HammondCare Greenwich Stage 1 Construction Complaints Register - 28 November 2025							
Project Name: HammondCare Greenwich		Application Numt SSD-13619238					
	dress: 95-115 River Road Greenwich						
Notes: All	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)	
	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 ou 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.			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.			
	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.			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		
1	I look forward to improved communication and safety.	Yes	9/05/2025		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	
	It is difficult for our transport to drive now allowing 3m wide access due to curve hills position. Can we please meet on			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

20/06/2025 finished off before we can continue under the awning area.

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?

			T			
	Dear Project Management Team,					
					I've completed a walk-around inspection with Nathan	
	This is a complaint about the obtrusive light evident overnight during this week, coming from the exterior security lighting				from HammondCare, during which he adjusted two of	
	operating around your site construction huts precinct.				the carpark floodlights.	
					The most prominent light source visible from Upper	
	The lighting is very bright and quite invasive. Overnight, it shines into my home, on the east side of Northwood.				Cliff Road was confirmed to be the floodlight mounted	
	After dark when I went there to photograph the site contact details, I noticed the lighting would also be extreme for others				to the maintenance building, which Nathan advised	
	in the vicinity.				was only recently replaced. This supports the	
	Natural environment biota will be negatively impacted, as would star-gazing.				likelihood that the neighbour's concerns relate to a	
					more recent change, rather the lighting	
	Would you please address this issue.				associated with our site sheds, which have been in	
	Perhaps consider placing the lighting further away from the huts, and shine it in the opposite direction - at your huts and				place for some time.	
	fences instead.					
					l've attached updated photos for reference.	
	thank you for your attention to this matter,	V	00/07/0005	Further investigations to confirm exact source of lighting causing the trouble	Sally / Dave – hopefully this adjustment is enough to	04/07/0005
4	Jennifer Schneller Hi Team,	Yes	30/07/2025		alleviate the neighbour's concerns.	31/07/2025
	ni teatii,					
	I hope you're having a nice afternoon.					
	Thope you're having a file alternoon.					
	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.				Roadplates were replaced during night shfit on	
	Kind regards, Mary Pang			To review road plates for better suited plates for the road shape	17/08/25 with larger 4m units. Upon review the new	
5	Administration	Yes	15/08/2025		plates performed much more quietly	17/08/2025
				HCA Notes: he depression along the neighbour's property line existed prior to our		
	To whom it may concern			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		
	I wish to report my concern at the significant pooling of water along our garage / loft as a result of the hospital (in the			material in this area as part of the removal works (predominantly a large rubble pile		
	process of removing asbestos found on their property) digging a trench along our boundary with no drainage provided.			in the middle of the depression) however the depression against the building was		
	The attached photo demonstrates the significant pooling which has never been there before and certainly not before the			already presentThe area has historically been lower than the adjoining footpath		
	trench was dug a matter of weeks ago.			and effectively landlocked. This was likely exacerbated by the recent heavy rainfall		
	My concern is that if this is not fully corrected (correctly drained) current and future pooling will result in the undermining			following the removal of ACM material at the upper level. Our overland flow		
	of our garage / loft building, water seepage into the building (especially the loft) and the potential of damp / mildew of the			diversion berm is scheduled for installation within the next fortnight;The		
	wall in our loft area.			dilapidation report of the garage, prepared under the SSDA conditions, photos show	v	
	Accordingly, I am looking to the hospital to totally rectify this issue (caused by them - digging the trench)) and look forward			significant effervescence along the floor and wall of the garage – however this was		
	to advice on your proposed solution and timeframe in completing the task.			not noted as a point. This remains evident during my discussion with Stephen last		
	I have raised this issue with the site manager Jack Isemonger.			week where we checked there was no surging of the water through his garage.		
	I look forward to your favourable response in the near future.					
	Kind Regards			In light of the above, HCA will install an agline against the garage and create falls ou		
6	Stephen Loomes	Yes	22/08/2025	to the rioad with drainage backfill material as discussed with the Neighbour onsite	Drainage and backfilling has been completed	25/09/2025

	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.		To recontinue Berm works as per design across the rear boundary with no planting		
	Thanks		installed to allow access through the gate	Berm has been extended across the face of the	
7	Lewis	Yes 12/09/2025		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 \$73 works. No written record of complaint only verbally communicated over phone to HammondCare staff Formal written Complaint made through AskGreenwich complaining of the noise of \$73 nightworks in front of 4 St Vincents		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 Compound in front of 4 St Vincents Road was	
	Road			decommissioned 16/10 and HCA maintained	
8.2		Yes 14/10/2025	Hindmarsh to review	communciations with neighbours who have not since raised issues	21/10/2025
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