Community Liaison Register

Built

Project: Nihon University | **Complaints Register** | **Last Updated: 22/02/2023**

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

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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

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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

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REF ID	DATE / TIME RECEIVED	RECEIVED FROM	DESCRIPTION	DATE / TIME RESPONDED	RESPONSE BY	DESCRIPTION	CLOSED (Y / N)
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
2101-CC019	20/01/2021	CG (Resident)	Complaint received via email regarding construction noise at 6:52am.	20/01/2021	BM	Site personnel addressed on construction working hours and apology issued to the resident.	Y

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2101-CC020	21/01/2021	CG (Resident)	Complaint received via email regarding construction noise at 6:50am.	22/01/2021	BM	Site personnel responsible were specifically tool boxed on construction working hours and apology issued to the resident.	Y
2101-CC021	29/01/2021	HNE JFH	Complaint received via email from HNEH regarding unauthorised parking in hospital driveway and staff being subject to abuse when directions were given to remove vehicle. Initial details cannot confirm whether person(s) involved were related to the project.	1/02/2021	BM	Built Project Manager contacted HNEH Corporate Services Manager by phone to discuss the incident and offer assistance in identifying those responsible. Investigations ongoing. Subcontractor identified and immediately removed from site. HNE advised of no further issues.	Y
2103-CC022	26/03/2021 6:13am	CG (Resident)	Complaint received via email from Resident regarding works in relation to the tower crane removal commencing prior to 7:00am.	26/03/2021 8:00am	BM	Email response to the resident with apologies and an explanation that the tower crane removal involved a full road closure and significant amount of high risk activity including major plant travelling from Wollongong. This major operation within a busy street/business district requires the implementation of all necessary control measures and traffic management to be in place to prior to works commencing to ensure the safety of the public and site personnel. Further to this, with several delays due to recent inclement weather and ongoing unpredictable forecasts, we required the works to proceed this morning in the interest of safety. We are aiming to complete these works safely and ASAP to minimise further disruptions across the entire weekend and leading up to Easter. Project Superintendent notified DPIE who acknowledged the incident with no further action necessary.	Y
2105-CC023	8/05/2021 9:53am	CG (Resident)	Complaint received regarding noise and vibration from vehicle ('sucker truck') being operated onsite to conduct non-destructive service locating for Service Authority works along Church Street footpath. Resident also complained about the use of pressure hoses to clean footpath and work zone due to wastage of water resources.	10/05/2021 10:31am	BM	Response provided to Resident explaining that the vehicle involved was completing non-destructive testing near live services to mitigate safety and infrastructure damage risks as per industry standard, and that these works were within approved construction working hours. Built also advised that trigger nozzle high-pressure hoses have greater water efficiency than normal garden hoses as suggested by the Resident. No further response received.	Y
2105-CC024	13/05/2021 9:15am	Newcastle Chambers (Business)	Complaint received regarding construction vehicles parking in Work Zone established by the business outside of their premises for upcoming refurbishment works.	13/05/2021 10:01am	BM	Built PM responded with advice that subcontractors had been notified of the work zone and instructed to immediately remove vehicles. Subcontractors were also reminded that parking along Church Street is prohibited. Response received thanking Built and advising that refurbishment of their property commences the following week. No further issues.	Y

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2105-CC025	24/05/2021 3:08pm	City of Newcastle	Advice received from City of Newcastle that Built's work zone on Church Street exceeded the approved length. Option to reduce work zone or pay additional fees.	25/05/2021 8:27am	OR	Built provided apology and agreed to additional fees for extension. No further issues. Note: Work zone was extended due to assumption that it was permitted between boundaries.	Y
2107-CC026	30/07/2021 8:50am	HNEH James Fletcher Hospital	Complaint received from James Fletcher Hospital in relation to safety concerns rasied by staff regarding location of the skip bin and the impact on safe vision when exiting the Hospital.	30/07/2021 8:58am	BM	Built PM responded by both phone and email advising that the skip bin has been removed from site. No further issues.	Y
2108-CC027	15/08/2021 5:28am	CG (Resident)	The resident emailed Built disputing the findings of the post-construction dilapidation report in comparison to the pre-consruction report completed on their property by the Structural Engineer.	16/08/2021 7:07am	BM	Built Design Manager responded to the resident advising that both Built and the Engineer will review and provide a response. Response was provided to the resident on 31.08.2021 with no further correspondence received.	Y
2112-CC028	01/12/2021 3:43pm	City of Newcastle	Email received from CoN Works Coordinator advising of a complaint received regarding a footpath paving defect on Church Street.	1/12/2021 3:49pm	BM	Built Project Manager is inspecting the footpath with CoN Works Coordinator on 02/12/2021 and will rectify if deemed required. Footpath inspected with CoN and issue identified and rectified on the same day. CoN issued email advice confirming the issue is closed.	Y

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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

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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

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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

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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
2101-CN027	22/01/2021	ALL	BM	EMAIL	Community notice advising of upcoming road and footpath closures to enable construction works.	No response received.	Y
2102-CN028	5/02/2021	ALL	BM	EMAIL	Community notice advising of amended dates for upcoming road and footpath closures to enable Hunter Water works.	No response received.	Y
2102-CN029	11/02/2021	Newcastle Police Station	BM	MEETING	Consultation meeting held onsite with Newcastle Police personnel to discuss upcoming cabling works.	No issues raised. Works will be coordinated with NPS to minimise any disruptions.	Y
2102-CN030	26/02/2021	ALL	BM	EMAIL	Community notice advising that the tower crane removal and road closure has been rescheduled to 12th & 13th March 2021.	No response received.	Y
2103-CN031	10/03/2021	ALL	BM	EMAIL	Community notice advising that the tower crane removal and road closure has been rescheduled to the 19th & 20th March 2021 due to forecast inclement weather.	No response received.	Y
2103-CN032	23/03/2021	ALL	BM	EMAIL	Community notice advising that the tower crane removal and road closure has been rescheduled to the 26th & 27th March 2021 due to forecast inclement weather.	No response received.	Y
2103-CN033	25/03/2021	ALL	BM	EMAIL	Update advising of upcoming road closures, Authority service works, commencement of s.138 works, and general construction progress.	No response received.	Y

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2103-CN034	29.03.2021	City of Newcastle	BM	Site Meeting	Consultation meeting with City of Newcastle Public Works Coordinator to discuss upcoming Section 138 Public Domain Works.	Built to coordinate regular inspection with Council throughout the works as required by permit conditions.	Y
2104-CN035	01.04.2021	Newcastle Police Station	LA	Site Meeting	Consultation meeting with Newcastle Police Station regarding the full road closure on Church Street scheduled for 29.04.2021 to enable a farewell parade for a retiring senior Officer.	Built communicated road closure to site personnel and cooperated with Police requests to prevent disruptions to the parade.	Y
2104-CN036	02.04.2021	Grand Hotel	LA	Site Meeting	Consultation meeting with the Grand Hotel regarding Section 138 works adjacent to their property including seeking permission for the installation of temporary propping to enable excavation works.	Verbal permission received. Built has proceeded with planning the works and will continue to consult with the property owner. The temporary works design was submitted to the owner on 12/07/21 after further discussions.	Y
2106-CN037	17.06.2021	HNE James Fletcher Hospital	BM	EMAIL	Email correspondence sent to HNE stakeholders requesting access to their property for removal of temporary fencing and construction of new boundary fence.	Permission received. Subcontractors must sign in and complete induction prior to commencing.	Y
2106-CN038	21.06.2021	ALL	BM	EMAIL	Notice issued to the community in regard to partial road closure scheduled for 28.06.2021 to allow lifting and installation of glazing panels to roof skylight	No response received.	Y
2106-CN039	22.06.2021	ALL	BM	EMAIL	Notice issued to community regarding public authority works on Church Street requiring after hours work.	No response received.	Y
2107-CN040	07.07.2021	City of Newcastle	BM	Site Meeting	Site meeting with CoN infrastructure representatives to discuss extent and timing of road restoration works.	CoN advised they wished to coordinate public infrastructure works with Built's to minimise disruption to the community. Built provided the required information to CoN and now waiting for confirmation. CoN agreed to coordinating works in accordance with Built's construction programme.	Y
2107-CN041	12.07.2021	ALL	BM	EMAIL	Notice issued to community regarding a footpath closure and commencement of Section 138 works adjacent to the Grand Hotel.	No response received.	Y

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2108-CN042	06.08.2021	ALL	OR	EMAIL	Notice issued to community advising of construction progress and upcoming works including road closure for line marking on Church Street.	No response received.	Y
2109-CN043	17.09.2021	NSWFB	BM	EMAIL & PHONE	Invitation provided to NSW Fire Brigade local station to inspect the site.	Built PM had phone and email discussions with the local station and site inspection organised for local crews.	Y
2110-CN044	01.10.2021	ALL	BM	EMAIL	Notice issued to community regarding a footpath closure scheduled for 6th October 2021.	Response received from Newcastle Grammar School thanking Built for the notice.	Y
2207-CN045	27.07.2022	ALL	BM / KD	EMAIL	Site tour invitations issued to key external stakeholders.	Dwp and Built conducted the site tour with stakeholders on 22/08. Positive feedback was received from all attendees.	Y

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Project: Nihon University			Queries Register			Last Updated: 22/02/2023	
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

Community Liaison Register

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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
2111-CQ011	17/11/2021	NTIG	Received email from Newcastle Tourism Industry Group requesting Built to pass on a welcome message and contact details to Nihon University.	17/11/2020	BM	Built PM advised that the message has been passed onto Nihon University.	Y
2111-CQ012	29/11/2021	NBN News	NBN News made a request to Nihon University for an interview or statement on commencing operations in 2022 for their nightly news.	29/11/2021	BM	Nihon University politely declined due to time constraints, though advised of their willigness to provide an interview once staff arrive in early 2022 for the official handover ceremony.	Y
2112-CQ013	1/12/2021	City of Newcastle	CoN contacted dwp (Architect) requesting permission for their Planning & Assessment Team to tour the completed project as part of their annual review of completed projects.	2/12/2021	JY	JY (Azusa) advised CoN that whilst construction works have been completed, requests for visitations are unable to be accommodated until the facility has been formally handed over to Nihon University. JY further advised that Inauguration Ceremony invitations would be sent out	Y

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2112-CQ014	22/12/2021	KDDI / Telstra / TPG	KDDI Australia and contractors for Telstra & TPG contacted Built PM for site access to conduct site survey for installation of fibre cabling to site.	22/12/2021	BM	Site access provided on 06/01/2022. Built PM is continuing to liaise with Telstra & TPG contractors regarding installation of fibre cabling to the site (pending approval by Nihon University). 23/03/2022 - Telstra contacted Built PM seeking site access / permission to commence works. Contact details for Nihon University representative provided.	Y
2201-CQ015	27/01/2022	Newcastle Police Station	Newcastle Police Station contacted Built PM regarding permission to access the adjoining residential driveway for access to the Western façade for minor works (one day only).	27/01/2022	BM	Built PM met with Newcastle Police Station on 28/01/2022 to discuss the works. NPS to notify Built PM once a date is confirmed. Date confirmed. Access granted.	Y
2201-CQ016	13/04/2022	Federal Court of Australia - Newcastle Office	Request for site visit.	13/04/2022	RO	Built forwarded to Azusa and requested contact details for Nihon University contact.	Y
2212-CQ018	15/12/2022	Newcastle Supercars	Newcastle Supercars representative visited site to discuss arrangements for the event scheduled in March 2023.	15/12/2022	BM	Built PM requested formal correspondence so it may be provided to Nihon University. Built PM advised Azusa of what was discussed pending formal correspondence. No correspondence received. Built PM closed query due to time lapsed.	Y
1502-CQ019	15/02/2023	Newcastle Transport	Newcastle Transport representative contacted Built PM to discuss arrangements for the event scheduled in March 2023.	16/02/2023	BM	Built PM forwarded correspondence to Azusa for Nihon response to query.	N