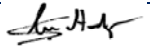


North West Rail Link Environmental Construction Compliance Report – May 2013 to Sept 2013



PROJECT	North West Rail Link	DATE	1 November 2013
GROUP	Customer Strategy and Planning	STATUS	FINAL
AUTHOR	Marrinan, Matthew	REVISION	1.0
COMPANY	TfNSW	FILE NUMBER	A2956278
FILE NAME	NWRL Construction Compliance Report - May13 to Sep13		

Revision	Revision Date	Status	Brief reason for update	Name/Position/ Company	Author/Reviewer/ Approver	Signature
1.1	1/11/2013	Final	Submission to DP&I	M.Marrinan	S.Hodgson	

Contents

Executive Summary	1
1 Introduction	2
1.1 Purpose of this Report	2
1.2 Background	2
1.3 Statutory context	3
2 Construction stages	4
3 Environmental management	5
3.1 Periodic review of Compliance	5
3.2 Auditing and Reporting	5
3.3 Compliance Working Group	6
3.4 Incident Management	6
3.5 Complaint Management	6
4 Compliance Accountability and Tracking	8
4.1 Compliance Status	8
5 Compliance Status	10
5.1 Compliance Overview	10
5.2 Non - Compliances	11
5.3 Audit Findings	12
5.4 Major Incidents	13
5.5 Complaints	13
Appendix A Construction Complaints Management Report	14

Executive Summary

This Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with the Planning Approvals that have been granted to the North West Rail Link (NWRL) project. This report covers the period May 2013 to September 2013 and will be provided to the Department of Planning and Infrastructure (DP&I) in accordance with the Planning Approvals.

For the reporting period Baulderstone Pty Ltd commenced early works in May 2013, with ongoing Construction occurring for the entire period. Thiess John Holland Dragados JV (TJHD JV) was awarded the TSC contract in June 2013, and although there were some site activities Construction by definition of the Planning Approval had not commenced.

For the period a number of compliance activities were undertaken including:

- Monitoring of activities by the independent Environmental Representatives (ERs);
- Site inspections by the contractor's and TfNSW environmental managers;
- Monthly compliance reporting against the Minister's Conditions of Approval and Revised Environmental mitigation Measures (REMMs);
- Internal contractor audits;
- Independent environmental audits via the Compliance Working Group function;
- Incident reporting and management; and
- Complaints reporting and management.

A summary of the results of the compliance monitoring for the period are provided below.

		TfNSW	Early Works	TSC
Q2 2013	Active Conditions (Non-compliances)	27 (0)	65 (1)	0 (0)
	Active REMMs (Non-compliances)	27 (0)	119 (0)	0 (0)
	ER Inspections (Issues Raised)	0 (0)	9 (16)	0 (0)
	Audits (Findings)	0 (0)	1 (1)	0 (0)
	Major Incidents	0	0	0
	Complaints	0	2	0
Q3 2013	Active Conditions (Non-compliances)	27 (0)	65 (4)	94 (0)
	Active REMMs (Non-compliances)	27 (0)	119 (0)	230 (0)
	ER Inspections (Issues Raised)	0 (0)	13 (31)	1 (0)
	Audits (Findings)	0 (0)	1 (7)	0 (0)
	Major Incidents	0	0	0
	Complaints	0	30	0

1 Introduction

1.1 Purpose of this Report

This Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with the Planning Approvals that have been granted to the North West Rail Link (NWRL) project. The period covered by this report is May 2013 to September 2013. The preparation of this report is one compliance activity of several that are documented in the NWRL Compliance Tracking Program (CTP) which was approved by the Department of Planning and Infrastructure (DP&I) on 14 May 2013.

1.2 Background

The NWRL will deliver a new high frequency single deck train system initially operating as a shuttle between Cudgegong Road, Rouse Hill and Chatswood. The NWRL includes eight new stations, approximately 15.5 kilometres of tunnels from Epping to Bella Vista, a four kilometre elevated 'Skytrain' (viaduct) between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Rail Link to deliver high frequency rapid transit services.

Key features of the NWRL project include:

- Single deck, rapid transit service between Cudgegong Road and Chatswood;
- Rolling stock – modern, single deck, rapid transit carriages;
- Eight new stations as presented in the reference scheme;
- Station precinct development with integration into the road and bus network;
- Two elevated stations (at Rouse Hill and Kellyville) and an at grade station at Cudgegong Road;
- Train stabling and maintenance facilities at Tallawong Road;
- 23 km of new track and rail infrastructure between Epping and Cudgegong Road, (unchanged from reference scheme);
- Rail track and systems (power, ventilation, communication, signalling, etc);
- Approximately 4 km of elevated rail track (The Skytrain) and 4 km of at grade track between Bella Vista and Cudgegong Road;
- Excavations for the Cherrybrook, Castle Hill, Hills Centre, Norwest and Bella Vista Stations;
- Approximately 15.5 km of twin running tunnels (approximately 6.1 metres in internal diameter) between Epping Station and Bella Vista Station. The running tunnels will be constructed primarily by tunnel boring machine;
- Cross passages between the running tunnels;
- Mined caverns, niches and openings for rail crossovers and equipment;
- Permanent concrete lining of all tunnels, caverns, cross passages and underground openings which must allow for all future track bed and rail services fixings; and
- Systems and stations on the existing 13 km Epping to Chatswood Rail Link upgraded and converted to create an integrated service from Cudgegong Road to Chatswood.

1.3 Statutory context

The project is subject to an approval process under the Environmental Planning and Assessment Act 1979 (*EP&A Act*) and is classified as Critical State Significant Infrastructure (SSI). With recent amendments to the *EP&A Act*, the Concept Plan Approval for the project granted by the Minister for Planning on 6 May 2008, is taken to be a Staged Infrastructure Approval under Part 5.1 of the *EP&A Act*.

The Minister for Planning and Infrastructure granted an Infrastructure Approval for Stage 1 of the NWRL on 25 September 2012, requiring that Stage 1 be carried out in general accordance with the:

- North West Rail Link: Environmental Impact Statement - Stage 1 - Major Civil Construction Works, dated 26 March 2012 (EIS1);
- Submissions Report, Stage 1 - Major Civil Construction Works, incorporating the Preferred Infrastructure Report, dated July 2012; and
- Ministers Conditions of Approval (MCoA).

The Stage 1 Approval was modified in April 2103 to incorporate changes to the Showground Station and adjacent precinct.

This Construction Compliance Report currently only documents compliance activity associated with Stage 1.

An additional Infrastructure Approval was granted on 8 May 2013 for Stage 2: Stations, Rail Infrastructure and Systems. Stage 2 works won't commence until early 2014. A separate Staging Report will be prepared to discuss how compliance with the Stage 2 Approval conditions will be allocated to our contractors.

Similarly TfNSW is seeking a separate Planning Approval for the Rapid Transit Rail Facility (RTRF). Documentation of compliance with the RTRF Approval will commence around mid-2014.

2 Construction stages

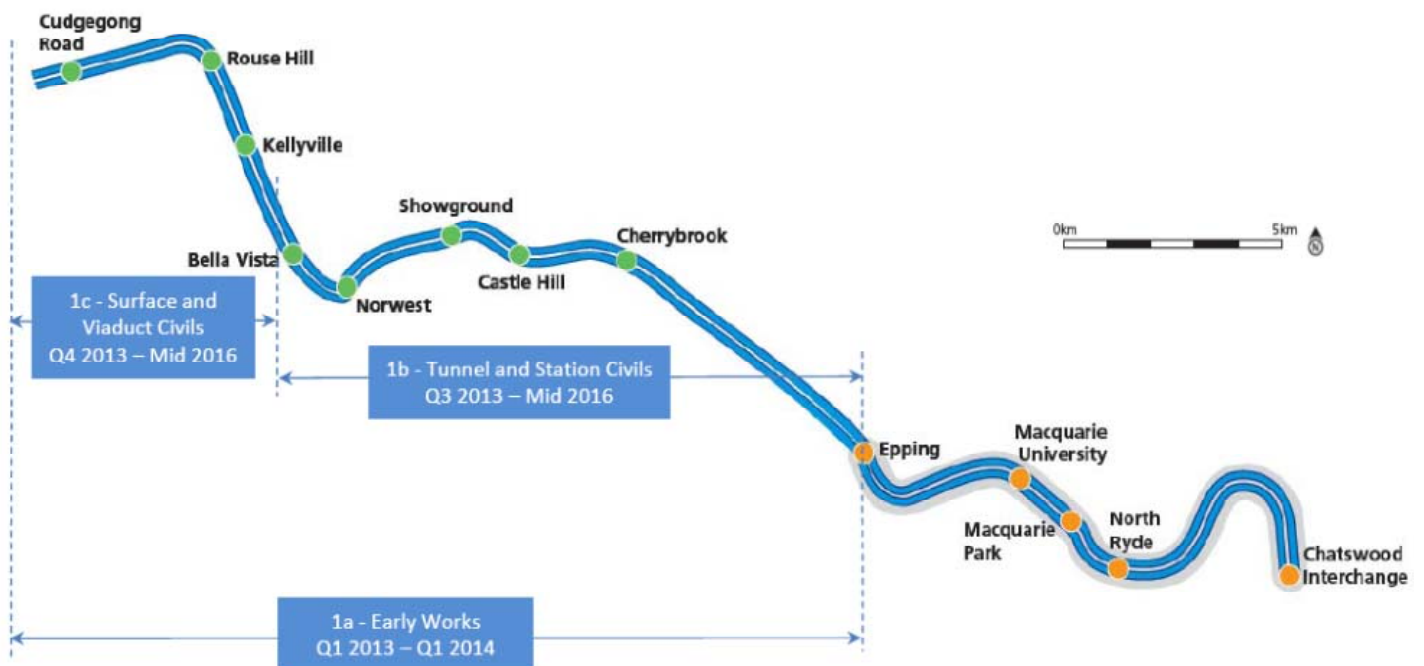
This report addresses the first stage of the NWRL which has been split into three distinct construction packages with each one being managed by a lead Contractor:

- Stage 1(a) - Early Works Managing Contract (EWMC) awarded to Baulderstone Pty Ltd;
- Stage 1(b) - Tunnel and Station Civils works (TSC) awarded to Thiess John Holland Dragados Joint Venture (TJHD JV); and
- Stage 1(c) - Surface and Viaduct Civils works (SVC) currently being procured.

The Early Works package precedes both the Tunnel and Station Civils and the Surface and Viaduct Civils. Stage 1b and 1c will largely occur concurrently. As a result of this staging of works, each MCoA has been assessed by TfNSW to identify compliance requirements for each package.

Stage 2 is planned to commence in 2014 and compliance will be monitored and reported at that time.

Figure 1 - Stage 1 North West Rail Link Works



3 Environmental management

3.1 Periodic review of Compliance

A variety of activities are undertaken to ensure that compliance is managed effectively. Commitments to undertake regular monitoring of compliance are drawn from the NWRL project Environmental Management System (inclusive of the Construction Environmental Management Framework) and the Contractor's Construction Environmental Management Plans (CEMP). These activities are summarised in Table 1.

Table 1 Compliance monitoring activities

Activity	Responsibility
Daily	
Ongoing site surveillance	Contractor(s) and TfNSW
Weekly	
Environmental Representative inspection	Independent ER
Environmental Manger's site inspections	Contractor(s) and TfNSW
Review of environmental actions and controls	Contractor(s)
Monthly	
Environmental compliance status update	Contractor(s) to TfNSW TfNSW to Project Executive
Quarterly	
Risk assessment review	Contractor(s)
Compliance Tracking Register review	TfNSW and Independent ER
Six Monthly	
Internal EMS auditing & Independent Environmental Auditing	Contractor(s) 3 rd party auditor
Annual	
TfNSW Management review	TfNSW
Audit of Contractor's EMS	TfNSW

3.2 Auditing and Reporting

Two levels of environmental auditing occur during the construction of the NWRL. The first level consists of an internal audit program by each Contractor. These audits include:

- Compliance with approval, permit and licence conditions;
- Compliance with the Contractor's, CEMP, sub-plans and procedures;
- Community consultation and complaint response procedures;
- Environmental training records; and

- Environmental monitoring and inspection results.

The second level is undertaken by TfNSW through the Compliance Working Group (CWG). The CWG coordinates the independent environmental audit required by condition D5(d). While planned independent audits are generally 6 monthly, the CWG meet monthly to review the status of risks, non-conformance, incidents, and determine appropriateness of scope and frequency of the planned audit schedule.

3.3 Compliance Working Group

A Compliance Working Group (CWG) is established for each major contract. This meeting is chaired by a representative from TfNSW and convenes each month.

During the period between May 2013 and Sept 2013 the CWG met with both the EWMC and TJHD. Two audits were conducted during this reporting period, an internal environmental audit by the EWMC and an independent environmental audit was conducted in July 2013 also with the EWMC.

These audits produced a total of 8 findings which are discussed in more detail in Table 4. These findings predominately related to process and documentation and are being used to direct further compliance actions that will be occur in the next reporting period.

3.4 Incident Management

Emergency and incident response procedures are produced by each Contractor as well as TfNSW and include:

- Categories for environmental emergencies and incidents;
- Forms for recording of environmental incident details and response;
- Notification protocols for each category of environmental emergency or incident, including notification of TfNSW and notification to owners / occupiers in the vicinity of the incident;
- Procedures for the immediate notification of each relevant authority when the incident results in material harm to the environment;
- The NWRL Project Director will notify the Director General within 48 hours of becoming aware of an off-site incident that significantly effects the people or the biophysical environment. This notification will be followed by a full written report within 7 days of the date on which the incident occurred;
- Identification of personnel who have the authority to take immediate action to shut down any activity, or to affect any environmental control measure (including as directed by an authorised officer of the EPA); and
- On-site rectification actions.

3.5 Complaint Management

Complaints are handled through the NWRL Complaints Management System which forms part of the North West Rail Link (NWRL) Communications Management System. The System for managing complaints was approved by DP&I on 19 March 2013 and includes procedures includes processes for:

- Responding to complaints;
- Recording complaints;
- Escalation;
- Mediation; and

- Reporting.

4 Compliance Accountability and Tracking

4.1 Compliance Status

Each Condition of Approval has been assessed to determine how it will be complied with over the life of the project. Specific details of this assessment are contained in the NWRL Staging Report. Each condition is initially determined to be **Active** at the project level until each works package to which it applies has provided evidence that it has discharged its obligations as described in the NWRL Staging report. At this point the condition will become **Inactive** (Figure 3).

Within each works package each applicable condition progresses through three distinct phases:

Pending: The condition is determined to apply to the works package, however that works package has not yet commenced construction or non-construction activities.

Ongoing: The condition is determined to apply to the works package and that works package has commenced construction or non-construction activities.

Complete: The condition is determined to apply to the works package and no further evidence is required to demonstrate compliance.

Where TfNSW has retained the obligation to comply with a particular condition, or holds a partial responsibility as defined in the NWRL Staging Report, it will be classified as **Ongoing** and tracked in the same manner as a works package.

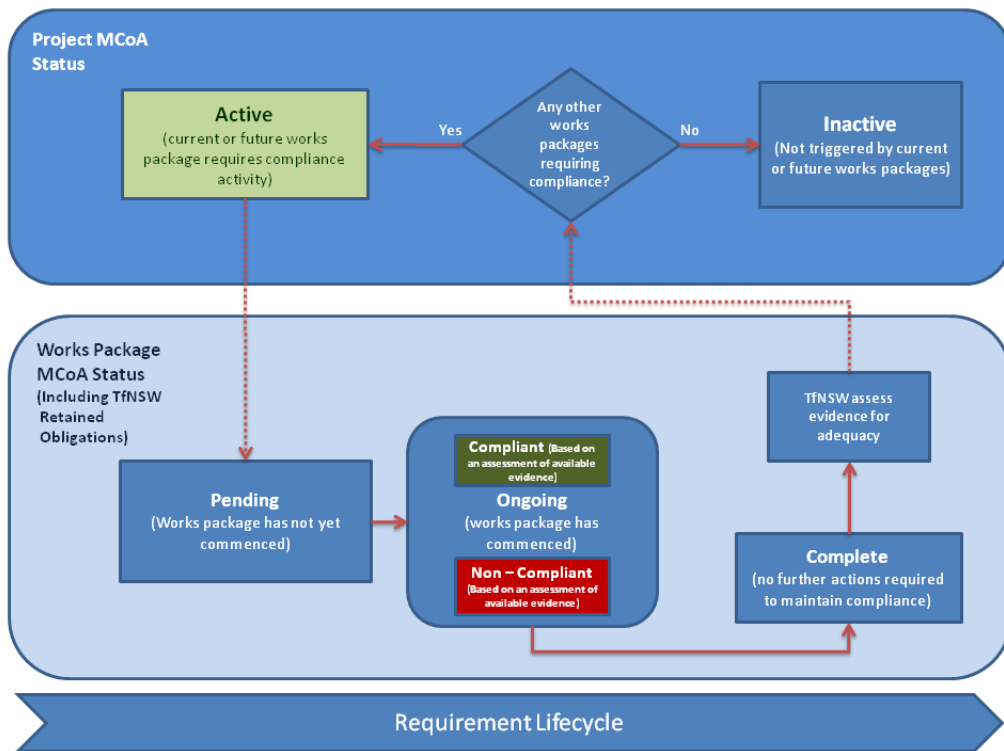
Compliance is assessed for Conditions of Approval with an **Ongoing** status and can be determined to be either **Compliant** or **Non-compliant**. These assessments occur in line with the activities outlined in Table 1.

For the purposes of the NWRL Compliance Tracking Program Compliant and Non-Compliant are defined as:

Compliant: A temporary status assigned to a Condition of Approval which indicates a check of evidence has occurred and confirmed it is adequate to demonstrate the requirements of a condition is being met on the day it was checked.

Non-Compliant: A temporary status assigned to a Condition of Approval which indicates a check of evidence has occurred and confirmed it is inadequate to demonstrate the requirements of a condition is being met on the day it was checked.

Figure 2 - MCoA Lifecycle



5 Compliance Status

This Construction Compliance Report covers the first five months of construction undertaken under the Planning Approvals granted for the NWRL. As construction commenced in May 2013 quarter two only includes May and June while quarter three covers July, August and September. Future Construction Compliance Reports will occur at a six monthly frequency and be aligned to the calendar year with the next report scheduled for submission to DP&I in April 2014.

5.1 Compliance Overview

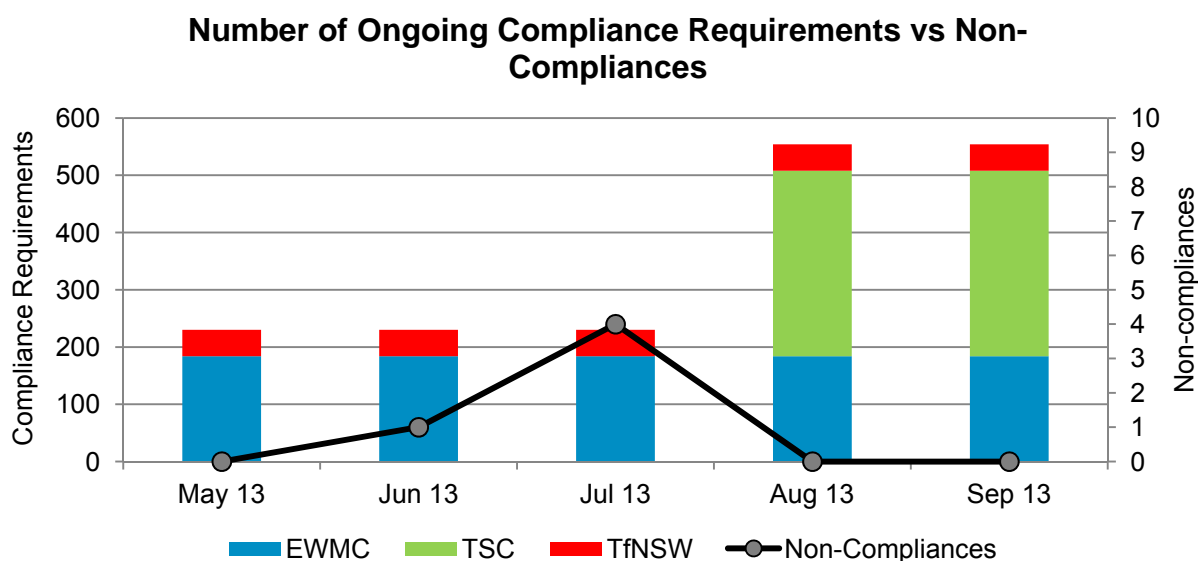
The results of the compliance monitoring are provided in Table 2. Non-compliances and audit findings are detailed in section 5.2 and 5.3. Issues and observations arising from the Environmental Representatives inspections that identify non-compliances against the MCoA are also included in section 5.2.

Table 2 Environmental Compliance Surveillance Data from May 2013 to September 2013

		TfNSW	Early Works	TSC
Q2 2013	Active Conditions (Non-compliances)	27 (0)	65 (1)	0 (0)
	Active REMMs (Non-compliances)	27 (0)	119 (0)	0 (0)
	ER Inspections (Issues Raised)	0 (0)	9 (16)	0 (0)
	Audits (Findings)	0 (0)	1 (1)	0 (0)
	Major Incidents	0	0	0
	Complaints	0	2	0
Q3 2013	Active Conditions (Non-compliances)	27 (0)	65 (4)	94 (0)
	Active REMMs (Non-compliances)	27 (0)	119 (0)	230 (0)
	ER Inspections (Issues Raised)	0 (0)	13 (31)	1 (0)
	Audits (Findings)	0 (0)	1 (7)	0 (0)
	Major Incidents	0	0	0
	Complaints	0	30	0

As the project progresses through its various stages the compliance load will fluctuate as shown in Figure 3. Predominantly the trend will be increasing as additional works packages come online triggering compliance activities under the Planning Approvals.

Figure 3 Compliance Tracking Trends



5.2 Non - Compliances

Five non-compliances were raised during the first five months of construction.

Table 3 List of non-compliances from May 2013 to September 2013

Period	Month	Contract	Identified Through	Condition	Classification	Issue
Q2 2013	June	EWMC	Monthly Environmental compliance status update	D4	Systems / Documentation	Delays in the finalisation of the Baulderstone Early Works Construction Environmental Management Plan prevented the upload of this document to the project website.
Q3 2013	July	EWMC	Quarterly Compliance Tracking Register review	B4	Systems / Documentation	The Construction Environmental Management Plan (CEMP) had not been updated and resubmitted to DP&I in accordance with the CEMP approval letter (dated 22/05/2013).
Q3 2013	July	EWMC	Quarterly Compliance Tracking Register review	E46	Systems / Documentation	The Construction Environmental Management Plan (CEMP) had not been updated and resubmitted to DP&I in accordance with the CEMP approval letter (dated 22/05/2013).
Q3 2013	July	EWMC	Internal EMS auditing & Independent Environmental Auditing	B13	Systems / Documentation	An external audit conducted by TfNSW on the 27 June 2013 found Baulderstone had inadequately trained its employees on their obligations specific to their roles and responsibilities documented in the CEMP.
Q3 2013	July	EWMC	Internal EMS auditing & Independent Environmental Auditing	D3	Community	Baulderstone are not recording some complaints received in relation to construction activity. For example, the complaint received regarding trucks lining up on Franklin Road.

5.3 Audit Findings

Two environmental audits have been conducted on the NWRL during the first five months of construction. An internal audit by Baulderstone occurred in June 2013 and an independent environmental audit was conducted through the CWG in July 2013.

Table 4 Environmental Audit finds from May 2013 to September 2013

Period	Month	Audit Type	Works Package	Finding	Recommendation
Q2 2013	June	Internal	EWMC	Baulderstone policies and procedures require that the Management Involvement Matrix include environmental activities. At the time of the audit the matrix only included safety activities.	Include environmental activities for all key project positions.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone have not developed a training needs analysis specific to the requirements of the Early Works CEMP.	Baulderstone should undertake a formal training needs analysis of the CEMP to identify training that needs to be provided, and timetable for completion of the training.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone do not communicate the performance against the stated Environmental Objectives and Targets.	Baulderstone should report on the performance against all stated environmental objectives and targets to NWRL and the Project Team.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone could not demonstrate the conduct of surveillance audits of Environmental Work Method Statements (EWMS) as nominated in the CEMP and sub-plans.	1) Baulderstone should ensure that critical environmental activities are addressed through the TIMS process, as appropriate, and that these are subject to review as set out in the CEMP and sub-plans. 2) Baulderstone should review references to EWMS in the sub-plans and amend these documents as appropriate.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone did not initiate their corrective action process for a failure to comply with the notification requirements of the contract. Due to project requirements a tub-grinder was removed from the Cherrybrook site, requiring a detour through local streets, without the required notification to the community. NOTE: no complaints were received following this event.	Baulderstone should review their process for identification and investigation with non-compliance to the undertakings of the CEMP and sub-plans.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone are not recording some complaints received in relation to construction activity. For example, the complaint received regarding trucks lining up on Franklin Road.	Baulderstone review their process for categorising and reporting of complaints to include all issues that impact on the local community.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone have not established a process to maintain records to demonstrate compliance with MCoA and EPL requirements.	Baulderstone to establish their system for maintenance of records to demonstrate compliance with MCoA and EPL undertakings.
Q3 2013	July	Independent (TfNSW)	EWMC	Baulderstone have not linked their web site with NWRL to make the CEMP and related documents available to the public as required by the MCoA.	Co-ordinate with NWRL to establish link.

5.4 Major Incidents

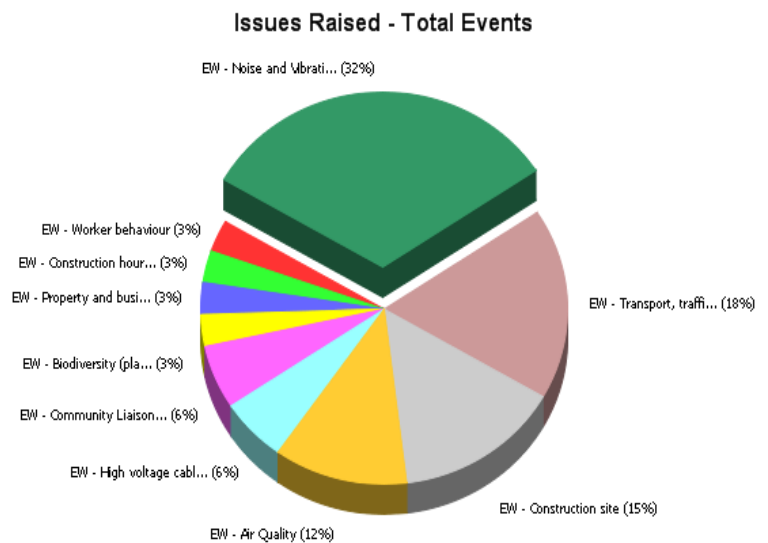
There were no major incidents for the reporting period.

5.5 Complaints

During the period from 1 May 2013 to 30 September 2013 the NWRL project received a total of 32 complaints. All of these complaints have been resolved in accordance with the Construction Complaints Management System approved by DP&I on 19 March 2013.

This report presents a summary of complaints as shown below with more detail provided in Appendix A.

Complaint Issues	Number of Events
EW - Noise and Vibration	11
EW - Transport, traffic and access	6
EW - Construction site	5
EW - Air Quality	4
EW - High voltage cable	2
EW - Community Liaison/Notifications	2
EW - Construction hours	1
EW - Worker behaviour	1
EW - Biodiversity (plants and animals)	1
EW - Property and business impacts	1
Total event search	32



Appendix A Construction Complaints Management Report

Report	Construction Complaints Management Report
Review Period	1 May 2013 – 30 September 2013

Complaint reference	Date received	PC - Contractor	Site	Complaint type	Open/closed	Action taken	Mediation required
130926RAO	26/09/13	BPL	Norwest	Noise and vibration – construction noise	Closed	Contractor contacted complainant. Noise monitoring confirmed work within noise criteria.	N
130926CIRO	26/09/13	BPL	Showground	Construction site – private vehicle damage	Closed	Contractor investigated complaint, damage to vehicle was found not to be caused by them, however cost of windscreen repairs met, as a gesture of goodwill.	N
130926COLL	26/09/13	BPL	Cherrybrook	Air Quality – dust	Closed	Contractor increased the dust suppression measures on site, due to high winds.	N
130925ROA	25/09/13	BPL	Norwest	Transport, traffic and access – work blocking driveway during office hours	Closed	Contractor contacted complainant, apologised for the inconvenience and advised that the work would take place over the weekend, as previously agreed.	N
130923KLUS	23/09/13	BPL	Norwest	Transport, traffic and access – crew parking	Closed	Contractor apologised for inconvenience and requested that the electrical contractors move their vehicles immediately.	N
130916SHO	16/09/13	BPL	Showground	High voltage cable – damage to cables while trenching	Closed	Contractor contacted complainant and a temporary internet connection was arranged the following day	N
130916SHO	16/09/13	BPL	Showground	Transport, traffic and access – truck movements	Closed	Apologised for inconvenience and the construction vehicle was removed immediately.	N
130913DOUG	13/09/13	BPL	Castle Hill	Noise and vibration – construction noise	Closed	Advised that all respite periods are being adhered to when jack hammering. Additional noise monitoring was offered.	N
130912CAMP	21/09/13	BPL	Castle Hill	Construction site – private vehicle damage	Closed	Conducted investigation, contractor not at fault, advised driver to contact insurance company regarding the damage to vehicle.	N
130906ICO	6/09/13	BPL	Castle Hill	Construction site – untidy construction	Closed	Cafe windows and pavement were cleaned first thing the following morning, before the morning coffee rush.	N
130904MART	4/09/13	BPL	Epping	Noise and vibration – construction noise	Closed	Advised that tree lopping was completed.	N
130903MCKA	3/09/13	BPL	Epping	Noise and vibration – night works noise	Closed	Advised that the work would end earlier tonight. Noise from the previous night had been within the noise criteria.	N
130903STON	03/09/13	BPL	Epping	Noise and vibration – night	Closed	Advised that the work would end earlier tonight. Noise from the	N

				works noise		previous night had been within the noise criteria.	
130902RAWL	02/09/13	BPL	Epping	Community liaison/ notification – notification not received	Closed	Advised resident that notifications were delivered by hand, updated resident on work happening over the next 2 nights, as well as during the day.	N
130902FREE	02/09/13	BPL	Castle Hill	Worker Behaviour – crew parking	Closed	Workers have been tool boxed and requested to no longer park in business car park.	N
130830STAP	30/08/13	BPL	Cherrybrook	Property and business impacts – damage to property fence	Closed	Established damage not from truck movement but as a gesture of goodwill damaged property fence panels will be fixed.	N
130830STAP	30/08/13	BPL	Cherrybrook	Air Quality – dust	Closed	As a dust suppression measure a water cart was sent to water down the dust on the construction site near neighbour's property.	N
130829NETR	29/08/13	BPL	Cherrybrook	Community liaison/ notification – previous notifications not received	Closed	Advised resident that he has not received the previous notifications as his property is not directly impacted by the construction site. The distribution area was expanded to include those properties affected by the road closure. Offered to send resident all future notifications about work happening on site.	N
130828COLB	28/08/13	BPL	Cherrybrook	Noise and vibration – night work noise	Closed	Noise from the previous night was within the noise criteria. The current period of night work along Robert Road is now complete, with only 2 nights remaining in a few weeks time.	N
130828MCGR	28/08/13	BPL	Cherrybrook	Construction site – truck movements and noise	Closed	The workers were tool boxed and reminded not to leave their vehicles running and their lights on, and to be mindful of neighbouring residents when working at night.	N
130828LATH	28/08/13	BPL	Cherrybrook	Construction site – private vehicle damage	Closed	Investigation conducted and damage to vehicle was more than likely not a result of work, advised driver to contact insurance company.	N
130828SEQU	28/08/13	BPL	Cherrybrook	Noise and vibration – night work noise	Closed	Noise from the previous night was within the noise criteria. The current period of night work along Robert Road is now complete, with only 2 nights remaining in a few weeks time.	N
130820MCGR	20/08/13	BPL	Cherrybrook	Air Quality – dust	Closed	Contractor improved the dust mitigation measures on site the following morning. Dust was due to particularly high winds.	N
130805VLAT	05/08/13	BPL	Cherrybrook	Noise and vibration – construction noise	Closed	Contractor conducted some noise monitoring and found that they were outside the noise criteria for less than one hour. By the time the resident complained the work was completed, and would not be repeated.	N
130805MOSL	05/08/13	BPL	Showground	High voltage cable – damage to electricity cable, while installing high voltage underground cable. Loss of power and damage of appliances.	Closed	Resident was doorknocked immediately, and replacement lights and appliances were provided the following morning. Resident submitted a compensation claim for additional expenses as a result of the outage, as well as increased stress on herself and her daughter. Mediator was engaged to manage negotiations.	Y

130725MCLE	25/07/13	BPL	Cherrybrook	Noise and vibration – night work noise	Closed	Advised resident to call 1800 number at any time during the night if the noise became too much, and the noise would be investigated.	N
130717STAN	17/07/13	BPL	Cherrybrook	Noise and vibration – construction noise	Closed	Explained what was causing the demolition noise and how long it would last. Provided fact sheets and information for estate agent to provide to their customers.	N
130711LATH	11/07/13	BPL	Showground	Transport, traffic, access – crew parking	Closed	Workers have been tool boxed and requested to no longer park in the council parking lot.	N
130709MART	09/07/13	BPL	Cherrybrook	Noise and vibration – damage to property as a result of construction vibration	Closed	Resident compensated for property damage as a result of the work.	N
130705SHAH	05/07/13	BPL	Cherrybrook	Construction hours and transport, traffic, access – construction vehicles on site before 7am start time	Closed	Subcontractors received a written warning, all staff and drivers to be tool boxed, no trucks before 6.45am, marshalling trucks away from site.	N
130612BORG	12/06/13	BPL	Cherrybrook	Transport, traffic, access – crew parking	Closed	Advised resident that all crew vehicles will be parking on site as soon as the haul road has been completed, in a couple of days.	N
130530STAP	30/05/13	BPL	Cherrybrook	Biodiversity (plants and animals) – trees to come down on site	Closed	Confirmed with the resident that 5 of the 8 Turpentine trees have to be removed and only 1 of the gums.	N