

Powerhouse Parramatta Complaints Register – as at 21 May 2023

The Powerhouse Parramatta construction team maintains a 24hr Community Contact (1800 574 931) as well as a dedicated project email address (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 May 2023

During the reporting period, two complaints were received via the Department of Planning and a local resident.

Previous complaints

Date of complaint	Complainant	Nature of complaint	Response	Status
17/05/2023	Residents	Lights	17/5/23 Query received about lights on the project site after hours. Advice provided to resident around requirements. Resident to provide image of lights in question so project team can identify and action where possible. In follow up on 19/5, resident mentioned light in question no longer an issue.	Closed
26/04/2023	Residents	Noise (unrelated)	26/04/2023 Complaint received from resident in Church Street about noise coming from project site at approximately 10:30pm. After investigation with site team, Lendlease determined no activity was occurring on the Powerhouse site at this time and is deemed unrelated to the project. Resident was advised of investigation and suggested the impact could be coming from a nearby project site. Directed resident to sign up to Sydney Metro's distribution list.	Closed
14/04/2023	Department of Planning via Anonymous	Planning – Demolition of St George's Terrace	26/4/2023 Complaint received about concerns raised about the demolition works associated with St George's Terrace, and the extent of the works that are beyond what was approved under MOD 1 of SSD 10416. Lendlease responded advising that appropriate discussions with the project heritage consultant was undertaken prior to any works taking place. All additional sections of wall removed will be retained for reuse and reinstatement in the future.	Closed
30/03/2023	Residents	Lights	05/04/2023 Complaint received about lighting on tower crane shining into apartment. Lendlease actioned and organised for electricians to attend site and reset the timer of the lights so that they will automatically be turned off between 8:00pm and 5:00am. Advised resident that the lights are on site for security purposes and may at times need to be remain on to facilitate any required lighting for works that may be running overtime.	Closed
20/03/2023	Resident (via City of Parramatta Council)	Traffic Management – Dirrabarri Lane (unrelated)	24/03/2023 INSW responded to Council advising that Dirrabarri Lane is under the management of INSW. It was noted that congestion issues within Dirrabarri Lane has been an ongoing issue occurring prior to the Powerhouse site commencing. It was noted that Lendlease does not use the laneway for through traffic. Council was advised that all parties, INSW, Meriton and Lendlease, continue to work collaboratively to appropriately manage this space, including the installation of "No Stopping" and "No Parking" signs, and	Closed

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			utilising water bollards and active traffic management	
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
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
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

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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
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 an 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