HammondCare Greenwich Construction Complaints Register

Project Name:	HammondCare Greenwich	SSD-13619238
Project Address:	95-115 River Road Greenwich 2060	

Notes: All complaints made are to be formaly issued via the HammondCare operator on 1300 426 666 or via email at askgreenwich@hammond.com.au.

ID	Description of Complaint	Is This an External Complaint?	Date of Complaint	Action Required?	Outcomes/ Resolve	Close Out Date (if applicable)
1	As a neighbour and a mother of a child who attends Greenwich Public I wanted to reach out to you about both communication and safety during the construction phase of the hospital. Construction impacts many people who live in the vicinity of sites, that is not something that can be avoided, but it can be managed. What I'm suggesting is that you do a quick letterbox drop and use your web page Planning for the Future – Greenwich development (or better still create a page specifically for the construction period) to communicate things to neighbouring properties as well as provide a contact if there are any concerns. This will potentially reduce the number of calls to Council as well as maintain a positive relationship with your neighbours. I also note that condition A29 refers to documents being made publicly available on your web page but have not been able to find anything that demonstrates compliance. In addition to the above, on my drive to work I noticed a truck parked in the driveway on River Road but it was projecting out past the boundaries of the site and was forcing school children to walk around the front of the truck within close proximity to River Road. I was extremely shocked to see this. There was no traffic control. I appreciate that Hammondcare has engaged a builder to carry out the works, but it is in everyone's best interest that there safety provisions are put in place. You may also want to look at the site fencing which has been placed so it's leaning up against the neighbours wall on St Vincents Road as well as leaning on the mesh fence on St Vincents which looks like it will collapse at any time. I look forward to improved communication and safety.	Yes	09/05/2025	Temp fencing along St Vincents road to be moved clear of the ajoining building. HCA Disruption notived to be made avalable on the the Greenwich Development site. HCA note that letter box drops have been conducted. Hindmars-GCOR-000160	Fence panel has been remove (see attached) and a formal response has been issued via the HammondCare facility to the neighbour.	11/05/2025
2	Noting that this was not a formal complaint but a request from a neighbor seeking advice on the duration of vacume truck works happening as part o fthe sewer upgrade between Pallister House and the Gore st Properties.	Yes	14/05/2025	HCA to provide advise to HC/TSA with regard to duration of works. TSA/HC to issue advice to the neighbour.	Advise passed back to the complainies	NA
3	It is difficult for our transport to drive now allowing 3m wide access due to curve hills position. Can we please meet on sites and discuss which gives me clearer picture of the future work, and possible we can break the stages into small one to allow space for Ambulance ?	No	20/06/2025	HCA has now pulled the barriers back to what we'll call the after-hours setup. This setup needs to be in place whenever the team finishes for the day, and the roadway must be swept clean before leaving site. As we move around the bottom corner, this section will need to be hotmixed and finished off before we can continue under the awning area.	NA	NA
4	Dear Project Management Team, This is a complaint about the obtrusive light evident overnight during this week, coming from the exterior security lighting operating around your site construction huts precinct. The lighting is very bright and quite invasive. Overnight, it shines into my home, on the east side of Northwood. After dark when I went there to photograph the site contact details, I noticed the lighting would also be extreme for others in the vicinity. Natural environment biota will be negatively impacted, as would star-gazing. Would you please address this issue. Perhaps consider placing the lighting further away from the huts, and shine it in the opposite direction - at your huts and fences instead. thank you for your attention to this matter, Jennifer Schneller	Yes	30/07/2025	Further investigations to confirm exact source of lighting causing the trouble	I've completed a walk-around inspection with Nathan from HammondCare, during which he adjusted two of the carpark floodlights. The most prominent light source visible from Upper Cliff Road was confirmed to be the floodlight mounted to the maintenance building, which Nathan advised was only recently replaced. This supports the likelihood that the neighbour's concerns relate to a more recent change, rather the the lighting associated with our site sheds, which have been in place for some time. I've attached updated photos for reference. Sally / Dave – hopefully this adjustment is enough to alleviate the neighbour's concerns.	31/07/2025

5	Hi Team, I hope you're having a nice afternoon. I'm writing to address the noise from the metal panels on Greenwich Road, which is causing significant disruption to our elderly residents. As an aged care facility, it's crucial that we maintain a peaceful environment, and the loud rattling from passing vehicles is affecting the well-being of our residents. Our maintenance officer has suggested bolting the panels down to reduce the noise. If that's not possible, we'd appreciate any other solutions you can provide to help minimise the disturbance. Thank you for your attention to this matter. We look forward to your prompt response. Kind regards, Mary Pang Administration	Yes	15/08/2025	To review road plates for better suited plates for the road shape	Roadplates were replaced during night shfit on 17/08/25 with larger 4m units. Upon review the new plates performed much more quietly	17/08/2025
6	To whom it may concern I wish to report my concern at the significant pooling of water along our garage / loft as a result of the hospital (in the process of removing asbestos found on their property) digging a trench along our boundary with no drainage provided. The attached photo demonstrates the significant pooling which has never been there before and certainly not before the trench was dug a matter of weeks ago. My concern is that if this is not fully corrected (correctly drained) current and future pooling will result in the undermining of our garage / loft building, water seepage into the building (especially the loft) and the potential of damp / mildew of the wall in our loft area. Accordingly, I am looking to the hospital to totally rectify this issue (caused by them - digging the trench)) and look forward to advice on your proposed solution and timeframe in completing the task. I have raised this issue with the site manager Jack Isemonger. I look forward to your favourable response in the near future. Kind Regards Stephen Loomes	Yes	22/08/2025	HCA Notes: he depression along the neighbour's property line existed prior to our appointment on site. Two weeks ago, our team cleared foliage and asbestos material in this area as part of the removal works (predominantly a large rubble pile in the middle of the depression) however the depression against the building was already present. .The area has historically been lower than the adjoining footpath and effectively landlocked. This was likely exacerbated by the recent heavy rainfall following the removal of ACM material at the upper level.Our overland flow diversion berm is scheduled for installation within the next fortnight;The dilapidation report of the garage, prepared under the SSDA conditions, photos show significant effervescence along the floor and wall of the garage – however this was not noted as a point. This remains evident during my discussion with Stephen last week where we checked there was no surging of the water through his garage. In light of the above, HCA will install an agline against the garage and create falls out to the rioad with drainage backfill material as discussed with the Neighbour onsite	Drainage and backfilling has been completed	25/09/2025
7	Hi there I am the owner of 47 Gore Street which backs onto the hospital. I just wanted to bring your attention to a water run-off issue. The new Lily Pilli hedge which backs onto our house is funnelling rainwater through our back gate. Is there a way you could investigate a water management solution as the back area of our house has a 1/2 centimetre thick layer of mud & dirt which has been swept in by the stormwater run-off down the hill? Attached some photos below. Thanks Lewis	Yes	12/09/2025	To recontinue Berm works as per design across the rear boundary with no planting installed to allow access through the gate	Berm has been extended across the face of the fence/gate line 18/09/2025 as per initial design	18/09/2025
8.1	Resident of No4 S Vincents Street called the hospital to make a noise complaint regarding plant noise during the night shift of S73 works. No written record of complaint only verbally communicated over phone to HammondCare staff	Yes	13/10/2025	Hindmarsh to investigate complaint further and speak with neighbour	13/10/2025 10.19am_Khima called Greg B to report No4 St Vincents made a minor complaint about Nightwork noise in front of their property 10.25am_GB/BG visited No 4 and met Gabi. •Gabi (Occupant) informed us her Daughter was studying for her HSC 11.00am_GB reviewed Letterbox memo with BadenG (Area on plan was not highlighted) and called Blake Cox (Williams Bros) to enquire GB informed by BC that there is correspondence Via JayC and Lane Cove Council that the location was imposed on to (1) Setback from River Road and (2) On the side opposite overhead power lines 11.03am_GB returned with BG and spoke with Gabi explaining the reasoning above. Also agreed that this was not highlighted on the memo. 11.05am_Gabi was grateful and mentioned she would call Lane Cove Council	

8.2	Formal written Complaint made through AskGreenwich complaining of the noise of s73 nightworks in front of 4 St Vincents Road	Yes	14/10/2025	Hindmarsh to review	Compound in front of 4 St Vincents Road was decommissioned 16/10 and HCA maintained communciations with neighbours who have not since raised issues	21/10/2025
9	Hi, During the water pipe replacement work recently at River Road Greenwich, the driveway of my property at 102 River Road got damaged. May I please know when the damaged driveway will be repaired? According to one of the workers that worked on the water pipe replacement last night, the councils should be fixing all the damaged driveway and footpaths, however, he does not know when. Regards	Yes	05/12/2025	Council to rectify	Council inspected and marked extent of driveway repair. To be actioned by Lane Cove Council in the new year	11/12/2025
10	We are letting you know that at approx. 7:15am this morning 19/12/26 we witnessed a very large RED construction crane gong up your private driveway in St Vincent Road Greenwich. THIS ROAD MUST NOT BE USED BY CONSTRUCTION VEHICLES AT ANT TIME - IS ANYONE LISTENING AT HAMMONDCARE?? According to the last email we received from you your contractors were meant to be advised NOT to use this driveway We await your reply	Yes	19/01/2026	The latest of these documents have been again re-issued to all direct contractors to reinforce no use for medium or heavy vehicles on St Vincents for stage 1 of the project, and a hazard also raised internally.	Hindmarsh Response: We've reviewed our cameras onsite and can confirm an indirect subcontractor has likely used St Vincents roadway to enter site for our lift at the substation yesterday. The works were contracted to Wilken, whom have subcontracted the cranage component to Borgers. We can confirm the following steps were in place; • Both Borgers workers had already completed their pre-induction which includes the below snipped information relating to no use of Vincents. (Current doc Ver R8) • Delivery instruction leaflets have been issued to Wilkens on 13/03 (Ver R2) and 02/09 (Ver R3) both clearly showing no heavy vehicles are permitted from Vincents. • Traffic controllers were onsite and established at substation, however the crane continued past the traffic control and was assumed to be for another project. • Wilken workers were onsite and run through the daily prestart held around 0700 – attached 2 of photos showing note for vehicle entry on gate H2, and no use of St Vincents clearly marked.	20/01/2026
11	Resident raised concern regarding the upcoming Lane Cove Council footpath upgrade works and the lack of information about alternate pedestrian routes during the works. Resident noted that many Greenwich Public School children use this route to walk to school and raised concern that children may attempt to cross River Road rather than use a longer detour.	Yes	16/04/2026	HammondCare/project team to review the resident's concern and clarify the appropriate source of information for alternate pedestrian routes during the Council-managed footpath works.	HammondCare responded on 20/04/2026 advising that the footpath upgrade works are being managed by Lane Cove Council, and that the most accurate information about alternate pedestrian routes should be obtained directly from Council. HammondCare noted that impacts to footpath access are understood to be kept to a minimum and that adequate support should be in place to ensure continued pedestrian use during the construction period.	20/04/2026
12	Resident raised concern regarding Hindmarsh's notification of proposed removal of 8 trees along River Road. Resident queried why trees outside the hospital grounds were being removed, whether Council approval was required, the urgency of the works, and raised concerns regarding loss of outlook/privacy, night works noise, power disruption, local amenity and wildlife impacts. Resident followed up again after the April project update did not address the tree removal concerns.	Yes	27/04/2026	Project team to review the resident's concerns, confirm the approval basis for the River Road tree removal works, and provide information to HammondCare to support a response. Copies of the neighbour notification/letterbox-drop were provided by HammondCare project team.	HammondCare responded on 30/04/2026 advising that the tree works form part of the approved Greenwich Hospital redevelopment and are authorised under the SSD consent issued by the NSW Department of Planning. The specified trees are included in the approved Tree Retention and Removal Plan, and the consent allows the works, including approved out-of-hours works, to proceed without separate Council approval. HammondCare also directed the resident to the Greenwich redevelopment website for project documentation and acknowledged the impact of the works on the local area.	30/04/2026

13	Good morning, We own 117A River Road, Greenwich, and this property is located on the western boundary of the Hospital. We are writing to obtain information on the current plan for the development's construction staging, specifically the works involved, their location on the site, their timing, and the anticipated noise, dust and vibration effects. We write this because the advice received from Hindmarsh prior to the recently completed work did not include the noise impacts we could expect. This was not in accordance with one of the requirements of the Department of Planning, Housing and Infrastructure Out-of-Hours Work (OOHW) approval conditions in their letter to HammondCare dated 25/03/2026. We ask that Hammond and Hindmarsh provide us with the information required by the DPHI in future approvals. We also note that the only recent information we have received from Hammond was in the Greenwich Hospital Update – April 2026. This update provided neighbours with very little information, stating only: "Perimeter fencing and hoarding is currently being installed on the site and early demolition activities will begin shortly, ahead of main construction." This provides us with no way of anticipating the effects this will have on us as close neighbours of the Hospital. This information should also have been provided according to the consent conditions in the DA approval for the development. We need this information so we can plan for the timing and anticipated duration of the above impacts on our lives. We would also like a copy of the Dilapidation Report that Hammond's consultant prepared for our property. Regards Roger and Judi Apte m.0419360036 This email and all attachments are for the recipient only and may contain confidential information. If you have received this message in error, we kindly request that you do not use the information in any way, and please let the sender know immediately and delete the email.	Yes	22/05/2026	HammondCare/TSA to respond to complaint. HCA provided information regarding program, neighbour communication compliance & noice monitoring and management to assist response (Hindmars-RTRFI-000071).	Fornightly comms meetings with HCA, HC & TSA to assist with direct updates to the Greenwich Redevelopment Website regarding construction activities, out of hours approvals, any key community impacts.	26/05/2026
14	Hi Head of Site Development at Hindmarsh Construction re Greenwich Hospital Development I live at Northwood, facing the construction site. A recent noise emission & disturbance is originating from the construction site re Hammond Care Greenwich Hospital Redevelopment. It's a continuous droning noise, has suddenly become very noticeable and annoying to residents. Only thing I can think of is the "dust control" water misting & dispersal machine or a generator ? Please Reply with feedback and action taken about: 1)Stopping / dampening noise emission, especially caused by a machine/equipment fault, lack of maintenance, serious wear & tear, old age, or other fault. 2) Enclosing or insulating noisey equipment/ machinery to stop / dampen noise emission (yes, i know it's a construction site) 3) Installing an industrial noise cancelling system Take care Cheers	Yes	06/07/2026	HammondCare have responded to complaint as per information provided by HCA in aconex corresponce Hindmars-GCOR-000999.	HammondCare to continue communication with neighbours regarding noise emissions and advise any outcomes.	07/07/2026
15	I live at 53 Gore St which backs onto the Greenwich Hospital precinct. From yesterday there is a strong smell of sewerage in our back yard. There have previously been issues with the hospital sewerage pipes backing up and overflowing near us. Could someone please investigate to see what is causing this smell and hopefully resolve.	Yes	06/07/2026	HammondCare have responded to complaint as per information provided by HCA in aconex corresponce Hindmars-GCOR-001028.		08/07/2026

16	Lane Cove Council Officer site visit on 8/07/2026, expressed neighbours complaint regarding emergency lighting at the site entry is distruptive at night.	Yes	08/07/2026	Hindmarsh have sent an email to Lane Cove Council Officer, see below details; Regarding the recent complaint received via Lane Cove Council regarding the emergency lighting being disruptive at night. Please note that this lighting is required to remain operational as it relates to an emergency exit and forms part of the site's safety requirements. However, to help reduce the impact on nearby residents, we will install additional shade cloth to better shield residents from the lighting. We can also further explore the potential use of sensors and timers if required but note that it is likely that the local wildlife will cause the lights to intermittently activate throughout the night.	HCA installed shade cloth on 13/07/2026.	13/07/2026
17	We are immediately east of your site. With the winter westerly winds, we are getting inundated with dust from the demolition. An air purifier, which we have for asthmatic family members, and which turns itself on when there is dust in the air, seems to be running full time, our recently cleaned windows are dirty again, and so on. Anything you can do?	Yes	20/07/2026	Hindmarsh have investigated the concern and responded to TSA via aconex correspondence Hindmars-GCOR-001199.	HammondCare have responded to resident advising HCA has investigated the concerns and reassured all dust suppression measures are in place.	21/07/2026
18	We live on 120 River Road - right across the road from the construction site, and have noticed a lot of vehicles parking very close to our driveway on both sides - it leaves very little space to safely exit and merge into River Road both logistically but also from a visibility perspective - especially in the morning when it is very busy city bound. Could I please seek your assistance to instruct the workers on the site to leave some space when parking near our driveway to allow enough space for a safe exit? Thanks	Yes	27/07/2026	Complaint was discussed during the weekly client coordination meeting. HCA have discussed with subcontractors and is noted in prestarts & weekly subcontractor meeting.	HCA have notified subcontractors of the complaint and reminded them to be considerate when parking near driveways on river rd. All subcontractors have received the Construction worker travel and parking management plan which recommends utilising public transport and minimising parking impacts on the neighbouring residential streets. Please note this is a public road and cars parked on river rd are not always related/from the project.	11/08/2026
19	Hi Callum, Hope you have been well We have recently received an informal complaint from a parent regarding construction workers parking along the southern side of the school on River Road east bound, in an area that is reportedly sometimes used by parents for student drop-off. Area indicated in red below. Our understanding is that this section of road is not a formally designated drop-off zone and that legal street parking is permitted. We also understand that the school's main designated drop-off area is located on the northern side of the school. To help us manage the matter appropriately and provide clear direction to our workers, could you please confirm whether the southern side is intended or promoted by the school as a student drop-off area, and whether there are any particular restrictions or arrangements we should be aware of?	Yes	28/07/2026	HCA have investigated the concern and reached out to the school for more information regarding if this area was promoted by the school as a drop off zone.	Greenwich School Principal confirmed area is public parking and there are other areas for parent drop off & pick up. The school's P&C also raised concerns regarding student safety when trucks are exiting the project site. HCA confimed that traffic light controls and full time traffic controller are monitoring gates and intersections, especially keeping close attention to the school children that may be crossing.	06/08/2026

20	Hello, I live near the Greenwich Hospital redevelopment site at 97–115 River Road. Over the past two weeks, construction works on the site have resulted in significant dust settling across my property, including outdoor surfaces, paths and steps. I've attached a photograph showing the extent of the dust as evidence. I understand the works are being carried out under the approved State Significant Development consent and the project's Construction Environmental Management Plan (CEMP), which includes dust suppression requirements. Based on the visible dust accumulation on my property, it does not appear these measures are being adequately applied. I would like this resolved urgently. Specifically, I am requesting: 1. Immediate reinforcement of dust suppression measures on site (e.g. water carts, covering of stockpiles/excavated material) — within 24–48 hours. 2. A confirmed date for professional cleaning/wash-down of the affected areas of my property. 3. A response from a site representative (construction/project manager) within 48 hours of this email, including a direct contact for follow-up. Please treat this as a formal complaint and confirm it has been logged in the project's complaints register. If I don't receive a substantive response within 48 hours, I will be escalating this to Lane Cove Council's compliance team and the NSW EPA. I will also be calling to follow up on this today. I look forward to a prompt resolution. Regards, Kes Pari 120 River Road	Yes	03/08/2026	HCA visited Kes to directly discuss the complaint. HCA confirmed that dust suppression measures have been increased, the dust monitor located near this property showed no elevated particulate levels over the past 2 weeks.	HCA site team will continue to monitor conditions and adjust the dust-suppression measures as the works and weather conditions change. As agreed with the resident HCA team member attended the property and completed the agreed cleaning and wash down.	06/08/2026
21	Hi Mark, Thanks for the update and for increasing the suppression measures along the northern boundary — I appreciate the responsiveness following our meeting. I've had a look at the dust report. A couple of points I wanted to raise: The monitor measures ambient airborne particulate (PM2.5/PM10) at a point in time, which isn't the same as deposited dust settling on surfaces over days. It's entirely possible for airborne readings to stay within normal range while coarser dust still settles out of the air and accumulates on nearby properties — which is exactly what I'm seeing. Given that, I don't think the monitoring result changes the underlying issue — there is dust settling on my property, and I'd like it addressed regardless of what the ambient readings show. Could you please confirm: 1. A date this week for cleaning of the dust already settled on my property. 2. Whether the site is tracking dust deposition (settled dust) in addition to airborne particulate, since that would more directly reflect what's landing on properties along the site boundary. I'm glad to hear demolition is wrapping up and suppression measures have been strengthened, and I'll continue keeping an eye on things. Look forward to confirming a cleaning date. Thanks, Kes	Yes	05/08/2026	HCA visited Kes property and washed it down, response as follows: Hi Kes, Just confirming our team has attended your property and completed the agreed cleaning and wash-down. The dust-suppression measures along the northern boundary remain in place, and the site team will continue to monitor conditions as the works progress. Thank you again for your patience. Thanks, Mark	HCA site team will continue to monitor conditions and adjust the dust-suppression measures as the works and weather conditions change. As agreed with the resident HCA team member attended the property and completed the agreed cleaning and wash down.	06/08/2026

22	Afternoon Jay, I have just had a parent notify me that there is a lot of dust coming from the construction site, without any sprinklers running to dampen the dust. The issue is I have students out on the school oval and netball court, some with asthma, and the dust is causing a concern for the health of the students. I am not sure what the regulations are in terms of spraying water to dampen the dust but if there are times when there is a lot of dust being created it would be good to know so that I can keep the students inside to ensure no health issues arise from the dust inhalation. Is this a possibility? I have cc'd my P&C President in the email so they are aware of the situation. Regards, Callum Thomson Principal Greenwich Public School 9436 3217	Yes	14/08/2026	HCA have responded directly to the school assuring continued and increased use of water cannons and sprays across the active work areas, together with water acrts on the haul roads and exposed surfaces. Street sweeping along river rd has also been increased and monitoring results remain below the relevant air-quality criteria. HCA have also showed images and explained the visiable plume is wtaer mist from the cannons, rather than dust. HCA have also offered if a school representative would like to visit site to show the controls in place.	School Principal confirmed that there have been no further complaints and if any concerns arise the school will reach out.	24/08/2026
23	Good morning, I am making a formal complaint regarding the intense pounding and low frequency vibrations as well as the incredible amount of dust/particles that the site at River road is creating. I live and work directly opposite the site and am continually finding an abnormal amount of dust covering every surface and appliance in my office and home. Can you please provide a very detailed plan and actions your contractor is utilising to deal with this situation. It's now been 3 or so weeks of excavations and the local environmental conditions are now intolerable! The water spray/s currently being used are obviously not working appropriately! I have spoken with a number of my neighbours and they are experiencing exactly the same as myself. One of them has a new-born baby and they are finding this incredibly difficult! How much longer is this part of the schedule planned and what plans are in place for further protection of the surrounding community? Regards, Paul. Paul J Warren film@pauljwarren.com +61 418 964 955 www.pauljwarren.com	Yes	24/08/2026	HCA investigated and provided responses to TSA regarding dust, noise and vibration complaint. HCA ensure all dust, noise and vibration controls are in place and the team will continue to review work methods to minimise impacts where possible. Dust monitoring is undertaken and reviewed as well as street sweeping and water cannon use has been increased. Noise and vibration monitoring is in place, works can generate intemittent noise and vibration that may be noticebale to nearby residents. These activities are undertaken within approved construction hours and in accordance with the projects noise and vibration management requirments.	HCA/TSA provided response for HC to send to Resident.	26/08/2026
24	Dear HammondCare, I appreciate the regular updates you are providing as the details help understand the situation. I am at 53 Gore St so neighbour the hospital grounds. I just wish to bring two items to your attention. Firstly, there have been a couple of times we have had to close our windows due to dust in the air from your construction. It was visible to the eye that there was a general dust cloud. I know you are implementing dust suppression systems I am just highlighting that they don't always work and have impacted us. How dirty the streets are around the hospital just highlight this. I know it can't be avoided for progress but the progress still has an impact. Secondly, you may have included onsite induction training for workers to not park in the surrounding streets but this is not occurring. We were originally told that adequate off street parking would be provided for construction workers to not impact our streets. This does not appear to be the case. I regularly see vehicles parked in Gore St and St Vincents Rd and construction workers leave and walk to Greenwich Hospital. We have a lack of parking on Gore St to begin with as one side is no parking to allow traffic movement. Also vehicles are being illegally parked on St Vincents making two way traffic not viable. Again just bringing this to your attention. Kind regards Adam	Yes	24/08/2026	HCA have provided response to TSA/HC regarding dust and parking. Dust monitoring is undertaken and reviewed with results remaining below relevant air quality criteria, as well as street sweeping and water cannon use has been increased. Construction traffic and site access are being managed in accordance with the project's approved Construction Traffic Management Plan. Site personnel and subcontractors are regularly reminded of the above mentioned approved plan and need to comply with all parking restrictions and road rules.	HC have provided response to resident.	26/08/2026

25	Sally, Thank you for your note. You wrote: Following your enquiry, we requested Hindmarsh, the construc on contractor, to inves gate the ma er. The contractor has assured us that effec ve dust suppression measures, including water spray systems, are being used regularly throughout the works. Addi onally, the site hoarding and exis ng vegeta on along the eastern boundary provide an extra barrier between the work area and neighbouring proper es. I attach a photo I took last week of a car in our drive (14 th August), which my son washed the day before. It does suggest that despite assurances from your contractor that they have "effective dust suppression measures", that is in fact not the case. I beg you to have them take the issue seriously. Re parking, your 20 August newsletter noted "Construction workers are required to use designated parking arrangements and are advised during site induction not to park in surrounding residential streets." The western side of St Vincents Road is parked solid with people wearing hi viz from between 6am and 7am, so I don't think this is working. They are also prone to parking on the eastern side, on and off the pavement, making the street dangerously narrow. Please can you revisit this? Regards, James Douglas 14 St Vincents Road Greenwich	Yes	21/08/2026	HCA have provided response to TSA/HC regarding dust and parking. Dust monitoring is undertaken and reviewed with results remaining below relevant air quality criteria, as well as street sweeping and water cannon use has been increased. Construction traffic and site access are being managed in accordance with the project's approved Construction Traffic Management Plan. Site personnel and subcontractors are regularly reminded of the above mentioned approved plan and need to comply with all parking restrictions and road rules.	HC have provided response to resident.	26/08/2026
26	Hi Mark Carol saw the water truck this morning at the top of St Vincents Road - however, it never came down our street - why?? Kind Regards John De Fraia	Yes	14/09/2026	HCA have provided response to resident. "We are continuing to actively manage dust from the site. In addition to the water cart, we currently have seven water cannons operating across the site for dust suppression, and St Vincents Road is being cleaned daily. There is also other construction activity occurring further down St Vincents Road which is contributing to the general dust and dirt on the road. We can only control the impacts associated with our works, but we will continue to monitor the street and maintain our current dust suppression and cleaning measures. Thanks for continuing to keep us informed if you notice any particular issues around our site. "	HCA have provided response to resident.	14/09/2026
27	Dear Lauren, Sally, et al., We have previously corresponded about the quality of the air along River Rd during the times the students of Greenwich Public School (GPS) need to walk to and from school. You can visually see the haze of dust in the air during construction and the water mist from the suppression system outside of the grounds. Which continues to be a concern as it continues to impact the residents of the area. I wanted to inform you that the dust has contributed to impacting the health of my son who walks to GPS each day. We have taken him to the doctor today because he claimed his right eye felt like it had something in it. The GP confirmed his eye was slightly irritated but he had inflammation in his right ear due to a likely allergic response. He has been prescribed steroidal treatments to help address this. The GP commented that the construction air pollution would have contributed to this, as well as it being Spring. I am not looking for any compensation for the medical costs you are now causing me, nor impact of missed school time on education due to illness, nor the stress that this is causing my son that he wants to be driven to school instead of walking because of the air quality. Just for additional measures to be put in place like previously requested to improve the current situation. Kind regards Adam	Yes	14/09/2026	HC provided reponse to resident and included applicable recent dust reports, no further action required.	HC have provided response to resident.	15/09/2026

28	How much longer do we have to endure the constant noise and dust caused by you and the re-development of Greenwich Hospital? IT IS YOUR DUTY OF CARE . You have turned this once peaceful suburb into a living hell - when will you come and wash our houses, cars and dust caused by you?/ For and on behalf of very concerned residents Kind Regards John	Yes	15/09/2026	HC provided reponse to resident and included applicable recent dust reports, no further action required.	HC have provided response to resident.	16/09/2026

29	Hello Mark Your water truck came down our street parked in the developers private Road in St Vincents Rd Greenwich with no water. Unfortunately this is NOT good enough - what will you do about this? Kind Regards John De Fraia	Yes	17/09/2026	HCA have provided response to resident. No further action required. The reponse was as follows: "Thanks for the email. I have inspected St Vincents Road this afternoon and the road is currently clean and does not require any additional cleaning. HCA will continue to monitor the condition of the surrounding roads and undertake cleaning as required as part of our site operations. The water cart is also used for dust suppression and other activities around the site, so its movements will not always involve street cleaning. We will continue to manage this as required, however I do not propose to provide a running commentary on the daily movements of the water cart or road cleaning activities. If there is a specific issue with the condition of the road, please feel free to raise it with us and we will review it."	HCA have provided response to resident.	17/09/2026
30	Hi Mark. The dust hitting our property has picked up again. Can you please investigate?	Yes	19/09/2026	HCA have been in communication with the resident. HCA have assessed and tidied the area. Dust suppression systems that are currently in place have been explained to the resident as well as assuring the resident that the team is doing their best to mitigate the dust and relocate cannons asap when wind conditions change. Over the past couple of weeks there have been extremely high winds and days with lower water pressure due to sydney water working on a burst water main. It was also mentioned that good progress has been made with excavation works and the dust should get easier to manage the deeper the ecavation.	HCA have provided response to resident.	29/09/2026
31	We are writing to you again about the re-development Greenwich Hospital - but the dust and pollution from the building site is causing pollution and unhealthy air for residents and the local school - some residents have had to purchase air filters which have been of no use. We have complained about the air quality but have been told it is safe- I doubt that when you look at our cars attached are photos of my car taken 20/9 the car is garaged and covered all the time What are you going to do to fix the problem?? Kind Regards John De Fraia	Yes	20/09/2026	No further action required. Matter relates to ongoing concerns previously raised regarding dust impacts and existing site controls.	Treated as a continuation of the previously raised dust complaint. No separate response was issued. Existing dust suppression and monitoring measures remained in place.	
32	Mark Reynolds (HCA) was contacted and had a conversation over the phone with residents at 117 River Rd regarding early commencement of works on 23/09/26. The resident has also contacted council.	Yes	24/09/2026	Hindmarsh investigated complaint and was advised it was the HammondCare Signage installation works. These works were conducted on the external hoarding commencing at 6am near Gate 1. The works that were undertaken outside of the construction hours were outside the site and completed by others and outside of the site management control. Mark Reynolds has contacted resident after investigation conducted apologising and advising this event will not happen again. HammondCare have also been notified of the complaint and have been reminded that all contractors cannot start work before 7:30am and must finish by 5:30pm.	The resident also wrote a formal complaint via 'askgreenwich' email address. This correspondence as been actioned by HC in line with the response previously provided by HCA.	28/09/2026

33	Thanks Mark. See attached the level of dust that has built up on my car that is parked in my driveway.	Yes	22/09/2026	Hindmarsh investigated and had a construction worker to clean up. Mark Reynolds response to resident was as follows: Hi Kes, Further to your email, the site team has reviewed the current dust suppression measures and we have increased these controls along the northern boundary as the excavation works progress through this area. This includes additional water cannons, hand hosing and ongoing monitoring of site conditions, with controls adjusted throughout the day to suit the weather and prevailing wind conditions. The team will continue to monitor the effectiveness of these measures and implement additional controls where practical. Our environmental monitoring indicates that dust levels remain within the applicable NSW guideline limits. As the excavation continues and becomes deeper, the active work areas become more contained within the excavation footprint, which should further reduce the potential for dust to travel beyond the site boundary as the works progress. We appreciate that excavation activities can be disruptive at times and thank you for your patience and understanding while these works are being undertaken. Please continue to let us know if you have any concerns so the team can investigate them promptly. Thanks, Mark	HCA provided response to resident and resident responded with: Thanks Mark.	08/10/2026
34	Hi I live at 110 River Road Greenwich opposite the hospital development. On Thursday I witnessed 2 trucks exiting the site against the red light. Both times there was a green light for River Road and they just charged out against the red there was no traffic controller in attendance. I know that the phasing of the traffic lights has been changed to give the a longer time to exit but these drivers were impatient and didn't seem to care. I thought it was the traffic controllers job to make sure the traffic is managed safely. Not only do I have to endure the noise and dust from the site I now have to avoid dangerous driving. When school goes back it will be very dangerous for the trucks to behave in this manner. I hope that this behaviour is rectified. I will be forwarding this email to council. Thank you. Anthony Aitchison	Yes	09/10/2026	HCA senior site manager has spoken to the resident over the phone, where the resident has provided more detailed information.	Anthony has been communicating with Jason (Senior Site Manager), providing additional information regarding the truck he witnessed disregarding traffic signals. Site and road rules have been and will continue to be re-iterated to subcontractors during site meetings and toolbox talks to ensure this occurrence does not happen again. The team including the traffic controller at the gate will ensure that all trucks follow the traffic signals.	10/10/2026
35	Hello, Just a brief note to let you know how excited we are about the completion of your project. We can barely wait for it to be done. In particular we are excited about the conclusion of piling and jackhammering. As you may be aware, over the last 5 years the area is in the process of large scale, rolling medium and high density construction. We have become well acquainted with heavy plant and equipment criss-crossing our neighbourhood and all the noise, vibrations and dust that comes with it. It is particularly unfortunate that noise from works at your site reverberates across large areas of the neighbourhood, including in Wisdom and Bellevue road where I live. It is almost worse that than the medium density construction we had at both ends of Bellevue road over the preceding 3-4 years. At least the number of trucks might be less than the mining operations at the giant st Leonard's south site also in the last 3-4 years. Would be most appreciative if you could let us know when the earthworks will be done. In addition could you please share your construction/noise mgmt plans over the Xmas vacation period. Thanks, M Lesnie Wisdom road.	Yes	12/10/2026	HC has provided the following respone to resident: Dear Michael, Thank you for your email. We appreciate that excavation and piling works can be disruptive for nearby residents and understand your eagerness to see this phase of the project completed. The current excavation and groundworks phase is expected to be completed by March 2027. Following this, the nature and intensity of construction activities will change as the project progresses. Hindmarsh's Christmas shutdown period is currently scheduled from Thursday 24 December 2026 to Friday 1 January 2027, during which construction activities will cease. Thank you for taking the time to contact us and for your continued patience as the redevelopment progresses. Kind Regards, Sally Grosvenor	HC have provided response to resident.	13/10/2026

36	Dear Sally, This is an on-going problem! On a regular basis one or more of your staff/contractors park completely the Council Waste management trucks accessing the bins placed on the footpath the night before. I have complained to the Truck controller but for some reason the message doesn't get through. The pic attached is very self explanatory. And it's not 'Rocket-science' when anyone parks a car anywhere in Sydney!!! It shows a total disregard for the local community already dealing with a high level of noise and dust!!!!! Some of the bins there are two weekly cycle for collection, so that leaves rubbish rotting in the bins for two weeks!!! Not hygienic at all... and we're now fast approaching summer heat as well!!!! PLEASE do something about this!!!! Paul.	Yes	13/10/2026	HC have provided a response to resident as follows: I understand that you spoke with one of the site managers today regarding these concerns. Hindmarsh investigated the vehicle shown in the photograph and we've been advised that it was not identified as belonging to a contractor working on the site. As previously advised, contractors and site personnel are encouraged to use public transport, carpooling and designated parking arrangements where available, rather than parking in surrounding residential streets. These requirements are communicated and reinforced throughout the project. River Road is a public road, however we will continue to remind contractors and site personnel to be mindful of residents and to avoid impacting access wherever possible. Kind regards Sally Grosvenor	HC have provided response to resident.	13/10/2026
37	Hello, I am writing from 106 River Road (directly opposite the site) regarding a growing safety issue exiting our driveway. We completely understand that disruption is expected with a major build, but the current parking situation has made our morning commute genuinely unsafe for our family. The Issue •Driveway Layout: Our driveway is steep, sits just over a hill crest, and requires us to reverse out onto River Road. •Blocked Sightlines: 6 days a week from approx 7am trade vehicles park densely on both sides of our driveway entrance, completely blocking our view of oncoming traffic. •Safety Risk: During the peak morning school run, we are forced to edge out blindly into active traffic, hoping oncoming drivers see us in time to brake. How You Can Help In a recent site update, you mentioned that workers are instructed during induction to use designated parking and avoid surrounding residential streets. 1.Could you confirm if this rule applies to River Road? 2.If so, could you please remind workers at pre-start meetings to use the off-site parking and keep residential driveway sightlines clear? We want to keep supporting the project's progress, but ensuring a safe exit for our children in peak traffic hours is our top priority. Please feel free to call me at 0477717986 if you'd like to discuss this further. I appreciate your time. Warm regards, Oliver Lee	Yes	13/10/2026	HC have provided a response to resident as follows: Dear Oliver Thank you for your email and for bringing your concerns to our attention. We understand your concerns about exiting your driveway and appreciate the detail you have provided. River Rd is a busy throughfare. Hindmarsh is aware of concerns regarding parking in the vicinity of the site including River Road. However, as a public road, it is very difficult to monitor and regulate parking. Additionally, contractors and site personnel are encouraged to use public transport, carpooling and designated parking arrangements where available, rather than parking in surrounding residential streets, including River Rd. These requirements are communicated to workers attending the site and will continue to be reinforced throughout the project. Thank you again for taking the time to contact us and for your support of the project.	HC have provided response to resident.	13/10/2026

38	Mark Today 20/10/06 we and our neighbors observed two heavy trucks diving up the Hammond Care private driveway, this driveway must not be used for trucks of any kind as the gradient is much too steep and if there is an accident Hindmarsh and the developers Hammond Care will pay dearly. Kind Regards John De Fraia	Yes	20/10/2026	HCA responded as follows: John, The driveway was used by one of your neighbours from 27 Gore Street for an emergency delivery to their home. I suggest you take up you concerns with them.	HCA has the following correspondence with neighbour from Gore St, HCA provided response to complaintent John De Fraia. Tarah Barzanji from 47 Gore St provided the following on 19/10/26: Hi Hammond Care We live at 47 gore St, Greenwich and our back door backs onto the pallister house circle. We are receiving a delivery of large furniture items (eg couches, dining table) on Tuesday 20 October and were wondering if its possible for the company to delivery through the back entry so they can walk at level onto the property. Their alternative is around 65 narrow stairs which might make delivery impossible. Thanks for your help in advance. Warm regards Tarah HCA responded: Good afternoon Tarah & Lewis, We can likely assist, however we probably couldn't get a truck any closer than the top of the driveway from Saint Vincents, there are some containers and permanent fences in the way and would have to pass these over if that works. I'm on site for the day if you'd like a chat or to look on this side of the fence please give me a call on 0459589763. Tarah Response: Thanks so much Jack! Ill buzz you tomorrow morning. Much appreciated! Tarah	20/10/2026
39	At 7:31 am this morning we and neighbors observed a vey large truck going up your private driveway in St Vincents Road Greenwich. When your staff were approached their response was we have to get building done - this is NOT acceptable as this private driveway is not meant to be used by large trucks of any kind. Any damage or accidents caused by trucks using this driveway will be the responsibility of Hammond Care and the driveway is too steep for trucks and should not be used as promised. As per your previous conversations you told us that this driveway would not be used by builders. NOTE: In a previous email you suggested the delivery was for number 27 Gore Steet, this would be impossible as 27 is no where near the Hospital. Kind Regards John De Fraia	Yes	27/10/2026	HCA responded as follows: Hi John, I'm sorry for the concern caused this morning and appreciate you raising it with us. The St Vincents Road access is part of the approved arrangements for the project. We understand the concerns you have raised around its use. The access needs to remain available for emergency services and will also be used for construction deliveries from time to time, with the appropriate safety controls in place. In relation to the furniture delivery, this was a delivery to a neighbouring property adjacent to Pallister House and was not associated with the Hindmarsh construction works. Following the concerns previously raised, we have also undertaken a specific risk assessment of the use of this access and will continue to manage vehicle movements in accordance with those controls. We could also install water-filled traffic barriers along your boundary if this would help alleviate some of your concerns. We're happy to work with you on practical measures that make you more comfortable with the access being used. Going forward, could you please direct any concerns regarding the project to AskGreenwich@hammond.com.au rather than raising them directly with workers on site. This is the dedicated project email and will ensure your concerns are formally recorded and directed to the appropriate people to respond. Apologies again for the concern caused. Thanks, Mark	Resident responded with the following: Mark Our email to you was only to raise safety concerns as previously discussed, we will not write directly to Hammond Care as they never ever respond. We agree with you that a barrier be placed to be on safe side - and just confirm the safety issue is what concerns us and the neaihbours most. The practical measures you mention would be to NOT use this driveaway for large building trucks Kind Regards John De Fraia	27/10/2026

40	Dear HammondCare Greenwich Redevelopment team, I wish to make a formal complaint about construction workers and contractors parking on St Vincents Road, Greenwich, beside the Greenwich Hospital redevelopment site. Please record this complaint in the project's public complaints register, and pass it to the project team at Hindmarsh and to whoever at HammondCare is responsible for compliance with the development consent. IN SUMMARY • Construction workers, including the earthworks sub-contractor Chalouhi, are parking all day on St Vincents Road. This narrows the road to a single lane. • The development consent for this project does not allow this. It requires HammondCare to provide enough parking on the site so that construction workers do not park in residential streets. • Hindmarsh told a community meeting on 21 October 2026 that there are 30 car spaces on site that are not being used, and that workers are parking in the surrounding streets. • HammondCare's own construction traffic plan says there will be no parking on the western side of St Vincents Road during construction, and that the builder will act to prevent workers parking in nearby streets. Neither is happening. • Lane Cove Council is now consulting on permanent 2-hour parking on that same western kerb, which is inconsistent with HammondCare's approved traffic plan. I would like to know how HammondCare is responding. • I am asking HammondCare to fix this now, before worker numbers increase with the next stage of construction. 1. WHAT I HAVE SEEN St Vincents Road is one of only two roads into the Greenwich peninsula (the other is Greenwich Road), so it is heavily used by residents every day. Wednesday 21 October 2026, about 1.19 pm: vehicles were parked along both sides of St Vincents Road, leaving only one lane. Oncoming cars had to drive down the centre of the road. A line of at least seven utility vehicles was parked along the	Yes	29/10/2026	HammondCare to provide a response as soon as possible.		