/aterloo Metro Quarter Basement - Over Station Development Complaint Register								
Date	Time	Status	Business / Address	Classification	Nature	Description		
			·			Complaint:		
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.	Investigation:		
					Example: noise, dust, property damage	Resolution:		
July 2023 - Nil to report	<u> </u>							
outy 2020 Times report	Т	T T	I		I			
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. WMC 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	1							
September 2023 - Nil to report								
October 2023 - Nil to report								
November 2023 - Nil to report								
December 2023 - Nil to report								
January 2024 - Nil to report								
February 2024 - Nil to report								
March 2024 - Nil to report								
-								
April 2024 - Nil to report								
May 2024 - Nil to report								
June 2024 - Nil to report								
July 2024 -Nil to report								

Waterloo Metro Quarter Basement - Ove	Vaterloo 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:				
August 2024 - Nil to report										
September 2024 - Nil to report										
September 2024 - Nil to report										
October 2024 - Nil to report										
November 2024 - Nil to report										
December 2024 - Nil to report	December 2024 - Nil to report									
January 2025 - Nil to report										
February 2025 - Nil to report										

Waterloo Metro Quarter Southern Precinct	- Over Station Develop	nent Complaints Regist	er			
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:
ıly 2023 - 2 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.
ugust 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.

Waterloo Metro Quarter Southern Precinct -	Over Station Developn	nent Complaints Regist	er			
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:
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	Noise	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.

Services The Processor The Pro	Vaterloo Metro Quarter Southern Precinct	Time	Status	Business / Address	Classification	Nature	Description
Assistable, securing and general content of processing and process	ate	Time	Status	business / Address	Classification	Nature	·
### Provided Community Manager called Experimental Application The Southward Community Manager called Experimental Application	ata racaivad	Time received	Onen or closed	Rusiness name or address if known	Avoidable unavoidable to be determined or n/a	One or two words to describe issue.	
Complaint incidence calcular 1800 has to complaint depart cover on concentration of the property of the proper	ne received	Tillie received	open or closed	business nume of dudress if known	Avoidable, unavoidable, to be determined or nya	Example: noise, dust, worker behaviour	_ I
Complaint freeders called 300 lars or complaint shooters called 300 lars or complaint shooters and shooters and excess free fairs. In 15,07,2024 In 15,19 in Claud Wellington former Available Wellington Street Available A	guary 2024 - 3 to report						nesolution.
1879/2024 18 32pm Closed Wellington Street Avoidable Notes New Yellington Street Avoidable Notes New Yellington Street Avoidable Notes New Yellington Street N	uary 2024 - 3 to report						Complaint: Resident called 1800 line to complaint about construction noise from the
12/61/2021 15.11gm Coad Wellington force: Avoidable Nation 13/61/2021 15.11gm Coad Wellington force: Avoidable Nation 13/61/2021 15.11gm Coad Wellington force: Avoidable Nation 13/61/2021 17.44gm Coad Wellington force: Avoidable Nation 13/61/							
Other Mellington Street Mellington Street Avoidable Rose Suppose Company of the Community Manager called statistics, so progress of explaints of the Community Manager called statistics, so progress of explaints of the Community Manager called statistics, so progress of explaints of the Community Manager called statistics, so progress of explaints of the Community Manager called statistics of the Community Man							development after opini.
18,017,2024 IR. 11 pm Coved Wellington Street Audicidate Audicidate Noble Covered protour group past Storm. Repolitor State to will be a fine storm with a wild be a fine wild be an an element and ground will work to fine or personal plant and country for the common and pasting ground will work to fine or personal plant and country for the country							Investigation: The Stakeholder and Community Manager called Superintendent to find
Resolution: Mailed order and Community Manager called Scadeshit. Associages of an exclusive byte had been in success countered byte had been in success and been in success to exclusive and countered byte had been in success and been in success an							out why works had continued past 6pm. There had been an issue on site which led to a
seasificine Stateholder and Community Manager color directive, propagated as securing through the left over the seasified as a series of the series of the complete, series of the series of t	18/01/2024	18 11nm	Closed	Wallington Street	Avoidable	Noise	concrete pour going past 6pm.
esplaned three has been an issue contain which read to works exceeding do much severeding do much severed with read to works exceeding do much workshould be some completed. Separate suches served to work and severed with read to works exceeding do much to work and the severed with read to work and the severed work and the severed with read to work and the severed work work and the severed	10/01/2024	10.11pm	Closed	Weilington Street	Avoidable	Noise	
works had now been completed. Regions vouches were also affered and execut Rediction to an apology. Complaint: Resident called 3000 line to complaint about construction enter. Intelligence 1							
Rough Roug							
Complaint. Resident called 1800 line to complaint about construction noise. Complaint Resident called 1800 line to complaint about construction noise. Avaidable Noise Resolution: Stakeholder and Community Manager called Superintendent, solution all works had now been complained. Resolution: Stakeholder and Community Manager called Superintendent, solution and community Manager called Superintendent, solution and community Manager called Superintendent can be applicable. 24/03/2024 17.48pm Closed Wellington Screet Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Superintendent on what time we would be from all account on an applicage. Investigation free Subheloider and Community Manager called Superintendent on what time we would be from the source of a shape due to the line previous free community of the solution and							
Itéliques de la 18.38 yn Closed Wellington Street Avoidable Noise Signature l'et Stateholder and Cammunity Monager called Superinendent et advised all works had nove been completed. Bestier au d'autrempt de la 18.38 yn Closed Wellington Street Avoidable Noise Signature d'avec had been an visue orient eight feit fait from been completed. Repair evadulers were also d'illerted and acquire surchée ging but works had not noue en completed. Repair evadulers were also collerted and acquire surchée ging but works had not noue en completed. Repair evadulers were also collerted and acquire and experiment of the surchée and acquire surchée ging but works were no evaluation from the surchée and acquire surchée ging but works were noue en dispersations on Wellington Street Unroveidable Noise & Operations 24/01/2014 17.48 yn Closed Wellington Street Unroveidable Noise & Operations Wellington Street Unroveidable Noise & Operations Wellington Street Unroveidable Noise & Operations Way 2014 - 8 to report 2015 - 9 to report 2015 - 9 to report 2016 - 9 to report 2016 - 9 to report 2016 - 9 to report 2017 - 9 to report 2018 - 9 to report 2019 - 9 to report							Resident as an apology.
18/01/2024 18 alignm Closed Wellington Street Avoidable Noise Resolutions: Stakeholder and Community Manager called Resident, apologised a explained three had been an issue omate which led to works baseful new Sever completed. Repelle vouchers were also officed and accept feether and an apology. Complaint: Resident called 1800 fire to complaint about construction mote and operations. Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Passed Report Tested Test Administration Tested Report Tested Report Tested Test Administration Tested Report Tested Report Report Tested Test Administration Tested Report Tested Report Tested Test Adm							Complaint: Resident called 1800 line to complaint about construction noise.
18/01/2024 18 alignm Closed Wellington Street Avoidable Noise Resolutions: Stakeholder and Community Manager called Resident, apologised a explained three had been an issue omate which led to works baseful new Sever completed. Repelle vouchers were also officed and accept feether and an apology. Complaint: Resident called 1800 fire to complaint about construction mote and operations. Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Passed Report Tested Test Administration Tested Report Tested Report Tested Test Administration Tested Report Tested Report Report Tested Test Administration Tested Report Tested Report Tested Test Adm							
18/01/2024 18-38pm Closed Wellington Street Avoidable Noise Resolutions: Staleholder and Community Manager called Resident, applicagised a explained their had been an issue orisis which let to works exceeding 6pm out works had now been completed. Replied and accept Resident as an applicage. 24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Resolutions: Staleholder and Community Manager called Resident, apologised are advised all voise were now completed by a Sagna. 24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolutions: Staleholder and Community Manager called Resident, apologised are advised all vois were now complete by a Sagna. 24/01/2024 18 report 24/01/2024 19 report 25/02-10							_ · · · · · · · · · · · · · · · · · · ·
Republicion: Stateholder and Community Manager called Resident, application exclaimed from the late earn into some careeding from the variety of the late and into some completed. Register occurries were also differed and accept works full from the propagation of the late and the propagation of the late and the propagation of the late and the							advised all works had now been completed.
explained there had been an issue onsite which led to works exceeding permit to works. Note the explain explained. Regular volucthers were also offered and acceptance and completed and acceptance and a	18/01/2024	18.38pm	Closed	Wellington Street	Avoidable	Noise	Resolution: Stakeholder and Community Manager called Resident, applogised and
works had now been completed. Register sourchers were also offered and accept Resident as an apploagy. Complaint: Resident called 1800 line to complaint about construction noise and operations on Wellington Street. 12/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Residents called 1800 line to complaint about construction noise and operations on Wellington Street. Unavoidable Noise & Operations Residents called 1800 line to complaint about construction noise and operations on Wellington Street. Investigation: The Stakeholder and Community Manager called Resident, all sites works were complete (5-45pm) and the construction site works were are unable to pump concrete on Botany road due to timing limits of the road occupancy licences. 379-2024 - 10 report 27024 - 10 report 27034 - 10 report 27034 - 10 report 27034 - 10 report 27035 - 10							explained there had been an issue onsite which led to works exceeding 6pm but advise
Complaint Resident called 1800 line to complaint about construction noise and operations on Wellington Street. 17.48pm Closed Wellington Street Unavoidable Noise & Operations Wellington Street U							works had now been completed. Respite vouchers were also offered and accepted by
24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Superintendent I out what time we would be finished so I can advise Resident. All site works were completed by 5.45pm. Resolution: Stakeholder and Community Manager called Resident, applicated and soft and law lows were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respire. \$8.CLM also advive are unable to pump concrete on 80tany road due to timing limits of the road occupancy licences. 2023 - 0 to report 2024 - 0 to report 2024 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2028 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2020 - 10 report 2020 - 10 report 2021 - 10 report 2022 - 10 report 2024 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2027 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2020 - 10 report 2020 - 10 report 2021 - 10 report 2021 - 10 report 2021 - 10 report 2022 - 10 report 2023 - 10 report 2024 - 10 report 2024 - 10 report 2024 - 10 report 2024 - 10 report 2025 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2027 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report							Resident as an apology.
24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Superintendent I out what time we would be finished so I can advise Resident. All site works were completed by 5.45pm. Resolution: Stakeholder and Community Manager called Resident, applicated and soft and law lows were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respire. \$8.CLM also advive are unable to pump concrete on 80tany road due to timing limits of the road occupancy licences. 2023 - 0 to report 2024 - 0 to report 2024 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2028 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2020 - 10 report 2020 - 10 report 2021 - 10 report 2022 - 10 report 2024 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2027 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report 2029 - 10 report 2029 - 10 report 2029 - 10 report 2020 - 10 report 2020 - 10 report 2021 - 10 report 2021 - 10 report 2021 - 10 report 2022 - 10 report 2023 - 10 report 2024 - 10 report 2024 - 10 report 2024 - 10 report 2024 - 10 report 2025 - 10 report 2025 - 10 report 2026 - 10 report 2026 - 10 report 2026 - 10 report 2027 - 10 report 2027 - 10 report 2028 - 10 report 2028 - 10 report 2028 - 10 report							
17.48pm Closed Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Page 24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Sequent and soft and advise All site works were completed by 5.45pm. Resolution: Stakeholder and Community Manager called Resident, apologised an advised all works were now completed (5.45pm) and the control of the variety of the road occupancy licences. 12.07.2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations 12.07.72024 18.11pm Closed Wellington Street Unavoidable Noise & Operations Wellington Street Unavoidable Noise & Operations Investigation: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 5.40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 5.40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 5.40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification emails sent on 4.8 11 July to resident. Followed up with an email at the notification of new work hours which allows project to pour concrete 2 time month after 6pm.							
Out what time we would be finished so I can advise Resident. All site works were completed by \$4.54pm. 24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Resident, applogised an advised all works were now complete (\$5.45pm) and they are unable to pump concrete on Botany road due to timing limits of the road occupancy licences. 2024-0 to report 2024-0 to report 2024-10 to report 2							operations on weilington Street.
Out what time we would be finished so I can advise Resident. All site works were completed by \$4.54pm. 24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Resident, applogised an advised all works were now complete (\$5.45pm) and they are unable to pump concrete on Botany road due to timing limits of the road occupancy licences. 2024-0 to report 2024-0 to report 2024-10 to report 2							Investigation: The Stakeholder and Community Manager called Superintendent to find
24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager called Resident, apologised at advised all works were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respite. S&CLM also advive are unable to pump concrete on Botany road due to timing limits of the read occupancy licencies. 2024 - 0 to report 2024 - 10 to repor							
24/01/2024 17.48pm Closed Wellington Street Unavoidable Noise & Operations Resolution: Slakeholder and Community Manager called Resident, applicipsed at advised all works were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete one SQLM also advised all works were now complete one SQLM also advised all works were now complete one SQLM and the construction site was now for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete one SQLM and the construction site was now for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete one SQLM and the construction site was now for 4 days due to the long weekend which will allow for respite. SQLM also advised all works were now complete one SQLM also advised all works were now complete one SQLM and the construction site was now for 4 days due to the long weekend which allow for the respite was now packing up and we finished shortly. **Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email at the notification of new work hours which allows project to pour concrete 2 time month after 6pm.							
advised all works were now complete (5.45pm) and the construction site was no for 4 days due to the long weekend which will allow for repit 8.56LM allos add we are unable to pump concrete on Botany road due to timing limits of the road occupancy licences. ### 12024 - 0 to report ### 2024 - 0 to report ### 2024 - 0 to report ### 2024 - 10 report	24/01/2024	17.48pm	Closed	Wellington Street	Unavoidable	Noise & Operations	
for 4 days due to the long weekend which will allow for respite. S&CLM also advi we reunable to pump concrete on Botany road due to timing limits of the road occupancy licences. 3024 - 0 to report 3024 -							Resolution: Stakeholder and Community Manager called Resident, apologised and
we are unable to pump concrete on Botany road due to timing limits of the road occupancy licences. 2024 - 0 to report 2024 - 0 to							advised all works were now complete (5:45pm) and the construction site was now clos
ary 2024 - 0 to report 20							for 4 days due to the long weekend which will allow for respite. S&CLM also advised the
ary 2024 - 0 to report 2024 - 1 to report 20							
12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 13/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 14/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operat							occupancy licences.
12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 13/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 14/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations 15/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operat	uary 2024 - 0 to report						
12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Unavoidable Noise & Operations Resolution: Stakeholder and Community Manager contacted Complainant to: concrete pour was completed 6:40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	rch 2024 - 0 to report						
12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Unavoidable Noise & Operations Complaint: Resident called 1800 line to complaint about construction noise from concrete pouring after 6pm. Investigation: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 6:40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	ril 2024 - 0 to report						
224 - 1 to report Complaint: Resident called 1800 line to complaint about construction noise from concrete pouring after 6pm. Investigation: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 6:40pm and they team was now packing up and w finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							
Complaint: Resident called 1800 line to complaint about construction noise from concrete pouring after 6pm. 12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Noise & Operations Complaint: Resident called 1800 line to complaint about construction noise from concrete pouring after 6pm. Investigation: Stakeholder and Community Manager contacted Complainant to concrete pour was completed 6:40pm and they team was now packing up and w finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	-						
12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Noise & Operations Investigation: Stakeholder and Community Manager contacted Complainant to a concrete pour was completed 6:40pm and they team was now packing up and w finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	LOLI T to report	T	T	1			Complaint: Resident called 1800 line to complaint about construction noise from
12/07/2024 18.11pm Closed Wellington Street Unavoidable Noise & Operations Investigation: Stakeholder and Community Manager contacted Complainant to a concrete pour was completed 6:40pm and they team was now packing up and w finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							
12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Noise & Operations Concrete pour was completed 6:40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							sector see pouring areas opini
12/07/2024 18.11pm Closed Wellington Street Unavoidable Unavoidable Noise & Operations Concrete pour was completed 6:40pm and they team was now packing up and we finished shortly. Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							Investigation: Stakeholder and Community Manager contacted Complainant to advise
Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							concrete pour was completed 6:40pm and they team was now packing up and will be
Resolution: Stakeholder and Community Manager advised Resident of the Work Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	12/07/2024	18 11nm	Closed	Wallington Street	Unavoidable	Noise & Operations	
Modification email sent on 4 & 11 July to resident. Followed up with an email att the notification of new work hours which allows project to pour concrete 2 times month after 6pm.	12/07/2024	10.11µ111	Ciosea	Weilington Street	Oliavoldable	Noise & Operations	
the notification of new work hours which allows project to pour concrete 2 times month after 6pm.							Resolution: Stakeholder and Community Manager advised Resident of the Work Hour
month after 6pm.							Modification email sent on 4 & 11 July to resident. Followed up with an email attaching
2024 - Nil to report							montn after 6pm.
	ust 2024 - Nil to report					·	
	tember 2024 - Nil to report						

October 2024 - Nil to report

e	Time	Status	Business / Address	Classification	Nature	Description
te 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:
21/01/2025	22.15pm	Closed	Wellington Street	Avoidable	Noise & Operations Worker Behaviour	Complaint: A resident sent an email to the community inbox expressing concerns about noise occurring after 10.00pm and noise from workers before 7.00am. Investigation: The Stakeholder and Community Manager contacted the complainant to inform them that an investigation had been conducted regarding the noise issue. It was determined that all work activities had ceased by 10:00pm, and all workers had left the site. The Stakeholder and Community Manager also spoke with the Project Manager an Supervisor regarding worker behaviour and noise before 7:00am. Resolution: The workers were given a toolbox talk about noise regulations before 7.00and outside of working hours. Additionally, an early start Foreman was assigned to the Wellington Street site to ensure no noise occurs before 7:00am.

_				
Waterlee Mei	tra Augstar Southarn E	Procinct - Over Station	Davolanment Comple	sinte Pagietar

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:
20/03/2025	16.02pm	Closed	Wellington Street	Avoidable	Noise & Operations Worker Behaviour	Complaint: A resident called the 1800 number advising workers were making noise from 6.00am. Investigation: The Stakeholder and Community Manager contacted the complainant to inform them that an investigation had been conducted regarding the noise issue. There was no answer left a message to confirm action taken. Site Hive monitors were checked and it was confirmed there was no work activity occurring. There were mild triggers from traffic noise, faint voices and animal activity. The Stakeholder and Community Manager also spoke with the Supervisor regarding worker behaviour and noise before 7:00am. Resolution: The workers were given a toolbox talk about noise regulations before 7.00am. Additionally, an early start Foreman was assigned to the Wellington Street site to ensure no noise occurs before 7:00am and who will monito staff arriving on site.

April 2025 - Nil to report	ril 2025 - Nil to report									
Waterloo Metro Quarter Southern Precinct -	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:				
Nil										