HammondCare Greenwich Stage 1 Construction Complaints Register								
Project N			HammondCare Greenwich		Application Number:	SSD-13619238		
Project Address:			75-115 River Road Greenwich 2060					
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?	Address of persons making the complaint (<i>if applicable</i>)	Contact Details of Persons Making the Complaint (<i>if provided</i>)	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 'm suggesting is that you do a quick kiterbox drop and use your web page Planning for the Future - Greenwich development (for better still create a page specificatily for the construction prinds) 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. J uids externely 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	Not given	Not given	9/05/2025	Temp fencing along St Vincents road to be moved clear of the adjoining building, H.O. Disruption noticed to be made available on the Greenwich Development site. HCA note that letter box drops have been conducted. Refer to: Hindmars-GCOR-000160		uppicancy
2	Noting that this was not a formal complaint but a request from a neighbour seeking advice on the duration of vacuum truck works happening as part o the sewer upgrade between Pallister House and the Gore st Properties.	Yes	Not given	Not given	14/05/2025	HCA to provide advice to HC/TSA with regard to duration of works. TSA/HC to issue advice to the neighbour.	Advice was prepared and passed back to the neighbour.	
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 ?		Not given	Not given	20/06/2025	HCA has now pulled the barriers back to '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 hot mixed and finished off before we can continue under the awning area.	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 hot mixed and	
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