

HammondCare Greenwich Construction Complaints Register

Project Name:		Application Num	SSD-13619238
Project Address:			

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. Hindmars-GCOR-000160</p>	Fence panel has been remove (see attached) and a formal response has been issued via the 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 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
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>	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 than 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
7	<p>Hi there</p> <p>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.</p> <p>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?</p> <p>Attached some photos below.</p> <p>Thanks Lewis</p>	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
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. No written record of complaint only verbally communicated over phone to HammondCare staff	Yes	13/10/2025	Hindmarsh to investigate complaint further and speak with neighbour	<p>13/10/2025</p> <p>10.19am_Khima called Greg B to report No4 St Vincents made a minor complaint about Nightwork noise in front of their property</p> <p>10.25am_GB/BG visited No 4 and met Gabi.</p> <p>•Gabi (Occupant) informed us her Daughter was studying for her HSC</p> <p>11.00am_GB reviewed Letterbox memo with BadenG (Area on plan was not highlighted) and called Blake Cox (Williams Bros) to enquire</p> <p>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</p> <p>(2) On the side opposite overhead power lines</p> <p>11.03am_GB returned with BG and spoke with Gabi explaining the reasoning above. Also agreed that this was not highlighted on the memo.</p> <p>11.05am_Gabi was grateful and mentioned she would call Lane Cove Council</p>	
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 communications with neighbours who have not since raised issues	21/10/2025

9	<p>Hi,</p> <p>During the water pipe replacement work recently at River Road Greenwich, the driveway of my property at 102 River Road got damaged.</p> <p>May I please know when the damaged driveway will be repaired?</p> <p>According to one of the workers that worked on the water pipe replacement last night, the councils should be fixing all the damaged driveway and footpaths, however, he does not know when.</p> <p>Regards</p>	Yes	5/12/2025	Council to rectify	Council inspected and marked extent of driveway repair. To be actioned by Lane Cove Council in the new year	11/12/2025
10	<p>We are letting you know that at approx. 7:15am this morning 19/12/26 we witnessed a very large RED construction crane gong up your private driveway in St Vincent Road Greenwich. THIS ROAD MUST NOT BE USED BY CONSTRUCTION VEHICLES AT ANT TIME - IS ANYONE LISTENING AT HAMMONDCARE?? According to the last email we received from you your contractors were meant to be advised NOT to use this driveway We await your reply</p>	Yes	19/01/2026	The latest of these documents have been again re-issued to all direct contractors to reinforce no use for medium or heavy vehicles on St Vincents for stage 1 of the project, and a hazard also raised internally.	<p>Hindmarsh Response: We've reviewed our cameras onsite and can confirm an indirect subcontractor has likely used St Vincents roadway to enter site for our lift at the substation yesterday. The works were contracted to Wilken, whom have subcontracted the crange component to Borgers.</p> <p>We can confirm the following steps were in place;</p> <ul style="list-style-type: none"> •Both Borgers workers had already completed their pre-induction which includes the below snipped information relating to no use of Vincents. (Current doc Ver R8) •Delivery instruction leaflets have been issued to Wilkens on 13/03 (Ver R2) and 02/09 (Ver R3) both clearly showing no heavy vehicles are permitted from Vincents. •Traffic controllers were onsite and established at substation, however the crane continued past the traffic control and was assumed to be for another project. •Wilken workers were onsite and run through the daily prestart held around 0700 – attached 2 of photos showing note for vehicle entry on gate H2, and no use of St Vincents clearly marked. 	20/01/2026
11	<p>Resident raised concern regarding the upcoming Lane Cove Council footpath upgrade works and the lack of information about alternate pedestrian routes during the works. Resident noted that many Greenwich Public School children use this route to walk to school and raised concern that children may attempt to cross River Road rather than use a longer detour.</p>	Yes	16/04/2026	HammondCare/project team to review the resident's concern and clarify the appropriate source of information for alternate pedestrian routes during the Council-managed footpath works.	HammondCare responded on 20/04/2026 advising that the footpath upgrade works are being managed by Lane Cove Council, and that the most accurate information about alternate pedestrian routes should be obtained directly from Council. HammondCare noted that impacts to footpath access are understood to be kept to a minimum and that adequate support should be in place to ensure continued pedestrian use during the construction period.	20/04/2026
12	<p>Resident raised concern regarding Hindmarsh's notification of proposed removal of 8 trees along River Road. Resident queried why trees outside the hospital grounds were being removed, whether Council approval was required, the urgency of the works, and raised concerns regarding loss of outlook/privacy, night works noise, power disruption, local amenity and wildlife impacts. Resident followed up again after the April project update did not address the tree removal concerns.</p>	Yes	27/04/2026	Project team to review the resident's concerns, confirm the approval basis for the River Road tree removal works, and provide information to HammondCare to support a response. Copies of the neighbour notification/letterbox-drop were provided by HammondCare project team.	HammondCare responded on 30/04/2026 advising that the tree works form part of the approved Greenwich Hospital redevelopment and are authorised under the SSD consent issued by the NSW Department of Planning. The specified trees are included in the approved Tree Retention and Removal Plan, and the consent allows the works, including approved out-of-hours works, to proceed without separate Council approval. HammondCare also directed the resident to the Greenwich redevelopment website for project documentation and acknowledged the impact of the works on the local area.	30/04/2026