

Liverpool Health & Academic Precinct (LHAP)

Category	Sub-Category	Complaint Number	Date Received	Time	Complainant (from who?)	Complaint Source (direct or via JSP / HD)	Complaint Avenue (email, call, letter)	Date Closed	Days for closeout	Response time	Escalation Criteria	Issue Description	LLB Response Date	LLB Response	Communications Out (Method)
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	1	5-Nov-21	8:00AM	Unknown	JSP	Verbal reference	5-Nov-21	0	0	No Escalation required	Complaint received due to the associated drilling to fix the head and base speedpanel track and was from the adjacent caroline chisholm departments and alex grimson	5-Nov-21	Item addressed by LLB as drilling has ceased, further attended noise monitoring will be undertaken in other possible areas that can be affected by drilling.	
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	2	9-Dec-21	2:00pm	Switch department	JSP	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	LLB conducted an investigation using a noise and vibration monitor no red alert were received	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	3	9-Dec-21	2:51pm	Nurse	JSP	call	9-Dec-21	0	0	No Escalation required	Complaint received due to excessive drilling noises near the GMU station on level 1	9-Dec-21	LLB conducted an investigation using a noise and vibration monitor no red alert were received	Return phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	4	13-Jan-22	3:37pm	Switch department	JSP	Email Aconex JOHNST-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	LLB conducted an investigation using a noise and vibration monitor no red alert were received. Lendlease ceased works immediately and consulted with JSP to advise on alternate respite timeframe to minimise disruption of demolition associated works.	Email return response on Aconex LL-GCOR-006433
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	5	19-Jan-22	11:30am	Endoscopy	JSP	Email Aconex JOHNST-GCOR-023758	19-Jan-22	0	0	No Escalation required	Request made to introduce additional respite hours in addition to the SSSA 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	LLB agreed to perform jack-hammering works required for the beam disconnection between the requested hours of 7am - 8am 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 Lendlease construction and development projects	6	2-Feb-22	1:05PM	DMU	JSP	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 noisy works register issued to JSP to start works between 1.00pm to 2.30pm. Noise monitoring results reviewed and verified to be in line with project allowable parameters for the referenced period.	Return phone to JSP
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	7	2-Feb-22	2:15pm	Bed Store	JSP/LHD	Verbal reference	2-Feb-22	0	0	No Escalation required	Complaint was made by Katherine Wong whilst locating a noise monitor into bed store citing excessive jackhammering and scaping noises	2-Feb-22	Jackhammering activities were in line with our noisy works register issued to JSP to start works between 1.00pm to 2.30pm. Noise monitoring results reviewed 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 Lendlease 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 Wallace 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 works approvals currently in place along with supporting evidence including community letter 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 Lendlease construction and development projects	9	16-Feb-22		Liverpool city council	Direct	In person at site entry on Goulburn St	16-Feb-22	0	0	No Escalation required	Complaint was made by rep from LCC 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 works approvals currently in place along with supporting evidence including community letter 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 LL representative and further email correspondence with out of hours approval validation
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	10	2-Apr-22	2:30pm	Pathology unit	JSP/LHD	Email Aconex JOHNST-GCOR-025480	2-Apr-22	0	0	No Escalation required	Noise complaint from the LHD - specifically the Pathology Department located in Alex Grimson, adjacent to where we understand LL are currently undertaking SOG demolition.LHD has confirmed that the level of vibration experienced earlier today has impacted on testing that was undertaken within the Pathology Department.	2-Apr-22	LLB and Delta propose that we revert to 9am - 12pm / 2pm - 5pm for Jack hammering the loading dock when within a grid of Alex Grimson in line with the SSSA hours	Email Aconex JOHNST-GCOR-025480
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	11	23-Mar-22	9:00am	Member of the public	LL staff member	In person outside of the ED	4/04/2022	12	12	No Escalation required	Member of the public made a direct complaint to a LL staff member outside of the ED stating he was picking up his wife and 1 pebble fell from the roof and hit the roof of his car and when he looked up he saw 3 guys in High visibility gear on the rooftop	4/04/2022	WIPM called James to discuss his complaint , WIPM advised that no LL works are being undertaken on the Rooftop and the pebble noted in the complaint could of come from any origin , it was noted 3 men in high visibility gear were seen on the roof top but the WIPM could not confirm they were LL staff , the complainant was satisfied with the response no further action needed , WIPM provide her number should there be any further comments regarding this matter	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	12	11-Apr-22	2:04pm	Rad Onc department level 1 Cancer services level 2	JSP	JOHNST-GCOR-025767	11-Apr-22	0	0	No Escalation required	JSP received two separate noise complaints from the Alex Grimson building. The first one was from the Rad Onc department which is situated at Ground level. The second one was from Cancer Services at level 2. Both departments noted that the loud noises occurred between approximately 8am to 1:30pm.	11-Apr-22	We have implemented a couple of mitigation strategies to limit the impact to the respective departments starting tomorrow.The use of a smaller excavator machine with a jack hammer attachment (13T as oppose to a 47T machine) to demolish the remaining slab on ground and reduce the overall noise generated.he time frame of the works will now be conducted between 9:00am to 12:00pm & 2:00pm to 5:00pm in line with the normal respite 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 - 6:00pm.	Email response via Aconex JOHNST-GCOR-025767
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	13	28-Apr-22	2:14pm	Ground floor Caroline Chisolm EPAS	JSP phone call and subsequent Aconex correspondence	JOHNST-GCOR-026039	28-Apr-22	0	0	No Escalation required	Noise complaint identified via JSP phone call and subsequent Aconex correspondence regarding a noise complaint from the Ground floor Caroline Chisolm EPAS regarding jackhammering works being carried out near the cutline	28-Apr-22	Works ceased upon being notified. Noisy works register in place outlining specific referenced works for the inground demolition scope. Further respite hours offered to assist with minimising disruption to adjoining facility with coordination held daily regarding upcoming potential noisy works and managed within noisy works register. No trigger exceedances alerted by noise and vibration monitors in place on site for the performed task.	Email response via Aconex JOHNST-GCOR-026039

Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	14	17-Jun-22	1:49pm	Oncology Bunkers	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 whilst augering. 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 close out
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	15	15-Jul-22	1:49pm	Oncology Bunkers	Aconex	Email Aconex JOHNST-GCOR-028072	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 occurring in accordance to the noisy 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 Aconex LL-GCOR-002923.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	16	21-Jul-22	1:49pm	Oncology Bunkers	Aconex	Email Aconex JOHNST-GCOR-028221	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 works process with civil contractor and attained 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 Aconex LL-GCOR-002923.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	17	9-Aug-22	9:32am	Audiology	Aconex	Email Aconex JOHNST-GCOR-028726	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 connection point being undertaken in accordance with disruption notice approval DN098. Noise witness testing also undertaken with client and facility representatives prior to conducting associated works. Works ceased immediately upon being identified with further nominated respite allocated to enable works completion at agreed time.	Email return response on Aconex LL-GCOR-013853.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	18	11-Nov-22	2:40pm	Oncology Bunkers	Aconex	Email Aconex JOHNST-GCOR-031428	11-Nov-22	0	0	No Escalation required	Vibration complaint received relating to vibration roller being used for ground floor compaction.	11-Nov-22	Vibration roller operating approximately 30m away from bunker. Due to advised disrupted agreed to conduct works on Saturday in lieu when no patient treatments scheduled.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	19	14-Nov-22	1:46pm	Audiology	Aconex	Email Aconex JOHNST-GCOR-000200	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 noisy works register issued. Alternate respite times provided by the LHD for when the drilling is permitted to occur.	Email return response LL-GCOR-018268
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	20	16-Nov-22	7:40am	Oncology Bunkers	Aconex	Email Aconex JOHNST-GCOR-031428	16-Nov-22	0	0	No Escalation required	Vibration complaint received relating to vibration roller being used for ground floor compaction.	16-Nov-22	Vibration roller commenced operating approximately 10m away from bunker following Sunday rain event. Works stopped upon becoming aware of disruption and agreed to conduct works at alternate respite period as advised by the LHD.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	21	16-Nov-22	12:55pm	Oncology Bunkers	Aconex	Email Aconex JOHNST-GCOR-031428	16-Nov-22	0	0	No Escalation required	Vibration complaint received relating to vibration roller being used for ground floor compaction.	16-Nov-22	Vibration roller operating approximately 30m away from bunker in line with agreed minimum distance requirement. Due to advised disruption and impact being felt it was agreed to conduct works at alternate respite period as advised by the LHD.	Via phone call
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	22	22-Feb-23	2:55pm	Audiology	Aconex	Email Aconex JOHNST-GCOR-033769	22-Feb-23	0	0	No Escalation required	Noise complaint received adjoining the cutline hoarding disrupting patient treatment to audiology.	22-Feb-23	Core drilling works being undertaken in accordance with noisy works register issued. Core drilled make 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-GCOR-021564
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	23	19-Apr-23	9:00am	Goulburn 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 7am-9am. Advised 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 19/04/23 by Senior Construction Manager. Aconex correspondence to client to advise via GCOR-024683.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease 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 cutline 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 slab removal included jackhammered and were agreed to be undertaken during Saturday period where reduced patient treatments particularly with audiology department Mon-Fri. Request made to ensure respite periods agreed being followed. Noise reviewed and verified to be bin load out during respite periods resulting in continued noise nuisance which was altered upon notification being received.	Return phone call advising works had ceased. Respite periods being monitored by dedicated site supervisor.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease 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 cutline 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 services ceiling hangers being installed for high-level rough-in per the noisy works register. No noise or vibration triggers being exceeded on the monitored installed within audiology as a result of the works occurring. Further respite implemented and works diverted to alternate location.	Return phone call advising works had been ceased and relocated.
Work Product	Noise, dust, vibration or nuisance complaints in relation to Lendlease construction and development projects	26	19-Sep-23	10:00am	Ground Floor Anzac Courtyard	Phone Call	Phone Call	19-Sep-23	0	0	No Escalation required	Noise complaint alerted by SafeWork NSW from person within Anzac courtyard café on the 15/09/23 relating to concrete placement works being undertaken and noise being generated.	19-Sep-23	Works reviewed immediately notified and verified as concrete placement works which had occurred on the 15/09/23 to the mechanical vent infill alongside the Anzac courtyard in accordance with DN approval in place received by the LHD.	No further action required with approval process verified