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.

November 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:

December 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:

January 2026 - 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:

February 2026 - 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:*
26/02/2026	4.30pm	Closed	Cauliflower Hotel	Unavoidable	Loss of trade	**Complaint:** Complaint received from the owner of The Cauliflower Hotel regarding cumulative impacts of construction works associated with Waterloo Station over approximately 2.5 years, including reduced access, power outages, footpath disruption, noise, vermin issues, and loss of use of loading areas. The complainant advised these impacts negatively affected business operations and revenue and requested compensation. **Investigation:** The complaint and supporting information were reviewed. Construction activities in the area were undertaken as part of approved Sydney Metro works, with notifications issued through regular construction updates and project communications. Many of the impacts raised occurred across different stages of construction and more than one delivery partner. At the time of review, construction in the immediate area was largely complete. No unresolved compliance issues were identified, and no direct fault attributable to the current works team was confirmed. **Resolution:** The complainant was contacted and provided with a written response acknowledging their experience and frustrations. It was explained that compensation could not be offered directly; however, the complaint and supporting information would be referred to the appropriate Sydney Metro team for review under relevant processes. The complainant was also offered a phone call or meeting to discuss their concerns and ensure their experience was fully understood.

March 2026 - 1 to report						
46079						
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:*
11/03/2026	7.29am	Closed		N/A	Noise complaint	**Complaint:** Email complaint received from a community member regarding a persistent alarm noise reportedly coming from a building adjacent to Waterloo Metro Station on Botany Road, behind the church building. The complainant advised the alarm had been sounding consistently overnight for approximately two weeks and was highly disruptive. Confirmation was requested that the issue had been logged for repair. **Investigation:** The location described by the complainant was reviewed in consultation with WL Developer. No alarm systems associated with WL Developer's project or buildings were identified as matching the reported noise. WL Developer also confirmed that no similar complaints had been received from nearby residents. At the time of investigation, the source of the alarm could not be confirmed and may relate to another nearby property or asset not within WL Developer's responsibility. **Resolution:** A response was issued acknowledging the complaint and apologising for the disruption experienced. The complainant was advised that the source of the alarm could not be identified based on available information. The complainant was requested to provide further details, such as a video, audio recording, or images, to assist in narrowing down the source and referring the matter to the appropriate organisation. Contact details were provided for email and phone follow up should the complainant prefer to discuss the matter directly.

April 2026 - 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:

May 2026 - 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:

June 2026 - 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:

July 2026 - 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:

August 2026 - 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:

September 2026 - 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:

September 2026 - 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:*
2/10/2026	1.32pm	Closed	N/A	N/A	Light spill	**Complaint:** A community member raised concerns regarding flood lights associated with the construction site facing Botany Road. The complainant advised the lights were causing light spill into nearby residential apartments, resulting in disturbance to residents. Additional concerns were raised regarding the potential impact of the lights on migrating Bogong moths, including the risk of attracting moths away from their migratory route. The complainant requested that the lights be removed, altered, or dimmed to reduce potential impacts. **Investigation:** The project team reviewed the lighting arrangements and confirmed the flood lights were installed as part of the Basement Resequencing Scope of Works. The lights are directed downwards into the basement work area and are required to support nightly security patrols undertaken by Waterloo Collective Security Guards. The lighting setup was reviewed to confirm its purpose and orientation. **Resolution:** A response was provided to the complainant explaining the purpose of the lighting and confirming that the lights are directed into the basement work area to support site security requirements. The complainant was thanked for raising their concerns regarding light spill and potential environmental impacts. The enquiry was acknowledged and closed following the provision of information regarding the current lighting arrangements.