

JWD GOSFORD COMPLIANTS REGISTER



Complaints & Enquiry Register

							May-24
No.	Date	PH No.	Contact	Organisation	Complaint / Enquiry	Response	Resolution
1	29/09/2022	02 8270 3500	Alison Brown	City Plan Services	No road cleaning, or appropriate erosion and sediment controls in place. Tracks go back to Henry Parry Drive.	Response provided on 30th September 2022 supplying information to close out complaint	Closed
2	5/10/2022	02 8270 3500	Alison Brown	City Plan Services	Working out of Hours until 8pm	Response provided 5th October 2022	Complaint Unproven
3	6/10/2022	02 8270 3500	Alison Brown	City Plan Services	Sediment and erosion controls being removed and discharge of waste not in accordance with consent.	Response provided on 7th October 2022 supplying information to close out complaint	Complaint Unproven
4	6/10/2022	02 8270 3500	Alison Brown	City Plan Services	a) Heavy machinery arrive out of hours (3am) b) rock breaking/rock hammering at 7.30am everyday (3-6.10.22) c) Dispersing of water from site into the gutters /removal of sediment traps	Response provided on 7th October 2022 supplying information to close out complaint	Complaint Unproven
5	7/10/2022	02 8217 2068	Julia Pope	DPIE	Sediment and erosion controls being removed and discharge of waste not in accordance with consent.	Response provided on 7th October 2022 supplying information to close out complaint	DPIE has advised no action will be taken
6	14/10/2022	02 8270 3500	Neil Truong	City Plan Services	Neighbour Noise Compliant that a large generator had been left running over the last two nights.	Response provided on 17th October & 19th October 2022 supplying information to close out compliant	Complaint Unproven
7	18/10/2022	02 8270 3500	Alison Brown	City Plan Services	Council Compliant that mud had been tracked onto John Whiteway Drive	Response provided on 21st October 2022 supplying information to close out compliant	Closed
8	27/10/2022	02 8270 3500	Alison Brown	City Plan Services	Neighbour Noise Complaint regarding Rock Hammering being carried out out of prescribed DA hours of Consent	Response provided on 27th October 2022 supplying information to close out compliant. Additional Acoustic Testing Provided on 23rd Nov 2022	Closed
9	3/11/2022	02 8270 3500	Alison Brown	City Plan Services	Dust from Site reaching neighbourig property on the 1st Nov 2022	Response provided on 7th November 2022 supplying information to close out compliant	Closed
10	8/11/2022	02 8270 3500	Alison Brown	City Plan Services	Works out of hours. Works being carried out after 6.00 (6.30pm)	Response provided on 8th November 2022 supplying information to close out compliant	Closed
11	21/11/2022	02 8270 3500	Alison Brown	City Plan Services	Out of Hours Delivery, Damage to Road, Dust & Mud On Road.	Response provided on 22nd November 2022 supplying information to close out compliant	Closed on 24th Nov 2022

12	1/12/2022	02 8270 3500	Alison Brown	City Plan Services	Out of Hours Delivery, Damage to Road	Response provided on 6th December 2022 supplying information to close out compliant	Closed
13	13/12/2022	02 8270 3500	Alison Brown	City Plan Services	Stone grinding (rock breaking) occurring after 5.00pm (complaint came in at 5.35pm). This would be in contravention of DA condition D7 which only allows up to 5.00pm for this work	Acoustic Testing and Legal Advice Provided on 22nd November 2023 providing evidence rock grinding does not fall under Condition D7	Closed
14	15/12/2022	02 8270 3500	Alison Brown	City Plan Services	Response provided on 6th December 2022 supplying information to close out compliant	Response provided on 13th January 2023 and Resuest was made to CPS (Cerifier) to attend and inspect site and controls inplace.	Closed
15	20/12/2023	02 8270 3500	Alison Brown	City Plan Services	Considerable dust nuisance from construction activities covering balconies, outdoor furniture and cars Dust causing allergic reactions, sore throats and headaches Water fogging reducing dust being carried out rarely and not adequate to suppress dust occurring or in a location close enough near the excavators	Response provided on 13th January 2023 and Resuest was made to CPS (Cerifier) to attend and inspect site and controls inplace.	Closed
16	21/12/2022	02 8270 3500	Alison Brown	City Plan Services	The fogger machine (only one for such a large site and multiple excavators) was not operating, although all excavators were in operation. Two trucks were being loaded, one at a time, and there was no dust suppression occurring. No water being used anywhere on site at either time to reduce dust anywhere near the excavators or other digging machines. The stockpile also did not look wetted in any way.	Response provided on 13th January 2023 and Resuest was made to CPS (Cerifier) to attend and inspect site and controls inplace.	Closed
17	12/01/2023	02 8270 3500	Alison Brown	City Plan Services	The fogger machine is not being utilised during excavation and large amounts of dust being blown from the site onto the road and surrounding private properties. Cars parked in underground car parks are constantly covered in dust as a result of this site. Pollution and damage of the roadway as a direct result of the dust and constant truck movements. Dangerous driving of some of the truck drivers. Several times the complainant has been faced with a double B truck from the site either going up or down John Whiteway drive partially in the wrong side of the road. Given the potholes caused by the trucks they have needed to dodge and the narrow road is making it incredibly dangerous. Traffic controls in place on the approaches are not being very tightly controlled by some of the controllers.	Response provided on 13th January 2023 and Resuest was made to CPS (Cerifier) to attend and inspect site and controls inplace. CPS Conducted a site inspection on 17th Jan 2023 and witnessed dust controls inplace, traffic control procedures, material loading. CPS Confirmed all required mitigation strategies and controls were inplace and were satisfied with the operation of the site.	Closed

18	27/02/2023	02 8270 3500	Alison Brown	City Plan Services	Working out of Hours until 5.10pm	CP responded to complainant 27.02.23 forwarding relevant DA condition. DA condition D4 allows for works until 6pm Mondays to Friday. Compliant unfounded	Complaint Unproven
19	7/03/2023	0499 421 171	Gabriel Peters Shaw	DPIE	<p>The EPA referred a complaint to DPE last Friday and I am wanting to pass it on to you so you are aware of it and log it into the project's complaint register. My manager Julia attended the site recently and did not witness any dust leaving the site and no jackhammering occurring.</p> <p>Complainant name: Johnathan Prickett</p> <p>Complaint: "Rumbalara Development side, John Whiteway Dr, Gosford NSW 2250. Caller is reporting of jackhammering noise and dust coming from their site affecting resident at 284/ 80 John Whiteway Dr, Gosford NSW 2250. Caller said they don't have any dust and noise control measures. There is no dust monitoring at the site. Caller has reported 3 times to the local council a month ago. Caller said they just have one dust suppression system on site which is not enough to control the dust. Caller said there could be dust with silica in it. Caller said there are babies in the area. Caller said council told caller that it is a state significant development, and they cannot do anything. Caller wants a call back."</p> <p>AND continued correspondence with the department: "...where are the continuous dust measuring sites???and noise levels when 4 jack hammers are going measurements???no dust going offsite???I see it everyday???it's all over my balcony and windows and covers everyones cars!!"</p>	Response to DPIE dated 8th March 2023 acknowledging compliant.	Closed
20	13/03/2023	02 8270 3500	Alison Brown	City Plan Services	<p>Details of complaint: Email from complainant</p> <ul style="list-style-type: none"> ☑ Considerable dust nuisance from construction activities ☑ Dust suppression efforts limited or not at all ☑ Dust concerns relating to long term health problems ☑ Dust coating cars contained in underground car parks 	Response provided on 13th March 2023 supplying information to close out compliant	Closed
21	20/03/2023	02 8270 3500	Alison Brown	City Plan Services	<p>Details of complaint: Email from complainant regarding traffic disturbance.</p> <p>Action taken/date of response: Email to complainant advising that traffic management is imposed by Council for construction activity.</p>	Response provided on 21st March 2023 supplying information to close out compliant	Closed

22	29/04/2023	02 8270 3500	Alison Brown	City Plan Services	Out of hours work on a Saturday	Response provided on 3rd May 2023 supplying information to close out compliant	Complaint Unproven
23	8/06/2023	02 8270 3500	Brendan Bennett	City Plan Services	Out of Hours Works beyond 6pm on Tuesday 7th June.	Response provided on 16th June 2023 supplying information regarding compliant.	Closed
24	17/10/2023	02 9274 6170	Astrid Christensen	DPIE	The complaint relates to the commencement of construction work on the site before 7 am on the following days: <ul style="list-style-type: none"> •Tuesday 5 September 2023 – hammering and loud conversations which commenced before 6:30 am •Tuesday 12 September 2023 – hammering and dismantling of scaffolding which commenced at 6:00 am 	Response Provided on 31st October 2023	Response Received from DPIE on 31/10/2023 - No Further Action
25	24/01/2024	02 8270 3500	Alison Brown	City Plan Services	Out of hours work on Monday 22 January 2024	Response provided on 30th January2024 supplying information regarding the working Hours	Response received from Certifier Closing Compliant
26	20/03/2024	02 8270 3500	Alison Brown	City Plan Services	Out of Hours works beyond 1pm on Saturday 16th March 2024	Response provided on 22nd March2024 supplying information regarding the working Hours	Awaiting Certifier Response
27	24/01/2024	02 8270 3500	Alison Brown	City Plan Services	Out of Hours Works on 28th April 2024	Response provided on 1st April 2024 requesting additional information supporting complaint.	Awaiting Certifier Response