

| HammondCare Greenwich Stage 1 Construction Complaints Register   |  |                                |                     |   |   |                                |
|--|--|--------------------------------|---------------------|---|---|--------------------------------|
| Project Name:  |  |                                | Application Number: |   | SSD-13619238  |                                |
| Project Address:   |  |                                | Date                |   | Jul-25  |                                |
| 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  | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>I look forward to improved communication and safety.</p> | Yes                            | 9/05/2025           | <p>Temp fencing along St Vincents road to be moved clear of the adjoining building. HCA Disruption notified to be made available on the the Greenwich Development site.</p> <p>HCA note that letter box drops have been conducted.</p>  | Fence panel has been remove (see attached) and a formal response has been issued via the HammondCare facility to the neighbour. | Closed                         |
| 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.  | Advice passed back to the complainies.  | Closed                         |
| 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          | <p>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.</p> <p>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.</p> |   | Closed                         |
| 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.</p> <p>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,</p>   | Yes                            | 30/07/2025          | Team currently working to address this item. Updates to be provided on next months complaints register.   |   | Open                           |
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