Ца	nmandCara Graanwich Stage 1 Construction Complaints Register - OCTORER 2025					
	nmondCare Greenwich Stage 1 Construction Complaints Register - OCTOBER 2025. ect Name: HammondCare Greenwich		Application Number:	SSD-13619238		
	ect Address: 95-115 River Road Greenwich 2060		Apparoution realises.	000 10010200		
Note	es: All complaints made are to be formaly issued via the HammondCare operator on 1300 426 666 or via email at askgreenwich@hammor	nd.com.au.				
		Is This an				
		External				Close Out Date (if
ID 1		Complaint? Yes	Date of Complaint 9/05/2025	Action Required? Temp fencing along St Vincents road to be moved clear of the ajoining building. HCA	Outcomes/ Resolve Fence panel has been remove (see attached) and a formal response has been issued via the	applicable) 11/05/2025
	during the construction phase of the hospital.				HammondCare facility to the neighbour.	
	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			HCA note that letter box drops have been conducted. Hindmars-GCOR-000160		
	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.					
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 of the 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
		No	00/00/0005		la l	NIA
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?	INO	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.	INA	NA
4	Dear Project Management Team,	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	31/07/2025
7	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.		30/0//2023	Turtier investigations to commit exact source of agricing causing the trouble	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.	31/0//2023
	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.				I've attached updated photos for reference.	
	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.				Sally / Dave – hopefully this adjustment is enough to alleviate the neighbour's concerns.	
	thank you for your attention to this matter, xx					

5	Hi Team,	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	17/08/2025
3		163	15/70/2025	· · · · · · · · · · · · · · · · · · ·	new plates performed much more quietly	±770072020
	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, xx Administration					
6	To whom it may concorn	Voc	22/00/2025	LICA Notaci ha danraggian alang the neighbour's property line evicted prior to our	Drainage and healfilling has been completed	25 (00/2025
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	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		25/09/2025
	asbestos found on their property) digging a trench along our boundary with no drainage provided.			in this area as part of the removal works (predominantly a large rubble pile in the		
	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.	1		middle of the depression) however the depression against the building was already presentThe area has historically been lower than the adjoining footpath and		
	My concern is that if this is not fully corrected (correctly drained) current and future pooling will result in the undermining of our garage / lot	oft		effectively landlocked. This was likely exacerbated by the recent heavy rainfall		
	building, water seepage into the building (especially the loft) and the potential of damp / mildew of the wall in our loft area.			following the removal of ACM material at the upper level. Our overland flow diversion		
	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.			berm is scheduled for installation within the next fortnight;The dilapidation report of the garage, prepared under the SSDA conditions, photos show significant		
	I have raised this issue with the site manager Jack Isemonger.			effervescence along the floor and wall of the garage – however this was not noted as		
	I look forward to your favourable response in the near future.			a point. This remains evident during my discussion with Stephen last week where we		
	Kind Regards xx			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		
7	Hi there	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
	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.			installed to allow decess through the 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?	1				
	Attached some photos below.					
	Themles					
	Thanks xx					
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.	Yes	13/10/2025	Hindmarsh to investigate complaint further and speak with neighbour	13/10/2025	
	No written record of complaint only verbally communicated over phone to HammondCare staff.				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.	
					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	21/10/2025
0.2	Format written Complaint made through AskGreenwich Complaining of the hoise of \$75 hightworks in holit of 4.5t vincents Road	res	14/10/2023		communciations with neighbours who have not since raised issues	21/10/2025