

HammondCare Greenwich Stage 1 Construction Complaints Register - 28 November 2025						
Project Name: HammondCare Greenwich			Application Number	SSD-13619238		
Project Address: 95-115 River Road Greenwich						
Notes: All complaints made are to be formally 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.					
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	9/05/2025	Temp fencing along St Vincents road to be moved clear of the adjoining 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
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 ?	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						
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	<p>Dear Project Management Team,</p> <p>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.</p> <p>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.</p> <p>Natural environment biota will be negatively impacted, as would star-gazing.</p> <p>Would you please address this issue.</p> <p>Perhaps consider placing the lighting further away from the huts, and shine it in the opposite direction - at your huts and fences instead.</p> <p>thank you for your attention to this matter, Jennifer Schneller</p>	Yes	30/07/2025	Further investigations to confirm exact source of lighting causing the trouble	<p>I've completed a walk-around inspection with Nathan from HammondCare, during which he adjusted two of the carpark floodlights.</p> <p>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.</p> <p>I've attached updated photos for reference.</p> <p>Sally / Dave – hopefully this adjustment is enough to alleviate the neighbour's concerns.</p>	31/07/2025
5	<p>Hi Team,</p> <p>I hope you're having a nice afternoon.</p> <p>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.</p> <p>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.</p> <p>Thank you for your attention to this matter. We look forward to your prompt response.</p> <p>Kind regards, Mary Pang Administration</p>	Yes	15/08/2025	To review road plates for better suited plates for the road shape	Roadplates were replaced during night shift on 17/08/25 with larger 4m units. Upon review the new plates performed much more quietly	17/08/2025
6	<p>To whom it may concern</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>I have raised this issue with the site manager Jack Isemonger.</p> <p>I look forward to your favourable response in the near future.</p> <p>Kind Regards Stephen Loomes</p>	Yes	22/08/2025	<p>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.</p> <p>In light of the above, HCA will install an agline against the garage and create falls out to the road with drainage backfill material as discussed with the Neighbour onsite</p>	Drainage and backfilling has been completed	25/09/2025

[illegible]