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						
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 - 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						
January 2025 - Nil to report						
February 2025 - 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 - 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.
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.

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:*
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.
October 2023 - Nil to report						
November 2023 - Nil to report						
December 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:*
January 2024 - 3 to report						
18/01/2024	18.11pm	Closed	Wellington Street	Avoidable	Noise	**Complaint:** Resident called 1800 line to complaint about construction noise from the development after 6pm. **Investigation:** The Stakeholder and Community Manager called Superintendent to find out why works had continued past 6pm. There had been an issue on site which led to a concrete pour going past 6pm. **Resolution:** Stakeholder and Community Manager called Resident, apologised and explained there had been an issue onsite which led to works exceeding 6pm but advised works had now been completed. Respite vouchers were also offered and accepted by Resident as an apology.
18/01/2024	18.38pm	Closed	Wellington Street	Avoidable	Noise	**Complaint:** Resident called 1800 line to complaint about construction noise. **Investigation:** The Stakeholder and Community Manager called Superintendent who advised all works had now been completed. **Resolution:** Stakeholder and Community Manager called Resident, apologised and explained there had been an issue onsite which led to works exceeding 6pm but advised works had now been completed. Respite vouchers were also offered and accepted by Resident as an apology.
24/01/2024	17.48pm	Closed	Wellington Street	Unavoidable	Noise & Operations	**Complaint:** Resident called 1800 line to complaint about construction noise and operations on Wellington Street. **Investigation:** The Stakeholder and Community Manager called Superintendent to find 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, apologised and advised all works were now complete (5:45pm) and the construction site was now closed for 4 days due to the long weekend which will allow for respite. S&CLM also advised that we are unable to pump concrete on Botany road due to timing limits of the road occupancy licences.
February 2024 - 0 to report						
March 2024 - 0 to report						
April 2024 - 0 to report						
May 2024 - 0 to report						
June 2024 - 0 to report						
July 2024 - 1 to report						
12/07/2024	18.11pm	Closed	Wellington Street	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 advise concrete pour was completed 6:40pm and they team was now packing up and will be finished shortly. **Resolution:** Stakeholder and Community Manager advised Resident of the Work Hour Modification email sent on 4 & 11 July to resident. Followed up with an email attaching the notification of new work hours which allows project to pour concrete 2 times a month after 6pm.
August 2024 - Nil to report						
September 2024 - Nil to report						
October 2024 - Nil to report						
November 2024 - Nil to report						
December 2024 - Nil to report						
January 2025 - 1 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:*
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 and Supervisor regarding worker behaviour and noise before 7:00am. **Resolution:** The workers were given a toolbox talk about noise regulations before 7.00am and outside of working hours. Additionally, an early start Foreman was assigned to the Wellington Street site to ensure no noise occurs before 7:00am.

February 2025 - Nil to report

March 2025 - 1 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:*
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

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						

May 2025 - 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:*
Nil						

June 2025 - 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.*	*Complaint:*
Nil						

July 2025 - 3 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:*
5/07/2025	12.56am	Closed	Botany Road, Alexandria	Unavoidable	Noise from trucks on Botany Road.	**Complaint:** No offer of respite. Can see a lot of trucks along Botany Road. No attempt to be quiet. **Investigation**: Resident was informed of the scheduled activity to remove the tower crane from the site, which is a continuous operation planned to be completed by Sunday evening. Noise modelling conducted for the activity did not identify the resident's property as being significantly impacted. Work previously notified in monthly construction update. **Resolution**: The resident was informed that the site supervisor would be contacted to ensure that any trucks or machinery not in use would be turned off. This request was communicated and actioned with the site supervisor immediatley.
5/07/2025	10.22pm	Closed	Wyndham Street, Alexandria	Unavoidable	Noise from crane demobilisation	**Complaint:** Complaint about noise from site and the sleep disturbance it was causing. Wanting to know what compensation was being offered. **Investigation:** Apologised for the disturbnace, the resident was informed of the scheduled works to remove the tower crane from the site, which is a continuous operation that cannot be paused and is planned for completion by Sunday evening. It was explained that noise modelling conducted for this activity did not identify the resident's property as being significantly impacted. **Resolution:** The site supervisor was contacted to ensure that workers used radios for communication instead of yelling and that communication was limited to essential directives only.
6/07/2025	11.55pm	Closed	Buckland Street, Alexandria	Unavoidable	Noise from crane demobilisation	**Complaint:** An email complaint was received regarding concerns about construction noise observed between 5/7 and 6/7 near the corner of Wellington Street and Botany Road, with feedback that no accommodations were made for the works. **Resolution:** Response sent by email confirming the weekend continous activity of the crane demobilisation. Crane demobilisation was completed by 5pm on 6/7. Noise modelling did not identify the residents property as impacted by this activity.

August 2025 - 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*		*Complaint:* *Investigation:* *Resolution:*
Nil						

September 2025 - 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*		*Complaint:*
Nil						Complaint:

October 2025 - 1 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*		*Complaint:*

1/10/2025	4.16pm	Closed	Buckland Street, Alexandria	Unavoidable	Vehicle Damage	**Complaint**: A member of the public reported that a traffic sign had blown over during high winds and caused a scratch to their vehicle. **Investigation**: Traffic controllers confirmed that the traffic management setup, including the signage, had been inspected throughout the day and that signs are weighted to prevent movement. It was identified that if the sign was not weighted, it may have been moved by a third party. **Resolution:** Patrols will be increased to monitor and verify the stability of the traffic management setup. All signage will be placed on the footpath rather than on the road alignment to minimise risks. As per our current arrangement, all signs will continue to be packed down and removed from the site at the end of each day. Claim to be submitted by member of public.

Waterloo Metro Quarter Northern 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:*

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:*