Project Complaint and Incident Register

C-FRM-061

Project: Hornsby Ku-ring-gai Hospital Stage 2 Redevelopment & Medical Imaging Building

Status Date: 17 August 2020

PROJECT COMPLAINT AND INCIDENT REGISTER

	Date	Complaint/Incident Description	Source / Contact	Action / Rectification	Client Advised	CAR Req'd	CAR Closed	Recorded By	Status
#001	4/07/2018	Phone call received by N Limbrey from Resident X of X Derby Road Hornsby at 10:03am. Resident of 53 years. 10 minute phone conversation regarding; 1. Low hanging aerial consumer cabling servicing her property - she is willing to take up with her providers if necessary, although reassurance was provided that the cabling was not struck during the STAR construction or other works. 2. Lack of consultation regarding the project, especially the appearance of the building from the eastern elevation / loss of sun and daylight 3. Parking and traffic concerns during construction 4. Various grievances regarding the STAR including; a. garbage smells, b. linen and food trucks and general loading dock activities c. her car was damaged by plastic jersey barriers during the STAR construction 5. Was querying whether a Helipad would be installed. She is generally disgruntled and feeling unconsulted. She would appreciate return contact and someone to come and see her regarding her grievances above and provide copies of plans / elevations of the eastern side of Stage 2 including materiality and setback from the road.	Resident X X Derby Road	Discussed with S. Jeffrey (APP) 10:15am. Noted and passed onto HI / LHD communications officer.	Yes 10:15am 4th July 2018.	No	-	NL	CLOSED 15/2/19 following discussion between HI Comms Manager and Resident
#002	14/09/2018	Alleged traffic accident off site involving truck (LandTrak) and other vehicle at Alexandia Pde Rail Bridge, Waitara. Lady attended site at 7:10am having followed truck to site after allegedly having ha an accident with the truck, who failed to stop.	C Scott (WTP) Mick (Delta)	Details taken of both drivers and vehicles, and matter deferred to Police and insurers. Matter resolved via insurance between parties.	No	No		NL	CLOSED Resolved with insurers
#003	20/09/2018	Complaint received from Maternity Department via Anthony Pezutto regarding alleged foul language and loud music playing adjacent to maternity dept windows.	Anthony Pezzutto (NSLHD	Include prohibition of foul language and use of radios in daily prestart and toolbox talk. Put signs up in area reminding workers to be conscious of language and unnecessary noise. MATTER CLOSED - ONGOING MONITORING TO CONTINUE	Yes	No		NL	CLOSED Ongoing monitoring required
#004	27/11/2018	Phone call received at 9:33am from resident of X Derby Road, complaining that construction workers were smoking on her nature strip / out of the front of her property. Concerns raised regarding health of her asthmatic children, and leaving cigarette butts on the lawn / gutter	Resident X Derby Rd	Addressed immediately with Traffic Controllers, who will continue to police the situation and remind construction workers. Establish designated 'smoking' area on site side of the road (outside hospital campus), with butt-bin. Included in whole-site toolbox talk. MATTER CLOSED - MONITORING TO CONTINUE.	No	No		NL	CLOSED Ongoing monitoring required
#005	21/01/2019	Email received from Dept. Planning via Health Infrastructure regarding working hours, stating; The complainant stated, on 18 January 2019, that the "construction work commenced at 5:52 am, which is contrary to the condition of Consent. In accordance with Condition C2 of the Consent, construction hours, including the delivery of materials to and from the site, may only be carried out between 7 am and 6 pm Monday to Friday and between 8am and 1pm on Saturdays.	Josh Sharfegger - Health Infrastructure	Written response provided to Dept. Planning and HI 21 Jan 2019, stating that workers decided to commence works early due to forecast extreme heat conditions. Whole of site reminded via daily Pre-Start meeting and whole site toolbox talk. MATTER CLOSED.	Yes	No	-	NL	CLOSED
#006	12/02/2019	Concrete splatter concrete pumping and clean out activities on site were sprayed beyond the confines of the site perimeter fence, onto the adjacent roof of Building 54.	Anthony Pezzutto (NSLHD)	Detailed incident investigation and corrective actions, including consultation with workers, change in work method and cleaning of affected roof area	Yes			NL	CLOSED
#007	26/04/2019	1. Anonymous complainant: Builders are arriving on site by 5am. Noise from cars and radios and talking. Rubbish left all over road. Work is starting at 6 or 6:30. 2. Complainant: XXXX - Workers are leaving and arriving at the back of hospital at 4am making a lot of noise waking up residents across the road.	Jessica Addison Hornsby Shire Council p 02 9847 6829 e jaddison@hornsby.nsw.gov.au	Response provided to Council and Certifier; 1. Reponse provided, and workforce reminded about early arrival to site. Will continue to monitor and police the matter. 2. determined that likely cause of the complaint was not construction workers, but personnel coming to the hospital to refill bulk gas supply tanks and adjacent loading dock area.	Yes	No		NL	CLOSED
#008	25/07/2019	While undertaking routine 'street sweeping' at laydown area adjacent to Derby Road (wholly inside the site), a hydraulic hose from the street weeper had burst and dispersed hydraulic fluid below it. Approximately 100L had dispersed, presumably from wear and tear.		Tony Black (Traffic Control) and Rob Brewer (Foreman, Watpac) had immediately contained the spillage using the spill kit provided. Socks, white pads and saw dust were used to prevent further leaking. Both parties were trained in spill kit training. Due to the nature of the incident, toolbox talk debrief regarding the incident and any improvements with personnel involved or likely to be involved in future incidents.	Yes	No		HV	CLOSED
#009	2/09/2019	Complaint received through NSW Planning Industry & Environment. Re: SSD 5356 "The Department has received a complaint alleging tradespeople constructing the Hornsby Hospital development are littering food waste, coffee cups and rubbish in the streets surrounding the site, in particular in Jubilee Street Hornsby".	Brad Embury, APP bradley.embury@app.com.au	Undertook the following measures; 1. Comprehensive walk along Jubilee St to observe & pick-up any street litter. Noted that there was minimal litter along the street, gutters or nature strips. 2. Advised the whole Watpac Team at team mtg 4/9/19 to monitor & clean up any street rubbish on a routine and ongoing basis as we go about our work. 3 Whole site reminded about littering and this complaint at whole site toolbox talk 9/9/19 4. Raised at Subcontractors Meeting 5/9/19 Note: there is another construction site at the southern end of Jubilee St, Waitara Public School. It is known that workers from this site park in Jubilee St, as well as general hospital staff & public, thus without specific details of the alleged littering person or vehicle, we are unable to ascertain that it was someone directly relating to our site. Continue to monitor the matter on ongoing basis and regularly remind site and respond to any issues.	Yes	No		NL	CLOSED
#010	8/11/2019	Discovered car windscreen chipped on 05 or 06 of September - believed to be due to construction works. Car was parked out the front of property	Resident X at X Derby road via Alice Brodie, Health Infrastructure, <Alice.Brodie@health.nsw.gov.au>	Investigation of works at time of incident undertaken by reviewing works log, and environmental inspection records. Investigation determined that no debris caused by works directly or indirectly associated with the project was found on Derby Road during this time	Yes	No		MC	CLOSED
#011	10/01/2020	Project workers parking on residential street and using foul language when entering their cars in the afternoon	Phonecall to Watpac Head Office by Resident X at Herbert Avenue	Toolbox talk undertaken with all workers 13/01/2020 and site security guard sent to street in afternoon to keep an eye on behaviour. Workers from another construction project noted parking on road also.	Yes	No		MC	CLOSED

#012	15/01/2020	Project workers smoking outside residential properties and leaving cigarette butts on the grass verges.	Enquiry raised on Watpac Website by Resident X at X-X Derby Road	Grass verges in front of property cleaned twice to remove all cigarette butts.Toolbox talk undertaken with all workers 20/01/2020 and security guard positioned to ensure no loitering of workers smoking outside residential properties	Yes	No		MC	CLOSED

#013	5/04/2020	X Derby Road Resident filed a complaint regarding work being carried out work on Sunday 5/4.	Enquiry raised via Project Hotline, directed to Health Infrastructure	Resident was notified that planning regulations due to Covid-19 changed the week prior. This order allows construction work to proceed on Sundays. At 05/04/20, there is no further intention of working outside of the SSD approved working hours. Local residents will be advised if this is to change	Yes	No		MC / HV	CLOSED
#014	7/04/2020	Resident X, raised a complaint in relation to the active concrete pump at 7pm on Tuesday 7/4. Resident states the noise level reached 62dBA without traffic.	Complaint was lodged with Health Infrastructure.	Resident satisfied with the idea of having a Watpac representitive to discuss the project. Meeting held with resident 09:30 15/04/20. Watpac have also agreed to monitor the noise adjacent to X Palmerston Road when conducting the final five pours of HKH2. It is noted that the resident will be notified. MATTER CLOSED - ONGOING MONITORING TO CONTINUE	Yes	No		MC / HV	CLOSED
#015	15/07/2020	X Derby Road Residents had filed a complaint regarding; noise, smoking, litter, out of hours work and dust / dirt. Residents were asking for compensation for installing air-conditioning and their inconvinience.	Complaint was received via the hospital's post facility.	Residents were advised that there is ongoing environmental management on this project. Any exceedances or issues thus far can be accessed via the Health Infrastructure website. It has been noted that the Principal Contractor will inspect the property at regular intervals to direct any personnel associated with the construction site, away from the property. Residents were also notified that planning regulations due to Covid-19 had changed on 1 April 2020. This order allows construction work to proceed on Sundays. It has been noted that there is no intention of working outside of working hours stated in the SSD.	Yes	No		MC	CLOSED
#016	22/07/2020	Complaint received by Herbert Avenue Resident regarding rubbish on his property and difficulty finding parking.	Complaint was received via Project Hotline and directed to Health Infrastruacture.	Project Foremen and cleaners attended Herbert Avenue on Thursday 23/7. The area of concern will be reviewed under the weekly environmental inspections and mentioned in the daily pre-starts.	Yes	No		MC	CLOSED
#017	13/08/2020	Complaint by Jubliee Street resident, received by Watpac Head Office regarding the rubbish on the street left by construction workers.	Phonecall to Watpac Head Office by Resident X at Herbert Avenue	An environmental inspection was conducted Friday 14/8. Surrounding streets (Jubilee Street, Lowe Road, Palmerston Road, Derby Road and Burdett Street) will now assessed with every inspection. Project Manager issued a notice to all subcontractors informing them of the complaints . It was made clear that Watpac do not tolerate this behaviour, any person caught littering will be removed from site. Resident was ensured a regular note will be added to the daily pre-start.	Yes	No		HV	CLOSED
#018	13/08/2020	Resident of Burdett Street, filed a complaint regarding the litter and cigarettes left behind by construction workers.	Complaint was lodged with Health Infrastructure.	An environmental inspection was conducted Friday 14/8. Surrounding streets (Jubilee Street, Lowe Road, Palmerston Road, Derby Road and Burdett Street) will now assessed with every inspection. Project Manager issued a notice to all subcontractors informing them of the complaints . It was made clear that Watpac do not tolerate this behaviour, any person caught littering will be removed from site. Resident was ensured a regular note will be added to the daily pre-start.	Yes	No		HV	CLOSED