Waterloo Metro Quarter Basement - Over Station Development Complaint Register						
Date	**Time**	**Status**	**Business / Address**	**Classification**	**Nature**	**Description**
Date received	*Time received*	*Open or closed*	*Business name or address if known*	*Avoidable, unavoidable, to be determined or n/a*	*One or two words to describe issue. Example: noise, dust, property damage*	*Complaint:* *Investigation:* *Resolution:*
July 2023 - Nil to report						
17/05/2023	9:57	Open	62-72 Botany Road	N/A	Property Damage	**Complaint:** Strata contacted WMQ in relation to an incident that occurred on Sunday 30th April, when a pipe burst in the ceiling of a ground floor unit. Stata suspected that plastic pipe burst as a result of tunnelling or excavation works. **Investigation:** WMQ confirmed that tunnelling for the Waterloo Metro is complete and no excavation works occurred on site at the time of the incident. WMQ have requested to inspect the property damage. **Resolution:** Permission to access property and conduct an inspection has not been granted. WMQ have issued multiple inspection requests to Strata. Complaint closed due to no response from Strata.
9/05/2023	13:56	Closed	62-72 Botany Road	Unavoidable	Vibration	**Complaint:** Resident reported that their building was shaking because of construction works using a jack hammer **Investigation:** WMQ confirmed archaeological investigations for the basement caused the vibrations. WMQ undertook attended monitoring at the property which is located adjacent to the southern perimeter of the site. **Resolution:** Vibration monitoring results were consistent with permissible levels. WMQ have commissioned dilapidation reports of 62-72 Botany Road to determine if any damage or deterioration takes place during the construction of WMQ to provide reassurance to all residents.
08/08/20238	15:17	Closed	62-72 Botany Road	Unavoidable	Vibration complaint	**Complaint:** Resident posted on social media that the vibrations were really bad on site that day. **Investigation:** Called resident who was in New Zealand (someone had informed him the vibrations were bad) to talk through activities on site at the time, which included the intermittent use of a roller. **Resolution**: Construction team switched to using the roller on static after receiving the complaint from resident.
4/04/2023	10:10	Closed	62-72 Botany Road	Unavoidable	Vibration	**Complaint:** Resident felt vibrations and observed shaking in their apartment adjacent to the site boundary. **Investigation:** WMQ confirmed archaeological investigations for the basement caused the vibrations. Pre-works vibration monitoring was completed. WMQ informed the resident that works are conducted in accordance with the relevant Construction Noise & Vibration Management. WMQ arranged for an acoustic consultant to undertake vibration monitoring in the apartment, while excavation works resumed at the site boundary, and provide an assessment report. **Resolution:** The report concluded that 'based on the measurements conducted with the excavator on the western boundary of the site (worst-case for the residential receiver), compliance with the criteria for both cosmetic damage and human comfort are demonstrated.'
August 2023 - Nil to report						
September 2023 - Nil to report						

Waterloo Metro Quarter Southern Precinct - Over Station Development Complaints Register						
Date	**Time**	**Status**	**Business / Address**	**Classification**	**Nature**	**Description**
Date received	*Time received*	*Open or closed*	*Business name or address if known*	*Avoidable, unavoidable, to be determined or n/a*	*One or two words to describe issue.* *Example: noise, dust, worker behaviour*	*Complaint:* *Investigation:* *Resolution:*
July 2023 - Two to report						
12/07/2023	16:45	Closed	Buckland Street	Unavoidable	Vibrations	**Complaint:** Resident experienced strong vibrations over the last two weeks affecting their ability to work from home. **Investigation:** WMQ confirmed usage of a vibratory roller for piling pad construction was the source of vibrations. WMQ noise and vibration consultant conducted attended monitoring to assess vibration during typical construction activities and operation of a vibratory roller within the Southern Precinct **Resolution:** Report concluded, 'vibration measures due to the typical construction works which includes the use of a vibration roller showed compliance with the applicable criteria at the nearest receivers.' WMQ informed resident of report and shared the relevant Noise and Vibration Management Plan
13/07/2023	10:21:00am	Closed	Wellington Street	Unavoidable	Vibrations, property damage	**Complaint:** Resident reported concerns about vibrations and property damage **Investigation:** WMQ confirmed usage of a vibratory roller for piling pad construction was the source of vibrations. WMQ noise and vibration consultant conducted attended monitoring to assess vibration during typical construction activities and operation of a vibratory roller within the Southern Precinct. **Resolution**: Report concluded, 'vibration measures due to the typical construction works which includes the use of a vibration roller showed compliance with the applicable criteria at the nearest receivers.' Resident was offered meeting with consultant to discuss the report, which they declined.
August 2023 - 4 to report						
19/08/2023	17.03pm	Closed	Wellington Street	Unavoidable	Noise and vibration	**Complaint:** Resident complained about noise and vibration from drilling (bored piling) and stated that there is now structural damage at the property. Resident requested food vouchers. **Investigation:** Called resident several times to get more information about what activities were causing the noise and vibration and more information about the damages claims so a full investigation could take place. No answer - left a detailed message and asked for another call to the hotline. Complaint details sent to Environment and Construction Teams so they could be investigated. The equipment and activities being used at the time were looked into and monitoring results checked. Vibration monitoring results confirmed that the levels were under the criteria and were well under the structural damage criteria. **Resolution:** Sent email to resident to inform that a full investigation had occurred and the vibration levels were under the criteria and well under the structural damage criteria so they could not have caused structural damage. Informed that the team were happy to talk to the Department of Housing about the results.
20/08/2023	7.23am	Closed	Cope Street	Unavoidable	Noise	**Complaint:** Resident complained via 1800 about noise at 7am on Sunday morning, the use of power tools etc. **Investigation:** Delivery and installation of tower crane for OSD. Delivery was required at this time due to it being oversize. The community were notified of the work. **Resolution:** Tried to call resident but the phone number given to call centre did not work (not available). No record of resident or additional contact details in the system so could not respond.

20/08/2023	7.39am	Open	Wellington Street	Unavoidable	Noise and Dust	**Complaint:** Resident complained via email about noise at 7am on Sunday morning. Also complained about dust and informed that partner had allergies so requested compensation for this. **Investigation:** Delivery and installation of tower crane for OSD. Delivery was required at this time due to it being oversize. The community were notified of the work. Dust monitors checked and no exceedances were recorded over the last few weeks. **Resolution:** Sent email to resident explaining that the tower crane had to be delivered at this time and the community were notified about this work in advance. Also advised dust is managed onsite and live monitors were check and no exceedances had been recorded.
24/08/2023	10.14am	Closed	Wellington Street	Unavoidable	Noise	**Complaint**: Resident complained via the 1800 number about the noise of the bored piling on site during the day. Requested relocation to a hotel or vouchers because the noise was bad during the day and impacting health. Requested to know how long piling would continue and when the new hoarding would be constructed as this may provide some noise attenuation. **Investigation:** Environment team conducted attended noise monitoring on site and at the front of property. Environment and construction teams confirmed respite hours are in place during this activity (3 hours on and 1 hour off), plus this activity starts one hour later than standard construction work. **Resolution:** Called resident back to inform that piling would continue for approximately 40 days, the piles closest to the property would take approximately two weeks and then the rig will move further away so the noise will be slightly better. Informed the new hoarding will be installed when the piling is finished. Talked through mitigation measures we use on site including the respite hours and later starting time to try and give residents some respite during the day.
September 2023 - 1 to report						
13/09/2023	11.31pm	Closed	Wellington Street	Unavoidable	Nosie	**Complaint:** Resident complained via email to the community inbox about noise relating to the B-Class hoarding install on Botany Road. **Investigation:** Environment team checked noise monitors for the works completed and noise is within approved limits. B-Class hoarding works were notified to residents and could only be complete at night due to road occupancy licences required on Botany Road for install. **Resolution:** Stakeholder and Community Manager emailed back Resident apologising for the noise and explained why this has to occur at night and explained the mitigation measures used on site.

Waterloo Metro Quarter Northern Precinct - Over Station Development Complaints Register						
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Waterloo Metro Quarter Central Precinct - Over Station Development Complaints Register						
Date	**Time**	**Status**	**Business / Address**	**Classification**	**Nature**	**Description**
Date received	*Time received*	*Open or closed*	*Business name or address if known*	*Avoidable, unavoidable, to be determined or n/a*	*One or two words to describe issue.* *Example: noise, dust, worker behaviour*	*Complaint:* *Investigation:* *Resolution:*