

## Powerhouse Parramatta Complaints Register – as at 21 September 2022

The Powerhouse Parramatta construction team maintains a 24hr Community Contact (1800 574 931) as well as a dedicated project email address ([powerhouse@lendlease.com](mailto:powerhouse@lendlease.com)) where community members can find out about the project, lodge feedback or complaints.

Community contact and complaints are managed in accordance with protocols set out in the project's Stakeholder Management and Community Engagement Plan.

### Reporting period to 21 September 2022

During the reporting period, one new complaint was received.

Date of complaint	Complainant	Nature of complaint	Response	Status
24/08/2022	Residents	Dust and noise	31/08/2022 Lendlease confirmed that dust management is being managed in accordance with the Environment Health and Safety Management Plan and noise management is being managed with all reasonable and feasible measures to mitigate noise effects in accordance with the Noise & Vibration Management Plan.	Closed

### Previous complaints

Date of complaint	Complainant	Nature of complaint	Response	Status
5/08/2022	Residents	Out-of-hours works	8/08/2022 Complaint received via Meriton Suites management. Lendlease met with the Meriton Suites manager to clarify and resolve the issue. Meriton Suites manager is satisfied with the response and seeks no further action. In the future, the Meriton Suites duty manager will contact Lendlease immediately for any urgent matter.	Closed
21/07/2022	Business owner	Parking	21/07/22 Lendlease confirmed that workers have been instructed to follow and abide by the council parking requirements, encourage the use of public transport, and provide advice on available long-term parking options within the vicinity of the project. Complaints of illegal parking need to be lodged with the Council so that infringements can be issued.	Closed
8/07/2022	Community member	Environmental management	8/07/2022 Complaint received via the NSW Environment Protection Authority (EPA) referred by Parramatta Council. The project team is working to manage flooding events, environmental impacts and subsequent steps to monitor and manage environmental impacts.	In progress
24/06/2022	Business owner	Removal of parking sign	24/06/22 Complaint received via the City of Parramatta. Lendlease shared permission letters from the City of Parramatta to alter the existing parking restrictions outside 34 Phillip St to facilitate the safe entry and exit of construction vehicles without encroaching onto the oncoming lanes.	Closed
21/06/2022	Business owner	Parking	29/06/22 Lendlease confirmed that workers have been instructed to strictly obey street parking rules. Lendlease has included a map of all available parking in and around Parramatta in induction packs for all construction workers.	Closed

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17/06/2022	Resident	Environmental management	21/06/2022 Complaint received via the NSW Environment Protection Authority (EPA). Lendlease carried out an inspection to check all environmental control measures were in place and operational within the Project Site and found no known specific site activities that may have caused water pollution. Response to EPA to continue to closely monitor all controls to ensure satisfactory compliance.	Closed
01/06/2022	Business owner	Parking	06/06/22 Lendlease confirmed that workers have been instructed to obey street parking rules. Lendlease has included a map of all available parking in and around Parramatta in induction packs for all construction workers.	Closed
27/05/2022	Business owner	Parking	27/05/2022 Complaint received via the City of Parramatta. Lendlease liaised with the Council to ensure project site workers obey street parking signs. The Council has also shared its upcoming parking enforcement strategy.	Closed
11/03/2022	Unknown	Environmental management	18/03/2022 Complaint received via Department of Planning and Environment. Response by project team issued to Department of Planning and Environment. Response detailed compliance with planning consenting, sediment and erosion controls in place to manage flooding event and subsequent steps to monitor and manage environmental impacts.	Closed
11/03/2022	Unknown	Environmental management	18/03/2022 Complaint received via Department of Planning and Environment. Response by project team issued to Department of Planning and Environment. Response detailed compliance with planning consenting, sediment and erosion controls in place to manage flooding event and subsequent steps to monitor and manage environmental impacts.	Closed
15/02/2022	Business owner	Hoarding installation, laneway closure and impact to business	15/02/2022 Lendlease project team confirmed approach taken to communicate planned works including hoarding installation. Project team offered follow up face to face meeting to provide detailed overview of plans, construction activity and laneway closure. Regular ongoing contact with business owner underway to communicate upcoming construction activity.	Closed
14/02/2022	Resident	Noise generated by works on project site	15/02/2022 Lendlease project team communicated construction activity underway, planned duration and noise mitigation measures in place. Project team confirmed all activity occurring within approved work hours and in accordance with consent conditions.  Project team encouraged resident to make phone contact to speak directly with a team member.	Closed
15/05/2021	Local business	Levels of dust in the area	17/05/21 Liberty Industrial confirmed mitigation measures are in place that include wetting down of exposed surfaces and stockpiles as well as using water cannons and atomisers directly on work areas and using water jets in the excavator jaw head. Advised weather conditions were being monitored and additional mitigation measures will be implemented should they be required.	Closed
12/05/2021	Local resident	Work outside of approved work hours	13/05/2021 Workers have been instructed through toolbox talks not to undertake any work activity, including low impact activities such as sweeping prior to 7.00am.  The Department of Planning, Industry and Environment were notified of the non-compliance.	Closed

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30/04/2021	Local resident	Levels of dust in the area	3/05/2021 Liberty Industrial confirmed mitigation measures are in place that include wetting down of exposed surfaces and stockpiles as well as using water cannons and atomisers directly on work areas, water jets in the excavator jaw head and Monarflex fabric installed on the western end of the carpark to reduce dust. Advised the resident weather conditions were being monitored and additional mitigation measures will be installed should they be required.	Closed
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