Community Liaison Register

Built.

Project: Nihon University

Complaints Register

Last Updated: 21/12/20

REF ID	DATE / TIME RECEIVED	RECEIVED FROM	DESCRIPTION	DATE / TIME RESPONDED	RESPONSE BY	DESCRIPTION	CLOSED (Y / N)
2001-CC001	21/01/2020 1:20pm	TW (JFH Employee)	Concerned about removal of trees at Southern Boundary & wildlife. Works at James Fletcher Hospital.	22/01/2020 9:00am	BM	Phoned TW to disuss her concerns and assure precautions were taken and removal is in accordance with SSD-9787. Followed up with email containing project information and NSW Planning Portal	Y
2002-CC002	27/02/2020 4:20pm	TL (Resident)	Notified Built via email of cracks appearing within his property that were previously not noted. Believes demolition works occurring the past couple of days and vibration are the cause.	27/02/2020 5:06pm	BM	Phoned TL to further discuss the issue raised. An inspection of the property has been arranged for 3:00pm 28/02/2020 with TL, Built Project Manager and Structural Engineer who completed initial Pre-Construction Dilapidation Report. Follow up email sent to TL at 5:26pm confirming details of phone complaint and inspection. Inspection Report submitted to TL on 02/03/20 showing cracks identified and not worsened. Vibration monitor results received on 03/03/20 show compliance with structural levels.	Y
2003-CC003	9/03/2020 1:50pm	JL (Resident)	Noise complaint received via phone call to Construction Manager RM regarding noise prior to approved construction hours.	09/03/2020 1:58pm	BM	Built contacted JL on her mobile number to discuss the issue. JL stated that there was noisy vehicles and concerns of "loading of bricks and things in the morning" approximately between 4:30am to 6:30am. Upon review of CCTV footage, a large skip bin garbage truck and other heavy vehicle was seen on Bolton Street between 5-6:00am and not related to the Nihon Project. Built also spoke with JL's neighbour MH, who confirmed the workers were related to a project on Bolton Street as he had confronted them that morning.	Y

2003-CC004	10/03/2020 4:06pm	TL (Resident)	Tony lodged an additional complaint via email related to demolition works causing existing cracks to "enlarge" within his residence.	10/03/2020 4:23pm	BM	Built responded via email advising that vibration monitoring to date has shown compliant levels. It was requested that the Resident submits photos of enlarged cracks for review by Structural Engineer prior to another inspection as it was found that all cracks were existing after his initial complaint. Built conducted 7 days of monitoring at the residence between 13/03/2020 & 20/03/2020. Built issued Vibration Monitoring Report to the Resident on 26/03/2020 showing that vibration results were well under the limits for both structural damage and human comfort.	Y
2003-CC005	19/03/2020 4:05pm	James Fletcher Hospital (JFH)	Architect/Superintedent notified Built of noise complaint lodged directly to DPIE regarding demolition works.	19/03/2020 4:40pm	BM	Built contacted JFH main contact, NH (Corporate Services Manager - Hunter New England Health) to discuss the complaint. NH advised that she was unaware of the issue and had received no internal complaints. Built conducted immediate spot check of demolition noise which showed works were within permissable noise limits. Built engaged acoustic consultant to conduct internal noise monitoring within JFH on 20/03/2020. Results came back compliant with construction noise limits & report was submitted to JFH for their records on 25/03/2020.	Y
2004-CC006	01/04/2020 12:59pm	JB & CG (Resident)	Lodged complaint by email to Nihon community liaison address regarding vibration causing discomfort	02/04/2020 2:11pm	BM	Response email sent noting concerns and advising of Built monitoring activities to maintain compliance with vibration criteria and minimise disruptions. Advised the resident to contact if there are any further concerns or structural changes noted.	Y
2004-CC007	03/04/2020 9:24am	JB & CG (Resident)	Lodged complaint by email to Nihon community liaison address regarding workers being spotted onsite without Hard Hats and not maintaining social distancing.	03/04/2020 10:22am	BM	Response email sent advising that Built takes HSE and social distancing measures seriously and that this concern has been immediately addressed with workers onsite. It must be noted that the workers were completing a pre-start talk and were outdoors in open space.	Y

2004-CC008	03/04/2020 1:16pm	JB & CG (Resident)	Lodged complaint in relation to 2004-CN009 Extended Working Hours advising of the Environmental Planning and Assessment (COVID-19 Development – Construction Work Days) Order 2020 being implemented onsite.	06/04/2020 3:05pm	BM	Response sent by email noting concerns and frustration. Also advised that Built is continuing to follow Government advice in response to COVID-19, will continue to monitor the situation and implement required measures. - Refer also to Community Notice (2004-CN010) sent on 06/04/2020	Y
2004-CC009	03/04/2020 3:15pm	KD (Resident)	Lodged complaint in relation to 2004-CN009 Extended Working Hours advising of the Environmental Planning and Assessment (COVID-19 Development – Construction Work Days) Order 2020 being implemented onsite.	6/04/2020	BM	Refer to Community Notice (2004-CN010) sent on 06/04/2020.	Y
2004-CC010	03/04/2020 9:13pm	CT (Resident)	Lodged complaint in relation to 2004-CN009 Extended Working Hours advising of the Environmental Planning and Assessment (COVID-19 Development – Construction Work Days) Order 2020 being implemented onsite.	6/04/2020	BM	Refer to Community Notice (2004-CN010) sent on 06/04/2020.	Y
2004-CC011	6/04/2020 10:04am	JB & CG (Resident)	Lodged complaint in relation to alleged cracking of their property caused by groundworks onsite.	06/04/2020 12:20pm	BM	Built arranged for an inspection of the property to assess claim against conditions noted within Pre-Construction Dilapidation Report. Inspection completed by Structural Engineer on 08/04/2020 Inspection Report issued to the Resident on 09/04/2020 advising that in the Engineer's opinion, the cracks identified by the Resident were noted within the Pre-Construction Dilapidation Report and had not worsened. Resident disputed the findings of one of the identified cracks. Built responded that vibration monitoring of an adjacent property during the same period had demonstrated compliance with vibration criteria and that any disputes will be addressed after the completion and findings of the Final Dilapidation Reports required under the Development Consent Conditions. No further response received.	Y

2004-CC012	06/04/2020 1:40pm	KD (Resident)	Lodged complaint by email regarding extended working hours, social distancing, and a traffic management issue on 04/04/2020 (Saturday).	06/04/2020 4:13pm	BM	Referred the Resident to Community Notice (2004-CN010) for response to concerns regarding social distancing. Advised that the traffic management issue had been issued to the Site Team and Subcontractors for urgent action. Also requested that for any future issues, the Resident should contact Built PM or SM immediately to ensure matters are actioned quickly. Email received from City of Newcastle Councillor thanking Built for responding to the concerns of residents.	Y
2004-CC013	8/04/2020 9:48am	MW (Employee - Newcastle Chambers)	Lodged complaint by email regarding noise caused by grinding activities onsite.	08/04/2020 11:58am	BM	Response stated Built's intention to minimise noise and conduct ongoing monitoring during construction, however, elimination of noise is not possible. Advised that structural demolition is nearing completion on the portion of site near his office. Note: Works were a short term activity located behind 2.4m plywood hoarding. No further response received	Y
2004-CC014	28/04/2020 2:42pm	NH (HNE)	Email correspondence received from HNE advising of internal complaints related to vibration causing activities and requesting information on construction monitoring activities and methodology mentioned within Community Notice (2004-CN011) Construction Progress Update 02.	28/04/2020 3:53pm	BM	Built responded via email advising of the current site activities and their expected completion date of 1st May and that previous monitoring had demonstrated compliance. Built also advised that vibration monitors had been collected on 28/04/20 and that the monitoring report would be submitted to HNE for transparency and their records. Built submitted the monitoring report to HNE on 01/05/2020 showing that the acceptable vibration dose levels for intermittent vibration related to human comfort had not been exceeded. No further issues raised.	Y
2005-CC015	21/05/2020 5:52am	BC (Resident)	Email sent to Built Design Manager regarding noise when site personnel are arriving to site in the morning around 6:30am to 7:00am. Complaint specifically mentions noise generated by individuals talking as walking past the residence.	22/05/2020 3:38pm	BM	Email response sent advising of construction hours commencing at 7:00am and that Built would reinforce the need to be mindful of neighbours when arriving onsite of a morning. Resident responded with no further issues.	Y

2008-CC016	25/08/2020	HNE JFH	Received email from HNE JFH Corporate Services Manager regarding update on works currently occurring onsite due to receiving internal correspondence the previous week regarding jackhammering.	25/08/2020	BM	Built PM provided update of construction progress and advised that hand-held jackhammers were being intermittently used during construction of foundations. Works were expected to be completed by 28/08/2020. HNE responded advising of no further issues.	Y
2010-CC017	17/10/2020 6:38am	CG (Resident)	Received noise complaint from resident via text message and email on 17/10/2020 in relation to being woken by a worker opening the site access gate for personnel arriving to work.	19/10/2020	BM	Built PM provided apology and advised that whilst no construction activities or material deliveries were occurring at the time (in compliance with consent conditions), personnel would be reminded to be mindful of neighbours and noise when arriving to site of a morning. No further response received.	Y
2011-CC018	23/11/2020	Resident (Unknown) / SafeWork NSW	Safework Inspector attended site to follow up on a complaint received last week. Complaint received was around loads being lifted over the road in front of the works zone. The inspector reviewed the traffic management and traffic control plans, SWMS, crane crew and traffic controller competencies, road permits. No issues raised from documentation. Toolbox will be undertaken with crane crew and traffic control to reinforce controls around lifting from the works zone. All observed lifts have been completed in accordance with required controls and traffic stopped. NOTE: No complaint was received on this matter.	23/11/2020	ML	Nil	Y

Community Liaison Register

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Project: Nihon University

Notices Register

Last Updated: 21/12/20

REF ID	DATE ISSUED	ISSUED TO	ISSUED BY	METHOD	DESCRIPTION	RESPONSES RECEIVED / DETAILS	CLOSED (Y / N)
1911-CN001	5/11/2019	ALL	SV	LETTER	Dilapidation Report request to nearby stakeholders - residents, businesses, etc.	Responses received from majority of stakeholders. Dilap reports completed by Engineer and submitted.	Y
1912-CN002	13/12/2019	James Fletcher Hospital	SV	MEETING	Consultation meeting with Hunter New England Health Management to discuss upcoming commencement of works, general scope, temporary fencing, boundary, etc.	Response received post-meeting that HNE Health would like the opportunity for NSW Dept. Public Works to review the works.	Y
1912-CN003	19/12/2019	ALL	BM	LETTER	Notice of commencement of works	NIL	Y
2001-CN004	21/01/2020	ALL	BM	EMAIL / LETTER	Notice of commencement of Asbestos removal	NIL	Y
2002-CN005	4/02/2020	Newcastle Police Station	BM / LA	MEETING	Meeting with Sgt Darren Holmes (Station Manager) to discuss shared lighting circuit requiring disconnection, noise mitigation & upcoming Work Zone Installation.	2002-CQ001	Y
2002-CN006	5/02/2020	NGS	BM	MEETING	Consultation meeting with Newcastle Grammar School Deputy Head of School & Director of Operations to discuss potential impacts and concerns regarding relocation of pedestrian crossing and proposed construction zone along Church Street site frontage.	Initial response was positive due to concerns around student & staff safety traversing past live site. Built issued additional information for review and suggested additional meeting if required.	Y
2002-CN007	19/02/2020	Newcastle Police Station	BM	LETTER	Formal notice of work zone installation	NPS raised concerns on lack of solution for parking of Correctional Services vehicles. Requested Built facilitate talks with CoN. Built facilitated discussions with CoN on 20/02/2020 & long term solution was agreed.	Y
2002-CN008	20/02/2020	ALL	BM	EMAIL & LETTER	Construction progress update including completion of Stage 1 asbestos removal, commencement of structural demolition, installation of work zone & pedestrian crossing	Response from Newcastle Grammar School thanking Built for notification and advised they will communicate the information to their parent body.	Y
2003-CN009	2/03/2020	HNE	BM/OR	MEETING	Meeting arranged with HNE & NSW Public Works representatives to discuss heritage wall retention works and other construction activities potentially affecting HNE James Fletcher Hospital	HNE Engineer Jason Thomas was the only attendee. Discussed all works and items. Built issued meeting minutes & retention design to HNE on 04/03/2020 for review and comment Deadline for HNE response is 27/03/2020. Response received from HNE on 27/03/2020 with no objections.	Y

2004-CN009	3/04/2020	ALL	BM	EMAIL / LETTER	Extended Construction Hours: Notice issued to all surrounding residents, businesses, and organisations advising of the introduction of the Environmental Planning and Assessment (COVID-19 Development - Construction Working Days) Order 2020. The notice advised that Built intended to enact this Order at Nihon University until further advice/notice received from the NSW Dept. Planning, Industry and Environment	Community complaints received from Residents on Church Street. These are referenced below. 2004-CC007 2004-CC008 2004-CC009 2004-CC010 2004-CC012 In response to the community concerns, Built issued additional Community Notice (2004-CN010).	Y
2004-CN010	6/04/2020	ALL	BM	EMAIL / LETTER	Community Response to Extended Construction Hours: Notice issued to surrounding residents, businesses, and organisations advising that in response to community responses received related to 2004-CN009, Built will be extending working hours on Saturday's only in the short term and that any changes will be communicated in advance.	Additional responses were received, however, all were still in relation to extended working hours. Built has continued to implement the revised extended working hours on Saturday's and COVID-19 prevention measures onsite in accordance with Government advice.	Y
2004-CN011	22/04/2020	ALL	BM	EMAIL / LETTER	Construction Progress Update 02: - Noted establishment of Church Street Hoarding. - Advised of structural demolition progress - Advised of commencing piling / retention works in SW corner of the site on 27/04/2020. - Advised of piling method (CFA) to minimise noise and vibration. - Advised of planned Water Main Upgrade works commencing in late May 2020.	NIL	Y
2005-CN012	15/05/2020	HNE	BM	EMAIL	Notice to HNE James Fletcher Hospital regarding commencement of Temporary Ground Anchor Works to new retaining wall as discussed onsite with HNE, dwp, and Built in March 2020 (REF 2003-CN009) and per the design approved by NSW Public Works (reference email received from N. Halpin on 26/03/2020)	HNE response on 18/05/2020 ensuring HNE Engineering is aware of what is occurring on their property. Built (BM) contacted HNE for phone discussion to clarify and followed up with email on 18/05/2020. No outstanding issues.	Y
2006-CN013	4/06/2020	HWC	BM	MEETING	Pre-Commencement Meeting held onsite at Nihon University with Hunter Water, dwp Australia, Metiri Consultants, Built, and Murphy Plumbing to discuss the upcoming watermain upgrade works.	Hunter Water & Metiri Consultants advised of pre-commencement documentation to be submitted prior to commencing works. All actions closed and approval received.	Y
2006-CN014	5/06/2020	NPS	BM	MEETING/EMAIL	Site Meeting held with Newcastle Police Station to advise of and discuss upcoming road / lane closures on Church Street during Hunter Water works and erection of Tower Crane. Post-meeting, Built submitted the TMPs to NPS for information and comment if required.	No additional feedback / comments received. No further action.	Y

2006-CN015	5/06/2020	ALL	BM	EMAIL	Additional Community Notice issued to residents and businesses advising of Hunter Water Upgrade & Crane Erection works commencing.	Received one query from a resident requesting additional information. Received query from HNE James Fletcher Hospital clarifying if their driveway access would be affected. Built issued a Staging Plan and additional information on the works. No further comments received. No further action.	Y
2006-CN016	24/06/2020	HNE	BM	MEETING	Site Meeting and inspection held with Hunter New England Health, dwp Australia, Built, and Murphy Plumbing to discuss upcoming Sewer Main Upgrade requiring access to HNE property.	HNE granted access permission and requested additional notice prior to commencing works.	Y
2007-CN017	28/07/2020	ALL	BM	EMAIL	Construction Progress Update 03 - General update on progress and upcoming works including concrete pours (and related lane closures) and the 21 day notice for water main connection works.	NIL	Y
2007-CN018	29/07/2020	HNE	AM	EMAIL	Email correspondence with HNE regarding upcoming water main connection and potential disruptions to HNE James Fletcher Hospital.	Ongoing coordination with HNE contacts to ensure water connection does not cause disruption to normal operations. No disruptions to HNE operations & no further issues.	Y
2009-CN019	3/09/2020	HNE	BM	EMAIL	Provided HNE with an As-Built documentation package for retention works completed on the adjoining heritage retaining wall along the southern boundary of Nihon University and HNE James Fletcher Hospital.	No additional feedback / comments received. No further action.	Y
2009-CN020	23/09/2020	ALL	BM	EMAIL	Construction progress update and advising of upcoming works including additional Hunter Water infrastructure works and road restoration on Church Street.	Response received regarding ongoing implementation of DPIE Extended Working Hours Order 2020. Built confirmed extended hours are still ongoing in accordance with the Order and that any changes will be communicated to the community.	Y
2010-CN021	27/10/2020	HNE	BM	EMAIL	Notice provided that a section of the chain link fence along the western boundary has been relocated further west to accommodate scaffold. Advised that fencing and scaffold is still within Nihon site boundary. Marked up plan was also attached for information.	Response received thanking for the notice. Nil actions.	Y
2011-CN022	18/11/2020	ALL	BM	EMAIL	Notice provided to community regarding scheduled road restoration works on Church Street as part of the Hunter Water Upgrade Works package.	Response received from resident regarding driveway access. Built advised access limited for a single day. No further issues. Newcastle Police contacted Built PM after works completed advising that no issues were rasied during the works.	Y
2012-CN023	9/12/2020	ALL	OR	EMAIL	Notice provided to community stakeholders advising of partial road closures on Church Street for scheduled concrete pours on 11th & 14th December.	Response received from Grand Hotel, NGS, and HNEH James Fletcher thanking Built for the notice. Nil actions.	Y
2012-CN024	9/12/2020	ALL	OR	EMAIL	Notice provided to community stakeholders advising of rescheduled partial road closure on Church Street for rescheduled concrete pour on 10th December due to inclement weather.	Response received from Grand Hotel, NGS, and HNEH James Fletcher thanking Built for the notice. Nil actions.	Y

2012-CN025	10/12/2020	ALL	OR	EMAIL	Notice provided to community stakeholders advising of partial road closures on Church Street for concrete pours scheduled between December 2020 to mid-January 2021.	No response received.	Y
2012-CN026	21/12/2020	ALL	BM	EMAIL	Construction progress update and advising of upcoming works in early 2021 including concrete pours and public domain works.	No response received.	Y

Community Liaison Register

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Project: Nihon University

Queries Register

Last Updated: 21/12/20

REF ID	DATE / TIME RECEIVED	RECEIVED FROM	DESCRIPTION	DATE / TIME RESPONDED	RESPONSE BY	DESCRIPTION	CLOSED (Y / N)
2002-CQ001	4/02/2020	Newcastle Police Station	Request for sound baffling installed to L1, 2, 3 Balcony Windows due to meeting held on 03/02/2020	4/02/2020	BM	Confimed that BUILT can organise an inspection by Acoustic Consultant and provide an appropriate solution. Acoustic solution provided by Consultant is to install acoustic door seals.	Y
2002-CQ002	19/02/2020	Newcastle Police Station	Request for Built to facilitate talks with City of Newcastle regarding long term solution for Correctional Services vehicle parking	19/02/2020	BM	Built has scheduled onsite meeting with Newcastle Police Station & City of Newcastle for 20/02/2020 to discuss solutions. City of Newcastle agreed to provide permanent parking on Watt Street for required vehicles.	Y
2003-CQ003	03/03/2020 1:04pm	AR	Email received from AR. Spoke with Built Foreman onsite regarding blanked out pedestrian crossing and concerns around pedestrian safety due to lack of signage & physical barriers warning common users that the crossing is no longer in place. Forwarded email sent to City of Newcastle expressing same concerns plus stating that Built had traffic control personnel onsite directing pedestrians which was good to see. Advised Council that additional signage should be implemented	04/03/2020 10:35am	BM	Response email sent acknowledging concerns and advising that Built is working with Council to ensure signage is installed ASAP. City of Newcastle responded on 09/03/20 with additional requirements originally not requested during consultation. All actions closed out.	Y
2003-CQ004	26/03/2020 5:19pm	JS	Email sent to Structural Engineer responsible for completing Pre-Construction Dilapidation Report on the property requesting that vibration causing activities be noted for Post-Construction Dilapidation Inspection.	27/03/2020	BM	Noted by Built & Engineer. No further correspondence received.	Y
2004-CQ005	01/04/2020 12:21pm	JP	Email sent to Nihon community liaison address advising of vibration felt within their residence caused by a loaded vehicle entering site	02/04/2020 2:06pm	BM	Response email sent noting concerns and advising of Built monitoring activities to maintain compliance and minimise disruptions. Advised the resident to contact if there are any further concerns or structural changes noted. No further response received.	Y
2004-CQ006	01/04/2020 12:47pm	KD	Email sent to Nihon community liaison address advising that vibrations were felt at various times throughout the day.	02/04/2020 2:08pm	BM	Response email sent noting concerns and advising of Built monitoring activities to maintain compliance and minimise disruptions. Advised the resident to contact if there are any further concerns or structural changes noted. No further response received.	Y

2005-CQ008	18/05/2020	Newcastle Grammar School	Phone call to Built & follow up email notifying Built that construction vehicles (trucks) were standing in the school drop off/pick-up zone. Noted this was prior to school zone hours and requested an alert to be raised with Built & Subcontractors to ensure no issues moving forward.	19/05/2020 9:24am	OR	Built immediately instructed Subcontractors on 18/05/2020 not to use this zone at any time. Follow up email sent to NGS advising them of action taken and acknowledging concerns. NGS had no further issues.	Y
2008-CQ009	10/08/2020	JP	Emailed Engineer responsible for dilapidation report to note potential cosmetic issues related to 2004-CQ005. Engineer contacted Built PM to advise.	10/08/2020	BM	Built PM contacted the resident via phone call to enquire further and requested photos to forward to Engineer for preliminary review. Resident submitted photos via email on 24/08/2020. Built PM forwarded photos to Engineer and has requested an inspection of the property to investigate further. The engineer inspected the property on 09/09/20 and reviewed alleged damage against pre-existing condition, noting that the majority of items were existing, whilst the remaining were minor and not captured within the original report. Built advised that these issues have been noted and would be further assessed at the completion of the post-construction dilapidation survey. No further comment has been received from the resident.	Y
2010-CQ010	19/10/2020	NGS	Received email advising that students would be using the building opposite Nihon University as a temporary exam facility for the next three weeks. Provided key exam dates with request that noise is minimised where able.	20/10/2020	BM	Built PM responded with advice that key exam dates did not currently clash with major construction activities (subject to change). Advised that as a precaution, additional noise monitoring and measures would be implemented where practicable and reasonable to do so if required.	Y