

SSD 12618001 104-116 Regent Street – Main Construction Complaints Register

Rev: 13  
Last Rev and Date: 12 May-24  
Date: Jun-24

No	Date	Description of Complaint	Action Taken or Reason Why No Action was Taken	Monitoring Details of Follow up Contact	Date Complaint Closed/Resolved
1	05.07.2023	Neighbouring property had advised the department of planning that they had not received a notification for commencement of work.	A copy of the commencement of work notification was issued individually to the property.	Property contact details added to the notifications mailing list.	05.07.2023
2	25.07.2023	Neighbouring property sent email to RCC advising of poor NBN Connectivity due to site works.	RCC not responsible for NBN connectivity issues.	N/A	25.07.2023
3	04.08.2023	Email from local resident, advising of rudeness of works onsite and the use of blowers, blowing dust across Regent St.	RCC meet council rangers onsite on 04/08/2023 who were happy with RCC actions. Advised watering will wash dust into stormwater drains which is not advisable. RCC responded to complaint on the 04.08.2023	RCC to reinforce workers to be mindful of surrounding neighbours.	04.08.2023
4	25.08.2023	Email from local resident (same as above) to RCC advising if parking of trades along regent street pursues that action will be made and vehicles will be damaged.	Rcc continually advises to new inductees and within site meetings that parking is not permitted. Rcc recommends that local authorities are contacted if parking pursues and threatening email is forwarded onto local authorities.	Rcc to continually enforce workers to be concious of neighbours	25.08.2023
5	26.09.2023	Email from department of planning in regards to a resident along margaret street advising of a crane which had been moving and allegedly of an excavator which had been exiting out of site off of DA hours on the Sunday 24/09/2023.	Rcc is not applicable for the moving of the excavator on site as it is a misunderstanding of the tobco company that was completing nearby works for TFNSW. The crane was also a misunderstanding as the video was taken on the 9th and 10th of september which was the crane erection. All approvals have been provided in regards to the mobile crane erection.	N/A	04.10.2023
6	20.11.2023	Email from sewer maintainance worker advising of the attitude from traffic control workers when being asked to move his vehicle from the work zone.	Rcc accepts the advice given by the traffic controllers as there were major works currently being done on site. Thus to ensure the safety of the worker, residents and traffic controllers the worker was promptly asked to move .	N/A	20.11.2023