

Shoalhaven Hospital Redevelopment Complaints Register - December 2023

Date	Type	Issue	Actions Taken	Status
17/07/2023	Personal	Elderly residents of North Street Nowra - Noted increased dust in the vicinity of the North Street driveway works adjacent the new Pre-School coming onto their property.	Two Watercarts have been delivered to site and are in use daily. Residents acknowledged the water cart usage and were thankful for the prompt action taken to resolve.	Close
18/07/2023	Personal	Elderly resident of Shoalhaven Street. No physical vibration however experiencing a intermittent noise on her lounge room wall. Commenced on the 17/07/2023 and continued into morning of compliant on/off.	JHG met complainant at front gate, calm chat from both parties. Invited to have a look at premises and upon inspection of lounge room, no cracks found and noise was not apparent at the time. She noted it may have been the water cart driving down the road causing it. JHG provided 24-hour hotline number in case it happened again and provided information about the project - general chat. Noted to resident this matter would be logged internally and to please reach out if happens again.	Close
4/08/2023	Personal	Same as above. 14:22 Complaints phone range. Complaint of vibration that can be felt sporadically through the lounge room and on lounge room wall to a point where a picture on the wall vibrates.	JHG attended the premises and requested the roller to make some passes at the closest point to the site boundary to understand and try to verify the vibrations. JHG witnessed small amounts vibration could be heard from the roller, but did also note some vibration seen from the picture on the wall. JHG advised the resident that the vibration monitors on site have not been set off or recorded over their threshold. Visual inspection confirmed No cracks or anything of the like present. JHG then called for the works to cease for the remainder of the day and advised the resident we will relocate a vibration monitor within the site to be closer to the premises. JH relocated the vibration/noise monitoring closer to the resident for a one month period. No exceedances occurred during this time.	Close
14/09/2023	Business	Council Representative - Issue raised in relation to material on local road (council respond to unknown phone call from resident)	On-going use of watercart and sweeper on road to mitigate the issue. This is to be monitored continually especially on days where high plant movements are occurring	close
19/09/2023	Personal	13:00 complaint phone rang noting small amount of vibration occurring	Noted small amount of vibration and wanted re-assurance this would not affect the property. JHG inspected works occurring within the area and noted vibration monitoring is established as per the noise and vibration management plan.	Close
13/10/2023	Personal	14:00 complaint from 48 Shoalhaven street about dust	Home owner was concerned about dust blowing into there home over the weekend. JHG wet down the site prior to packing up and inspected the work areas close to the house to ensure that there would be minimal dust. JHG also confirmed that that there is a dust monitor in the vicinity of the area.	Close
8/11/2023	Personal	10:00am complaint phone rang notifying of noise which occurred over the previous night. Works/noise commenced approx. 11pm and continued into the night along Shoalhaven street. Discuss occurred on the night of the works with the complaint raised the following day	Works were undertaken by Shoalhaven Water and not related to the project. Shoalhaven water were to provide notification to residents prior to the works commencing. Resident advise that this work was not undertaken by JH or the project	Close
12/12/2023	Personal	Complaint of noise from Generator running to power lights on crane	The Crane light have now been connected to permanent power supply. Generator use now not required	Close