

**Liverpool Health & Academic Project (LHAP)**

Category	Sub-Category	Complaint Number	Date Received	Time	Complainant (direct or via RFP)	Complaint Source (direct or via RFP)	Complaint Avenue (email, call, letter)	Date Closed	Days for Closure	Response Time	Escalation Criteria	Issue Description	LIB Response Date	LIB Response	Communications Out (email)
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	1	5-Nov-21	8:00AM	Unknown	Unknown	ISP - Verbal reference	5-Nov-21	0	0	No Escalation required	Complaint received due to the associated drilling to the head and base speardrill track and was from the adjacent carline ribhorm departments and also grison	5-Nov-21	Item addressed by LIB as drilling has ceased. Further advanced noise monitoring will be undertaken in other problematic areas that can be affected by drilling.	
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	2	9-Dec-21	2:00pm	Switch department	Switch department	ISP - Call	9-Dec-21	0	0	No Escalation required	Complaint received due to required drilling as part of the prop installation on the ground floor	9-Dec-21	LIB conducted an investigation using a noise and vibration monitor on red alert level	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	3	9-Dec-21	2:51pm	Nurse	Nurse	ISP - call	9-Dec-21	0	0	No Escalation required	Complaint received due to excessive drilling noise near the GUMU station on level 1	9-Dec-21	LIB conducted an investigation using a noise and vibration monitor on red alert level	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	4	13-Jan-22	3:17pm	Switch department	Switch department	ISP - Email Access JONHST.GCOR.023665	13-Jan-22	0	0	No Escalation required	Complaint received relating to demolition drilling works impacting the switching station department	13-Jan-22	LIB conducted an investigation using a noise and vibration monitor on red alert level. Lib immediately consulted with ISP to allow an alternative regime timeframe to minimise disruption of demolition associated works	Email return response on Access LI.GCOR.006413
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	5	19-Jan-22	11:30am	Endoscopy	Endoscopy	ISP - Email Access JONHST.GCOR.023758	19-Jan-22	0	0	No Escalation required	Request made to introduce additional night hours in addition to the SS&B working hours to minimise disruption to Endoscopy department whilst performing required hammering works to Level 2 beam disconnection to old main entry	19-Jan-22	LIB agreed to perform jack-hammering works required for the beam disconnection between the requested hours of 1pm - 5am weekdays and 8am-1pm Saturdays to minimise nuisance to Endoscopy department	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	6	2-Feb-22	1:05PM	DMU	DMU	ISP - Call	2-Feb-22	0	0	No Escalation required	Complaint came from the DMU citing excessive noise making it difficult to conduct phone calls	2-Feb-22	Jackhammering activities were in line with our noise works register issued to ISP to start works between 10pm to 2:30pm. Noise monitoring was conducted and verified to be in line with project allowable parameters for the referenced period	Return phone to ISP
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	7	2-Feb-22	2:15pm	Bed Store	SP/LHD	Verbal reference	2-Feb-22	0	0	No Escalation required	Complaint was made by Katherine Wong what occurred a noise monitor into bed store citing excessive jackhammering and scaping noise	2-Feb-22	Jackhammering activities were in line with our noise works register issued to ISP to start works between 10pm to 2:30pm. Noise monitoring was conducted and verified to be in line with project allowable parameters for the referenced period	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	8	16-Feb-22		EPA	Direct	Phone Call	16-Feb-22	0	0	No Escalation required	Complaint was made by Rodney Walker from EPA on behalf of a local resident regarding weekend works and associated noise	16-Feb-22	Weekend demolition related works occurring during the month of February in accordance with out of hours approvals in place specific for enabling completion of demolition works. Out of hours weekend works have been limited since commencement in November 2021 and are critical works to occur over the weekend acknowledging the impact the works have on the adjoining operational hospital sensitive departments during operating hours. A detailed follow up email was sent validating works works being in accordance with out of hours weekend work approvals currently in place along with supporting evidence including community hit or drop communication issued ahead of the weekend works for the month of February. The demolition works are forecast to be completed by the end of February 2022 for the stage 1 main works.	Return phone call and email correspondence with out of hours approval validation
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	9	16-Feb-22		Liverpool city council	Direct	In person at city centre on Goodrum St	16-Feb-22	0	0	No Escalation required	Complaint was made by rpg from LIC on behalf of a local resident regarding weekend noise works	16-Feb-22	Weekend demolition related works occurring during the month of February in accordance with out of hours approvals in place specific for enabling completion of demolition works. Out of hours weekend works have been limited since commencement in November 2021 and are critical works to occur over the weekend acknowledging the impact the works have on the adjoining operational hospital sensitive departments during operating hours. A detailed follow up email was sent validating works works being in accordance with out of hours weekend work approvals currently in place along with supporting evidence including community hit or drop communication issued ahead of the weekend works for the month of February. The demolition works are forecast to be completed by the end of February 2022 for the stage 1 main works.	In Person discussion with LI representative and further email correspondence with out of hours approval validation
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	10	2-Apr-22	2:30pm	Pathology unit	SP/LHD	Email Access JONHST.GCOR.025480	2-Apr-22	0	0	No Escalation required	Noise complaint from the LHD - specifically the Pathology department located in Alexia Grison, adjacent to where we understand LHD are currently undertaking SOG demolition. LHD has confirmed that the level of vibration experienced earlier today has impacted on being that was undertaken within the pathology department	2-Apr-22	LIB and Delta propose that we revert to item 12pm - 2pm. Spent for jack hammering the loading dock when within a grid of Alex Grison in line with the SS&B hours	Email Access JONHST.GCOR.025480
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	11	23-Mar-22	9:00am	Member of the public	List name	In person outside of the ED	4/04/2022	12	12	No Escalation required	Member of the public made a direct complaint to a staff member outside of the ED stating he was picking up his wife and 1 public fall from the roof and hit the roof of his car and when he looked up he saw 2 guys in high visibility gear on the rooftop	4/04/2022	WPM called James to discuss his complaint. WPM advised that no LI works are being undertaken on the Rooftop and the public noted in the complaint could be come from any grison. A detailed follow up email was sent validating works works being in accordance with out of hours weekend work approvals currently in place along with supporting evidence including community hit or drop communication issued ahead of the weekend works for the month of February. The demolition works are forecast to be completed by the end of February 2022 for the stage 1 main works.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	12	11-Apr-22	2:04pm	Rad Onc department level 1 Cancer services level 2	SP/LHD	ISP - Email Access JONHST.GCOR.025767	11-Apr-22	0	0	No Escalation required	ISP received two separate noise complaints from the Alex Grison building. The first one was from the Rad Onc department which is situated at Ground level. The second one was from Cancer Services level 2. Both departments noted that the loud noise occurred between approximately 1am to 1:30pm.	11-Apr-22	We have implemented a couple of mitigation strategies to limit the impact to the respective departments during the morning. The use of a smaller excavator machine with a jack hammer attachment (31 as opposed to a 471 machine) to demolish the remaining slab on ground and reduce the overall noise generated by the demolition works will now be conducted between 9:00am to 12:00pm & 2:00pm to 5:00pm in line with the normal night hours to further limit the impact to the hospital. NWR has now been updated to reflect the changes above. Previously agreed to work between 7:00am - 4:00pm.	Email response via Access JONHST.GCOR.025767
Work Product	Noise, dust, vibration or nuisance complaints in relation to Landrise construction and development projects	13	28-Apr-22	2:40pm	SP phone call and pathogen 1 Access coroner dance	SP/LHD	DMU - Email Access JONHST.GCOR.026039	28-Apr-22	0	0	No Escalation required	Noise complaint identified via ISP phone call and subsequent Access com correspondence regarding noise complaint from the Ground Floor Caroline Chisham PHAS regarding jackhammering works being carried out near the cubine	28-Apr-22	Works ceased upon being notified. Noise works register in place outlining specific referenced works for the adjacent demolition scope. Further night hours offered to assist with minimising disruption to the pathology facility with a coordination held daily regarding upcoming potential night works and managed within noise works register. No flagger excursions alerted by noise and vibration monitors in place on site for the performed task.	Email response via Access JONHST.GCOR.026039

Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	14	17-Jun-22	1:49pm	Oncology Bankers	Bunker WhatsApp group notification text	Bunker WhatsApp group notification text	17-Jun-22	0	0	No Escalation required	Noise and vibration complaint received from the oncology department regarding excessive noise and vibration being experienced within the bunkers.	17-Jun-22	Works adjacent to bunkers immediately stopped and investigated for source of noise and vibration complaint. It was identified whilst piling alongside the bunkers a unknown existing footing below ground level had been encountered causing the noise. Due to the noise generated, the works were agreed with the LHD to be arranged for a Saturday where the bunkers would not be operational to minimise disruption to the facility.	Bunker WhatsApp group notification text closed out
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	15	15-Jul-22	1:49pm	Oncology Bankers	Acconex	Email Acconex JONNET_GCOB_026072	15-Jul-22	0	0	No Escalation required	Noise and vibration complaint received for works adjoining to bunkers.	15-Jul-22	Works adjacent to bunkers immediately stopped and investigated for source of noise and vibration complaint. It was identified the works to be jackhammering works for the final portion of concrete demolition adjoining to the bunkers. Works occurred in accordance with safety works register with additional respite sought from the facility and accommodated. Works re-scheduled as agreed with Saturday out of hours period.	Email return response on Acconex LL-GCOB-002921
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	16	21-Jul-22	1:49pm	Oncology Bankers	Acconex	Email Acconex JONNET_GCOB_026271	21-Jul-22	0	0	No Escalation required	Vibration complaint received for works adjoining to bunkers.	21-Jul-22	Works adjacent to bunkers immediately stopped and investigated for source of vibration complaint. It was identified the works to be the pad foot roller performing compaction of sub-grade material as part of the civil works. Reviewed work process with the contractor and entered into an agreement with geotechnical engineer to turn off compactor on the roller and substitute with additional passes of the roller for the loading dock zone.	Email return response on Acconex LL-GCOB-002923
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	17	9-Aug-22	9:32am	Audiology	Acconex	Email Acconex JONNET_GCOB_026726	9-Aug-22	0	0	No Escalation required	Vibration complaint received for structure coring works adjoining to corridor alongside audiology	9-Aug-22	Coring works to existing structure construction point being undertaken in accordance with disruption notice approval DNR06. Noise without testing also undertaken with client aware of safety representatives prior to conducting excavations. Works ceased immediately upon being identified with further nominated respite allocated to enable works completion at agreed time.	Email return response on Acconex LL-GCOB-012653
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	18	11-Nov-22	2:40pm	Oncology Bankers	Acconex	Email Acconex JONNET_GCOB_031428	11-Nov-22	0	0	No Escalation required	Vibration roller being used for ground floor compaction.	11-Nov-22	Vibration roller operating approximately 50m away from bunker. Due to advised disruption and impact being felt it was agreed with the LHD that the roller be used on Saturday in lieu when no patient treatments scheduled.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	19	14-Nov-22	1:46pm	Audiology	Acconex	Email Acconex JONNET_GCOB_000000	14-Nov-22	0	0	No Escalation required	Noise complaint received for drilling/ coring works into existing structure	14-Nov-22	Noise complaint received at approximately 1:46pm with drilling works stopped as soon as notified. Works undertaken in accordance with noise works register issued. Alternate respite times provided by the LHD when the drilling is permitted to occur.	Email return response LL-GCOB-018248
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	20	16-Nov-22	7:40am	Oncology Bankers	Acconex	Email Acconex JONNET_GCOB_031428	16-Nov-22	0	0	No Escalation required	Vibration roller being used for ground floor compaction.	16-Nov-22	Vibration roller commenced operating approximately 10m away from bunker following Saturday event. Works stopped upon becoming aware of disruption to the bunker and an alternate respite period as advised by the LHD.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	21	16-Nov-22	12:55pm	Oncology Bankers	Acconex	Email Acconex JONNET_GCOB_031428	16-Nov-22	0	0	No Escalation required	Vibration roller being used for ground floor compaction.	16-Nov-22	Vibration roller operating approximately 50m away from bunker in line with agreed minimum distance requirement. Due to advised disruption and impact being felt it was agreed with the LHD that the roller be used on Saturday in lieu when no patient treatments scheduled.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	22	22-Feb-23	2:55pm	Audiology	Acconex	Email Acconex JONNET_GCOB_031759	22-Feb-23	0	0	No Escalation required	Noise complaint received adjoining the culture hoarding disrupting patient treatment to audiology	22-Feb-23	Civil drilling works being undertaken in accordance with noisy works register issued. Core drill made contact with unexpected amount of reinforcement within existing hospital tie in connection resulting in higher than expected noise levels being encountered. Works ceased immediately with respite hours revised for these works to re-commence outside of patient treatment times confirmed by the LHD.	Email return via LL-GCOB-021564
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	23	19-Apr-23	9:00am	Gouburn St	Project Hotline	Via project hotline	19-Apr-23	0	0	No Escalation required	Noise complaint received from external community member	19-Apr-23	Noise complaint received from local community resident with phone call received via project information line regarding shouting from trades on site working at the same level as their apartment. Resident advised noise/shouting from trades between Tam Fam. Advise the resident that a site toolbox will be held to communicate no shouting across the deck and any repeat offenders will be removed from site. A direct contact number was also provided to the resident in the event of any future noise nuisances.	Return phone call on the 3/16/23 by Senior Construction Manager, Acconex correspondence to client to advise via GCOB-024483.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	24	20-May-23	11:45am	Level 1	Phone Call	Phone Call	20-May-23	0	0	No Escalation required	Noise complaint received adjoining the culture hoarding disrupting switch operators taking phone calls.	20-May-23	Noise complaint received from switch operating centre within the hospital relating to highly noisy demolition related works. Works with adjoining existing stairs removed included jackhammer and were agreed to be undertaken during Saturday period where reduced patient treatments particularly with audiology department. Main-Fit Request made to ensure respite periods agreed being followed. Noise reviewed and verified to be below out during respite periods resulting in continued noise nuisance which was allowed upon notification being received.	Return phone call advising works ceased. Respite periods being monitored by dedicated site supervisor.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lindisaye construction and development projects	25	23-May-23	9:00am	Level 1	Phone Call	Phone Call	23-May-23	0	0	No Escalation required	Noise complaint received adjoining the culture hoarding disrupting Level 1 audiology patient treatments	23-May-23	Noise complaint raised regarding noisy works occurring on level 1. Works reviewed and verified to be general construction works with semi-circles ceiling hangers being installed for high-level rough in on level 1 noisy works register. No noise or vibration triggers being received and no mentioned installed within audiology as a result of the works occurring. Far their respite implemented and works diverted to alternate location.	Return phone call advising works had been ceased and relocated.