>VC ISD</b>	-	Pre-construction phase.
<b>BS</b>	-	Pre-construction phase.
<b>MP ISD Demo</b>	19 Dec 2018	Physical works completed Apr 2019.
<b>MP ISD</b>	10 May 2019	Construction phase.
<b>PS ISD</b>	-	Pre-construction phase.
<b>CSM</b>	4 Aug 2018	Construction phase.
<b>W ISD</b>	-	Pre-construction phase.
<b>SSJ</b>	28 Aug 2018	Construction phase.
<b>LW (SMTF)</b>	16 Aug 2019	Construction phase.
<b>LW (C2S)</b>	-	Pre-construction phase.
<b>LW (S2B)</b>	-	Pre-construction phase.
<b>TSOM</b>	-	Pre-construction phase.
<b>SMEW</b>	1 Aug 2019	Construction phase.
<b>SSC</b>	-	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
<b>SYAB</b>	9 Jun 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>NCW</b>	7 May 2018	The CEMP was updated to address an increased scope of works. The ER endorsed the updated CEMP on 19 Sep 2019.
<b>Demolition A</b>	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.
<b>Demolition B</b>	12 Jul 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>TSE</b>	22 Dec 2017	The CEMP was updated to address internal audit findings. The ER endorsed the updated CEMP on 19 Jun 2019.
<b>CN ISD</b>	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
<b>VC ISD</b>	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
<b>BS</b>	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
<b>MP ISD Demo</b>	19 Dec 2018	All physical works were completed in Apr 2019. The CEMP was not amended as a result of any reviews during the reporting period. The CEMP is now redundant.
<b>MP ISD</b>	18 Apr 2019	The CEMP was not amended as a result of any reviews.
<b>PS ISD</b>	-	Pre-construction phase (i.e. CEMP yet to be approved).
<b>CSM</b>	4 Aug 2018	The CEMP was updated following an audit and a periodic review. The ER endorsed the updated CEMP on 30 Sep 2019.
<b>W ISD</b>	-	Pre-construction phase (i.e. CEMP yet to be approved).
<b>SSJ</b>	28 Aug 2018	The CEMP was updated following a periodic review and to align with changes to the contractor's Environmental Management System. The ER endorsed the updated CEMP on 20 Aug 2019.
<b>LW (SMTF)</b>	16 Aug 2019	The CEMP was not amended as a result of any reviews.
<b>LW (C2S)</b>	-	Pre-construction phase (i.e. CEMP yet to be approved).
<b>LW (S2B)</b>	-	Pre-construction phase (i.e. CEMP yet to be approved).
<b>TSOM</b>	-	Pre-construction phase (i.e. CEMP yet to be approved).
<b>SMEW</b>	1 Aug 2019	The CEMP was not amended as a result of any reviews.
<b>SSC</b>	-	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
<b>SMTF (SSI_5931)</b>										✓	✓		
SMTF MOD1 – Administrative Changes										✓	✓		
<b>C2S (SSI_7400)</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
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		✓			✓	✓	✓	✓	✓	✓	✓		
<b>S2B (SSI_8256)</b>										✓	✓	✓	✓

### 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
<b>SYAB</b> (no works during the reporting period).	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
<b>NCW</b>	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
<b>Demolition A</b>	EPL not required (all works completed prior to the reporting period).			
<b>Demolition B</b>	EPL not required (all works completed prior to the reporting period).			
<b>TSE</b>	John Holland Pty Ltd	Concrete works, railway systems activities	20971	Issued 28 Sep 2017 and currently active.
<b>CN ISD</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>VC ISD</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>BS</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>MP ISD Demo</b>	EPL not required (works completed during the reporting period).			
<b>MP ISD</b>	EPL not required.			
<b>PS ISD</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>CSM</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21148	Issued 28 Nov 2018 and currently active.
<b>W ISD</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>SSJ</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 Jan 2019 and currently active.
<b>LW (SMTF)</b>	EPL not required.			
<b>LW (C2S)</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>LW (S2B)</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>TSOM</b>	Pre-construction phase (i.e. no EPL required during the reporting period).			
<b>SMEW</b> (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
<b>SMEW</b> (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.
<b>SSC</b>	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.

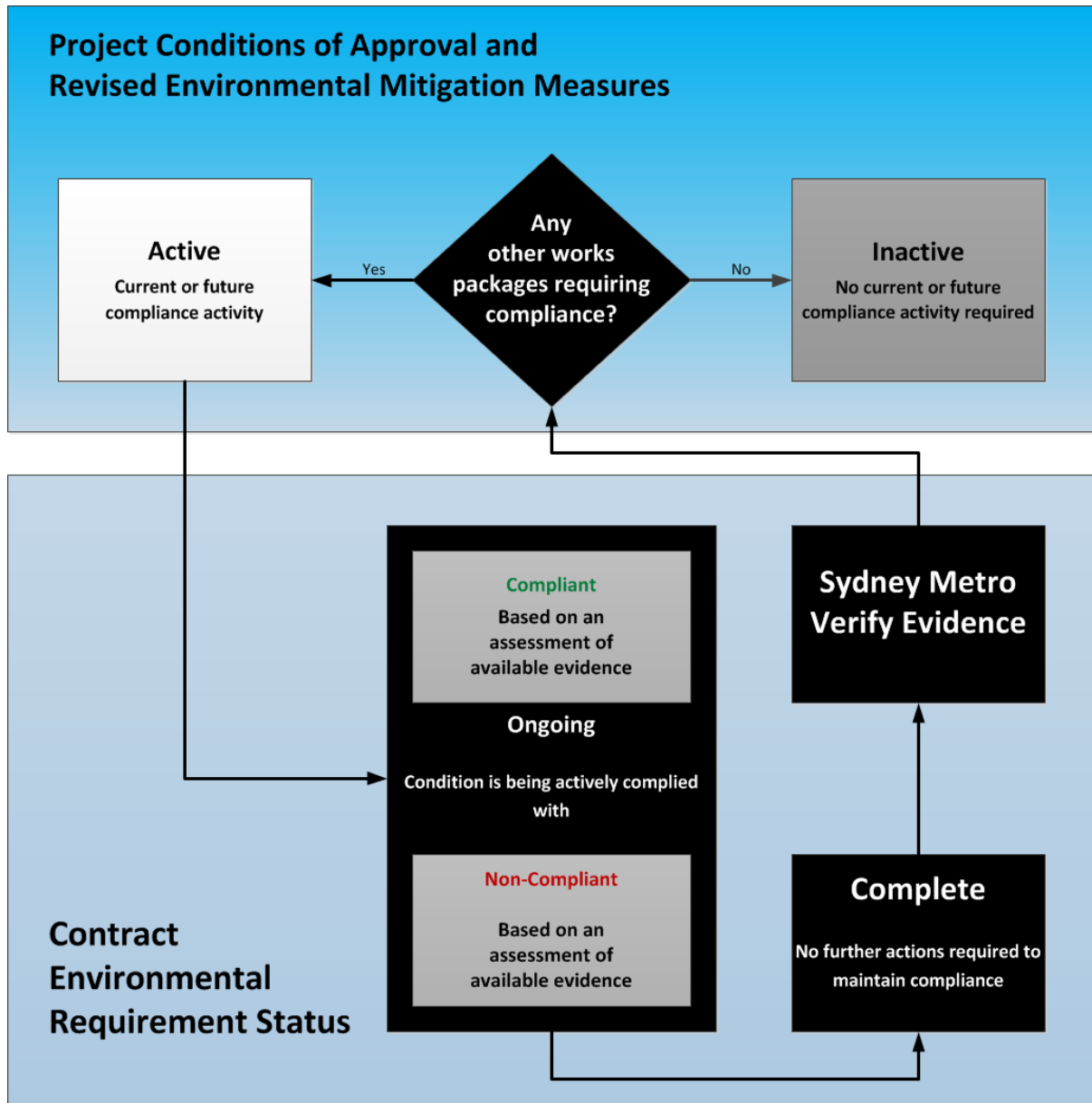


Figure 2: Tracking of Environmental Requirements

## 5. Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2,774. There were a total of 14 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 (1)	0	0	0
NCW	166 (0)	0	0	53
TSE	258* (4)	0	1 (0)	259
CN ISD	48 (0)	0	0	0
VC ISD	242 (0)	0	0	0
BS	0 – Design requirements captured under 'SM'.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	2 (0)	3
PS ISD	235 (0)	0	0	0
CSM	261 (5)	0	1 (0)	34
W ISD	0 – Yet to be awarded to contractor(s).	0	N/A	0
SSJ	246 (0)	0	1 (0) – Combined with SMEW	11
LW (SMTF)	177 (0)	0	0	0
LW (C2S)	243 (0)	0	0	0
LW (S2B)	230 (0)	0	0	1
TSOM	0 – Yet to be awarded to contractor(s).	0	N/A	0
SMEW	207 (1)	0	1 (0) – Combined with SSJ	7
SSC	0 – Yet to be awarded to contractor(s).	0	N/A	1
Sydney Metro (including non- staged works)	210 (2)	0	0	1
<b>Total</b>	<b>2,774 (14)</b>	<b>0</b>	<b>5 (0)</b>	<b>370 (447)</b>

\* Excluding non-CSSI planning approval requirements.

## 5.2. Non-Compliances

There were 14 non-compliances raised during the reporting period, all of which are now closed.

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	1	0
NCW	0	0
TSE	4	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	5	0
W ISD	0	0
SSJ	0	0
LW (SMTF)	0	0
LW (C2S)	0	0
LW (S2B)	0	0
TSOM	0	0
SMEW	1	0
SSC	0	0
Sydney Metro (including non-staged works)	2	0
<b>Totals</b>	<b>14</b>	<b>0</b>

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
2 Apr 2019	CSM	C2S E17	Heritage	Piling activities commenced prior to Excavation Director clearance.	<b>Closed –</b> 1) Piling program being provided to Excavation Director on a more frequent basis. 2) Piling team toolboxed to review excavation permit and to consult the Environment Manager if unsure of requirements.
4 Apr 2019	TSE	C2S A8	Noise & Vibration	Unauthorised out of hour rock-hammering was undertaken in Cross-Passage 3 (Marrickville).	<b>Closed –</b> 1) Project team toolboxed to reinforce permitted excavation work hours in the cross passage). 2) Disciplinary action taken on those directly responsible.
11 Apr 2019	SYAB	C2S E59 & E60	Community, Stakeholder & Business	Pre and Post Condition Building Survey Reports were not provided to the owners and council within the required timeframes.	<b>Closed –</b> 1) Issue one Pre-Condition Survey Report to council. 2) 'Building Condition Tracker' spreadsheet disseminated to SM Environmental Team to use on other contracts.
3 May 2019	TSE	C2S C16	Soil & Water	Surface Water Monitoring reports were not provided to DPIE within the timeframes identified in the monitoring program.	<b>Closed –</b> 1) Automated reminder of reporting deadlines established.
20 May 2019	TSE	C2S E59	Community, Stakeholder & Business	Pre and Post Condition Building Survey Reports were not provided to the owners and council within the required timeframes.	<b>Closed –</b> 1) Send letter to owners requesting consent to provide reports to local councils.
11 Jun 2019	MP ISD	C2S E36	Noise & Vibration	Unauthorised out of hour site hoarding erection activities were undertaken.	<b>Closed –</b> 1) Project team toolboxed on out of hour requirements and ability to undertaken emergency works under the Out of Hour Protocol / Strategy.
8 Jul 2019	SM	C2S A27(d)	Noise & Vibration	The SSJ Noise & Vibration Monitoring Report was not endorsed by the Acoustics Advisor prior to submission to DPIE.	<b>Closed –</b> 1) Obtain Acoustics Advisor endorsement of the report.
18 Jul 2019	TSE	C2S A8	Traffic, Transport & Access	Truck & Dog observed travelling along the full length of Unwins Bridge Rd in contravention of the applicable Construction Traffic Management Plan.	<b>Closed –</b> 1) Driver removed from the project. 2) Drivers toolboxed to reinforce approved haulage routes.

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
19 Jul 2019	CSM	C2S E89.1	Traffic, Transport & Access	Access to a Randle Lane carpark was delayed.	<b>Closed –</b> 1) Randle Lane site team toolboxed on Randle Lane access requirements. 2) Contractor to increase monitoring frequency at site. 3) Expedite completion of Randle Lane site loading bay.
19 Jul 2019	CSM	C2S C3(d)	Soil & Water	Sediment controls were not established prior to saw-cutting activities generating concrete-laden slurry.	<b>Closed –</b> 1) Slurry cleaned up. 2) Sediment control installed prior to future works in the area. 3) Project team toolboxed on sediment control requirements.
19 Jul 2019	CSM	C2S C3(d)	Soil & Water	Stormwater was discharged prior to testing as part of a trial for a newly established stormwater treatment system.	<b>Closed –</b> 1) New stormwater treatment system abandoned in favour of permanent stormwater treatment plant.
19 Jul 2019	CSM	C2S E36	Noise & Vibration	Unauthorised out of hour works commenced prior to 8am on a Saturday at Randle Lane.	<b>Closed –</b> 1) Randle Lane team toolboxed on noise and vibration management practices and requirements. 2) Contact affected residents to apologise and explain future mitigation measures to be implemented.
21 Aug 2019	SM	S2B E49	Traffic, Transport & Access	Road Dilapidations Reports were not provided to council within the required timeframes.	<b>Closed –</b> 1) Build awareness within SM's communications team on the deadline requirements of road dilapidation reports. 2) Improve the SM communications team's dilapidation tracker sheet by including additional key details (e.g. date of report, date of issue, etc.).
19 Sep 2019	SMEW	S2B E5	Flora & Fauna	Four trees were removed that had not been identified in a Tree Report.	<b>Closed –</b> 1) Trees identified in the Tree Report 'ground-truthed' onsite. 2) Update the Tree Report to captures the four removed trees.

### 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

Three environmental audit findings were reported as ‘open’ in the previous reporting period, two of which have since been closed. These three findings are summarised in Table 11.

**Table 11: Environmental Audit Findings Open from Previous Reporting Period**

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Sydney Metro Construction Environmental Management Framework commitments detailing requirements for a ‘Register of Spoil Receipt Sites’ had not been fully implemented as yet.	Include register of approved Spoil Receiver Sites as an appendix to the Construction Waste & Recycling Management Plan.	<b>Closed</b>
21 Jan 2019	AA Obligations, Responsibilities and Service Provisions	A Services Management Plan has not been prepared in accordance with the Sydney Metro Services Brief.	AA to prepare a Services Management Plan in accordance with Sydney Metro’s Services Brief requirements.	<b>Closed</b>
25 Mar 2019	Sydney Metro Business Management Plan	No small business has been ‘escalated’ to the Small Business Owners Support Program (SBOSP). One candidate demonstrated significantly reduced income, however no Business Action Plan had been provided in the last 18 months.	Compile a list of small businesses recorded as being adversely affected by the project and table this list at the Retail Advisory / Support Panel (RASP) meeting, develop Business Action Plans based on RASP advice, and implement other components of the SBOSP (including independent business surveys).	<b>Closed</b>

#### 5.4.2. This Reporting Period

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

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

The five audits resulted in a total of zero 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 activity addressed to close out (or are in the process of actively addressing to close out).

Table 12 summarises the environmental audits undertaken during the reporting period. **Bold** rows indicate Independent Environmental Audits.

Table 12: Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
CSM	Heritage & Archaeological Management	Independent Environmental Audit	6 May 2019	0	0	0
TSE	Waste & Spoil Management Plan	Independent Environmental Audit	23 May 2019	0	0	0
SSJ & SMEW (combined)	General Environmental Audit	Internal Contractor Audit	29 Aug 2019	0	0	0
MP ISD	Environmental System Audit	Internal Contractor Audit	19 Sep 2019	0	0	0
MP ISD	ISO (International Organisation for Standardisation) 14001 Surveillance Audit	Internal Contractor Audit	20 Sep 2019	0	0	0
<b>Totals</b>				<b>0</b>	<b>0</b>	<b>0</b>

## 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 13 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 complete, 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 13: 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)
<b>SYAB</b>	All works completed prior to the reporting period commencing.			
<b>NCW</b>	Applicable	N/A	N/A	N/A
<b>TSE</b>	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
<b>CN ISD – Yet to commence construction</b>	Applicable	N/A	N/A	Applicable
<b>VC ISD – Yet to commence construction</b>	Applicable	N/A	N/A	Applicable
<b>BS – Yet to commence construction</b>	Applicable	N/A	N/A	N/A
<b>MP ISD Demo</b>	Applicable	N/A	N/A	N/A
<b>MP ISD</b>	Applicable	N/A	N/A	Applicable
<b>PS ISD – Yet to commence construction</b>	Applicable	N/A	N/A	Applicable
<b>CSM</b>	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
<b>W ISD – Yet to commence construction</b>	Applicable	N/A	N/A	Applicable
<b>SSJ</b>	Applicable	N/A	Applicable	N/A
<b>LW – Yet to commence construction</b>	Applicable	N/A	Applicable	N/A
<b>TSOM – Yet to commence construction</b>	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, MP ISD Demo, MP ISD, CSM and SSJ Stages. Table 14 and Table 15 provide a noise and vibration summary and analysis at each C&SW site for construction activities undertaken during the reporting period.

Table 14: Noise Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
<b>TSE - Chatswood Dive</b>	4	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>NCW - Surface Track Works</b>	88	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.
<b>TSE - Artarmon Substation</b>	2	Both exceedances were attributed to non-TSE activities. The site was handed over to the LW Stage on 30 Sep 2019.
<b>TSE - Crows Nest Station</b>	4	All exceedances were attributed to non-TSE activities.
<b>TSE - Victoria Cross Station</b>	3	All exceedances were attributed to non-TSE activities (surrounding traffic and ventilation systems being the dominant source).
<b>TSE - Blues Point</b>	8	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>TSE - Barangaroo Station</b>	15	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>MP ISD Demo &amp; MP ISD - Martin Place Station</b>	Exceedances observed	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.
<b>TSE - Martin Place Station</b>	20	26 exceedances were attributed to non-TSE activities (surrounding traffic and lectures on Level 3 of 60 Castlereagh Street being the dominant source).
<b>TSE - Pitt Street Station</b>	14	All exceedances were attributed to non-TSE activities.
<b>CSM - Central Station</b>	Exceedances observed	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. High ambient noise levels at sensitive receivers were observed from railway operations and unrelated construction works.
<b>TSE - Waterloo Station</b>	11	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>TSE - Marrickville Dive</b>	3	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>SSJ - Sydenham Station &amp; Surface Track Works</b>	34	Seventeen exceedances were attributed to non-SSJ activities (e.g. surrounding road, rail and air noise). 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.

Table 15: Vibration Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
TSE - Chatswood Dive	0	
NCW - Surface Track Works	0	
TSE - Artarmon Substation	0	No high impact vibratory activities undertaken.
TSE - Crows Nest Station	1	An exceedance of 3.35mm/s was observed on 10 Apr 2019. A subsequent investigation found that a worker had knocked the monitor at the time.
TSE - Victoria Cross Station	4	All exceedances were attributed to non-TSE activities.
TSE - Blues Point	0	
TSE - Barangaroo Station	0	
MP ISD Demo & MP ISD - Martin Place Station	25	All exceedances were attributed to non-MP ISD Demo and non-MP ISD activities, except for one that occurred on 1 Aug 2019. The exceedance was caused by an excavator hammering a footing within the site as part of demolition activities. These activities were ceased immediately following an alert that was triggered by the exceedance. As a result, the work methodology was revised to include the adoption of stitch coring and saw cutting (which have much lower vibration production than excavator hammering).
TSE - Martin Place Station	6	All exceedances were attributed to non-TSE activities, except for one that occurred on 16 Apr 2019. The exceedance triggered an alert at which point all works onsite were stopped. A subsequent investigation found that the 30 tonne hammering activities generated the exceedance. As a mitigation measure, a smaller piece of equipment was used to undertake the hammering activities from that point onwards.
TSE - Pitt Street Station	5	All exceedances were attributed to non-TSE activities, except for one that occurred on 2 May 2019. A subsequent investigation found that the exceedance was attributed to hammering activities striking steel reinforcement whilst breaking concrete from pile. As a mitigation measure, smaller handheld jackhammers were used to undertake the hammering activities from that point forward.
CSM - Central Station	Exceedances observed	Relatively high ambient vibration levels at sensitive receivers were observed from railway operations.
TSE - Waterloo Station	0	
TSE - Marrickville Dive	0	
SSJ - Sydenham Station & Surface Track Works	0	

## 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 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)
Upper Scotts Creek	7.9	0.8	18.1	12.5	14
Lower Scotts Creek	8.0	6.1	6.9	<10 to 13	10
Upper Flat Rock Creek*	9.4	2.7	0.2	No laboratory data available	
Lower Flat Rock Creek	8.1	27.0	19.7	<10 to 41	17
Milsons Park	8.3	43.2	2.2	<10 to 20	23
Blues Point	8.5	39.4	20.4	<10 to 12	25
Farm Cove	8.2	50.2	1.4	<10 to 17	33
Barangaroo	8.3	48.4	0.2	<10 to 17	19
Alexandra Canal	6.6	0.4	7.3	<10 to 15	31
Eastern Channel	7.4	1.3	60.4	<10 to 26	40

\* Only one 'field' dataset from this location was available during the reporting period due to low levels of water.

Of the parameters presented in Table 16, 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 80<sup>th</sup> 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.

Of all the monitoring results that were obtained during the reporting period for each of the parameters presented in Table 16:

- 29 acidity results were greater than the trigger value,
- 13 electrical conductivity results were greater than the trigger value,
- 13 turbidity results were greater than the trigger value, and
- 21 TSS results were greater than the trigger value.

### 5.5.3.2. CSM

The CSM monitoring program is provided in the *Construction Soil and Water Management Plan*, which was approved by the Secretary on 4 August 2018. Section 7 of the plan states that:

- All stormwater and construction water runoff from the Metro Box will be captured, managed, treated onsite by a Water Treatment Plant and monitored prior to any discharge in accordance with any applicable EPL. Other waters will be treated by in-drain sediment devices.
- There are no receiving water courses to site that require monitoring and therefore no monitoring of adjacent creeks or watercourses will be undertaken.

There has been no discharge (and therefore monitoring prior to discharge) during the reporting period. Other waters were treated by in-drain sediment devices.

### 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 17.

**Table 17: 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	0.4	142.3	No visible oil or grease	135
Eastern Channel 2 (Downstream)	7.9	0.3	100.5	No visible oil or grease	111

One monitoring result in May 2019 returned elevated levels of acidity at both the upstream and downstream monitoring locations (8.83pH and 8.51pH respectively). Based on construction activities being undertaken at the time and the higher upstream result, these levels of acidity were considered to be attributable to upstream water quality from surrounding industrial and urban run-off.

Elevated turbidity levels at both the upstream and downstream monitoring locations were also observed during the reporting period, including periods when no works were being undertaken. These results were particularly observed after heavy rainfall events prior to monitoring, which is consistent with the baseline results that were monitored after rain events. Similar to the elevated acidity levels, the elevated turbidity levels were considered to be attributable to upstream water quality from surrounding industrial, urban and construction projects.

#### 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 September 2019, 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.

##### 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.

The Metro Box was not subject to excavation activities during the reporting period.

## 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, MP ISD Demo and MP ISD Stages in accordance with the applicable C&SW Staging Reports. Table 18 provides a summary of business impact monitoring results during the reporting period.

**Table 18: Business Impact Monitoring Results Summary**

Stage	Construction Activity & Impact Awareness	Access & Visibility Maintenance	Minimisation of Noise & Vibration Impacts
<b>TSE</b>	<ul style="list-style-type: none"> <li>54 monthly updates issued.</li> <li>100% of notifications issued on time.</li> <li>77+ briefings, information sessions and/or doorknocks undertaken.</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> <li>Zero complaints received from businesses relating to lack of information about construction activities and impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Mitigation measures agreed in advance to address impacts prior to specific works commencing include the 12-1pm respite period at the Martin Place (South) Site, relocation of a business owner car park at the Crows Nest Station Site and maintenance of bin collection service access for a business at the Crows Nest Station Site.</li> <li>100% of agreed business mitigation measures were implemented.</li> <li>Zero repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity.</li> </ul>	<ul style="list-style-type: none"> <li>Non-standard mitigation measures implemented include additional monitoring undertaken at businesses that were concerned about impacts, scheduling of high noise impact activities at the Pitt Street (North) Site outside of the Castlereagh Boutique Hotel check-in times and respite periods for sensitive businesses.</li> <li>Zero referrals to SM.</li> <li>Zero repeat complaints from noise sensitive receivers relating to noise and vibration impacts.</li> </ul>
<b>MP ISD Demo &amp; MP ISD</b>	<ul style="list-style-type: none"> <li>16 notifications issued (including combined with the TSE Stage).</li> <li>100% notifications issued on time.</li> <li>10 briefings, information sessions and/or doorknocks undertaken (including combined with the TSE Stage).</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> <li>Zero complaints received from businesses relating to lack of information about construction activities and impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Zero businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues.</li> <li>Zero repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity.</li> </ul>	<ul style="list-style-type: none"> <li>2 businesses with agreed mitigation measures to address noise and vibration impacts (hammering activities at southern end of site undertaken between 1-2pm to ameliorate impacts to Spice Temple Restaurant and noise-cancelling headphones issued to an impacted office worker).</li> <li>Zero referrals to SM.</li> <li>2 repeat complaints from noise sensitive receivers relating to noise and vibration impacts (both second complaints received as the first complaints were being addressed).</li> </ul>

Stage	Construction Activity & Impact Awareness	Access & Visibility Maintenance	Minimisation of Noise & Vibration Impacts
<b>CSM</b>	<ul style="list-style-type: none"> <li>19 notifications issued.</li> <li>100% of notifications issued on time.</li> <li>5+ briefings, information sessions and/or doorknocks undertaken.</li> <li>Five avoidable complaints received from local business regarding Randle Lane access, noise, vibration and cleanliness matters.</li> <li>One compliment received from a business regarding 'good communication' and mitigation measures implemented.</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> </ul>	<ul style="list-style-type: none"> <li>All users of an impacted building carpark were informed in advance of the carpark's temporary closure and offered alternative carparks.</li> <li>One complaint received traffic controller advice to pedestrians (directing pedestrians away from businesses). Preventative actions were implemented and the business owner acknowledged the change and noted an improvement.</li> <li>Two complaints received regarding delay in accessing their carpark in Randle Lane.</li> </ul>	<ul style="list-style-type: none"> <li>One complaint regarding noise and vibration impacts of demolition work. Corrective and preventative actions were implemented and the business owner confirmed no further issue or concerns.</li> </ul>
<b>SSJ &amp; SMEW</b>	<ul style="list-style-type: none"> <li>All nearby businesses have been informed of all works in advance of the works occurring through consultation, doorknocks, letterbox drops, one-on-one meetings, notifications and/or targeted emails.</li> <li>Affected Railway Parade businesses were individually consulted in advance with regards to a two day power outage. Generators were supplied to impacted properties, with electricians on-hand to assess impacted businesses.</li> <li>No unavoidable complaints were received from businesses.</li> </ul>	<ul style="list-style-type: none"> <li>Zero complaints received from businesses regarding access to or visibility of their business or business signage.</li> <li>No obstruction to any businesses occurred.</li> <li>Pedestrian flow and visibility along the Burrows Avenue pedestrian route access is constantly being monitored by the traffic control crew.</li> </ul>	<ul style="list-style-type: none"> <li>Zero complaints received from noise sensitive receivers relating to noise and vibration impacts.</li> <li>Vibration monitoring has been undertaken with local businesses along Garden Street during deliveries to and from the aqueduct site.</li> </ul>



## 5.7. Complaints

A total of 447 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 370 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 57% of all complaints attributable to project works.

The TSE Stage was attributable for the majority of complaints (70% of all complaints attributable to project works). Of these, 152 were Noise & Vibration related (representing 41% of all complaints attributable to the project).

Works at the Crows Nest Station and Northern Corridor Works sites generated the most number of complaints during the reporting period (49 and 54 respectively, representing 28% of all complaints attributable to the project).

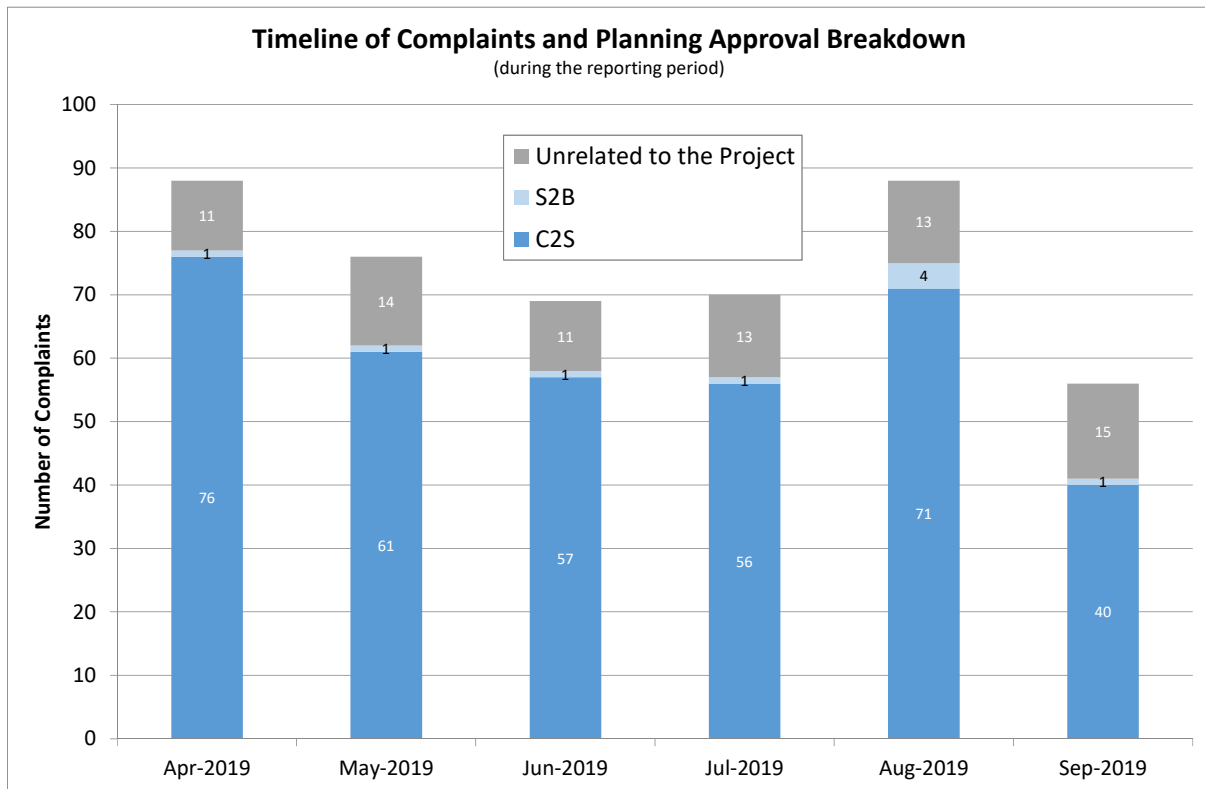


Figure 3: Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

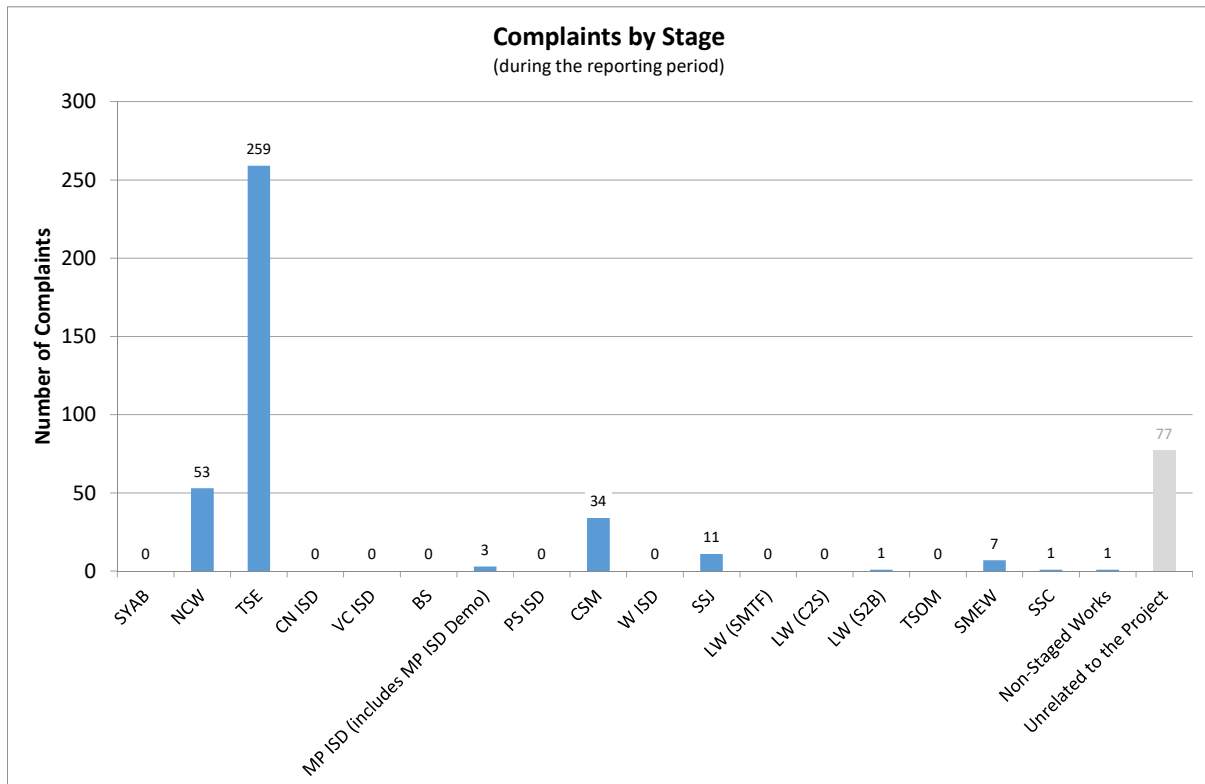


Figure 4: Complaints by Stage during the Reporting Period

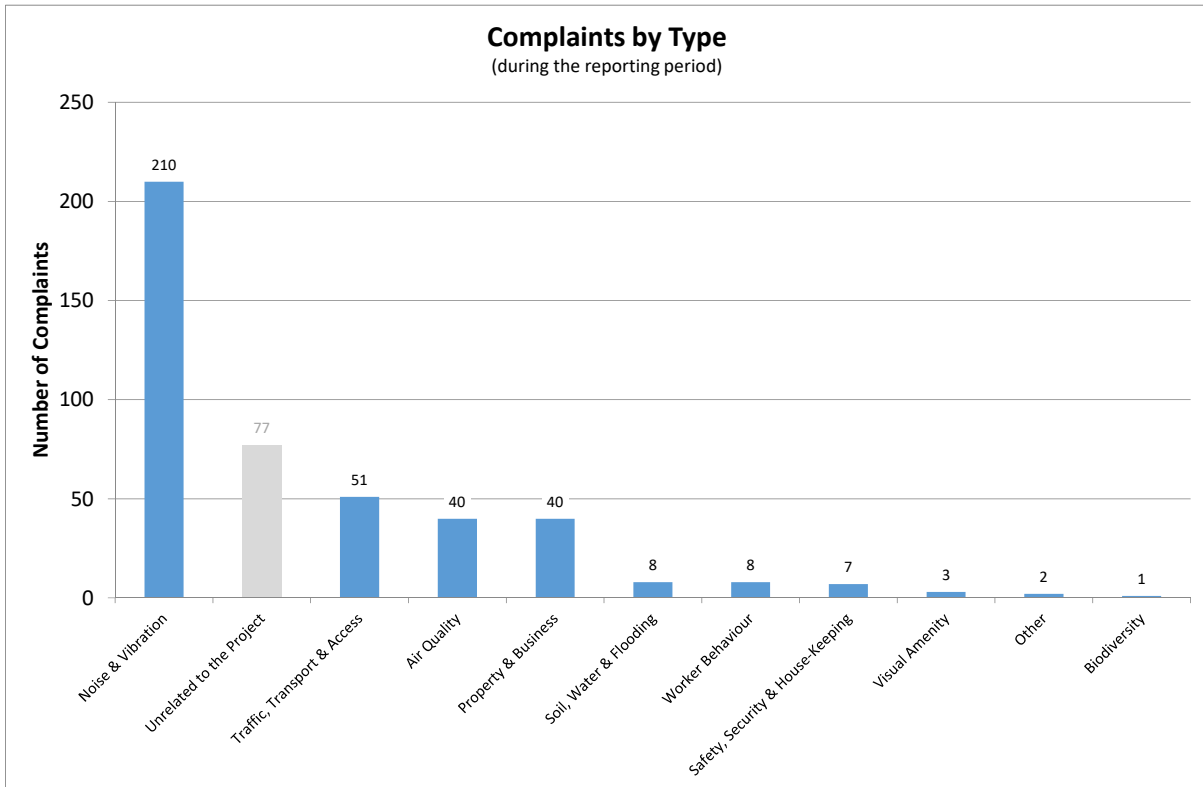


Figure 5: Complaints by Type during the Reporting Period

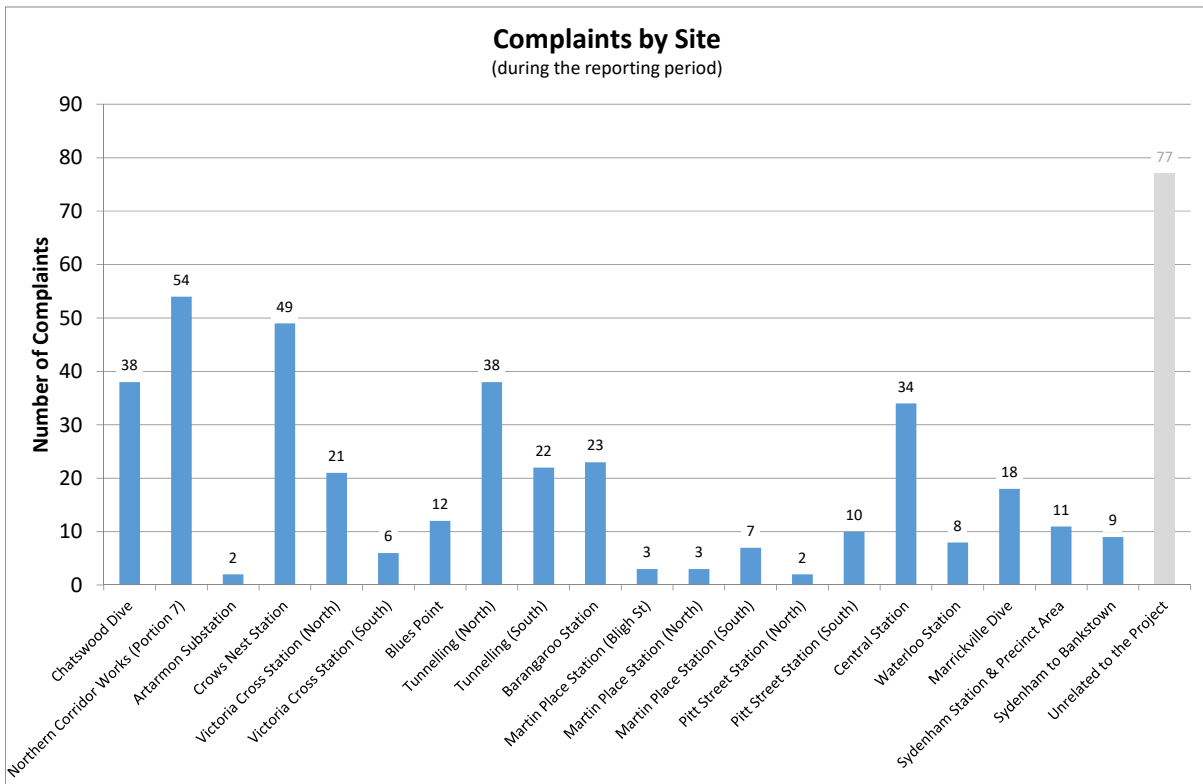


Figure 6: Complaints by Site during the Reporting Period

## 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.sydneymetro.info/our-approach-sustainability>).



Figure 7: Sydney Metro 2017 and 2018 Sustainability Reports

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## Appendix 1 – Complaints during the Reporting Period

Date	Stage	Site	Type	Description
01-Apr-2019	TSE	Pitt Street Station (South)	Air Quality	Complaint - the dust barrier between Pitt Street South site and the City of Sydney Fire Station had blown loose during high winds over the weekend. Investigation - Project team reviewed time lapse camera footage which clearly shows that the capping was damaged by high winds on Saturday between 4:30 and 4:45pm. Resolution - Site engineer said that he would arrange for the brattice to be reattached temporarily to alleviate any dust issues for the property, and to arrange a more robust solution for later in the week. Stakeholder was satisfied with the resolution.
01-Apr-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Stakeholder telephoned to report they are experiencing high levels of noise today from the work on Frank Channon Walk. Investigation - Chatswood Place Manager explained there is jackhammering and excavation using a vacuum truck underway in along Frank Channon Walk and at the end of Nelson Street. This work is expected to be ongoing for the next few days. Validation monitoring of jackhammering has previously been undertaken and found to be compliant with predicted noise levels in the endorsed CNVIS. Resolution - Place Manager offered to loan the stakeholder noise cancelling headphones for the week while the work is ongoing nearby and a coffee voucher to take a break away from the home during the week. Stakeholder accepted the respite offered.
01-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Building manager stated occupants were complaining about noise Investigation - Work is currently located close to the building and is most likely noisier than usual because several roof panels have been removed for installation of a ventilation fan. Resolution - Place manager explained that the hammering would finish by 6pm at the latest and details above.
01-Apr-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Complaint of vibration and noise from TBM at 10.55pm, asked if this was permitted in hours of work. Investigation - TBM directly underneath property at present time. Resolution - The Community Place Manager contacted the resident and explained the location of the TBM and expected timeframe to pass the property. The CPM asked the resident to contact her if they wanted alternative accommodation for the night. The resident did not reply to accept the offer.
01-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Noise from underground roadheader the previous night was not tolerable. Investigation - Work taking place is to build services adit directly underneath property. Moving towards McLaren St. Resolution - Communicated details to resident. Project team has shifted roadheader work to near southern site and is investigating ways to mitigate noise impact when this work continues.
01-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Very noisy work at night from underground roadheader. Investigation - Work taking place is to build services adit directly underneath property. Moving towards McLaren St. Resolution - Communicated details to resident. Project team has shifted roadheader work to near southern site and is investigating ways to mitigate noise impact when this work continues.
01-Apr-2019	TSE	Martin Place Station (South)	Traffic, Transport & Access	Complaint - Disabled stakeholder seeking details on date for completion of work as disability makes station access difficult. Investigation - Complainant uses the underground walkway to exit Martin Place Station. Resolution - Place Manager advised the walkway would remain in place whilst TSE work is being carried out through to 2020. Offered to meet complainant to assess alternative options, as current information was making it difficult to locate exact position. Complainant advised they would look at website and contact if required.
01-Apr-2019	TSE	Chatswood Dive	Traffic, Transport & Access	Complaint - Complaint referred from Council about increased delays to traffic around dive site due to new signals. References Nelson Street removal and right-turn from Pacific Highway. Investigation - Council asked Metro to respond. Resolution - Response to resident with information about staging for various work, and reasons for closure of Nelson Street and new signals.
02-Apr-2019	TSE	Blues Point	Air Quality	Complaint - Caller on High St was calling to complain about the amount of sandstone dust coming from the site. Investigation - When asked, the resident did not provide specific times or days when dust was an issue, instead said dust was coming from the site most days. Resolution - Place Manager advised of dust mitigation measures and inspections that take place. The resident did not agree that sufficient measures were in place and ended the call.
02-Apr-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Loud noise from jack hammering and hitting metal near Hickson Road. Investigation - Supervisor on-site explained work would carry on for another two hours and noise blankets were being used to help mitigate noise. Work was complete within these timeframes. Resolution - On-call Place Manager gave details about duration of work that night. Place Manager contacted resident the next day to provide update on other work.
02-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Complaint relating to noise the previous night from underground work. Investigation - Stakeholder manager has been in regular contact with the complainant past two weeks and has mitigated work impact by relocating, provided her with noise cancelling headphones and ear plugs. Noise levels were shown to be compliant. Resolution - Manager contacted stakeholder and explained that work on the services adit under the stakeholder's building has been temporarily rescheduled and will not take place for the rest of this week. Also asked resident to make contact if other work was having impact.

Date	Stage	Site	Type	Description
02-Apr-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - Email response to community notification with complaint relating to noise from project work. Investigation - Place Manager responded asking for address details to see if complaint related to tunnelling or work at-site. It was confirmed it related to site activities. Noise monitoring of the works at Waterloo have recently been validated and compliant with predicted levels in CNVIS. Resolution - Communicated information to resident.
02-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Stakeholder requested alternative accommodate be provided while the second Tunnel Boring Machine is near their property. Investigation - The TBM is expected to be working in the vicinity of the property for about 2-3 days. Noise and vibration monitoring has been undertaken at the start of tunnelling from Chatswood and results are consistent with predicted levels in the endorsed CNVIS. Resolution - Resident declined monitoring and advice on ways to mitigate noise within the house. Depending on impacts Place Manager will consider offering the stakeholder alternative accommodation whilst the TBM is under their property.
02-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise sounding like jack hammering taking place at night. Investigation - Site supervisor confirmed that no hammering was occurring at the site and explained that the activity occurring was shotcreting at the northern end of the site on the Pacific Highway side. He explained that the roadheader work had been completed by 10pm. Noise monitoring of activities at the site last night showed levels well within predicted levels for night time activities. Resolution - Left message with above information as resident did not answer call back. Stakeholder Manager continues to try and gain property access to conduct monitoring.
03-Apr-2019	NCW	Northern Corridor Works (Portion 7)	Property & Business	Complaint - Resident asked for fence facing rail corridor to be replaced by Sydney Metro due to damage. Resident recognises the fence was already damaged prior to construction. Investigation - Multiple contractors have conducted work in this section of the rail corridor. Have requested pre-work photos of the area from LOR and JHCPBG. Photos show damage to fence prior to work starting. Resolution - Being managed through their property damage processes. Sydney Metro will provide outcome to resident.
03-Apr-2019	TSE	Chatswood Dive	Traffic, Transport & Access	Complaint - Feedback shared by Council, received about traffic delays from new intersection at Mowbray/Hampden Investigation - New intersection impacts and communications being managed as per Mitigation plan. Resolution - Traffic Manager responded advising the project, RMS and SCO are continuing the monitor traffic flows in the area, and that traffic counts are being done this week.
04-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Hearing noise from night work, believes it is from within the acoustic shed. Investigation - Lives adjacent to sewer relocation work taking place on street (outside site). Noise validation monitoring of local area works were undertaken at Crows Nest on the 3-Apr-19 and was compliant with predicted noise levels in the endorsed CNVIS. No noise was detected from inside acoustic covers by on-site attending staff. Resolution - Resident was provided with details that noisy work would be completed prior to midnight. Stakeholder manager to contact with future work calendar.
04-Apr-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Resident reported to on-site worker they feel vibration at their house. Investigation & Resolution - TBM 1 is currently below the complainants property and will be breaking through into the Waterloo station box shortly. Noise and vibration validation monitoring of TBM's between Marrickville and Waterloo has shown levels within the range predicted in the endorsed tunnelling CNVIS.
04-Apr-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - Complaint that concrete truck was idling near apartment. Investigation - The Community Place Manager acknowledge the complaint and advised the resident the team were making enquiries to confirm if the concrete truck was associated to the project. Investigations found Council were also conducting work near the complainant's property. Resolution - Enquiries found the site team were not aware of a concrete truck parking in Wellington Street.
04-Apr-2019	SSJ	Sydenham Station	Noise & Vibration	Complaint - Stakeholder complained of vibration and shaking of building due to jack hammer being used to demolish adjacent building wall. Investigation - Work stopped and Place Manager visited stakeholder to advise jack hammer testing and vibration monitoring will be conducted to monitor impacts on building. Stakeholder agreed with proposal. Resolution - Attended stakeholder with Enviro representative and site superintendent. Vibration monitor installed inside 12-14 Garden Street. Works (jack hammering) recommence. Actual vibration results register below cosmetic damage criteria. Works to continue. Vibration monitor to remain to continue to monitor during jack hammering activities. Stakeholder thanked team for prompt response in stopping works and carrying out vibration monitoring. He is happy we are continuing to monitor the work.
04-Apr-2019	TSE	Crows Nest Station	Traffic, Transport & Access	Complaint - Potholes close to the exit driveway of complainant's unit block. Investigation - Area has been particularly busy this week and is expected to slow down in next week. Resolution - Stakeholder has organised for potholes along Clarke Lane to be filled in with cold mix as part of tonight's out-of-hours sewer relocation works.

Date	Stage	Site	Type	Description
04-Apr-2019	TSE	Victoria Cross Station (North)	Traffic, Transport & Access	Complaint - Complained that the footpath rectification works on McLaren Street in front of the acoustic shed had not been completed. Investigation - Footpath rectification has been delayed as Telstra had informed the project that it needs to replace a pit in this location. JHCPBG is waiting for completion of this Telstra work before rectifying the footpath. Resolution - Communicated to resident.
05-Apr-2019	TSE	Blues Point	Noise & Vibration	Complaint - Referred by North Sydney Council. Complaint of ongoing noisy work overnight causing disturbed sleep. Also mentioned fumes and bright lights. Investigation - Harbour work is continuing with 1 to 3 night shifts remaining for the barge and ramp construction. Noise for this work is compliant. No faults or leaks of plant and equipment that would create fumes were evident. Resolution - Noted that the complaint to Council was sent around two months prior, in the time since there have been multiple interactions with this resident about adjacent work.
05-Apr-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Stakeholder heard a repetitive "punching" type noise from about 9pm and it continued for most of the night. Stakeholder uncertain whether they has heard the noise before as they are normally asleep by that time of night. Stakeholder asked about noise treatment of unit - and said TfNSW/Sydney Metro hasn't installed the treatments yet. Resolution - JHCPBG environment coordinator and CPM attended the complainants property on the night of 10/04/19 to undertake validation monitoring, only monitoring from the street was able to be undertaken, monitoring was dominated by traffic noise from pacific highway. Treatment info forwarded to TfNSW.
05-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise from night work. Investigation - Sewer relocation work was taking place nearby. Noise validation monitoring of local area works were undertaken at Crows Nest on the 3-Apr-19 and was compliant with predicted noise levels in the endorsed CNVIS. Stakeholder Manager has been liaising with this stakeholder for the past few weeks to try to address ongoing noise complaints. The resident has not yet been able to accommodate at-property noise monitoring. Resolution - No response to call back on night of complaint. Stakeholder Manager to continues to contact with view to assist more fully with investigating the nature and source of the noise.
05-Apr-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Complaint from vibration impacts caused by nearby tunnelling. Queried whether work was permitted 24 hours a day. Investigation - The TBM has now passed the property and will not cause any further impact. Validated monitoring has shown work to be aligned with predictions. Resolution - Incorrect email address provided. The Place Manager will doorknock the resident to provide details when they are next in the area.
05-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Reported constant banging noise coming from site. Investigation - Site Supervisor advised that there is no out of hours work scheduled in the Marrickville Dive site. He explained that there were cross passage 5 work in operation but hammering was ceased at 10pm. Rock Bolting is in progress for cross passage work, but the cross passage is not located near the dive site. Other investigations were undertaken and it was found the noise is not from Sydney Metro work. Resolution - Stakeholder Manager contacted resident to provide update.
05-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Channel 7 night manager complained that loud beeping noises could be heard within studio the previous night. Investigation - As JHCPBG was not working on Elizabeth Street, the complaint was referred to Lend Lease, who also confirmed they didn't have trucks on site. Resolution - Complaint does not relate to Sydney Metro work. The complainant was notified by the Lend Lease team.
05-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident called to say that there was a 15 cm pothole right near the exit of a Metro site on Edinburgh road, Marrickville. Resident said there had been one there before and explained how dangerous it is for cars, bikes and cyclists. Investigation - On duty Place Manager called the TSE PM where it was confirmed Sydney Water issue that caused the pothole (it was also confirmed this is the second occurrence). Resolution -TSE PM confirmed her team would request for Sydney Water to fix it the pothole asap.
06-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about impact from tunnelling nearby. Investigation - TBM currently around 60 metres from the property. The TBM is expected to be working in the vicinity of the property for about 2-3 days. Noise and vibration monitoring has been undertaken at the start of tunnelling from Chatswood and results are consistent with predicted levels in the endorsed CNVIS. Resolution - Place Manager provided suggestions on measures the stakeholder could take at home to minimise the impacts of tunnelling.
06-Apr-2019	TSE	Chatswood Dive	Traffic, Transport & Access	Complaint - Caller reported a B-Double Truck parked in awkward spot, causing problems and concerned it could cause an accident as it obstructs the view of oncoming vehicles. Investigation - Place Manager called resident who confirmed location on Mowbray Road. Stakeholder explained the truck is parked legally, however due to its size it is making difficult for them to see as they are exiting their driveway. Site team who confirmed that the truck was broken down and is due to be repaired early morning on 8-Apr-19. Resolution - Next morning, contacted the stakeholder to provide update on the truck. Stakeholder confirmed the truck was no longer parked there.



Date	Stage	Site	Type	Description
09-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Reported a booming, unacceptable noise coming from metro site. Resulting in loss of sleep. Investigation - Out-of-hours sewer relocation works were being completed along Clarke Lane last night with noisy work completed by midnight. Permanent monitor at area has demonstrated compliance with predicted noise levels. Attended monitoring was also done and compliant. Resolution - Stakeholder Manager is continuing attempts to make contact regarding undertaking at-property noise monitoring or working with resident to lessen personal impact.
09-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Humming noise from the Crows Nest station building site. Possible engine working. Investigation - Stakeholder Manager called stakeholder and has arranged for monitoring to be done on 10-Apr-19 to try to determine the source of noise. Stakeholder believes noise is coming from the ventilation fan on the Pacific Highway. Results from permanent noise monitor close to the site showed noise levels were complaint with predicted levels at and around the time of the stakeholder's complaint. Resolution - Contacted resident and provided details.
09-Apr-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Stated that ongoing noise from adjacent work is impacting ambience with baby. Investigation - Jackhammering is currently taking place and is expected to be completed this week. Respite periods are in place. Resolution - JHCPBG has provided the stakeholder with several respite coffee vouchers as a gesture of goodwill and have loaned them a set noise cancelling headphones.
09-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about noise from warning alarm or siren every 15-20 minutes. The on-call environment officer said they would attempt to isolate the source of the noise during the night shift. Investigation - The on-call environment officer could not identify any siren / alarm type noise in the area. There were no new activities in the vicinity of the site which involved sirens or alarms. Resolution - Information provided to resident, asked to call with further details to investigate if noise was found again.
10-Apr-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Loud drilling noise coming from the Barangaroo project. Caller advised the noise level is intolerable. Caller stated they could hear saw cutting and drilling. Investigation - Site supervisor confirmed works being undertaken related to the installation of traffic signals. Enquiries made on the 10-Apr-19 confirmed work being undertaken had continued later than planned. This was due to an unstable section in the road surface which required further detailed excavation with a rock hammer to ensure the new jersey barrier had a safe and stable foundation once the road was re-opened to traffic by the ROL opening time. Resolution - Complainant was updated with this information.
10-Apr-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Reported a large motor operating for the previous two weeks that is causing loss of sleep and headaches. Investigation - Resident provided photo of the spoil conveyor system located near the corner of the Pacific Highway and Nelson Street. A range of mitigation measures have been implemented as part of the set-up of the site to minimise noise including the acoustic sheds and acoustic cladding on the spoil conveyor. Noise monitoring has been undertaken intermittently since the start of the 24/7 operations and to date levels have been compliant with approvals. Resolution - JHCPBG is investigating options to further mitigate noise from the spoil conveyor system. CPM will continue to keep stakeholder updated.
11-Apr-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Hotel staff said noise overnight until midnight-very loud drilling noise. Several disgruntled hotel guests have complained. Investigation - The hotel staff member said she wasn't rostered last night but was informed that guests were disgruntled about the noise. The hotel staff confirmed noisy work had ended at midnight and it was quieter after that time. The CPM explained noisy work can be undertaken until midnight with low noise impact work to continue after midnight. Results from the real-time noise monitor located at 25 A Hickson Rd during the night 10-Apr-19 demonstrated compliance with predicted noise levels in the endorsed CNVIS. Resolution - The hotel staff member was satisfied with the response and thank the team for the prompt call back.
11-Apr-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Excessive noise from tunnelling at night near property. Investigation - The on-call community representative contacted the resident who was located near Cross Passage 7. Noise and vibration monitoring of cross passage works undertaken in Marrickville demonstrated levels are within predictions in the endorsed tunnelling CNVIS. Resolution - Place Manager confirmed that to reduce the impact on residents a decision was made to cease work at 10pm rather than hammering 24/7. Advised no work Easter or public holidays.

Date	Stage	Site	Type	Description
11-Apr-2019	TSE	Crows Nest Station	Property & Business	Complaint - Apartment block water service impacted by broken pipe, asked if damage related to Sydney Metro work. Investigation - A review of the real-time vibration monitor located at 22 Clarke Street between 5-Apr-19 and 8-Apr-19 showed a maximum vibration of 0.4 mm/s which is well below the cosmetic vibration limit of 25mm/s set for the property. Project team confirmed again that water services to this building had been separated from 14 Clarke Street (part of the Metro site) on 4-Apr. Resolution - Any claim on this issue will be addressed via JHCPBG's property damage claim process. Stakeholder manager requested further information from resident to start claim process.
11-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise at night from workers taking while they get to their cars is impacting sleep. Investigation - On call community manager phoned shift supervisor who said a film shoot had been taking place in Clarke Lane with some skateboarders. These skateboarders are well known to the project and residents around the site. Resolution - Site supervisor believed this group was responsible for noise in the area at that time.
13-Apr-2019	TSE	Victoria Cross Station (North)	Air Quality	Complaint - Reporting clouds of dust coming from acoustic shed, more water required as it is seriously affecting callers bronchitis. Investigation - Work for the day had been completed. Complainant confirmed had observed the workers watering the dust at the time of their first call and at the time when the CM phoned back with an update - commented had observed that the dust levels had decreased. Dust management on site is assessed regularly with additional dust mitigation applied as required. The site is currently employing a water misting system within the acoustic shed above the shaft excavation as well as additional misting sprays at around the louvers and direct water applied during ripping works. Resolution - Provided details to resident.
13-Apr-2019	CSM	Central Station	Property & Business	Complaint - Business owner was unhappy with Traffic Controller behaviour and advice to pedestrians (directing pedestrians away from businesses). Investigation and resolution - Place Manager reminded Traffic Controller to ask pedestrians 'are you going to the shops or living there?', if not redirect them to the other footpath. Place Manager stayed with Traffic controller in the morning and helped redirecting people as required. Strategy was modified and a new traffic controller was positioned in the intersection Randle/Chalmers St. Business owner acknowledged the change and noted the improvement.
14-Apr-2019	TSE	Pitt Street Station (South)	Air Quality	Complaint - Dust from adjacent site is causing health issues. Asked about mitigations and testing. Resolution - Responded with information about management and mitigation measures used at site and regular inspections.
15-Apr-2019	TSE	Chatswood Dive	Air Quality	Complaint - Stakeholder called Chatswood Community Place Manager (CPM) directly to report seeing dust above the dive area. Resolution - Place Manager provided information about dust mitigation measures being used at the site at the time of the complaint. The site are also currently implementing further measures including installing additional covers at the transition points of the conveyor and water atomizing nozzles.
15-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident asked how to request relocation due to noise from adjacent site. Investigation - Excavation work is occurring inside the acoustic shed at Victoria Cross North between 7am and 6pm Monday to Friday and 8am to 1pm on Saturdays. Quieter activities occurs within the shed out-of-hours. The real-time noise monitor located within the complainants property continues to show noise levels compliant with project planning approvals. Resolution - Stakeholder has been provided with noise cancelling headphones and earplugs. A white noise machine will be provided to the stakeholder to trial. Stakeholder Manager will proactively check-in with resident when they return from leave.
15-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - The complainant asked for the hammering to stop as it was very disruptive. The complainant then asked for information about the works and level of vibration. Investigation - Real time noise and vibration monitoring is being undertaken in a neighbouring property and to date levels have been compliant with the approved CNVIS. Resolution - Monitoring to be conducted at the property. UPDATE 17-Apr: Attended vibration monitoring was undertaken at the complainant property on 17-Apr, levels of vibration were significantly lower than cosmetic damage levels and below preferred human comfort level for vibration dose value.
15-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - damage to gate at a property located adjacent to site. Investigation - Reviewed work area and no work had taken place at the electrical substation recently to impact the damaged area. Resolution - Communicated to stakeholder.
15-Apr-2019	NCW	Northern Corridor Works (Portion 7)	Worker Behaviour	Complaint - Concrete truck traveling down Drake Street Artarmon at excessive speed. Complainant noted they have regularly complained to traffic control on site. Investigation - Place Manager called team for immediate follow up. Reminder issued to traffic control regarding the complaint management process to ensure all complaints are dealt with through proper channels. Project team immediately called concrete truck operator to issue reminder about safety requirements and speed limit. Currently investigating additional mitigation measures that could be employed. Resolution - Email response provided to resident detailing outcomes of investigation and ongoing investigations.

Date	Stage	Site	Type	Description
16-Apr-2019	TSE	Chatswood Dive	Air Quality	Complaint - Stakeholder noticed work crew in the rail corridor wetting down the site recently with hoses and requested this be done more regularly. Stakeholder isn't at home every day so may not see the hosing down occurring at other times. Investigation - A water line has been installed along the length of the corridor work area and the site team wets down the area multiple times a day to suppress dust. Resolution - Stakeholder expressed appreciation for the project's efforts and commented they have no concerns about the way the work is being undertaken.
16-Apr-2019	TSE	Crows Nest Station	Air Quality	Complaint - Stakeholder advised they have developed breathing problems in the last 6 to 12 months and the issue is getting worse. The only change to environment is the construction work at the Crows Nest station site and the increase in dust. Stakeholder walks past the site regularly as office is located nearby. Investigation - Measures in place to manage dust within site are operational Resolution - Provided mitigation measures to resident.
16-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Reported adjacent work impacting sleep. Investigation - Out-of-hours excavation work was occurring inside the acoustic shed. Noise levels from the permanent monitor located at 10-12 Clarke Street demonstrated compliance with the predicted noise levels. Resolution - Project team to liaise with the stakeholder to gain access to conduct attended noise monitoring from the resident's premises
17-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Reported loud drilling noise from tunnelling. Investigation - Tunnel currently being excavated is approximately 49 metres from the stakeholder's property. Tunnelling stops for approx. 10 days after this night work. Previous validation monitoring has confirmed compliance. Resolution - Assured resident it is very unlikely that there will be damage to her property, however if she notices any changes she can contact project team.
17-Apr-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - Noise from work at site is impacting sleep. Investigation - Work taking place is 24/7 tunnelling support activities within the station box area. Monitoring was undertaken to validate activities with the predicted levels and shown to be compliant. At 11.35 independent acoustic advisor and team member conducted walk around site, did not undertake monitoring as work was deemed inaudible. Resolution - Details provided to resident.
17-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Resident felt pressure waves in ears and felt nauseous from tunnelling Investigation - Monitoring of noise and vibration from TBM's in the Artarmon area has been undertaken and found to be compliant with predicted levels in the endorsed CNVIS. Resolution - Provided update to resident about impacts and information about 2nd TBM with details of possible ways to minimise impact.
17-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Stakeholder called to relay feedback about the cleaning of shed louvres at the corner of Miller and McLaren streets. Investigation - Community Place Manager advised the issue is being investigated and a further response will be provided in due course. Resolution - Data from the real-time noise monitor were reviewed and noise levels were found to be below the Noise Management Level during the time of the complaint. As the method of cleaning caused a disturbance to the local residents an alternative method will be used in future that generates less noise and adequately controls water run off.
17-Apr-2019	TSE	Waterloo Station	Property & Business	Complaint - Resident emailed community place manager to complain about dust and vibration from the Waterloo Station site. The resident said he had experienced issues with electrical appliances and pipes in the building had burst. Investigation - Offered vibration monitoring at the property which the resident did not respond to. It was confirmed that vibration monitoring had been carried out at his building previously with vibration results shown to be low. Noise and vibration monitoring was also carried out at the site to validate the predicted levels of the activities. It was also confirmed the dust mitigation strategies in place across the site, including misting line and water cannons. Resolution - Explained measures in place and monitoring results. Also provided detail about continuing excavation, which is expected to be completed in next two weeks.
18-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Noise from drilling overnight. Investigation - Tunnel currently being excavated is approximately 49 metres from the stakeholder's property. Tunnelling stops for approx. 10 days after this night work. Previous validation monitoring has confirmed compliance. Resolution - Requested not to be called back.
18-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint relating to tunnelling vibration and noise Investigation - Tunnel currently being excavated is approximately 49 metres from the stakeholder's property. Tunnelling stops for approx. 10 days after this night work. Previous validation monitoring has confirmed compliance. Resolution - Details were provided to resident. Query relating to concerns about operational noise referred to Sydney Metro.
18-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Reported loud drilling noise from tunnelling. Investigation - Tunnel currently being excavated is approximately 49 metres from the stakeholder's property. Tunnelling stops for approx. 10 days after this night work. Previous validation monitoring has confirmed compliance. Resolution - Assured resident it is very unlikely that there will be damage to her property, however if she notices any changes she can contact project team. Provided details to assist with noise relief for future activities.

Date	Stage	Site	Type	Description
18-Apr-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Customer asked if trucks parked on street could be moved during Easter long weekend to accommodate guests. Investigation - LOR confirmed the trucks belonged to them. Vehicles are commonly parked on the street for long periods due to proximity to work site. Resolution - LOR advised that trucks could be relocated to Cleland St compound for the weekend, as no work was taking place.
18-Apr-2019	TSE	Marrickville Dive	Worker Behaviour	Complaint - Workers at pre-cast factory using toilet in his factory. Investigation - Found that after night shift some workers had a holiday drink off the site and could not return to site to use facilities as they had consumed alcohol. Received permission to use bathroom at neighbouring factory. Resolution - Staff toolboxed about use of 3rd party facilities.
19-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Reported work very noisy, also claimed no notification had been provided. Investigation - Place Manager called complainant and said they would investigate source of noise with project team, the complainant stated the noise was no longer taking place. The Environment Manager (EM) confirmed he had attended the site at 12:20am 19 April 2019, and confirmed there were no works being undertaken, and no audible noise from site. Confirmed low impact work earlier in the night. Recognised walkers-by banging on hoarding which may have caused impact. A review of the real time noise monitor located near the complainants property showed levels that were compliant with project planning approvals. Work at night inside the shed was detailed in monthly update. Resolution - Provided details to resident.
19-Apr-2019	TSE	Martin Place Station (South)	Noise & Vibration	Complaint - Resident was concerned about vibration impacts experienced at Commonwealth Bank adjacent to Martin Place site. Investigation - The Commonwealth Bank Building, owned by Macquarie Bank is a heritage building located directly between the north and south station entrances for the Sydney Metro, between the two up and down tunnels running beneath Elizabeth and Castlereagh Street and directly above pedestrian tunnels being excavated below. Resolution - Responded via email with details about working measures to protect heritage building adjacent, including heritage plans and vibration parameters in CNVIS.
19-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Excessive noise in Darlinghurst. Investigation - No Metro projects being undertaken in this area. Resolution - Call centre attempted to contact resident to inform. Not successful.
20-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Excessive noise in Darlinghurst. Investigation - No Metro projects being undertaken in this area. Resolution - Call centre informed complainant that no works related to Sydney metro were undertaken within that area.
21-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident said that the level of noise was too much and that said she had made a complaint to the EPA about the level of disruption to residents. Investigation - Confirmed that excavation work was being undertaken near the Harvard Building. This complaint is under investigation and an incident investigation report is being prepared for submission to external stakeholders including the EPA. Resolution - It was determined that hammering was being undertaken out side of approved hours.
21-Apr-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Noise from excavation, felt under Harvard building. Investigation - This complaint is under investigation and an incident investigation report is being prepared for submission to external stakeholders including the EPA. Resolution - It was determined that hammering was being undertaken out side of approved hours.
23-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Reported hearing loud booming and sawing noises. She requested the noise stop as it is preventing her from sleeping. Investigation - Supervisor confirmed excavation was occurring inside the acoustic shed. He confirmed there was no hammering or saw cutting occurring and the shed doors were closed. No JHCPBG work was occurring outside the shed. Noise levels were compliant with project planning approval Resolution - Left voicemail with outcome. Permission to conduct noise monitoring at the property was obtained from property manager and will be conducted on 24-Apr
24-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Sent on from EPA pollution line - believes drilling was undertaken on 17-Apr and 18-Apr nights and was audible. Investigation - Work taking place included installation of toe bolts and core drilling in the northern nozzle and excavation of the southern stub, all works were within the acoustic enclosure. Real time noise monitor located at 545 Pacific Hwy (monitor located closest to the works) during the time of the complaint which showed noise levels compliant with project planning approvals. Monitoring of similar work at 22-26 Clarke St on 10-Apr and 24-Apr was also compliant. Resolution - Provided details to EPA.
24-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Echoing noise and vibration at house in Lindfield Investigation - Place Manager called resident to provide location of Sydney Metro Construction Works. No Sydney Metro tunneling works are being undertaken in the Lindfield area, closest works are over 2km away. Place Manager informed resident that Northwest used existing tunneling and are in testing phase and that current project sites in suburbs nearest Lindfield were on stand down for public holidays. Resolution - Not relayed to Sydney Metro project. No further action required.

Date	Stage	Site	Type	Description
26-Apr-2019	TSE	Barangaroo Station	Air Quality	Complaint - Complained excessive amount of dust blowing along the footpath at the Barangaroo Station Investigation - Normal operations including dust mitigation measures were underway today, including a street sweeper, and sprinkler and water cart operations on site. Site Environmental Officer reviewed time lapse footage and could not see evidence of dust from the footpath. Senior Site Superintendent reported the walkway itself was under Barangaroo Development Authority (BDA) control, was of made of fine gravel and is known to be dusty in windy conditions and dust had been observed from the footpath during previous ER Inspections. Resolution - Place Manager outlined the mitigation measures being taken and said that further investigation would be undertaken and mitigation applied as needed. Complainant did not want a further call back and thanked place manager for a prompt response.
27-Apr-2019	MP ISD	Martin Place Station (North)	Noise & Vibration	Complaint - Noise complaint during night work taking place at the Martin Place North site. Investigation - Place Manager confirmed with Site Manager hoarding installation work was taking place during this time, in particular the installation of ply wood. The complainant spoke with the crew on site directly. The crew stopped work and packed up for the night. Notification was in place as well as approved OOH application. Resolution - Place Manager emailed complainant to apologise for this disturbance and to offer a suitable solution for future night works through discussion with the complainant.
28-Apr-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - Resident complained about jack hammering on Sunday which was not in accordance with the community notification. Investigation - The community place manager informed the resident that she had asked the project manager and site environment manager to make enquiries with the supervisor working on Sunday. Resolution - The community place manager informed the resident that the senior environmental coordinator had made enquiries and confirmed that hammering was not permitted on Sunday. This has been reported to the EPA and an investigation report will be provided to the EPA and other relevant stakeholders. Resident was updated about the findings of her complaint.
28-Apr-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about excessive noise and vibration from tunnelling. Investigation - TBM Mabel is located just north Butchers Lane, which is about 40 metres from the stakeholder's property. Resolution - Place Manager provided suggestions to the resident on ways to potentially minimise this impact and advised the TBM will be moving further away from the property in the next few days. Also passed on operational noise concerns to Sydney Metro.
29-Apr-2019	TSE	Barangaroo Station	Air Quality	Complaint - Resident complained that home is covered in dust & dirt due to loading the stock pile out. Stated dust has accumulated over 4 week period. Investigation - Mitigation measures were in place, including over long weekend. Resolution - Resident thanked CPM for the prompt response.
29-Apr-2019	TSE	Crows Nest Station	Air Quality	Complaint - Building is covered in dust and has requested a cleaner to come in remove the dust Investigation - Project mitigation measures are in place, also there are a number of other active worksites in Crows Nest and St Leonards, a significant amount of private construction and busy roads nearby. Resolution - Based on these factors, dust in the area is unlikely to be a direct result solely of Sydney Metro project.
29-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about noise and vibration levels from tunnelling work. The resident has arranged to stay with family until the work was completed. Investigation - Validation monitoring showed levels were within the predicted goals. Resolution - The place manager contacted the resident and provided information about the location of the tunnelling activities.
29-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about noise and vibration levels from tunnelling. Investigation - Recent monitoring shows levels were compliant. Resolution - Place manager left a message on voicemail providing information about the location of the TBM and potential impacts and The place manager provided contact details and requested a call back if more information was wanted.
29-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about vibration from tunnelling causing windows and doors to rattle. Asked about property damage. Investigation - Recent validation monitoring shows levels were compliant. Resolution - Place manager explained likelihood of property damage was low but to notify if any damage was noticeable. Also updated on status of tunnelling and likely impact.
29-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about noise and vibration levels from tunnelling work. Investigation - Validation monitoring compliant with the noise and vibration levels predicted in the endorsed CNVIS. Resolution - Place Manager explained the second TBM, Mabel, is currently located to the south of Butchers Lane in Artarmon. The TBM will continue to move further away from the area over the next few days.
29-Apr-2019	CSM	Central Station	Traffic, Transport & Access	Complaint - Station Duty Manager called regarding pedestrian access being temporarily blocked by an Elevated Work Platform (EWP). Investigation and resolution - measures undertaken: > The EWP was relocated and access returned. > Site supervisor to remind subcontractor of clear delineation between worksite and customers access. SMWS to be reviewed as well.

Date	Stage	Site	Type	Description
29-Apr-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - Complaint about reduced business parking in Marrickville industrial area. Investigation - Business owner believed closure of Garden Street had adversely impacted local parking. Resolution - Confirmed that TSE had not closed Garden Street, nor undertaking utility work and their work did not extend to Sydenham Station.
30-Apr-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Complaint about noise from street sweeper/water cart on the roads. Investigation - Mitigation measures used to minimise dust. The truck loading area inside the acoustic shed is also regularly cleaned, to minimise the potential for excavated material to leave the site. Resolution - Place Manager explained the street sweeper is being used to ensure that roads surrounding the Crows Nest site (including Hume St & Clarke Ln) are kept clean and free of any debris that may be produced as a result of JHCPBG's activities, and thus is required to operate frequently.
30-Apr-2019	SMEW	Sydenham to Bankstown	Noise & Vibration	Complaint - Noise complaint from geotechnical work at Campsie Station during standard construction hours. Investigation - Communications Manager called the complainant to explain the work. Work ceased before noise monitoring could be undertaken. Community notification was in place and approved minor works application. Attended noise monitoring carried out on resumption of activity the following day. Resolution - The place manager contacted the resident to give details of the activity including scope, duration and activity respite hours (1 hour for every 3 hours).
30-Apr-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about cross passage noise and vibration impacts Investigation - Validation monitoring showed levels were within the predicted goals. Resolution - Place manager confirmed the hours of and progress of work. The resident was informed of the communication material distributed about the work.
30-Apr-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Noise and vibration from TBM was disruptive. Investigation - Place manager confirmed the TBM had passed the property (as the resident had not called back for a number of days). Resolution - Confirmed the flyer provided information about the online tracker so residents could follow the TBM as it approached the property.
30-Apr-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about noise from road work. Investigation - Excavation was occurring inside the acoustic shed. A review of real time noise monitors in the area showed noise levels that were compliant with project planning approvals. No JHCPBG work was occurring outside the shed. Resolution - As no TSE road works were occurring the complaint may relate to works being undertaken by others not associated with the project, this complaint is not considered to be related to TSE.
01-May-2019	TSE	Marrickville Dive	Noise & Vibration	Complaint - Noise complaint relating to truck in local street. Investigation - All TSE trucks were required to provide a pink slip every 3 months to work on the project in addition to a range of instruments fitted on the vehicle as part of the compliance, fatigue and safety management regime. Resolution - Resident acknowledged there was no poor driver behaviour. Community Place Manager contacted the May Street resident and explained the truck muffler met RMS requirements.
01-May-2019	NCW	Northern Corridor Works (Portion 7)	Property & Business	Complaint - Work vehicles accessing private property without permission and damaging driveway. Investigation - Alternate site entry has been made by contractor to avoid potential access to property. Project team offered to inspect the damage and assess rectification requirements. This was rejected by property owner. He was satisfied he could amend himself but wanted team to be aware that they had caused damage without realising. Resolution - Resident has been provided an open offer for the team to meet with him and inspect complaint if required.
01-May-2019	TSE	Chatswood Dive	Property & Business	Complaint - Complaint about property cracking being potentially related to tunnelling work. Investigation - Explained property condition and claims process to stakeholder. The stakeholder has had precondition survey completed and was advised that a follow-up post condition survey would be undertaken when tunnelling and cross passages in the vicinity was completed. Validation monitoring has been undertaken and is compliant with vibration levels predicted in CNVIS Resolution - Stakeholder was satisfied with information provided. Claim will be submitted through property process.
01-May-2019	NCW	Northern Corridor Works (Portion 7)	Worker Behaviour	Complaint - Traffic control workers sitting on private property fencing and littering cigarette butts, paper and used coffee cups. Investigation - Immediate briefing with team has been undertaken and reminder to all contactors about behaviour and consideration for property owners. LOR will keep an eye on this behaviour on an ongoing basis to ensure compliance. Resolution - Resident has been provided an open offer for the team to meet with him and inspect complaint if required.
02-May-2019	TSE	Barangaroo Station	Air Quality	Complaint - Complaint about dust at Barangaroo. Investigation - Mist canons were operating in the area and the complainant thought the mist was dust. Resolution - Place Manager explained that mist canons were being used, and what he could see was the fine mist of the water canons in action. Resident appreciated clarification and prompt response.

Date	Stage	Site	Type	Description
02-May-2019	TSE	Blues Point	Air Quality	Complaint - Complaint about dust and noise and a request for more information related to the completion date of the Blues Point acoustic shed. Investigation - Details were provided on dust mitigation practices, stakeholder advised of respite periods as well as being provided anticipated completion date for the acoustic shed. Resolution - No further action required.
02-May-2019	TSE	Pitt Street Station (North)	Noise & Vibration	Complaint - Complaint about generator noise running all night. Investigation - Stakeholder had missed the letterbox notification advising that a generator would be operational over several days while Ausgrid completed works. Noise monitoring demonstrated compliance with predicted levels. Resolution - He was updated verbally and also provided with the website for online updates.
02-May-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - The complainant rang about noise generated by work in the area and wanted to find out what work was being done, when the work would be completed and what hours it would be taking place. Investigation - After being absent from his home for three weeks, the complainant had missed the notifications and door knocking which provided information on work to be undertaken on cross passage 57. Validation monitoring has been undertaken for cross passage work and has demonstrated compliance with the noise and vibration levels predicted in the endorsed CNVIS. Resolution - The complainant was provided with the information he requested.
03-May-2019	TSE	Crows Nest Station	Air Quality	Complaint - Complaint about exhaust from fan within site. Included a video highlighting impact Investigation - Mitigation measures are in place within site. The video accompanying the email showed a fine mist that is largely water based and evidenced that the water cannons/misters recently put in place at the site appear to be working. Resolution - Email highlighting measures, inspections and details and video information was provided.
03-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - During visit of child care centre the stakeholder heard a knocking/digging sound that could be heard in all rooms of the centre. Investigation - Arranged for attended noise monitoring to be conducted at the centre. Results from both the real-time noise and vibration monitors at the Crows Nest site, and attended verification monitoring, indicate that the works to date are compliant and in line with the project planning approval. Resolution - Communicated to manager that excavation is expected to be completed in 3-4 weeks and results of monitoring.
03-May-2019	TSE	Pitt Street Station (South)	Noise & Vibration	Complaint - Complaint about night work and request for work to be undertaken earlier in the morning. Asked for notifications for work taking place. Investigation - All out-of-hours work taking place, including deliveries to site, had been detailed in community information. Resolution - Responded to email with information about work and notifications provided.
04-May-2019	TSE	Crows Nest Station	Air Quality	Complaint - Dust coming from fans located near Oxley Street, and impact of excavators to amenity at coffee shop. Investigation & Resolution - Regular inspections of the work are undertaken by both the site teams and regulatory authorities. A series of water cannons/misters recently put in place at the site appear to be working.
04-May-2019	TSE	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Resident described hearing whirring sound, described it as noise made from a vacuum truck. Investigation & Resolution - Called resident & left a voice mail message to advise the noise is likely from ongoing drainage improvement work within the rail corridor between Valetta Lane and Chatswood Oval. Work is occurring during standard construction hours.
04-May-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Reported hearing jackhammering work, queried if work was allowed to take place at this time. Investigation - Station box excavation was taking place, which is permitted 24/7 within the acoustic shed and has been detailed in community notifications and emails. Previous work of this nature has been further away from resident's' property. Works were compliant with planning approval. Resolution - Provided information to resident.
05-May-2019	TSE	Victoria Cross Station (South)	Noise & Vibration	Complaint - Questioned why gates were open on a Sunday, saying it was disturbing residents study. Investigation - Usual excavation activities were taking place, the roller doors located on Denison Street had been operational during the day but due to the volume of trucks leaving the site in close succession the doors may have been left open for longer periods. Resolution - Project manager advised would toolbox team on keeping doors closed where possible.
06-May-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about humming noise from Mowbray Road direction. Investigation - The project team confirmed a concrete pour was being carried out which involved a concrete vibrator machine. Resolution - This machine is used intermittently during standard construction hours. Communicated with resident.
06-May-2019	TSE	Crows Nest Station	Soil, Water & Flooding	Complaint - Water sprayed over the resident as they walked past the site. Investigation - The site has water suppression in place which includes misting fans to suppress dust. Resolution - Place Manager attempted to call the complainant on several occasions with no return call as yet.

Date	Stage	Site	Type	Description
06-May-2019	TSE	Victoria Cross Station (North)	Traffic, Transport & Access	Complaint - Trucks using Miller Street. Investigation - Route is approved for the project. Investigation conducted based on information provided was unable to confirm if truck is involved with project or other construction in area. Resolution - Code of conduct reinforced with haulage company. Complainant was advised Miller Street was an approved truck route, and a registration number, truck number, or insignia on the side of the truck facilitates the ability to follow up specific drivers.
06-May-2019	NCW	Northern Corridor Works (Portion 7)	Visual Amenity	Complaint - Site compound is located near property, the owner finds it unacceptable and requests it be taken away. There is also graffiti on noise wall visible from within the property. Investigation - Site compound belongs to Laing O'Rourke. Due to lack of council approval compound was removed. ROL applied for a approved for site to re-established. The noise wall is a Sydney Trains asset and unrelated to Sydney Metro. Sydney Metro are not responsible for the cleaning and maintenance. Resolution - Findings sent to resident. Complaint related to graffiti has been redirected to Sydney Trains for action.
07-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise from the excavation site. Investigation - Site team contacted and confirmed the site activities were quieter and the air conditioning installed near the resident's unit was the dominant noise. Noise monitoring previously carried out at the resident's apartment showed compliance. Resolution - The Place Manager was unable to reach the resident at the time of the call. The Place Manager to arrange to meet with resident to continue discussions about potential impacts and residents concerns.  *previously reported as not related to Sydney Metro
07-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Stakeholder complained high impact noise made during respite hours. Investigation - Results from real-time noise and vibration monitors located at 10-12 Clarke Street show results compliant with predicted levels. Resolution - When contacted stakeholder they realised they had confused the quieter periods with the noisier periods and had mis-read the notifications.
07-May-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Noise and vibration from TBM1. Investigation - The Place Manager monitored the TBM's progress and by late afternoon the TBM had moved away from the property. Resolution - Place Manager contacted resident and provide an update saying the TBM was currently half way across the apartment block and expected to cross the block before night time.
08-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Ongoing hammering noise impacts from Oxley Street end of site Investigation - Place Manager confirmed to resident the hammering would cease in about 3-4 weeks. CPM said some of the noise could be from neighbouring developments. Resolution - CPM confirmed real time noise monitoring for the site shows levels are compliant.
08-May-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Concrete barricades erected outside property to accommodate asbestos removal. The location of barriers has created a blind spot for residents accessing and exiting their property. Very concerned for safety. Investigation - Project team have undertaken a site visit to assess area. Barriers were relocated to improve access and visibility. Resolution - Place Manager called resident to inform of the changed layout. Left voicemail and requested a call back if issue still exists.
08-May-2019	SSJ	Sydenham Station	Traffic, Transport & Access	Complaint - Complaint regarding truck blocking access to car park. Investigation and resolution - Place manager verified the truck wasn't parked but waiting to enter the site compound and for direction from the traffic control to do so in a safe manner. The driver made way for other vehicles to enter and exit the car park therefore access wasn't impacted. This was communicated to stakeholder.
09-May-2019	CSM	Central Station	Air Quality	Complaint - about dust from works in the station that occurred around 12:30am. They said it was hard to breath, more dust suppression was needed and staff were not wearing masks. They also notified Safe Work Australia. Investigation - Review of site diaries for last night showed sufficient water suppression was in place for the work that was underway. The same activities happening during the day without complaint are occurring at night. Resolution - Increased dust mitigation measures are in place (including water and dust extractors) and an air monitor installed. PPE requirements (if required) was reinforced to the crew.
09-May-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Caller advised constant vibrations almost everyday resulting in deep cracks in the walls and the low lights to swing Investigation - Place Manager sent an email to stakeholder outlining the project's damage claims process. The email was returned stating address provided for stakeholder was incorrect. No further contact details were provided to the project to allow further followed up. Stakeholder does not appear in the project's database. Resolution - If stakeholder contacts the project again and provides details his claim will be investigated and addressed as per process.



Date	Stage	Site	Type	Description
09-May-2019	TSE	Tunnelling (South)	Property & Business	Complaint - about tunnelling damage to property about 90m from alignment. Investigation - CPM explained the distance between the tunnel alignment and the property. CPM confirmed typically properties at that distance have not experienced vibration from tunnelling. CPM acknowledged call would be registered as a complaint and complainant needs to email more information i.e. date cracks appeared, photos of cracks, dates vibration was felt, etc. Resolution - resident's property damage claim will be forwarded to the commercial team to process when received
09-May-2019	TSE	Crows Nest Station	Worker behaviour	Complaint - Resident reported that project workers used water from property to clean equipment after a concrete pour today. Investigation - The tap is situated next to a fire hydrant along Clarke Lane making it unclear the supply is not for public use. Resolution - Place Manager has agreed to put signage up on the building's water supply to ensure it is clearly differentiated. Will also toolbox workers.
10-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise at night that sounded like excavation work and trucks. Investigation - The location is outside the area where Sydney Metro works are taking place. Resolution - Have responded to resident asking for additional details.
11-May-2019	CSM	Central Station	Noise & Vibration	Complaint - about the noise and dust on platforms, complained it was not acceptable to perform construction work nearby operational platforms. Note complainant appeared agitated and under the influence of alcohol. Investigation and resolution: > Site supervisor explained the team had approvals to work on platform 18 and several mitigations measures were undertaken. (e.g.: noise blankets on fencing line, intermittent concrete breaking, keeping station staff informed, customers were moved further away from the noisy work, water suppression was in use to limit dust) > Site supervisor asked for support from station staff who talked to the complainant
13-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained of vehicle damage from a road safety sign not secured properly. Investigation and resolution - Place Manager confirmed the project did not have any traffic control in place on the date of the incident and identified non-related project was using traffic control at that time. Have referred the complaint and advised complainant the issue had been raised with other project team.
14-May-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - Disruptive noise from drilling work. Investigation - Current work involves TBM1 being traversed from one side of the station box area to the other, the TBM is closer to complainant's property but activities have been the same for the past 2 weeks. The CPM explained TBM would be launched before Friday, however some activities which involved the rattle gun would continue for a couple of days. Monitoring of the TBM traverse has shown the activity to be inaudible around the site perimeter. Resolution - Complainant was offered attended noise monitoring at their property but declined. Follow-up monitoring undertaken on street as stakeholder declined offer of internal monitoring. Noise levels measured at both locations were compliant with project planning approvals
14-May-2019	SMEW	Sydenham to Bankstown	Noise & Vibration	Complaint – Resident states there has been excessive noise from 9am. Investigation – PM investigated what works were taking place. There was potholing in the corridor taking place for a further 3 hours and the vacuum trucks were causing the noise. The environment team completed a noise reading and concluded appropriate level of respite was in place (notification of works). Resolution – PM called resident and explained the works taking place and how long they would take. Resident pleased with the information, resident only wanted to know how long it would be taking place for.
14-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - noise and vibration from tunnelling activities Investigation - Excavation of the station box is currently being undertaken adjacent to the property. Noise monitoring has been undertaken at a property nearby and is compliant. Resolution - The project team is currently investigating ways to reduce impact from excavation work. Explained work to complainant and advised will contact if mitigation measures change.
14-May-2019	CSM	Central Station	Safety, Security & House-Keeping	Complaint - about safety at the Regent Street entrance to site. The complainant was hit by a boom gate. They called out to the traffic controller but was unable to get their attention. Investigation and resolution - Public Affairs Manager immediately advised the project Safety and Logistics representatives to investigate with the traffic controllers. Tool box talks have previously been undertaken with traffic controllers about surveillance of the boom gate and staff will be re-briefed today.
14-May-2019	TSE	Crows Nest Station	Soil, Water & Flooding	Complaint - Light mist of water being sprayed from site onto footpath adjacent to site, impacting pedestrians. Investigation - Related to the air quality mitigation measures in place at the Crows Nest site. Overflow may be related to large gusts and wind direction. Resolution - Place Manager said that site does its best to minimise the amount of mist leaving the site where practicable. Noted that excavation of the station box is due to be completed in 3-4 weeks. It is likely that, after this, the need for such a high level of water suppression for dust will substantially reduce.

Date	Stage	Site	Type	Description
14-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - about nearby night-time excessive noise including jack hammering and trucks reversing Investigation - Public Affairs Manager investigated with the project and environment team and determine that works were not undertaken using that equipment during the time periods identified. Nearby noise loggers were checked and could hear pneumatic jack hammers faintly, this type of equipment is not used on the project. Road works are also underway nearby and the resident agreed was the likely cause
15-May-2019	TSE	Waterloo Station	Noise & Vibration	Complaint - about noisy work activities, complainant also contacted the EPA Investigation - After speaking with the EPA the complainant agreed to internal monitoring (which had been previously declined) and this was arranged for 8pm on the evening of 16-May Resolution - Results of monitoring showed noise levels from TSE activities within the Waterloo site were compliant with project planning approvals.
16-May-2019	TSE	Blues Point	Worker Behaviour	Complaint -traffic controller 'yelled' at complainant for walking the wrong way Investigation - Traffic controller confirmed he did call out loudly as it was a noisy environment and he was concerned for the safety of the pedestrian. Community manager spoke with complainant and explained the reasons. Resolution - The situation has been taken as an opportunity to remind traffic controllers of the best way to engage with pedestrians and include a reminder about worker behaviour at the next pre-start briefing.
17-May-2019	TSE	Martin Place Station (South)	Safety, Security & House-Keeping	Complaint - concern over the use of the tower crane and the proximity of the hook block to safety hoarding. Investigation - Internal security camera footage was reviewed by the project manager, site supervisor and safety officer. At no time was there any risk to pedestrians. However 'perception of risk' by the public has been considered and the exclusion zone has been increased so that the public do not 'feel' there is any risk. Resolution - Measures above implemented. Place Managed closed out with complainant.
17-May-2019	TSE	Martin Place Station (South)	Traffic, Transport & Access	Complaint - workers using witches hats to block off access to a loading zone for contractors to park in which they are not allowed to do without an appropriate permit. Is impacting local dry cleaning pick-up business. Investigation - Confirmed the team is operating within the conditions of the existing ROL (between 10am and 3pm). The witches hats help to delineate the work area and for the safety of pedestrians and traffic. Resolution - The site is operating under ROL at this location and were compliant. Place Manager spoke with complainant and explained ROLs. Complainant stated disapproval.
17-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Workers not wearing appropriate safety equipment around dust Investigation - Investigated with LOR. Work detailed in complaint is not being undertaken. Place Manager attempted to contact complainant but number provided was disconnected. Unable to determine if complaint is related to Sydney Metro. Resolution - Determined not related to Sydney Metro due to lack of information and unable to follow up complaint. No further action.
17-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder reported seeing a single truck waiting in the bus zone outside the childcare centre in Clarke St with its engine idling. Concerned about impact of smoke and pollution to stakeholder and children nearby. Investigation - No other details provided only that it was a single truck. Site manager confirmed no single trucks accessed the site at the time of the complaint. Child care centre reported buses were idling that morning, and they had a camp fire within the child care centre. Resolution - The complaint was closed and details provided to complainant.
18-May-2019	CSM	Central Station	Noise & Vibration	Complaint - excessive noise and dust due to work on the platforms. Investigation and resolution - Community Place Manager called the complainant to assess status and location. Complainant acknowledged the respite period and dust level was already much better. After investigation with the project team it was confirmed the use of noise blankets and dust suppression measures were undertaken. No further issues were raised.
18-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Traffic congested around Chatswood dive site at Artarmon Investigation - Investigated and found to be not relate to any TSE activities. Work had been completed near Hampden Road (Northern Corridor) by 1pm and no trucks were accessing or leaving site. Resolution - Communicated details to resident.
18-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Damp patch formed on driveway with odour Investigation - Laing O'Rourke have no incidents of hitting sewer lines or other utilities that may have resulted in damp. Team will conduct site visit to confirm on resident request. TSE have no interactions with utilities in area. Are aware of existing Sydney Water issue in area. Resolution - Deemed unrelated to Sydney Metro. Complainant referred to other authorities in area who can assist.
19-May-2019	CSM	Central Station	Safety, Security & House-Keeping	Complaint - workers above station platforms pushing bins which contained asbestos in front of public. The caller was anonymous and team was unable to follow up with the complainant for more detailed information. Investigation and resolution - Community Place Manager investigated with the project team and confirmed that hazardous materials and soil removal are undertaken by licensed contractors. Air monitoring is in place during removal. Results to date are below any detectable limits. Work is managed with all controls in place to prevent any exposure. Contractor is working closely with station staff to manage any materials movements through the station.

Date	Stage	Site	Type	Description
20-May-2019	TSE	Crows Nest Station	Air Quality	Complaint - Concern about dust and impact coming from Crows Nest site Investigation - Dust mitigation measures, including misters, were in use and continuing Resolution - Community manager provided overview of dust mitigation measures to complainant, including misting device.
20-May-2019	TSE	Victoria Cross Station (North)	Air Quality	Complaint - concerned about apparent dust Investigation - Photos reviewed and site confirmed no unusual activities, water misting for dust suppression was in place Resolution - Complainant updated with information about dust suppression techniques and advised what could be seen was potentially the water misters
20-May-2019	TSE	Martin Place Station (South)	Traffic, Transport & Access	Complaint - Complainant regularly drives on O'Connell Street and expressed concern about trucks turning into the site Investigation - To turn left safely into the site it is necessary to briefly occupy the right lane. All drivers were using indicators appropriately and signage on the trucks advises cars not to attempt to overtake a turning truck Resolution - Complainant updated about ROL requirements and truck turning procedures
21-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - noise from overnight work adjacent. Investigation - Four attempted call backs made but complainant did not pick up. Resolution - Multiple solutions offered to complainant including noise monitoring and white noise machine. Ongoing engagement to continue with complainant.
21-May-2019	SSJ	Sydenham Station	Noise & Vibration	Complaint - nearby jackhammering causing vibration to office building, complainant requested a vibration monitor Investigation and resolution - Community team advised stakeholder that minor jackhammering activity was being carried out intermittently to break concrete slab into pieces to be transported away. Stakeholder was happy with Place Manager's proposal to call to advise of further planned jackhammering activities.
22-May-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - noise from a forklift at site. Stated had received notification but didn't include forklift use. Investigation - Tunnelling support activities were occurring, and forklift was used to move a fuel tank. Fuel tanks could not be stored underground as safety measure. Resolution - Explained to resident that notification covered tunnelling support activities, this includes the forklift use and other individual tasks associated with tunnelling.
22-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise coming from site is excessive, impacting workers. Investigation - Work taking place adjacent included vacuum truck to pump out the toilet block prior to the shed being relocated. Resolution - Stakeholder updated with details of activities noting particular piece of work was unlikely to be required again.
22-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - humming noise at night. Investigation - No unusual activities taking place on site at the time Resolution - Caller offered attended monitoring and provided with a white noise machine. Update to resident about work and likely/possible impact ongoing.
23-May-2019	TSE	Martin Place Station (Bligh St)	Traffic, Transport & Access	Complaint - truck driver may have been texting while driving down O'Connell Street Investigation - Traffic controllers confirmed driver was adhering to traffic rules and taking instruction from site team via 2-way radio. Resolution - Stakeholder updated with information.
24-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - heavy congestion on Mowbray Road at 1045am, stakeholder said they saw a truck driver asleep. Investigation - Insufficient information could not be provided to confirm TSE works attributed to traffic congestion. Investigation found TSE truck drivers were not blocking roads (nor asleep). Resolution - Communicated that Council and RMS are responsible for the management of traffic congestion on local and main roads.
25-May-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - about tunnelling noise near property, seeking further information. Investigation - Tunnelling night shift supervisor confirmed the TBM was operating underneath the resident's property until about 12.30am. Shift supervisor said the TBM had stopped operations for the weekend and would not recommence until about 5am Monday morning. Validation monitoring has recently been undertaken on Herbert Street and found to be compliant with predicted levels in the endorsed CNVIS. Resolution - Called resident and provided an update about the TBM operations.
26-May-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - dissatisfaction at pathway closures in Artarmon related to the project. Investigation - Laing O'Rourke have closed two pathways in Artarmon, and extended the closures from the original open date due to unforeseen ground conditions in the area. Closures are approved by Willoughby City Council and are in place for pedestrian safety due to nature of works taking place. Resolution - Communicated reasoning to resident via email.
26-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant described a humming noise from Nelson Street work plus constant bass sound 'like a very loud party from a neighbour'. Investigation - TSE work was confirmed to only be taking place during standard construction hours. Confirmed with other contractor, also not working. Resolution - Updated resident with details.

Date	Stage	Site	Type	Description
28-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Constant humming noise from project works is disrupting caller from sleeping. Investigation - Site supervisor reported nothing unusual was occurring at the site and no machinery was being used that hadn't been used before at night. Confirmed fan was on lower setting, recognising previous complaints from this resident when fan on at higher level. Results from the permanent noise monitor located closest to the fans showed noise levels were compliant with project planning approvals at and around the time of the stakeholder's complaint. Resolution - Complainant did not answer return call immediately following complaint. Spoke with complainant in morning and confirmed details.
28-May-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Dissatisfaction with extension to Brand Lane Closure. Opinion that notifications are not detailed enough as to cause of extension. Investigation and Resolution - Place Manager drafted more detailed email notification and sent to distribution list surrounding closure as per feedback from resident. Also followed up with complainant to confirm approach and thank for feedback.
28-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Station employee reported that a customer tripped on station platform on 24 May in an area where Sydney Metro work had been undertaken. Investigation and resolution - Review of CCTV footage was carried out. This did not definitively show the incident from waist down so couldn't determine how the customer tripped.
28-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - large Toll truck accessing street adjacent to site without traffic control. Investigation and resolution - contractor at this site do not use trucks from Toll Group and have confirmed with drivers on the project that they do not access the site via that street. Sent on details of complaint to nearby project comms team as an FYI. Unable to update complainant as they wished to stay anonymous.
29-May-2019	TSE	Martin Place Station (Bligh St)	Air Quality	Complaint - Stakeholder approached member of JHCPBG team as they were entering site. Is managing a restoration project in neighbouring site and was concerned about fumes coming from ground level at back of 31 Bligh Street. Investigation - The excavated decline walls are not sealed. Monitoring will be carried out to assess whether the fumes are associated with work taking place at Bligh Street. Resolution - The stakeholder was contacted and advised the site team had undertaken to check whether the source of the fumes was related to works on the site. UPDATE 31/5: Following a site meeting with the foreman at 31 Bligh Street (which adjoins the Bligh Street tunnelling support site) it was established that the fumes were experienced when, during renovation work, a panel was taken out off the rear wall. The foreman wanted to establish that fumes would not be an issue for people in the building when the trains were running. In addition, measurements were taken within the Bligh Street tunnelling support site to ensure air quality was being maintained. This was confirmed.
29-May-2019	CSM	Central Station	Other	Complaint - night shift project supervisor did not answer the phone (called around 2.30am) about works outside station facility Investigation and resolution - night shift supervisor was present on site during the works however the 24/7 operational phone number was not forwarded to them, it was forwarded to day shift supervisor. Phone numbers were updated accordingly and complainant was advised
30-May-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - about excessive and 'booming' noise Investigation - Emergency works were being undertaken to pour the permanent concrete lining and there were blockages in the concrete line Resolution - Emergency works report completed and complainant updated on the nature of the activities.
30-May-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - night work was noisier than other nights Investigation - TBM relaunch in progress and the increase in speed may have been what the complainant could hear. Noise validation monitoring has been undertaken within the complainant's unit and levels from the traverse are compliant with the endorsed CNVIS. Resolution - Complainant has been offered moulded ear plugs.
30-May-2019	SSJ	Sydenham Station	Noise & Vibration	Complaint - Resident complained about noisy night work over several nights. Investigation and resolution - Place Manager advised resident that the project scheduled night work for several nights and that noise monitoring wasn't able to capture noise on that particular night due to high winds. They further advised that noise monitoring is planned for subsequent evening and that results will be provided. Place Manager also offered to meet with the stakeholder to discuss the project and address any issues.
30-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Nearby business complained of a gate left open in their car park with children in the area. Investigation - Project safety manager carried out a visual inspection to ensure gate was secure. Project team also investigated if they were working in the area. Project team confirmed that they were not working in the area and had not accessed the gate on that date. Resolution - Place Manager conveyed the investigation and advised stakeholder that they referred complaint to Sydney Trains.
30-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to truck fumes, was not specific, relating to wider truck use. Resolution - Place Manager shared contractor's code of conduct for drivers.

Date	Stage	Site	Type	Description
31-May-2019	TSE	Chatswood Dive	Air Quality	Complaint - dust impacts from work, when combined with other impacts such as bushfire prevention back burning. Investigation - dust mitigation measures in place at project and adjacent to property. Resolution - responded to stakeholder outlining all dust mitigation measures in place at the Chatswood Dive site, providing information about regular inspections undertaken by both internal and external authorities and noting to date, inspections have concluded measures are appropriate and effective in minimising dust.
31-May-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Workers are parking in residential street, blocking access for residents to enter and exit property safely. This has resulted in residents driving on the verge, destroying the grass. Investigation - Currently with Laing O'Rourke to determine whether Street is allowed to be used for worker parking. Resolution - Street is within a no parking zone for the project. Cars to be removed and re brief conducted with team. Immediate site visit was conducted to review worker parking.
31-May-2019	TSE	Crows Nest Station	Traffic, Transport & Access	Complaint - Difficulty exiting building in Clarke Lane due to a number of working/parking vehicles. Noted this is a particular issue once traffic controllers have gone off duty. Investigation - Site team contacted and asked to investigate and put in place more effective controls to manage this egress. Resolution - Responded to stakeholder and explained additional no parking signs would be put up along Clarke Lane, and reinforced with subcontractors and workers in their daily pre-starts. Traffic controllers will be instructed to be more vigilant in patrolling this section of Clarke Lane and report any cars parked in this area to Council Rangers who will issue a fine.
31-May-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - noise relating to work at night Investigation - A response has been sent to stakeholder requesting more specific information to guide investigation/response. Resolution - TBD
01-Jun-2019	TSE	Victoria Cross Station (North)	Air Quality	Complaint - dust produced from construction site is gathering on unit balcony, complainant asking if it will be cleaned Investigation - responded with dust mitigation measures in place at the Victoria Cross north site, also outlined the regular program of internal inspections as well as those undertaken externally to assess air quality controls Resolution - noting sufficient measures in place to minimise the amount of dust leaving the site and also highlighting the many other construction sites in North Sydney, cleaning not to be provided
01-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - noise from an alarm, complainant unsure if noise is coming from TFNSW side or nearby Crown construction site. Investigation - during the complainants call the alarm ceased and caller noted a flashing light at the Crown site had stopped indicating that was where the audible alarm came from. Resolution - no further action required.
03-Jun-2019	TSE	Victoria Cross Station (North)	Air Quality	Complaint - dust coming from site is claimed to contributed to bronchitis. Investigation - all dust suppression measures are in place. Resolution - explained extensive techniques to minimise dust to resident, and advised of various inspections undertaken.
03-Jun-2019	TSE	Chatswood Dive	Air Quality	Complaint - damp patches found on driveway for the past two weeks, referred from previous complaint. Also mentioned dust impacts from work. Investigation - Chatswood site engineer has reported an old Sydney Water main located in the footpath next to the property. TSE has done some trenching in the road near the property but has not touched the water main and had noted issues with this main leaking when they were working in the area. Dust mitigation measures were in place. Resolution - Meeting held to discuss issues.
03-Jun-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - rumbling noise occurring through night and last week Investigation - TBM is currently in the vicinity of the building Resolution - complainant received notifications via building management and was seeking clarity on how long the TBM would take. Community manager explained what to expect.
03-Jun-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - excessive vibration and noise at property at commencement of works Investigation - TBM tunnelling is occurring Resolution - Complainant was not bothered by the rumbling but was not sure what was being heard was what should be heard. On call community manager talked through the TBM process and how long it would be heard/felt. Monitoring for TBM tunnelling previously undertaken has shown compliance with predicted levels.
04-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - industrial humming noise Investigation - a return call was made immediately as requested - the call was not answered Resolution - no further action to be taken. Review of real-time noise data from the monitor located at the northern end of the site which is located closest to the extraction fans showed levels compliant with project planning approvals throughout the night.
05-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - industrial humming noise Investigation - real time noise data of the monitor closest to the extraction fans located at the northern end of site showed noise levels were complaint with project planning approvals throughout the night Resolution - attempts to return the complainant's call were not answered
05-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Complainant reported an industrial humming noise coming from the site. Investigation - A review of real-time noise data from the monitor located at the northern end of the site which is located closest to the extraction fans showed noise levels were compliant with project planning approvals. Resolution - Complainant did not answer phone so a voice message was left. Respite and mitigation options available to complainant

Date	Stage	Site	Type	Description
05-Jun-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - relating to tunnelling vibrations. Investigation - Resident lives in a below ground apartment, stated when discussed with neighbours above ground they could not feel/hear. Place Manager confirmed rock hammers were excavating during standard construction hours. Resolution - Noise monitoring was offered and accepted. Will take place next 12-Jun.
06-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Complaint relating to noise coming from site. Investigation - A review of real time noise data from the monitor located at the northern end of the site which is located closest to the extraction fans showed noise levels were compliant with project planning approvals throughout the night. The JHCPBG environment coordinator undertook a night time inspection on 06-Jun-19 and confirmed there had been no changes to existing activities or new activities. Resolution - A return call was made immediately but the call was not answered and a voice message was left. Respite offer available to complainant.
06-Jun-2019	CSM	Central Station	Soil, Water & Flooding	Complaint - Mud tracking onto nearby road from site. Investigation - The dedicated project road sweeper had been working during the day but had broken down. An alternative road sweeper had been ordered and the incident occurred prior to the alternative sweeper being deployed. Resolution - The additional sweeper cleaned the road for four hours after the peak traffic period to ensure both of the south bound traffic lanes were appropriately clean. It was then deployed again the following day after vehicles left site. Site staff were reminded to ensure the wheels are vigorously cleaned with the gurney in all instances prior to exiting the site. The existing wheel wash process will be upgraded with new wheel wash bath. The process for traffic controllers reporting incidents has now changed and incidents are to be telephoned directly to the responsible shift Supervisor to ensure immediate action. Road sweeper has been operating regular since and conditions on Regent Street have been improved and are being monitored.  *Complaint ID originally reported as 190606CITY
07-Jun-2019	TSE	Pitt Street Station (South)	Property & Business	Complaint - Complaint related to concerns about street sweeping, lights shining into hotel and tiles falling off walls. Investigation - Investigation confirmed that no lights are directed towards the hotel and that street cleaning was occurring as permanently scheduled. Resolution - Stakeholder was updated with information about street cleaning and lighting direction. The fallen tiles will be handled separately under the building damage claim process.
08-Jun-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Multiple calls complaining about various types of construction noise. Investigation - Permanent noise monitors are in place and regular attended monitoring is undertaken. Results when correlated with the timing of the various complaints were compliant with project planning approval. Resolution - Call made to complainant to detail that noise reported was in line with notifications.
09-Jun-2019	TSE	Martin Place Station (Bligh St)	Soil, Water & Flooding	Complaint - Running water observed through window at Bligh Street site. Investigation and Resolution - An investigation was undertaken across the entire site, and it was found that the water was from the wheel wash operating on the ramp.
13-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - excessive noise Investigation - Site confirmed no tunnelling activities taking place, only cleaning activities being undertaken. There is speculation the noise might have been the excavator bucket hitting the station box floor, however unable to confirm this with complainant. Other non-TSE activities were taking place near the site. Noise monitor confirmed noise levels from site were compliant with planning approval. Resolution - Complainant did not answer return call, unable to obtain specific information about noise heard
13-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - loud noise that awoken complainant several times during the night. Investigation - Site confirmed no tunnelling activities taking place, only cleaning activities being undertaken. The noise may have been the excavator bucket hitting the station box floor. Other non-TSE activities were taking place near the site. Unable to confirm source, but real time noise monitor confirmed noise levels from site were compliant with planning approval. Resolution - Spoke with complainant and provided information.
13-Jun-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Damage claim relating to concrete in bus depot area. Investigation - Validation monitoring consistent with predicted levels in endorsed tunnelling CNVIS. Resolution - Property damage complaint registered and will be managed under the property damage claim process.
13-Jun-2019	TSE	Barangaroo Station	Traffic, Transport & Access	Complaint - Concern that metal road plate at the traffic lights may be slippery for cyclists. Investigation - The area was inspected and traffic controller interviewed. It was noted that cyclists using the pedestrian crossing often do not dismount. Resolution - As an added precaution, anti-slip taping was installed at the transition from the footpath to the pedestrian crossing.
14-Jun-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - noise from roadheader. Investigation - 24/7 tunnelling is occurring near the complainant. Resolution - Real time noise monitoring from the monitor in the basement of the complainant's building recorded levels that were compliant with project planning approvals. Stakeholder provided with information and confirmed they had received notifications.

Date	Stage	Site	Type	Description
14-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise from site at night. Investigation - A site inspection was undertaken. Only 4 workers on site using hand tools. Monitoring also confirmed recorded levels were compliant with planning approvals. Resolution - Resident was updated with details.
15-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained that noise was causing her home to vibrate. Investigation - On call community representative confirmed no tunnelling was taking place. Resolution - When resident was contacted to provided details they said they could still hear the noise. Resident conceded that it might be air conditioning that was the cause.
15-Jun-2019	SMEW	Sydenham to Bankstown	Worker Behaviour	Complaint - rubbish in the rail corridor near Railway Street, Hurlstone Park Investigation – PM spoke to resident and rubbish was left behind on 14-Jun between 12-1400. PM confirmed with the manager on duty which work crew had been working on that day. PO on duty was called and directed to clean rubbish that was left behind. The PO on duty believed the rubbish had fallen out of Ute as they drove away. Resolution – PM informed the resident the rubbish would be cleaned by COB on 17-Jun. No further action required.
17-Jun-2019	TSE	Crows Nest Station	Air Quality	Complaint - concerned that water spray was tunnel water being expelled into the air. Investigation - The address of the building was not provided. A phone message has been left. Resolution - Meeting held with complainant on 20-Jun. Water misters were discussed and complainant had their concerns addressed.
17-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Work vehicle parked in resident's street. Investigation - LOR vehicles are not permitted to park in certain streets adjacent to corridor. Vehicle parks at predominate LOR site access gate. Resolution - Spot checks of streets are undertaken by LOR team members, any parked car found inappropriately parked is asked to move immediately, ongoing toolbox talks are being undertaken with all teams.
17-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Reported building has cracks. Investigation - The property is 200m from the nearest tunnel. Resolution - Provided information to the resident, who was satisfied that property is well outside the tunnelling zone of influence.
18-Jun-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - jackhammering noise associated with work on the Barangaroo crossover cavern can be heard. Investigation - Excavation has started in the southern half of the cavern and will continue for 4 to 6 weeks (depending on ground conditions). Resident is home all day. Attended monitoring conducted at property, levels well under planning approval requirements. Resolution - Work program discussed with resident, additional respite mitigation measured being discussed.
18-Jun-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Noise complaint, believed the jack hammer noise appeared louder and more noticeable from the start of the week than recent weeks. Investigation - Previous attended noise monitoring showed noise levels were well within management limits. Resolution - Discussed with resident that work was planned to continue for the next four to six weeks and offered the resident an option of noise-cancelling headphones, which was accepted.
18-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise complaint, referenced that noise was potentially coming from an exhaust fan. Described noise as an irritating, buzzing noise. Investigation - Site team reported minimal works were occurring within the station box and the fan was operating normally. A review of real time noise data from the monitor located at the northern end of the site closest to the resident showed noise levels were compliant with project planning approvals throughout the night. Resolution - Communicated with resident.
18-Jun-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Complaint relating to tunnelling impact, claimed jackhammering took place all weekend and day and night without break the previous week. Investigation - Fixed noise monitors are being checked and attended monitoring has been offered. Resolution - The CPM and resident agreed to meet on 19-Jun to discuss other respite options and offered noise monitoring at a time to be confirmed during the meeting.
18-Jun-2019	SSJ	Sydenham Station	Property & Business	Complaint - Adjacent business stakeholder complained of ongoing business impacts and safety due to construction vehicle movements without traffic control and blocking access in the carpark. Investigation and resolution - Place manager confirmed trucks were entering the rail corridor via the designated access gate next to the carpark and traffic control was positioned at the site. They also confirmed that two trucks were diverted temporarily due to confined access and to ensure safety. A visual inspection of the carpark confirmed access to the carpark was not impacted and there weren't any other vehicles in the carpark at the time.
18-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Vehicles and plant accessing the corridor at night Investigation - Laing O'Rourke are undertaking approved OOH work during Sydney Trains possession periods. Resolution - No further action as resident did not take want to call helpline or offer any contact details.

Date	Stage	Site	Type	Description
18-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - disruptive truck movements night prior. Investigation - Resident very upset the street is constantly used by trucks accessing site including OOH. Worker tried to redirect resident to proper complaint management processes without success. Worker escalated to place manager. Current OOH works notifications were distributed and emails to identified resident. Place Manager has attempted to make contact with resident without success. Resolution - No further action required.
19-Jun-2019	TSE	Pitt Street Station (South)	Noise & Vibration	Complaint - Property concierge rang to express concern about vibration in building on behalf of a number of residents. Mentioned safety. Investigation - Removal of a sub ground level concrete wall was taking place directly adjoining the property. Resolution - Provided update of work program, and offered attended monitoring.
19-Jun-2019	TSE	Barangaroo Station	Property & Business	Complaint - Owner of adjacent property concerned about cracks in building. Investigation - Site investigation organised. Resolution - Will be managed through property damage claim process.
19-Jun-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Complaint about damage to property including cracked tiles. Investigation - Property close to tunnel alignment and cross passage construction. Resolution - Property team advised and post condition survey to be undertaken so the matter can be investigated.
19-Jun-2019	TSE	Chatswood Dive	Traffic, Transport & Access	Complaint - Resident expressed concern about traffic flow at the intersection of Hampden and Mowbray Roads. Resolution - Details about the traffic change and reasons for it communicated with complainant.
20-Jun-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complained about noise from adjacent site. Investigation - Call back was requested by complainant, efforts to return call were not answered. Resolution - Several mitigation measures offered to the resident and remain open.
20-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise complaint, stated that ventilation fans were audible. Investigation - Validation monitoring has previously been undertaken of the exhaust fan and was found to be compliant with project planning approvals. A review of real-time noise data from the monitor located at the northern end of the site which is located closest to the resident showed noise levels were compliant with project planning approvals. Resolution - The complainant thanked the CPM and was satisfied the issue had been dealt with.
20-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Trucks idling throughout day next to property where noise is creating headaches and fumes are entering property. Investigation - Contractor has ROL for use of this area from Council. Currently preparation for weekend possession is taking place. If vehicles park for long periods engines will be turned off. Moving forward contractor will seek approval for secondary parking spot to rotate between to offer periods of respite for the resident. Resolution - Investigation provided to resident. Commitment made to update resident on secondary parking location.
20-Jun-2019	TSE	Crows Nest Station	Traffic, Transport & Access	Complaint - Complaint about a skip bin opposite property driveway. Investigation - Site team confirmed the bin had not been collected at the scheduled time. Resolution - Updated complainant about delay to pick up and reasons.
20-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise complaint and request for mitigation measures, perceived noise from TBM passing Investigation - Due to distance from TBMs, description of noise and location within apartment building, the noise is found not to be from Sydney Metro TBM work. Resolution - Communicated with resident, who is checking if it is other work or something being done within building.
20-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise complaint from nearby resident to Waterloo site Resolution - Complainant responded to email correspondence apologising for complaint, identified work leading to complaint was being done by Council.
21-Jun-2019	CSM	Central Station	Traffic, Transport & Access	Complaint - access delays to carpark and about the cooperation of a truck driver Investigation and resolution - Subcontractor reminded that local traffic should get priority to access their property and delays should be kept to a minimum. Further action taken to limit the time of construction vehicles and to ensure courtesy from all employees - traffic control in place reminded to call the team immediately if there are concerns from a member of the community and completion of loading bay due 28-Jun will allow construction vehicles to park inside the site and limit their presence. Communicated to complainant that alternative solutions are being investigated to improve local access to the lane.
21-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident requesting water truck is used on the haul road near the corner of Hall Street and Redman Parade, Belmore. He requests this due to the large trucks creating dust as they drive up and down to delivery materials into the corridor. Investigation - PM called the contractor to confirm how many deliveries had been carried out. JHLOR only had minimal deliveries on that road. Rhomberg Rail Australia were delivering materials via large trucks all day. PM called Rhomberg and confirmed that there would be a water truck sent the next day. Resolution - PM called resident, explained how it was Rhomberg Rail's deliveries and how the water truck would be out the next day. The PM was able to also confirm that no further works would be carried out on that road today. PM gave resident Rhomberg contact number. Resident pleased with outcome.



Date	Stage	Site	Type	Description
22-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Loud noise due to work. Resident claims not to have received notification of works. Investigation: Residents property received notifications by Sydney Trains and separate works notification. Environment team conducted a noise reading at the residents property - noise reading showed that two machines running in the area was 35d over the background noise triggering alternate accommodation. Resolution: PM called resident and booked in AA.
22-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant was dissatisfied that alternate accommodation was not offered at their residence Investigation - Noise predictions indicated that property did not trigger alternate accommodation. Resolution - Resident encouraged to use 1800 24/7 complaint system to allow team to do real time monitoring at location.
22-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Internet cut off. Resident's internet provider 'Belong' said internet will not be reactivated until 25 June due to the works taking place in the area. Investigation: PM spoke to 2x site managers who both confirmed all works taking place were nowhere near any phone or internet cables. Resolution: PM called resident back and explained the work activities taking place and how the internet connection loss was not due to Metro. Unrelated complaint.
22-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Member of the public reported a worker swearing at people and jay walking along Elizabeth Street, Surry Hills. Caller did not want to be called back or any follow up and did not provide a description of specific branded work wear. Investigation and resolution - Place Manager confirmed no SM work was undertaken in that area that night, and passed on the complaint to two other project teams who work in the area. The teams confirmed they were not working that night, and the other is currently investigating.
23-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant dissatisfied with respite periods claiming the hour respite after every three hours work was not being adhered to. Investigation - Environment team provided on call team member a diary of respite period which showed respite periods were adhered to as well as extra respite periods due to other vehicle movements. Resolution - Multiple attempts made to contact resident. All attempts unsuccessful.
23-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint: Noise related. Resident returned home from alternative accommodation and requested to be relocated until all noisy works has stopped. Investigation & resolution: PM explained the work taking place and the remaining work hours did not trigger further alternative accommodation.
23-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about noise from leaf blowing Investigation - Cleaning of project site offices nearby was taking place at the time. Resolution - Project Manager instructed cleaner not to use leaf blower at weekends. Complainant has been informed.
24-Jun-2019	TSE	Victoria Cross Station (South)	Air Quality	Complaint - Member of the public expressed concern with fumes from vents. Investigation - Visual check of the vents was conducted. Resolution - The louvers of the vent are fixed in position. Complainant was contacted and provided information about positions and environmental approvals and inspections.
24-Jun-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complainant was concerned about noise from passing TBM. Investigation - Complainant confirmed location and that notifications had been issued. Vibration validation monitoring of TBMs has been compliant with predicted levels in the endorsed CNVIS Resolution - Stakeholder updated with TBM progress noting that the noise would abate, the TBM is moving away from her building.
24-Jun-2019	TSE	Pitt Street Station (North)	Noise & Vibration	Complaint - noise and vibration and concerns about damage to the structure of a pool Investigation - Real time vibration data was reviewed and data was compliant with project planning approvals. A site visit was also undertaken. TSE works at the time included hammering for trimming in the tunnel directly outside the building. The building houses a gym and a pool. Resolution - A time later in the day was arranged to commence remaining works to minimise impacts to the gym patrons. A more suitable time has been arranged with the Gym to minimise business impact of noise and vibration.
24-Jun-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Complainant can hear tunnelling and other machinery. Investigation - Complainant lives adjacent to north site. Road header cutting is happening till 10pm near the complainant's unit block. Resolution - Complainant has not so far answered return calls. Previous offers of attended monitoring have not been taken up.
24-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint: Resident parking impacted by work truck in the area. Noise from the works occurring, truck beepers, and truck lights disturbing family Investigation: Noise assessment showed the noise was within construction guidelines. Environment manager also reminded construction team about shining lights away from the resident properties and only using beepers when required. Resolution: Resident understands the works has to take place however wanted complaint officially recorded.

Date	Stage	Site	Type	Description
24-Jun-2019	TSE	Tunnelling (North)	Property & Business	Complaint - The leasing agent reported a tenant's concerns about a cracking noise and continuous tap tap tap sound. Investigation - Data checked and no irregular movements registered. Resolution - Arrangements have been made to meet with the tenant to better understand what they are hearing.
25-Jun-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Resident could feel vibration and wanted to know if was related to tunnelling. Investigation - TBM was within 10m of the resident's building. Validation monitoring of TBMs has been compliant with predicted levels in the endorsed CNVIS. Resolution - Information on depth of tunnel and rate of movement for the TBM was provided and attended monitoring was offered.
25-Jun-2019	TSE	Martin Place Station (South)	Property & Business	Complaint - Post construction building report received and stakeholder was seeking information about making a property claim. Investigation - Site visit undertaken by community manager. Resolution - Damage claim will be handled under the property claims process.
25-Jun-2019	TSE	Chatswood Dive	Traffic, Transport & Access	Complaint - Complaint about a truck being too close and driving in an aggressive manner. Investigation - Trucking contractor has been advised and is to provide further details. Resolution - TBC - Complainant pleased at quick response and knowing the matter would be followed up.
26-Jun-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Resident could feel vibration from TBM and was unable to sleep Investigation - Validation monitoring of TBMs has been compliant with predicted levels in the endorsed CNVIS. Resolution - Due to the resident's level of concern about further sleep disruption alternative accommodation was offered and accepted
26-Jun-2019	TSE	Barangaroo Station	Visual Amenity	Complaint - Complaint that bright lights at Barangaroo are being left on. They are directed at a property 200m away. Investigation - Lighting was being used to support pipe installation work in the station excavation area. Resolution - Workers will be reminded to be conscious about the direction of the lighting and avoid impacting residents as much as possible.
27-Jun-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about noisy day work on embankment near Mowbray Road bridge. Investigation - A pile was being drilled. Noise validation monitoring was undertaken during the works and results showed levels were compliant. Resolution - Complainant provided with an update on work being undertaken and was advised the work would be completed in one day.
27-Jun-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Complaint about a loud noise that sounded like a ship horn. Investigation - An excavator was being used to clean the concrete hardstand at the bottom of the excavation, within the acoustic covers. Monitoring data identified a slight increase in noise at the time described. Monitoring levels throughout the shift were compliant with project planning approvals. Resolution - Stakeholder updated on activities and was able to confirm noise had stopped.
27-Jun-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noisy jackhammer works began at 7:58am, complainant believed they are only allowed to begin this activity after 8am. Investigation - Laing O'Rourke are undertaking drainage improvement work within corridor. This includes use of a wacker packer. Laing O'Rourke are allowed to begin work at 6am during standard construction hours. Complainant is referring to TSE contractor requirements. Resolution - Place Manager called complainant and described the different requirements between contractors in the area. Committed to providing approval documents to complainant to help better understand the differences.
28-Jun-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Noise complaint relating to cross passage construction activities. Investigation - Cross passage was scheduled to continue until 10pm, as approved. Resolution - Resident provided with program update, anticipated completion date of hammering associated with cross passages and respite.
28-Jun-2019	TSE	Pitt Street Station (South)	Property & Business	Complaint - Complaint about cracks in apartment, believes could be result of adjacent work. Resident lives directly behind Pitt Street south station site. Investigation - Email was sent requesting further information to enable claim process. Resolution - Awaiting further details. Issue will be managed via contractor damage claim process.
29-Jun-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to debris seen around Blues Point in Sydney Harbour. Investigation - Investigation around site took place and time lapse footage was reviewed, the debris was not attributable to project work. Resolution - Complainant noted there were other construction sites in the area and was provided with direct contact details to contractors.
01-Jul-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Caller seeking details on how much longer the cross passage would take as 'jackhammering had been happening all hours of the day and night'. Investigation - There is a construction site behind the complainant's home, which they said was also contributing to noise impact. Resolution - Resident was updated that cross passage excavation was likely to finish on Wednesday. A discussion on work hours, including hammering hours took place. Options for respite were discussed.
01-Jul-2019	TSE	Tunnelling (South)	Noise & Vibration	Complaint - Tunnelling noise from TBMs is bothering resident. Investigation - The second TBM is now approx. 30m from the resident's property. Results from validation monitoring are consistent with levels predicted in the endorsed CNVIS. Resolution - Temporary relocation offered for one night, which was accepted.

Date	Stage	Site	Type	Description
01-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from construction work Investigation - Laing O'Rourke are undertaking drainage improvement work and reinstating access road in the rail corridor. Work is low impact and is undertaken within standard construction hours. Work is necessary for upcoming possession. Resolution - Complainant requested their dissatisfaction is noted as a formal complaint.
01-Jul-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - complaint about daytime noise and vibration Investigation - Excavation of the cavern using hammers is being undertaken in accordance with the hours permitted in the project planning approval. Resolution - additional information to be provided and attended monitoring has been scheduled.
01-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - complaint that works in corridor cause property to vibrate, hindering ability to work from home. Investigation - drainage work and construction of a stormwater detention tank are being undertaken. Approved works occur within standard construction hours. Complainant has requested an estimated schedule of works. Resolution - Place Manager to provide schedule of works on ongoing basis.
02-Jul-2019	TSE	Victoria Cross Station (South)	Air Quality	Complaint - concerned about diesel fumes and questioned the direction of the vent positioning. Investigation - The vents referred to by the complainant were air intake as the outlets are located in the roof of the acoustic shed. On the day of the complaint there were minimal plant and vehicles operating. Resolution - Complainant updated with TSE strategy on minimising environmental impacts and referred to the Office of Environment and Heritage which monitors air quality in Sydney.
02-Jul-2019	TSE	Marrickville Dive	Noise & Vibration	Complaint - truck noise, volume of vehicles, compression brakes and road surface. Investigation - There are multiple projects working in the area. Inner West Council has been advised about road surface. Resolution - Resident advised about approved truck routes for the TSE project. It was noted there was other contractors working in the area
02-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - truck idling in a no standing zone at the front of complainants property. Investigation - Vehicle registration confirmed association with project. Project manager, trucking contractor and TSE logistics manager were contacted. Driver was new to project and was as a result assigned to another project. Resolution - Trucking contractor to take the opportunity to remind all drivers about compliance with road rules.
02-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about volume of trucks, dust from loads and excessive noise in the early hours of the morning on Saturday night. Investigation - The street in question is only used by TSE during standard construction hours and no spoil is transported on Saturday nights. Resolution - Resident updated
03-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Trucks parked on Elizabeth Street creates a blind spot for residents exiting side streets. Investigation - Laing O'Rourke currently investigating ways to improve safety in this area. The team are in discussions with Council around alternate parking locations. Have applied for extended ROL. In the meantime traffic control will work with truck drivers to increase visibility for residents. Resolution - Communicated to complainant.
03-Jul-2019	TSE	Marrickville Dive	Worker Behaviour	Complaint - noise from speeding trucks, and a truck damaging a car. Investigation - Review of GPS data on TSE project trucks showed no speed exceedance and drivers are informed they will be stood down for non-compliance. Resolution - Resident updated about speed of trucks. Request for owner of damaged vehicle has been made to contact to project.
04-Jul-2019	TSE	Crows Nest Station	Traffic, Transport & Access	Complaint - about access accessing driveway Investigation - A different type of concrete truck was used to deliver concrete and the boom was taking up more space than usual. Resolution - The concrete company will use a different vehicle in future. Stakeholder updated about site activities and traffic control briefed to be more vigilant about larger vehicles using smaller streets
04-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - trucks parking and idling in front of property at 4.30am. Investigation - Insufficient information to follow-up: stakeholder did not provide details in original call, and did not return follow-up calls. Note there are several construction projects currently in the area. Resolution - Due to information provided, was deemed not relate to project activities.
04-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Building complex experienced vibration. Investigation - Complainant's building is over 1 km from nearest Sydney Metro tunnels. Resolution - Three phone calls made to stakeholder to provide follow-up but no calls were answered.
05-Jul-2019	TSE	Martin Place Station (South)	Soil, Water & Flooding	Complaint - concerned about water from wet wester in the underground walkway at Martin Place. Investigation - Walkway is a temporary structure, and as such does not have provisions to be water proof. Resolution - A return call was made to the complainant and it was explained that, as a temporary structure, the walkway was not designed to be waterproof.

Date	Stage	Site	Type	Description
06-Jul-2019	CSM	Central Station	Noise & Vibration	Complaint - A resident reported work started before 8am that morning. Investigation - After investigation with the team, CSM Place Manager confirmed work started before 8am. Resolution - Place Manager emailed resident to confirm work should not have started before 8am and apologised for the inconvenience. Laing O'Rourke will take formal disciplinary action with subcontractor to ensure standard construction working hours are adhered to.
06-Jul-2019	CSM	Central Station	Noise & Vibration	Complaint - Excessive noise commencing before 7am Investigation and resolution - Place Manager called the complainant and confirmed work should not have started before 8am and apologised for the inconvenience. Laing O'Rourke will take formal disciplinary action with subcontractor to ensure standard construction working hours are adhered to.
08-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - drilling occurring after 6pm and not receiving notification. Investigation - Work carried out until 8pm involved rock breaking inside the shaft about 15m below surface level. Previous monitoring showed ground borne noise levels were below ICNG NML for the evening (inclusive of 5dB(A) penalty). Resolution - Resident acknowledged they had received the latest community update which explained low noise activities may continue past standard construction hours and accepted the offer of noise monitoring within residence
08-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - jackhammering and low level excessive noise. Investigation - No hammering was taking place at Crows Nest at the time of the call. Resolution - Complainant provided of St Leonards Square activities, and an update on tunnelling activities as the TBM is likely to be under their building next week.
08-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - water leak from the hydrant that supplies water to 39 McLaren St, complainant think leak caused by blasting. Investigation - The last blasting event was in Feb-2019. Sydney Water has ongoing issues related to an old water main located in the street. Resolution - Complainant directed to Sydney Water for more information.
09-Jul-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Complainant said tenants were noticing noise plus she had a request to be added for email updates. Investigation - More information requested about the noise as could be related to crossover cavern work or other work being undertaken in the area by unrelated contractors. Resolution - Stakeholder has been added to email update distribution list and asked for more information.
09-Jul-2019	TSE	Pitt Street Station (South)	Noise & Vibration	Complaint - high impact noise at 2.30am related to hoarding work in Pitt Street. Investigation - Site confirmed high impact noise had ceased before midnight. Real time monitoring also confirmed work was compliant with project approvals. Resolution - Resident updated that only hand tools were use after midnight, however workers will also be tool boxed to remind them of the proximity of residences to their work.
09-Jul-2019	SSC	Sydenham to Bankstown	Traffic, Transport & Access	Complaint - Delay in release of S2B Temporary Transport Plan (TTP). Has asked for complaint to be referred to SM Complaints Mediator Investigation - Has been referred to SM Complaints Handling Representative. In parallel, GIPA request for documents relating to TTP is being processed. Resolution - SM Complaints Handling Representative advised stakeholder that complaint will not be escalated to the Complaints Mediator pending outcomes of the GIPA process.
09-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - A complaint about trucks parking on the Princes Highway between 6am and 10am. Investigation - Truck logistics manager confirmed the trailer was listed with the project and GPS snapshot showed the truck was on the highway at 6am and travelling on May Street by 6.15am. Truck contractor had engine difficulties and engine was stalling. He moved on when the problem resolved. Princes Highway and May Street are on approved haulage route. Resolution - Details provided to complainant.
10-Jul-2019	TSE	Pitt Street Station (South)	Noise & Vibration	Complaint - Resident complaint about noise from hoarding work in the early hours of the morning. Investigation - Hand tools in use. Real time monitoring at the northern end of the site showed that noise levels were well under project compliance levels. Resolution - Resident updated regarding monitoring results and provided with work program update.
10-Jul-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Complaint about cracks in basement. Investigation - The post condition survey has not yet taken place. Complainant has been asked to provide more information including the location of the cracks, when they were noticed and any other supporting information. Resolution - The matter will be managed in accordance with the damage claim process.
10-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant emailed community inbox to complain about night works on the two nights prior. Complainant wanted to know how long the work would be going for and why they hadnt been notified about it. Investigation and resolution - Place Manager confirmed the work was not Sydney Metro related but committed to find information on who it was. Place Manager confirmed back in afternoon that the work was Sydney Trains and sent the community notification with their community number. Complainant emailed back and thanked LOR Place Manager for sharing the information.

Date	Stage	Site	Type	Description
11-Jul-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Noise from Jackhammering Investigation - Community Manager confirmed work to remove footings would be taking place during standard construction hours and that workers would ensure respite would be applied. Resolution - Two return calls were made and messages left detailing work which was being completed. Resident advised standard respite would be undertaken.
11-Jul-2019	TSE	Marrickville Dive	Worker Behaviour	Complaint - trucks travelling too close to vehicles and honking horns. Investigation - Registration belongs to a truck assigned to the project, but photos provided gave no indication of poor driver behaviour. Two hours of observation was undertaken in location. Resolution - Haulage contractor will speak to truck driver to advise of the reported incident. Observations at the haulage route has not identified any issues similar to this reported incident.
12-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Dissatisfied with noise from possession weekends and respite strategy only providing accommodation for night work and not day work. Investigation - Accommodation is triggered when work, occurring between 9pm and 8am weekends reaches the predicted noise level. This was provided to complainant on previous weekends and offered for upcoming. The purpose of alternate accommodation is to provide an alternate sleep option if sleep is going to be disturbed. Various mitigations for day work are implemented by the team. Day time accommodation in a hotel is not a day respite option. Resolution - Investigation was communicated to resident.
12-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - truck parked in a bus zone, the driver became abusive when asked to move on. Investigation - Registration number was provided and truck was not associated with TSE works. Resolution - No further action.
15-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Dissatisfaction with the size of room provided as part of alternate accommodation. Complainant requested an upgrade to a larger / studio apartment. Investigation - Alternate accommodation is provided as an alternate for potential sleep disturbance. Accommodation is based on availability in the area. Due to high number of offers for the period of time there are limitations in rooms types available. Resolution - Complainant was extremely upset and angry they were not offered a larger room. Did not accept response from team. No further action required.
15-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Diesel truck on street and jackhammering noise are disturbing complainant. Investigation - This is a cumulative complaint for works associated with TSE and LOR portion 7. Both activities are being undertaken within standard working hours and are approved to occur. Complainant understood this but wished to make formal complaint. Resolution - Formal complaint registered as per request. No further action required.
15-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - Trucks parking on Princes Highway Investigation - complainant provided three truck registration numbers for vehicles, one number plate listed on TSE project. Resolution - Investigation of GPS records showed truck was moving and not parked. Complainant updated.
16-Jul-2019	TSE	Victoria Cross Station (South)	Air Quality	Complaint - concerning about air vents and fumes. Investigation - A site inspection was undertaken. The air vents at ground level are the air intake vents and the outlets are located in the roof of the acoustic shed. The haulage route for this site requires trucks to enter via left turn off Miller St, no trucks exit the site via Miller Street. Resolution - A detailed response was provided to the complainant.
16-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from works in disturbing complainant. Investigation - Noise wall construction will be taking place all week during standard working hours. This includes drilling and a diesel truck. Works will take this week and be complete on weekend. Work is approved and required to be complete prior to WE03 slew. Resolution - No further action. Complainant was understanding but unhappy about ongoing noise from works.
16-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - Noisy work taking place at 8:38pm. Investigation - Complainant was unaware of scope of permitted activities. Noise monitoring has previously been undertaken at this location during barge loading and has shown noise levels are compliant with predicted levels. Resolution - Complainant updated regarding ongoing work and working hours and added to the distribution list to receive regular updates.
17-Jul-2019	TSE	Victoria Cross Station (South)	Air Quality	Complaint - concern about air vent 'blasting toxic air towards pedestrians' at Victoria Cross South. Investigation - Vents are intake, not exhaust. Resolution - It was explained the vents are air intake, outlets are located in the roof and that regular environmental inspections are undertaken.  Complaint ID originally recorded as 190918ARPA
17-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Loud noise from worksite causing house to shake. Investigation - Environmental coordinator visited site and construction manager called on site contacts to confirm source of noise. Sub contractor was breaking down concrete pipe to dispose of. Work stopped shortly after resident call. Will not continue. Resolution - Resident informed of source and contractor's action. No further concrete breaking to occur without notification.

Date	Stage	Site	Type	Description
17-Jul-2019	TSE	Barangaroo Station	Property & Business	Complaint - cracks in the concrete ramp of a basement carpark which was first noticed on 12 July. Investigation - Site visit is being arranged. A real time vibration monitor is set up in the lowest floor of the car park. Ground conditions are continually monitored. Resolution - The matter will be assessed under the damage claims process.
17-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about potholes in road causing a cyclist hazard. Investigation - The location of the pothole is at a local intersection, therefore any damage could not be directly related to TSE activities. Resolution - The complaint has been forwarded to relevant authorities.
18-Jul-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Complaint that ventilation fan at Crows Nest running at full speed. Investigation - Site supervisor checked fan and reported that the automatic timer had not switched on. The speed was then adjusted manually. Resolution - Complainant updated and an electrician has been organised to service the fan to ensure the timer works properly.
18-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Ongoing noise related to noise wall build. Investigation - Noise wall is being constructed this week and will be complete on weekend. Noise complaint related to engine of vehicle on the street. All work is standard working hours only. Resident has been informed of duration of works. Resident wanted to complaint formally documented. Resolution - No further action required.
18-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Property & Business	Complaint - Project vehicle has been driving over driveway to reach site damaging the driveway. Investigation - Photos provided show tire marks show the damage has been caused by the project. Project will rectify on completion of works in the area. Resolution - No further action required until scope in area complete. Resident is understanding of this.
18-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - build-up of dust on balcony. Investigation - dust not caused from project works as dust mitigation measures implemented as standard practice which includes misters, water cannons and street sweeper. Resolution - Dust mitigation strategies explained to complainant
19-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - Notification received stating excavation carried out until 6pm and then continue inside of the acoustic shed until 8pm. The door for the shed is completely open and the noise was disturbing. Investigation - Site supervisor confirmed roller door was open to allow loading of the barge. Barge departs Blues Point in the early hours of Saturday morning and are tide dependant to ensure arrival at Clyde during high tide. Previous validation monitoring undertaken at a number of surrounding properties and found to be compliant for barge loading and hammering within the shed. Resolution - Blues Point Place Manager called stakeholder to confirm the work hours at the site and explain there may be occasions when the roller door is opened to allow barge loading.
19-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - noise between 7am and 7.30pm. Investigation - Work is taking pace in approved construction hours and monitoring previously undertaken within noise management levels. Resolution - Noise monitoring has been offered and accepted.
19-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant not happy with offer of only one night alternate accommodation. Investigation - Accommodation is provided based on noise predictions during night OOH. Sunday night does not trigger accommodation offer and cannot be provided. Resident can call during weekend if they would like noise assessment complete during Sunday night. Resolution - No further action required.
19-Jul-2019	TSE	Victoria Cross Station (South)	Traffic, Transport & Access	Complaint - Complaint that traffic controllers are rushing pedestrians. Investigation - Approaching trucks have right of way once safety concertinas are in place to halt pedestrians. The controller advised that one side was closed with three pedestrians walking through. As he was in the process of closing the other side when one of these pedestrians stopped and made his complaint that pedestrians should be given priority. The controller asked him to move behind the barrier so that the truck could enter safely. Resolution - Traffic controllers have been issued with additional community cards and complainant updated that the matter had been discussed with the traffic controller as requested.
19-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant concerned could hear the TBMs. Investigation - Complainant's location is over 230m from site and machines not operating at the time the vibration could be felt. Resolution - Not related to TSE. Possibly related to other contractors working in the area closer to the property.
20-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - truck at the front of property before 6am, photo of truck provided by complainant. Investigation - Registration plate confirmed truck was assigned to TSE works. On the day of the photo a signposted diversion was in place due to WestConnex work but lowered power lines made the route unsafe for trucks. Resolution - Truck supervisor advised he had to manage multiple issues as a result of the diversions and inability to use the alternate route, including directing trucks to avoid the need to reverse over roundabouts and sections of roadway. Issues resolved as quickly as possible. Resident contact to provide explanation.

Date	Stage	Site	Type	Description
22-Jul-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about noise Investigation - Day work associated with preparation for installation of a noise wall. Standard respite incorporated into activities. Moulded ear plugs and noise cancelling headphones provided to complainant, and offer for day time alternative accommodation has been declined. Resolution - Three calls made to complainant not answered. Have left details to return call or email to discuss further.
22-Jul-2019	CSM	Central Station	Noise & Vibration	Complaint - loud construction noise made between 7.30am and 9am. Investigation - complainant aware of the work being carried out and understand LOR can work during this time period. As standard LOR have installed noise blankets at source, observe respite (3 hours on, 1 hour off) and communicate regularly with nearby stakeholders about the work being carried out. Resolution - Mitigation to noise generated by construction continues to be discussed and outcomes agreed and minuted in weekly meetings.
23-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - ground-borne noise occurring between 6pm and 8pm on weeknights and from 1pm-6pm on Saturdays from excavation activities inside the acoustic shed. Investigation - Current excavation activities are permitted under the existing environmental approvals. Resolution - Communicated that high intensity work is completed during standard construction hours, resident offered additional respite if required.
23-Jul-2019	TSE	Marrickville Dive	Noise & Vibration	Complaint - number of truck 'rumbling and roaring' 24 hours a day. Investigation - Street used is an approved haulage route, and is impacted by multiple road users, including other construction projects in the area. Resolution - Resident updated with TSE activities and advised there would be less Sydney Metro vehicles in the future as some tunnelling support deliveries would be managed from Waterloo. The resident noted there were other non-Metro truck using the road.
24-Jul-2019	CSM	Central Station	Noise & Vibration	Complaint - Stakeholder was approaching construction area near platforms 8-9 when machinery went off with loud bang, hurting their ear. Investigation - Confirmed all mitigation measures were in place and work was within approved noise limits. Machine may have become stuck after day's operation, causing louder than usual noise. Resolution - Customer contacted, and has been to doctor and found no hearing issues. Reported incident as felt it was unsafe. Satisfied with response. Contractor issued reminder on how to clear machine to avoid excess noise, and adding noise blankets for extra attenuation.  Complaint ID originally reported as 20190726THOR
25-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Contractors parking illegally in members car park Investigation - investigation conducted to determine if vehicle belonged to any staff or subcontractors Resolution - Confirmed with stakeholder the vehicle was not associated with project
26-Jul-2019	SSJ	Sydenham Station	Biodiversity	Complaint - Construction activities at Sydenham Station are causing a migration of rodents into stakeholder's property Investigation - Contractor comms rep confirmed that no rodent's nest has been disturbed within work area. Resolution - Meeting was arranged at stakeholder's residence. Contractor comms rep confirmed rodent issue is not caused by the project but will refer to Council for their attention
26-Jul-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - constant noise which sounds like hammering onto metal happening intermittently over the past couple of days. Investigation - Standard day work being undertaken. Respite being observed. Both LOR and TSE are working in the location. Resolution - Complainant has noise cancelling headphones and earmolds. Monitoring has been offered.
26-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - concerns about trucks parked in front of property and adjacent streets. Claims trucks are restricting view of oncoming traffic and causing difficulty in entering and leaving the property. Investigation - A registration number was provided and checked by the trucking contractor. Multiple projects in the area. Resolution - Investigation found truck was not assigned to the Sydney Metro project. Response provided to resident to confirm the truck was not associates with the project.
26-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - trucks parking near property and driving dangerously in the area around Bayview Avenue Earlwood. Investigation - The photos provided identified registration numbers of vehicles. They were not associated with the project. Resolution - Resident updated that the project is able to review onboard data to identify any poor driver behaviour on vehicles associated with the project but the vehicles in question were not associated with the project.
30-Jul-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Complaint about cracks resulting from tunnelling within building complex. Investigation - More information has been requested. One of the units with cracking is in a building located outside the zone of influence. Resolution - Visual inspection to be undertaken on building outside the zone of influence and post construction survey has been booked for the other Unit.

Date	Stage	Site	Type	Description
30-Jul-2019	TSE	Waterloo Station	Property & Business	Complaint - Resident in Cope Street, Redfern reported cracks in the walls of their house. Investigation - Place Manager contacted resident and to advise that a post construction survey would be undertaken and ask for some additional information prior to the site visit. Vibration validation monitoring from tunnelling and cross passage excavation recorded levels compliant with endorsed tunnelling CNVIS. Resolution - Complaint will be managed via the property claims process.
30-Jul-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - about speeding trucks in May Street in the early hours of the morning. Investigation - Observations have been undertaken and GPS data for project vehicles has been checked, truck driver was found to be driving within speed limit. Resolution - The resident has been updated with the process of monitoring project vehicles and the use of the road by multiple contractors.
31-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Air Quality	Complaint - Dust on the exterior of house and inside has become excessive due to project. Investigation - Various mitigations are in place for dust suppression. Resident was dissatisfied with mitigations listed and asked for further investigation. Place Manager contacted teams in the area to ask for further consideration. Resolution - Escalated to senior management and ongoing conversations occurring with resident
31-Jul-2019	TSE	Blues Point	Noise & Vibration	Complaint - Resident complained about noise outside standard construction hours, in particular the barge loading activity Investigation - Noise monitoring of this activity at night time confirmed work was within noise management levels. Resolution - Place Manager provided update to complainant on approved work hours and monitoring results. Also provided more information on forthcoming activities and copies of recent notifications.
31-Jul-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Resident complained about ongoing low-grade industrial hum. Previous complaints made by this resident about the same issue. Investigation - Place Manager has provided complainant with noise cancelling headphones and a white noise machine in response to previous complaints. Monitoring of noise at the Crows Nest site including at night on the roof of the stakeholder's apartment block just above her unit has shown compliance with approved levels for 24/7 activities. Resolution - Contacted her to offer her noise monitoring and relocation for out-of-hours sewer relocation works scheduled in the next two weeks. .
31-Jul-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about impact of vibration from the tunnel boring machine. Investigation - TBM Wendy underneath property. Monitoring offered and accepted. Conversation with complainant about duration and ground conditions. Resolution - Monitoring inside the property confirmed that vibration levels are within those defined in the endorsed tunnelling CNVIS.
31-Jul-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about trucks idling outside residents property. Investigation - Description of trucks showed them to be single bodied, and as such it was deemed that they were not working on the project. Resolution - Updated resident with outcome and further details.
31-Jul-2019	NCW	Northern Corridor Works (Portion 7)	Visual Amenity	Complaint - Lights from rail corridor shining into apartment at night. Investigation - Place Manager is investigating source of light. Resolution - On site team will readjust light tonight prior to starting works.
01-Aug-2019	TSE	Chatswood Dive	Air Quality	Complaint - complaint about dust, noise, schedule and Frank Channon Walk. Investigation - Complainant not registered for email updates and appears not to have seen any of the letterbox notifications. Resolution - A detailed response was sent, and complainant added to database for email updates.
01-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complainant can hear rumbling and wanted to know how long it would continue. Investigation - TBM Wendy is tunnelling in close proximity to the complainant's location. Resolution - Resident updated with TBM progress and what to expect as it passes by.
01-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Resident complaint about noise associated with TBM making her unable to sleep. Investigation - Validation monitoring has been undertaken at a nearby residence and results showed compliance with the noise and vibration levels predicted in the endorsed CNVIS for tunnelling. Resolution - Resident provided with an update.
01-Aug-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Artarmon resident has alleged damaged to property due to construction. Investigation - Post construction survey yet to be undertaken. Additional information requested. Resolution - Stakeholder to schedule post construction condition survey and provide additional information. Validation monitoring for tunnelling and cross passage excavation has been compliant. Subject to further information being received the stakeholder will be referred to the property claims process.
02-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Resident in Hayberry Street, Crows Nest reported feeling the house and balcony move. Investigation - The first TBM is passing through the area. Validation monitoring in Hayberry Street demonstrated noise and vibration was within the predicted levels. Resolution - Resident was provided with information about the tunnel location, TBM progress and monitoring results. Signed up for email updates and provided with link to the online TBM tracker. No further concerns at this stage.



Date	Stage	Site	Type	Description
02-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Resident in Hayberry Street Crows Nest, concerned about noise and vibration from tunnelling. Investigation - The first TBM is passing under the area. Validation monitoring in Hayberry Street demonstrated noise and vibration was within the predicted levels. Resolution - Resident updated with TBM progress and monitoring results. Offered relocation which was declined. Place Manager will contact resident again before the next TBM comes through the area.
02-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Crows Nest resident hearing noise and feeling vibration from tunnelling . Also concerned about potential for property damage. Investigation - First TBM is passing through the area. Validation monitoring in Hayberry Street demonstrated noise and vibration was within the predicted levels. Resolution - Resident updated with TBM program and progress as well as overview of monitoring results.
02-Aug-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - concerns about the number of trucks on May Street. Investigation - May Street is an approved 24/7 route for the Marrickville site and it is also used by other trucks from nearby projects. Resolution - provided update with project overview and advised a close check is kept on project trucks. The resident was also advised that further inquiries would be made if number plates were provided.
02-Aug-2019	TSE	Marrickville Dive	Traffic, Transport & Access	Complaint - Complaint about truck traffic on May Street at night time impacting sleep. Investigation - No registration provided Resolution - Complainant given information about driver code of conduct and updated on ongoing monitoring of project trucks that is occurring.
02-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - complaint about noise. Investigation - LOR reviewed noise monitoring data and found work was not likely to be audible in Waterloo St. LOR requested Sydney Light Rail team to check if noise may be from their work. Resolution - LOR Place Manager responded with above advice and offered to add residents to distribution list for monthly CSM email update.
03-Aug-2019	TSE	Barangaroo Station	Air Quality	Complaint - Complainant concerned about 'large dust clouds continually coming through the large hole where the station is being built'. Investigation - Dust suppression including water canons being implemented. All equipment was checked and is operational. Time-lapse footage examined and no evidence found of dust cloud. Water mist from canons may look like dust. Resolution - Complainant updated and briefed on dust suppression techniques being implemented.
03-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - excessive and repetitive noise from early this morning. Investigation - LOR confirmed noisy work associated with Nelson Street footing demolition started at 8am as per conditions, noise was within predictions and respite periods implemented. Resolution - advised stakeholder of above, offered movie voucher for weekend respite as goodwill gesture
03-Aug-2019	TSE	Blues Point	Noise & Vibration	Complaint - Resident complaining of noise after 1pm on Saturday and acoustic shed door being open. Investigation - Site manager confirmed shed door was open for a short period to bring equipment in and out, after which it was closed. Resolution - Site team reminded to close door of shed whenever practical. Resident updated.
03-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident emailed about hearing noise from spraying work at 2am. Investigation - No out of hours work occurring at Waterloo site. Resolution - Resident updated on outcome of investigation.
03-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - machine humming outside house since 3am which was inconsistent with notifications from Sydney Metro. Requested AA for Friday, Saturday and Sunday for all future possession weekends. Investigation - Train was a Sydney Trains movement not Sydney Metro. Accomodation is provided as per OOH process and cannot be supplied when not triggered by works. Resolution - Communicated to residents.
04-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - work occuring after 8pm on Sunday night Investigation - complainant expected work to be completed by 8pm. Pier demolition was completed before 8pm but other work was ongoing as per notification and planning approvals. Sydney Trains possession concludes 2am Monday morning. Resolution - advised stakeholder of expected timings for remaining work and provided updates across the evening
04-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - noisy work woke complainant up. Did not want details of work, just complaint recorded Investigation - all mitigations were in place Resolution - thanked stakeholder for feedback and apologised for disruption
04-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - repeated complaints about noisy work. Questioned why AA had not been offered. Claimed notification had only been received 1 day before work commenced. Investigation - expected noise levels did not trigger AA for property. ER carried out 2 x attended monitoring, second monitoring detected an exceedance. Resident requested details of noise monitoring results. Resolution - Noise was expected for only 10-15 minutes following exceedance, advised resident of this and no further action needed at the time. Follow-up calls made to note and respond to all issues including AA offer assessments, advance notiifications, forward program and written noise monitoring results.

Date	Stage	Site	Type	Description
04-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - complaint regarding noise and fumes from weekend work. Investigation - Possession work approved and within predictions. General update provided to resident. Resolution - No further actions required
04-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - loud noise after midnight, complainant believed notification said work would be until 8pm only. Investigation - Notification referred to pier demolition be complete by 8pm, but other work was taking place beyond 8pm. Complainant had misunderstood notification. Resolution - explained above and advised the work was generally within limits overnight. Advised if any concerns about levels during work to please contact 1800 number so we can investigate. Advised we would review our notifications to ensure clarity over noisy work times.
04-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - continuous truck movements on May Street between midnight and 5am every night causing sleep disturbance Investigation - Noise not related to SMU project as no Sydney Metro works conducted at this location during this is time Resolution - Finding communicated to complainant
05-Aug-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Artarmon resident called to report cracks in his home. Investigation - Post condition survey has been completed. Additional information has been requested. Vibration validation monitoring from tunnelling and cross passage excavation to date has recorded levels compliant with the endorsed tunnelling CNVIS. Resolution - Pending further information the matter will be referred to the property damage claims process.
05-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - littering and parking in nearby street blocking driveway access and causing congestion for local residents Investigation - The street in question has no parking restrictions for the project. Due to timing onf complant inspection cannot be carried out to determine work vehicles.. Resolution - Complainant advised to call 1800 number immediatly with complaints for team to follow up.
05-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - noise relating to jackhammering at 11.30pm Investigation - In a conversation the complainant said the noise was more like drilling. A check of work taking place at the time of the complaint confirmed no work connected with a hammering/drilling noise was being undertaken. Resolution - Complainant satisfied the matter had been followed-up.
06-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - noise complaint from nearby resident. Investigation - noise was from sawcutting on platforms 22-23 for new guard rooms. Resolution - work was stopped while additional noise blankets were installed. Program changed so work will now occur from 8pm-midnight, and an alternative saw has been procured. Follow-up noise monitoring will take place to confirm compliance. Voicemail left with resident.
06-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about daytime jackhammering near Frank Channon Walk. Investigation - Standard daytime work being undertaken. Respite hours being adhered to for high impact activities. Resolution - Resident updated and re-sent relevant notification.
06-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Complaint about daytime jackhammering near Frank Channon Walk and a request for information on how long it would continue as she had been through a weekend of noisy work. Investigation - Dayworks being undertaken. Respite periods being applied Resolution - Place Manager explained scope and timing of TSE work which is taking place on Frank Channon Walk during standard construction hours.
06-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Loud noise in the rail corridor at Artarmon. Asked if it will continue over night. Investigation - Laing O'Rourke are conducting pile breaking works associated with sotrmwater detention tank. Work is occurring within standard construction hours and may continue into mid - August. No out of hours work planned. Update emails have been distributed to nearby neighbours. Resolution - Communicated to resident.
06-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - Office worker in 26 Lee Street complained about noise and asked how long it will continue. Investigation - Noise was from sucker truck working in standard construction hours and within project approvals. Respite measures in place, external noise monitoring will be carried out to confirm levels. Resolution - Offer sent to worker to also conduct internal monitoring.
06-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Crows Nest resident experiencing noise and vibration from tunnelling which is affecting sleep . Investigation - TBMs passing under house next to complainant's property Resolution - Resident has registered for tunnelling updates and was updated on the progress of tunnelling. Also advised that the second TBM would be passing through in a couple of weeks. Stakeholder said that 'if this is as bad as it gets' he is unlikely to request relocation.
08-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - tunnelling noise. Requested map of tunnel location and depth. Investigation - Resident located outside letterbox notification zone so didn't received tunnelling notification. Resolution - Resident registered for tunnelling email updates and provided with briefing on location of tunnel and tunnelling progress.

Date	Stage	Site	Type	Description
08-Aug-2019	TSE	Chatswood Dive	Property & Business	Complaint - Cracks in property Investigation - Project teams requested photos to review against delapidation report conducted in May 2018. Site is at apex of various work areas and is a combined complaint. Investigations current being undertaken by TSE, LOR and Sydney Metro. Resolution - property complaint being managed through property damage process.
08-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - about noise at night Investigation - No out of hours project work occurring Resolution - Resident updated
09-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - noise on eastern side of corridor at 9.15am Investigation - confirmed day works were being done which included standard respite Resolution - Complainant updated with details of work activities
09-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - vibration from TBM Investigation - TBM close to resident's location. Resolution - Resident updated and provided with link to TBM tracker.
09-Aug-2019	TSE	Tunnelling (South)	Property & Business	Complaint - property damage Investigation - More information has been requested. Resolution - The matter will be assessed under the property damage claim process.
09-Aug-2019	TSE	Tunnelling (South)	Property & Business	Complaint - insufficient information about pre and post construction report. Investigation - Further information has been requested to be provided by resident. Resolution - Resident emailed with a request for additional information. When received the matter will be managed under the property damage claim process.
10-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - large quantity of machinery noise coming from the dive site. Investigation - Concrete demolition work being carried out during standard construction hours. Standard respite incorporated into work. Resolution - Stakeholder updated about standard construction hours and respite
10-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - request for information on the work taking place Investigation - Concrete demolition work being carried out at the dive site using and excavator with a hammer. Standard construction hours being worked with respite included. Resolution - Resident updated.
10-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - complaint of persistent humming noise over last 3 weeks. Source of noise unclear. Investigation - LOR Place Manager and Enviro Manager visited property to assess noise. Resolution - LOR confirmed noise is not coming from CSM works and not likely to be from any construction activity, including TBM.
11-Aug-2019	TSE	Barangaroo Station	Air Quality	Complaint - dust inside resident's property Investigation - Unusual high winds over weekend. Dust suppression on throughout the day. Other non-project construction also occurring in the area. Resolution - Resident informed of measures to suppress dust and other projects in the area.
11-Aug-2019	SMEW	Sydenham to Bankstown	Noise & Vibration	Complaint - Excessive noise from tree clearing between 6-7am on Sunday for WE6 works. Investigation - Complaint made via Transport info website on 11/8, transferred to Sydney Trains who contacted customer and apologised and complaint was closed off. On 26/8 got transferred to Sydney Metro. Resolution - Sydney Metro Place Manager gave stakeholder a courtesy call and confirmed it was Sydney Metro works and explained the reason for works and notification process.
11-Aug-2019	SMEW	Sydenham to Bankstown	Noise & Vibration	Complaint - Noise pollution complaint. Resident unhappy with tree's being trimmed before 7am Investigation - Contractor working during allowed possession hours, notification was sent to residents prior to work beginning Resolution - PM explained to the resident the works was being conducted within a possession weekend and therefore allowed to be conducted in the morning. PM also explained any works such as these will always be notified to residents in a monthly notification which the resident receives
11-Aug-2019	SMEW	Sydenham to Bankstown	Noise & Vibration	Complaint - about noise pollution, tree de-vegetation and visual aspects of the Galvanised Steel Troughing (GST) Investigation & Resolution - Contractor working during allowed possession hours in conjunction with project's Conditions of Approval, and notification was sent to residents prior to work beginning. PM explained any works such as these will always be notified to residents in a monthly notification which the resident receives. PM explained in the email the reason behind using GST and Sydney Metro 2:1 tree replacement scheme as per the project's Conditions of Approval.
12-Aug-2019	CSM	Central Station	Air Quality	Complaint - cleaning near Platform 1 after CSM works, has not done as communicated Investigation - N/A Resolution - LOR apologised and confirmed inspection would be carried out at completion of any future works in area.
12-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Breaking noise associated with stormwater detention tank work. Investigation - Pile breaking is being undertaken during standard construction hours. Work is approved and respite hours being implemented. Work is estimated to occur for another week. Will update resident as works continue re timeframe. Resolution - Keep resident updated.

Date	Stage	Site	Type	Description
12-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - property manager complaint about noise & vibration. Requested monitoring and informed LOR of loss of trade Investigation - Noise monitoring has been in place since beginning of demolition works. LOR Enviro team monitoring real-time data Resolution - LOR in process of collecting further noise and vibration data to determine if further mitigation required. LOR meeting with tenant on a weekly basis. LOR also offered to meet with Property Manager / Owner if required.
12-Aug-2019	MP ISD	Martin Place Station (North)	Noise & Vibration	Complaint - Stakeholder complained on behalf of tenants about noise from jackhammering during business hours. Investigation - Place Manager confirmed jackhammering required to break concrete as part of excavation and work included standard respite. Resolution - Stakeholder updated on length of noisy work and vibration monitor to be installed as soon as possible.
13-Aug-2019	TSE	Pitt Street Station (South)	Noise & Vibration	Complaint - noise during the day Investigation - Site work included excavation and removal of piles. Two of the piles are tied to the building. Resolution - Stakeholder updated about pile removal process and offered noise monitoring which was declined.
13-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Referral by EPA. Noise and Vibration impacts increased by works undertaken by Sydney Metro and movements of Sydney Trains. Investigation - Detail surrounding scope of works has been provided to Sydney Trains in order to respond to EPA referral. Resolution - No further action required.
13-Aug-2019	CSM	Central Station	Property & Business	Complaint - Cancelled yoga lesson due to planned power outage as part of work Investigation & Resolution - apologised to complainant and provided background about works. Business owner appreciated check-in prior to outage
13-Aug-2019	CSM	Central Station	Soil, Water & Flooding	Complaint - a drip of water from the temporary ceiling into the Southern Baggage Tunnel Investigation - Place Manager and Senior Project Engineer attended site and could see a single drip every minute from ceiling Resolution - Solutions to be trialed - remove access to nearest tap above and seal joints in ply wood. Interface Mgr to run through solutions with complainant in person
13-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Property damage. Stakeholder provided photos of workers working in rail corridor Investigation - no vibration intensive activities have been undertaken by Southwest Metro early works near stakeholder's property. Resolution - Close out letter issued to stakeholder explaining SM works that has been carried out and stating damage could not be from our works.
14-Aug-2019	CSM	Central Station	Air Quality	Complaint - smoke from generator blowing onto platform 16 Investigation - LOR superintendent and SM surveillance officer attended site Resolution - machine to be serviced by hire company. LOR / SM agreed way to redirect fumes to avoid impacting platform in future
14-Aug-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - noise from cement trucks, complainant observed roller door was open but complained 2-days after observation Investigation - Concrete deliveries being done for long pours Resolution - Resident updated and project manager has reminded site staff to close roller doors immediately after trucks exit. Noise and vibration monitors in the apartment block show results compliant with project approvals.
14-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - noisy work and vibration Investigation - complainant advised of demolition work taking place on adjoining wall. LOR Enviro Mgr reviewing vibration data from monitor. Resolution - LOR instructed subcontractor to cease work during peak business trading period. LOR attended site to confirm work had stopped. LOR will ensure respite observed and will keep complainant informed of work progress.
15-Aug-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - jackhammering noise Investigation - A return call was made but the phone call was not answered. Monitoring of the day works has been undertaken and are compliant. Respite is being included in works, and the stakeholder has noise cancelling headphones and molded ear plugs. Internal monitoring at the stakeholder's property has been offered but not accepted. Resolution - Sydney Metro is attempting to organise a meeting with the resident to discuss various issues.
15-Aug-2019	TSE	Marrickville Dive	Property & Business	Complaint - property damage Investigation - pre-condition survey was not conducted as stakeholder had not accepted the offer. More information has been requested. Resolution - The claim will be managed under the property claims process.
15-Aug-2019	CSM	Central Station	Safety, Security & House-Keeping	Complaint - sparks from welding/grinding in hoarded work area near platform 11 were going over barriers and into public areas Investigation - Community team spoke with ST Duty Manager (DM) to confirm if issue still occurring. Site supervisor was aware of issue Resolution - Additional protective blankets installed. DM spoke to staff on site and confirmed issue resolved.
18-Aug-2019	SSJ	Sydenham Station	Noise & Vibration	Complaint - Noise from night work, and traffic controllers littering Investigation & resolution - Contractor comms rep outlined night works included in community notification, and also outlined noise assessment process. Cannot confirm if traffic controllers was responsible for litter, however contractor to issue a reminder about being mindful of littering with traffic control company.

Date	Stage	Site	Type	Description
18-Aug-2019	SSJ	Sydenham Station	Traffic, Transport & Access	Complaint - speeding trucks, and increased traffic movements into Way Street (Sydney Trains compound) resulting in increased dust and noise Investigation - Contractor comms rep confirmed both Sydney Metro and Sydney Trains use Way Street. Also confirmed usage of dust mitigation measures including water suppression. Resolution - Contractor comms rep spoke to traffic controllers on duty – to remind all drivers of speed limit. Site workers will also be reminded of speed limits and contractor will raise issue with Sydney Trains as well.
19-Aug-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Stakeholder heard work taking place on Sunday and was unaware it was taking place. Investigation - Tunnelling is scheduled 24/7 but the respite incorporated into the program includes a 10pm finish every second night. Resolution - A program update was provided. Monitoring from the permanent monitor in the building showed compliance with the project's allowable noise and vibration levels.
20-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - Resident complained about sleep disturbance due to impact of daytime CSM work and night time light rail work Investigation - daytime demolition work is being carried out in approved standard construction hours. Resolution - CSM Place Manager suggested resident contact light rail team to share concerns. Place Manager also advised light rail directly of the resident feedback.
20-Aug-2019	TSE	Artarmon Substation	Noise & Vibration	Complaint - Complainant wanting to know how long work was going to take due to impacts on client interaction, noise and vibration. Investigation - Concrete being removed and work is close to adjoining wall. About two days additional work needs to be completed. Resolution - Stakeholder updated and concerns about possible damage to property were addressed.
20-Aug-2019	TSE	Victoria Cross Station (North)	Traffic, Transport & Access	Complaint - Complainant said multiple complaints had been made regarding trucks on Walker Street. Investigation - There is no record of previous complaints from anyone with this name and the incorrect phone number was supplied. Resolution - Trucks are using the approved route.
21-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Increased vibration and noise felt at property since track slew. Investigation - Noise wall at end of street is currently being built. The unfinished status of this wall may have increased noise. Proposition to resident to wait for noise wall to be complete in the next fortnight and reassess if impact still remains. At this point in time additional monitoring can be undertaken. Resolution - Complaint to be followed up following noise wall completion. This has been communicated to complainant.
22-Aug-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Noise from the spoil barge loading. Investigation - Tunnelling support activities undertaken at night to remove spoil from shed. Resolution - Stakeholder updated and also added to distribution list as requested. Noise monitoring offered and squawker volume to be adjusted if safe to do so.
22-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Building was shaking, complainant requested an update of what work was taking place. Investigation - Excavation approx 100m from complainants residence however Lendlease is undertaking remediation work next door. Resolution - Complaint referred to Lendlease for a response.
24-Aug-2019	TSE	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident being disturbed by 'clanking' concrete trucks exiting the site out-of-hours. Investigation - Concrete deliveries have been completed, but a review of the site exit has been organised to investigate possible noise sources. Resolution - Stakeholder updated.
24-Aug-2019	TSE	Pitt Street Station (South)	Soil, Water & Flooding	Complaint - Complainant expressed concerns about early morning noise and changes in wheel wash methodology. Investigation - No work was undertaken before 8am and no early deliveries received at site. Resolution - Stakeholder was advised that early morning noise was not related to work at the Pitt Street site and wheel wash methodology was being reinstated to the same procedure that had been used before the new methodology was trialled.
26-Aug-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Stakeholder concerned about cracks in ceiling plaster. Investigation - Post construction survey yet to be completed. TBM Mabel is passing by and XP44 which is approximately 30m away still to be constructed. Validation monitoring to date has recorded compliant levels. Resolution - Additional information has been requested and complainant agreed to wait until XP 44 is completed. Will be managed through contractor damage claim process.
27-Aug-2019	TSE	Crows Nest Station	Property & Business	Complaint - Hairline cracks reported at property. Investigation - Building is near Clarke Street, Crows Nest (close to Crows Nest Station site). Resolution - Additional information has been requested to guide any investigation. If/when this is provided, the matter will be managed through the property damage claims process.
27-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to general noise at night including from work site. Investigation - No work was occurring at Crows Nest Station site. Resolution - Return call made but complainant did not answer the phone. Due to repeated complaints of similar nature and response pattern, the complainant has previously been referred to the Community Complaint Mediator to examine complaints against noise data and examine response process.

Date	Stage	Site	Type	Description
27-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Request for additional lighting near acoustic shed to replicate previous lighting. Investigation - Investigation showed there has been no change to street lighting. Resolution - Stakeholder updated. The matter could be related to previous Ausgrid issues on Henry Lawson Avenue (which have been resolved).
28-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Stakeholder Manager has maintained contact with resident over the tunnelling program, who hasn't accepted relocation. Resident complained directly to Stakeholder Manager about the impact. Investigation - Stakeholder Manager explained to resident the TBM2 progress meant there would be no impact by the time she arrived home tonight. Resolution - Monitoring in nearby houses and surrounding streets during TBM1 traverse has shown noise and vibration results compliant with the endorsed tunnelling CNVIS.
28-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - Complainant requested multiple times that LOR did not work at peak AM, due to impacts to station staff and customers on the upper northern concourse. Investigation - Work was within LOR EPL. However LOR agreed temporary goodwill solution of no saw cutting / rock breaking from 8am-9.30am. Resolution - LOR continue to work with Sydney Trains and Sydney Metro to find a balanced solution for work in the area.
28-Aug-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Report made of cracks in car park basement of building in Cope Street. Investigation - Additional information has been requested. Resolution - Once further information is provided, the claim will be managed under the property damage claims process.
28-Aug-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Report made of cracked glass in window in a property in Hiles Street, Alexandria. Investigation - Additional information has been requested. Resolution - Awaiting further information, will be managed through property damage claim process.
28-Aug-2019	TSE	Blues Point	Soil, Water & Flooding	Complaint - Complaint from resident via local MP raising concerns about a slit curtain not operating properly which could pollute the harbour. Investigation - Sydney Metro was informed of the current strategies in place, including reinforcing the silt curtain is a tertiary control that was installed for marine piling works that are completed. The silt curtain has not been installed to control hydrocarbons but rather bunding, the use of biodegradable oils and a spill response procedure are the controls. Resolution - Sydney Metro provided response to MPs office.
29-Aug-2019	TSE	Barangaroo Station	Air Quality	Complaint - Barangaroo Community Place Manager (CPM) received text message from resident about dust at the Barangaroo Station site, primarily from haul roads. Investigation - CPM confirmed site dust suppression strategies were in place. The CPM informed the resident and confirmed a water cart would carry out additional spraying of the haulage road. Resolution - Mitigation measures being used and water cart operation was increased in dry areas and haul roads.
29-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complaint about TBM noise. Investigation - TBM2 is moving away from location of complainant and previous validation monitoring is within levels predicted in the endorsed CNVIS. Resolution - Complainant did not want a return call.
29-Aug-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise complaint Investigation - LOR are undertaking work to finish the construction of a noise wall. Works are only occurring within standard construction hours. Noise is coming from crane truck. Only a few more days over the next week are required to complete wall. Resolution - To be communicated to resident.
29-Aug-2019	TSE	Artarmon Substation	Noise & Vibration	Complaint - Stakeholder contacted CPM directly to say that she and her employees were being impacted by noise and vibration from hammering activities at the Artarmon site today. She asked if this could be monitored from her building like the previous work to excavate the shaft had been. Investigation - Site informed CPM that work would cease today due to rain. Resolution - CPM contacted the stakeholder to inform her that there would be no work today and would organise a time to carry out monitoring when work resumed.
30-Aug-2019	CSM	Central Station	Noise & Vibration	Complaint - Report of contractors using mechanical jackhammers approximately two metres from passengers on Platform 12. Would like SafeWork to investigate the incident. Investigation - LOR Place Manager investigated - no hammering happening in that area. Noise was likely a piling machine cleaning auger. Machine was being used correctly and noise was within allowable limits. Resolution - Reassured customer that workers have appropriate PPE and LOR works with Sydney Trains about activities in the station.
30-Aug-2019	TSE	Tunnelling (North)	Noise & Vibration	Complaint - Complained about being disturbed by TBM tunnelling and requested update on when it would be completed. Investigation & Resolution - TBM Mabel passing by. Validation monitoring undertaken nearby showed noise and vibration were within predicted levels.
30-Aug-2019	LW (S2B)	Sydenham to Bankstown	Other	Complaint - lack of consultation on substation during EIS, confused about way notification is written Investigation & Resolution - Systems Connect (SC) called resident to provide further information and discussed plans for substation investigation and installation.

Date	Stage	Site	Type	Description
30-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Disturbed by noise. Investigation - Tunnelling in area completed and XP 49 work ceased at 10pm. Complainant confirmed he had received a notification of electrical work being undertaken in his building, plus there is a large construction site nearby. Resolution - Noise not related to TSE.
30-Aug-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Building occupants could hear noise and feel vibration. Investigation - Property is over 220m from occupants' building. Resolution - Residents satisfied that whatever they could hear is not related to tunnelling.
02-Sep-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Resident unable to sleep because of noise. Investigation - An after hours concrete pour was the only activity occurring on the surface of the Chatswood Dive and was completed by 10pm (prior to the call). Resolution - Numerous attempts to phone the resident have gone unanswered. More information is required to determine what noise the resident could hear.
02-Sep-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Resident concerned about cracks in building. Investigation - Post construction condition report has been completed. Resolution - More information being requested. Stakeholder's claim will be addressed under the property claims process.
02-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident could hear a low grinding/rumbling sound over the weekend. Investigation - TBM Wendy is in the station box. No other tunnelling occurring. Work over the weekend was occurring at the Vic Cross North site, not the south site. There are also a number of non-TSE related projects happening in North Sydney Resolution - Resident updated.
02-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise, complainant asked what the length of time and duration of the construction activity Investigation & Resolution - No works undertaken by contractors, complainant went outside to investigate and confirmed gas workers were in the area.
03-Sep-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Resident complaint about daytime works. Investigation - Work in being undertaken during standard construction hours and respite periods have been applied. Validation monitoring is compliant with project approvals. Resolution - Several unsuccessful attempts have been made to update resident by phone. Have followed-up via email.
03-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Demolition activities carried out this morning is disturbing sleep. Complainant confirm they received notification of works, however requested works are done when alternative accommodation is being offered. Investigation - Demolition activities at the stormwater detention tank undertaken during standard construction hours. Vibration monitoring confirmed work activities are within approved levels. Resolution - Information provided to the complainant
03-Sep-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Resident says tunnelling has produced cracks in unit at Alexandria. Investigation - Post construction report has been completed. Validation monitoring has been compliant with predicted levels. Resolution - Additional information has been requested. When this information is received the matter will be managed through the project's damage claims process.
03-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complaint about an ongoing booming noise. Investigation - Activities on site limited to tunnelling support, none of which were generating a booming noise. Resolution - A return call was made but not answered. Resident was invited to put concerns in writing. This complainant has been referred to the Complaints mediator.
04-Sep-2019	MP ISD	Martin Place Station (North)	Air Quality	Complaint - Sandstone slurry sprayed over the hoarding on Hunter Street and showered customer and around 12 other people. Investigation - Slurry was from wet sandstone being saw cut on site with dust suppression in use. The guard on the saw was not long enough to protect over spray when cutting. Resolution - Longer guard required to prevent dust from spraying over the hoarding onto public walkway. Crew will test the saw cutting before hand to ensure no over spray.
04-Sep-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Noise from reversing squawker at night near the barge at Barangaroo Station site. Investigation - The squawker is essential safety equipment. Possible solutions to be investigated. Resolution - Resident advised the site electrician would check if the squawker could be replaced with a quieter one. Offer of noise monitoring accepted.
04-Sep-2019	SSJ	Sydenham Station	Traffic, Transport & Access	Complaint - loss of parking on Lower Railway Parade during 28-30 June. Traffic controllers appeared to not be working and couldn't explain why parking had been removed. Investigation - contractors confirmed project was working during weekend. Parking had been reserved at Sydney Trains request, to be used for bus layover by rail replacement buses. Council notified and relevant permits granted. Resolution - advised complainant of above and suggested to call 1800 number for any future issues relating to Sydney Metro
05-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - damage to vehicle caused by a 11 seater van Investigation & Resolution - Project not working in the area where incident occurred and no vehicles fitting description used by project.
06-Sep-2019	CSM	Central Station	Noise & Vibration	Complaint - noisy work (jackhammering) carried out on platform 22-23 until 1am Investigation - contractor confirmed they were working in area and that works exceeded predictions and had extended past midnight. Resolution - contractor issued a reminder to team that high-noise activity should start early in evening and finish before midnight. Team to ensure all other mitigations are in place e.g. noise blankets. Complainant advised of action, and reminded that night work will continue.

Date	Stage	Site	Type	Description
06-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - noise from petrol generator Investigation - petrol generator is being used to tack weld bolts to noise wall panels. Work is taking place during standard construction hours. Resolution - a noise blanket has been placed on generator to dull the noise, complainant has been inform of this
08-Sep-2019	CSM	Central Station	Safety, Security & House-Keeping	Complaint - Tactiles on platform 18 were peeling off and were a potential trip hazard Investigation - Inspection confirmed presence of some loose tiles. Resolution - loose tactiles screwed down immediately and glued to platform. LOR checking other tactiles to avoid any further issues. Alternative methodology for tactile installation being investigated.
09-Sep-2019	CSM	Central Station	Air Quality	Complaint - grinding on plat 18/19 causing large amount of dust in the air Investigation - work stopped while issue was investigated. Confirmed excess dust was present and mitigation measures were not properly in place. Resolution - reminder sent to team to reinforce proper use of noise blanket and vacuum cleaner during grinding.
10-Sep-2019	CSM	Central Station	Air Quality	Complaint - large amount of dust in the air from work area on Platforms 18/19 Investigation - Interface Manger met Duty Manager on platform. Work had been completed, no more dust-generating work planned for day. Resolution - additional mitigation measures to be installed for upcoming work, including black plastic on inside of temporary fencing.
10-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise complaint related to high powered drilling in vicinity of Berry Street. Investigation - There was no out-of-hours work at Berry Street except for removal of plant which was floated out via Miller Street. It is noted that other contractors are working in the area. Resolution - There is an acoustic shed between complainants residence and Miller St where TSE equipment was being removed. No drilling took place. Other utilities workers are currently working in the precinct and is presumed source of complaint.
11-Sep-2019	TSE	Chatswood Dive	Property & Business	Complaint - Resident said she had been 'putting up' with Sydney Metro for at least four months and was requesting compensation for house cleaning and mental and emotional stress. Investigation - No specific event identified. Multiple contractors working in the location. In addition, regular monitoring has been undertaken and is within approved limits. Resolution - A project update was given and a general discussion took place about monitoring, mitigation and completed works.
12-Sep-2019	SMEW	Sydenham to Bankstown	Safety, Security & House-Keeping	Complaint - Residents complaint had several areas of concern: cables sticking out near her fence, vegetation impacts, voltage, power lines, design plans and construction worker behaviour Investigation - Contractor was consulted to look into voltage levels, worker behaviour and fence design. SM project team consulted reference other concerns. Resolution - AA was offered to resident but turned down prior to complaint. All concerns were due to standard work tasks taking place near the residents house and were addressed via email. Work activities have now concluded in this area.
12-Sep-2019	TSE	Crows Nest Station	Traffic, Transport & Access	Complaint - Signage at the intersection of Hume Street and Pacific Highway is confusing. Investigation & resolution - Road signage is under control of RMS. Complaint received via Council, contractor has contacted Council to enable them to respond to the stakeholder.
12-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident concerned about a concrete truck idling outside her property. Investigation - Immediate inspection following call found no truck at location described. Multiple contractors are working in area. Resolution - A project update was given and a general discussion took place about monitoring, mitigation and completed works.
13-Sep-2019	CSM	Central Station	Traffic, Transport & Access	Complaint - loose core flute ceiling panel in Southern Baggage Tunnel. Investigation & resolution - panel was reattached within 20 mins of receiving initial information of the loose panel
16-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - latched to hold doors open in northern pedestrian tunnel near ESR corridor missing. Doors keep closing on pedestrians Investigation & Resolution - LOR put new chocks on the wall for the doors to be hooked into. Investigation found panel was replaced by Sydney Trains and the latch was not reinstated.
17-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Hammering noise sounding like metal hitting metal Investigation - Approved out of hours pre track works - rail cut and declipping of sleepers undertaken Resolution - Have informed complaint of the source of noise, and confirmed included on email notifications
17-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Large volume of noise coming from the site last night around midnight. Noise sounded like jack hammering and metal clinking. Investigation - Approved out of hours pre track works - rail cutting and declipping of sleepers were undertaken Resolution - Have informed complaint of the source of noise, confirmed notifications advising of work were delivered, and provided an update of work occurring for the rest of the week and weekend.



Date	Stage	Site	Type	Description
17-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - truck reversing beepers are too loud, one truck in particular seems louder than the others. Investigation - Hi-ab was picking up material for approved out of hours works. The hi-ab had a squawker (non-tonal movement warning alarm) which is a requirement on reversing plant. Resolution - Investigating if spotters can be used instead. Unable to provide a further update to complainant as no name or contact details provided.
17-Sep-2019	TSE	Tunnelling (South)	Property & Business	Complaint - Water leak issue believed to be caused by vibration and movement from tunnelling. Investigation - Additional information has been requested. Resolution - The matter will be dealt with under the property claims process.
17-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - contractor vehicles taking up all the parking on residents street Investigation - contractor vehicles parked temporarily as they waited to deliver items to site. Access to site was blocked by delivery and unloading of plant. Resolution - Site supervisor noticed parked vehicles and informed contractors to leave immediately. Workers prestart briefing will include a reminder not to park in nearby streets.
18-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from machinery work - thumping and screeching. Investigation - Approved out of hours pre track works - moving of rail off existing sleepers was being undertaken Resolution - Works communicated to complainant
18-Sep-2019	CSM	Central Station	Traffic, Transport & Access	Complaint - Delays moving through the laneway to access carpark and about the cooperation of a truck driver. Investigation - CSM Place Manager met with complainant and explained work undertaken this morning was urgent as water undermined the face of the excavation which had to be filled urgently. Complaint confirmed no further action required after the discussion and noted the support of the usual traffic controller is always appreciated and there was no issue with them. Further investigation following meeting with complainant found there was no attitude issue with the truck driver. The truck driver responded immediately to remove the truck – without issue. Resolution - Traffic controller and subcontractor (during pre-start) reminded local traffic must have priority to access their property and delays should be kept to a minimum. Complainant reminded the temporary partial closure of Randle Lane is until January 2020.
18-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - via EPA regarding pollution at Brand Street, Artarmon. Investigation - Site environmental coordinator reviewed location. Resolution - The complaint was not related to TSE works.
19-Sep-2019	TSE	Crows Nest Station	Property & Business	Complaint - Uneven footpath on Clarke Lane which is believed related to TSE works. Investigation - A preconstruction road condition survey was undertaken and an update scheduled for Q1 2020. However an immediate inspection will be undertaken in response to the complaint. Resolution - Action will be taken if there is a safety concern that has been caused by the project otherwise it will be referred to the appropriate body.
19-Sep-2019	CSM	Central Station	Safety, Security & House-Keeping	Complaint - workers cutting reo bar, sparks were flying whilst complainant were walking past. Complainant also stated workers were not wearing correct PPE. Investigation & Resolution - workers were grinding steel behind the hoarding. It was also confirmed that appropriate PPE were worn by the workers. Findings not communicated with complainant as they did not want a call back.
19-Sep-2019	CSM	Central Station	Traffic, Transport & Access	Complaint - Request for a complaint reference number following the temporary closure of pedestrian tunnels the previous day. Investigation - The Station Duty Manager confirmed that all clean-up was already completed by the LOR team, but was required to obtain a reference number as per the Sydney Trains' process. Resolution - LOR Place Manager provided a complaint reference number accordingly. No further action is required from LOR.
19-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Night security rang 1800 number to advise that multiple tenants had complained about jackhammering sending vibration through the building foundations. Investigation - No activities taking place that might generate impact described. Resolution - General Manager of hotel updated.
20-Sep-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - Noise complaint from west of noise wall, hammering and metal being moved. Investigation - Work being undertaken is done during standard daytime hours, with respite periods in place. Resolution - Place Manager returned call to provide information and confirm approvals. Other project in the area has provided alternative accommodation for Sat/Sun nights (Sunday as goodwill gesture). Due to high volume of complaints, resident issues have been escalated to Community Complaint Mediator.
20-Sep-2019	NCW	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Temporary parking restrictions during 18-23 September Investigation - Approved parking restriction permit in place to facilitate plant delivery by oversized vehicles in accordance with Traffic Control Plan Resolution - Complainant has been informed of the need for parking restrictions.
20-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Water leaking down the wall of the basement level 2 car park at property. Investigation - Project Community Manager previously met with Building Manager, where it was agreed the leak was related to building construction rather than Metro activities. Resolution - Communicated to resident and further request internally for Project Manager to review area to confirm building is responsible.

Date	Stage	Site	Type	Description
23-Sep-2019	TSE	Crows Nest Station	Noise & Vibration	Complaint - Noise described as a metal on metal sound which lasted for about 30 minutes at a time. Noise heard between 11pm -12am and again from 3am. Investigation - No activities occurring that would caused the metal on metal noise as described. Noise monitoring of the tunnelling support works at Crows Nest has shown compliant with the levels in the endorsed CNVIS. There are several other construction sites in the area who do works out-of-hours and there has also been installation of NBN in roads around the site in recent weeks. Resolution - Provided information and asked stakeholder to contact again if noise is heard again.
23-Sep-2019	TSE	Tunnelling (North)	Property & Business	Complaint - Reported cracking at property. Investigation - Resident believes damage to be due to tunnelling excavation. Pre/post surveys conducted and will be assessed. Resolution - Inspection organised, will be managed via damage claim process.
23-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - loud audible noise from construction works or tunnelling Saturday and Sunday nights. Complainant advised no notification. Investigation & Resolution - Work being undertaken on Sunday night, but not Saturday. Previous monitoring showed local cross passage work inaudible at surface. Work therefore deemed unrelated to project activities and likely result of utilities work in the area.
23-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Reported loud noise Saturday and Sunday, believed to be from cross passage work underneath property. Investigation - Noise reported did not align with Metro work or activity, particularly as no XP work took place on Saturday night. Previous validation work showed XP work to be inaudible. Resolution - Noise deemed to relate to work being done by other projects in the area.
23-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Reported rumbling noise Saturday and Sunday, believed to be from cross passage work underneath property. Investigation - Noise reported did not align with Metro work or activity, particularly as no XP work took place on Saturday night. Previous validation work showed XP work to be inaudible. Resolution - Noise deemed to relate to work being done by other projects in the area.
23-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - V-double truck ran the red light at the intersection Bedwin Road and Edgeware Road, provided rego. Complainant stepped out as they had the green walk light and may have been badly injured. Investigation - Initial investigations suggest the worker is not involved with Sydney Metro work, further investigations are required. Resolution - Trucks registration not related to Sydney Metro works
24-Sep-2019	SSJ	Sydenham Station	Traffic, Transport & Access	Complaint - Heavy truck movements, moving dirt from one site to another Investigation - Project engineer has reviewed project's processes in managing vehicle movements along haul road (including traffic control) and is satisfied with the measures in place Resolution - Called stakeholder to clarify measures taken for managing truck movements
25-Sep-2019	TSE	Barangaroo Station	Noise & Vibration	Complaint - Complaint about noise described as 'big metal banging', that was going on all night Investigation - Work at site included shotcreting and general clean-up under acoustic shed Resolution - Stakeholder updated and as an additional check further monitoring is to be undertaken to revalidate noise management levels  *originally reported as not related to Syd Metro works
25-Sep-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - noise starting from 7am Investigation - Work is being undertaken during standard construction hours Resolution - Stakeholder updated with program of work and advised that noise wall is due to be completed by the end of September
25-Sep-2019	Non-Staged Works	Marrickville Dive	Property & Business	Complaint - Damage to driveway (sinkhole) post Metro utility works Investigation - SM has asked stakeholder for photos and is investigating with Tunnelling & Sydenham teams - work was carried out by Optus and coordinated by Sydney Metro. Permanent restoration not yet done (waiting until end of program). Resolution - Utilities team has contacted Optus and requested that the short-term restoration be improved
26-Sep-2019	TSE	Chatswood Dive	Air Quality	Complaint - smell from temporary toilet block adjacent to property Investigation - Contacted cleaning contractor to clean facilities immediately Resolution - Resident happy with response
26-Sep-2019	TSE	Chatswood Dive	Noise & Vibration	Complaint - noise from drilling, jackhammering , trucks and heavy equipment. Investigation - Activities are ongoing and respite periods are being applied. Resolution - Monitoring has been offered and accepted. On 3 October 2019, the stakeholder declined noise monitoring as she was sure the work was compliant, Place Manager offered movie tickets as a goodwill offer, which the stakeholder accepted.
26-Sep-2019	TSE	Marrickville Dive	Property & Business	Complaint - Damage to property Investigation - A pre and post construction survey was completed for the property and copies of each have been provided to the owner. Tunnelling validation monitoring undertaken to date has shown vibration levels are compliant with the endorsed tunnelling CNVIS. Resolution - Making further enquiries with the tunnelling team and the claim will be managed under the property damage claims process.

Date	Stage	Site	Type	Description
27-Sep-2019	SSJ	Sydenham Station	Traffic, Transport & Access	Complaint - Steel tracks left alongside the haul access road adjacent to business Investigation - Investigation found the steel tracks were the property of Sydney Trains Resolution - Contractor to provide additional cones to cording off the area and will provide additional traffic control around the location of the steel tracks as a safety precaution.
28-Sep-2019	TSE	Chatswood Dive	Air Quality	Complaint - about 1cm of dust covering table every day. Investigation - Work on Saturday, some distance from complainant's home, did not incorporate excavators or trucks. Dust mitigation is incorporated into site activities. Resolution - Follow-up calls have remained unanswered. The complainant will be updated as soon as possible.
28-Sep-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Two men making loud noise at 3am and playing a radio. They appeared to be changing their clothes. Investigation - No evidence to suggest the two men were associated with the site. The men were not wearing hi-vis or PPE. Resolution - The site has change-room facilities and there was no record of any noise in the shift report, the complainant, who appreciated the prompt response, was updated accordingly.
30-Sep-2019	TSE	Barangaroo Station	Air Quality	Complaint - Complaint received via the EPA, about dust and sludge. Investigation - Routine dust mitigation is incorporated into site activities. No specific information/dates were given and misting cannons are often perceived as dust clouds. The material described as sludge is marine sediment that is treated prior to being moved off site. Resolution - Ongoing daily inspections will continued. Site team to be tool boxed to ensure dust requirements are top of mind.