



Community Complaints Register

Oakdale East Industrial Estate

Goodman

Prepared by:

SLR Consulting Australia

16 October 2024

Revision: 0.1

Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
02.02.23	1:30PM	MQB JV	In	Email	Casandra Steppacher Brickworks	Burly Street	N/A	<ul style="list-style-type: none"> Dust and noise 	Water sprayed to control dust. Noise was caused by revers beepers which is safety requirement.	N/A
22.08.23	1:20PM	MQB JV	In	Email	Gavin Zovi Brickworks	10 Old Wallgrove Road, Horsley Park	Complaint/communication	<ul style="list-style-type: none"> Dust and noise 	Environmental Harm Mitigation/Prevention Measures.	N/A
15.09.23	Nil	MQB JV	In	Phone call	Nil	N/A	Complaint	<ul style="list-style-type: none"> Noise 	Make sure any further repair works take place during the working hours (not at night).	N/A
23.10.23	Nil	MQB JV	In	Email	Nil	N/A	Complaint	<ul style="list-style-type: none"> Dust 	JB started to implement control measures to manage the stockpile and control the dust emission.	N/A
17.11.23	3:59PM	MQB JV	In	SMS	Casandra Steppacher Brickworks	N/A	Complaint	<ul style="list-style-type: none"> Noise 	Day time, the safety revers alarm of the excavator, JV talked to the operator, avoid moving backward where possible.	N/A
11.12.23 & 19.12.23	Nil	MQB JV	In	Email	E & D Vella Community members	N/A	Communication	<ul style="list-style-type: none"> Resident reported dust emissions on 11 and 19 December. Stated the dust undid her cleaning which was done prior. Resident confirmed that they did not observe dust on any other days. Also enquired about asbestos on the site due to health concerns. 	Due to the complaint being received several weeks after the date of occurrence due to the Christmas shutdown, there were no means to respond in a timely manner. SiteHive reports were reviewed, and it was discovered that there were emission triggers for the hourly measurements, but no exceedance for the day was reported on any of the monitors. No deposited dust exceedances were notes for the samples along the Eastern boundary where the resident is located.	SiteHive daily register and controls that have been implemented in response to dust triggers has been developed. 2x Watercarts on site full time and project supervisor and enviro staff conduct visual assessments. Polymer seal of nearby stockpile to be investigated by CPESC enviro consultant.
23.02.24	12:56PM	SLR	In	Email	P Sultana Community member	N/A	Complaint	<ul style="list-style-type: none"> Multiple community members raised concerns about light intrusion affecting their properties, requesting possible repositioning of the light Noise disturbances from the Oakdale East development site, particularly loud banging at 3am were reported. Residents unsure if it's related to manufacturing or site dismantling A previous commitment to address cleaning of property was mentioned, with a request for follow-up as dust issues persist Feedback timing for the Noise and Vibration Management Plan was deemed too tight, with concerns raised about delays in postal service affecting the ability to meet deadlines Questions about materials being brought onto the site, including potential asbestos contamination, were raised, with a request for clarification and third-party reports Concerns regarding drainage and flooding once development is completed, particularly affecting access roads during emergencies A request for better scheduling and advanced notification of bi-monthly meetings to accommodate residents who do not regularly use computers or the internet. 	Email response formulated for reply to community member	N/A



Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
01.03.24	Nil	MQB JV	In	Email	Diana Edmunds WHS Resource	4 Latitude Drive, Horsley Park	Complaint	<ul style="list-style-type: none"> SSDA works vibration cause the Austral Masonry's Hardstand to constantly shake 	We are following the guidelines in the vibration management plan when using rollers.	MQB JV will complete the earth works close to the retaining wall in the coming couple of weeks.
08.03.24	1:55PM	SLR	Out	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> Light issues reported by community members due to faulty sensor causing the light to be on 24/7. The sensor has been replaced, and the light direction is being amended. Noise disturbance from Oakdale development site during out-of-hours work. Investigation is ongoing to determine the source of the noise. Request made for specific times and dates of noise occurrences to assist with monitoring. Follow-up on previous cleaning commitment, with progress on obtaining quotes for property cleaning as per earlier communication with stakeholder. Concerns raised about the short timeline for feedback on the Noise and Vibration Management Plan. Feedback is still welcome and will be reviewed for potential implementation. Assurance provided regarding asbestos monitoring on-site. No airborne asbestos detected, and ongoing monitoring complies with national safety standards. Third-party report attached to email for reference. Clarification provided on stormwater drainage system post-construction to prevent flooding toward Burley Road. Water is directed to the Estate Basin to mitigate flooding risks during emergencies. Acknowledgement of request for better advance notice of future meeting invitations. Commitment to improve meeting scheduling process to allow more time for participation. 	Email sent to community member	N/A
08.03.24	1:55PM	SLR	In	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> Clarification requested on whether the lights will remain off overnight, as the issue is primarily occurring during nighttime hours. Community member will ask the neighbours to record times and dates of light disturbances if they continue to occur. Enquiry about whether cleaning will apply to all affected residents or just the community members parents property. Suggestion to send letters well in advance due to unreliable postal service and also send emails to community members as a reminder for residents during consultation periods. Concern about how natural water flow into Goodman property will be managed post-construction and whether stormwater systems will allow the water to flow normally into the site. Questions raised as to why bi-monthly meetings are not automatically inclusive, suggesting they be set up in advance for everyone, allowing those with concerns to join easily. 	Email response formulated for reply to community member	N/A



Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
05.06.24	12:54PM	SLR	In	Email	P Sultana Community member	N/A	Enquiry	<ul style="list-style-type: none"> Enquiry about the scheduled cleaning of the outside of parents house. Request for confirmation of the time and who will be in attendance for the cleaning. Community member plans to be present on the day to assist with communications. 	Email response formulated for reply to community member	N/A
05.06.24	1:53PM	SLR	Out	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> Outlined cleaning is scheduled to commence in the morning and will likely finish in the afternoon. Request for community member to ensure all doors and windows are closed during the cleaning. The contractor will need access to tap water around the building. 	Email sent to community member	N/A
11.06.24	6:34PM	SLR	In	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> Contractor arrived in the morning as scheduled but was initially confused, thinking there were two properties to clean. Front and western sides of the house, including bricks, windows, and concrete, were pressure cleaned, and the results are satisfactory to the community member. The cleaning was completed before lunch, taking less time than expected. Community member expressed appreciation for organising the cleaning and noted she worked from the location to make communication easier. 	Email response formulated for reply to community member	N/A
11.06.24	7:08PM	SLR	Out	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> Acknowledgement of community members feedback and confirmation that the cleaning went well and was completed quickly. Offer to assist with any further questions or additional requests. 	Email sent to community member	N/A
28.06.24	12:57PM	SLR	In	Phone call	C Camilleri Community member	N/A	Complaint	<ul style="list-style-type: none"> Request for pressure cleaning of houses, shed roofs, and solar panels at 263 and 263a Burley Road due to dust. Concern expressed about not being included in previous cleaning offers made to neighbours. Request for information on when access to the property will be needed to assess the job. 	Email response formulated for reply to community member	N/A
28.06.24	2:45PM	SLR	Out	Email	C Camilleri Community member	N/A	Communication	<ul style="list-style-type: none"> Confirmation of intent to obtain cleaning quote for properties at 263 and 263a Burley Road. Clarification that previous cleaning services offered to neighbours were for façade cleaning only, not roofs or solar panels. The façade cleaning was provided as a goodwill gesture by Goodman, not a requirement or ongoing service. Goodman is conducting continuous air monitoring, and air quality targets for the development are being met. Commitment to update community member within the next week and reach out with any further questions. 	Email sent to community member	N/A
03.07.24	4:05PM	SLR	In	Email	P Sultana Community member	N/A	Complaint/enquiry	<ul style="list-style-type: none"> Concern raised about workers being present on the stockpile directly across from 	Email response formulated for reply to community member	N/A

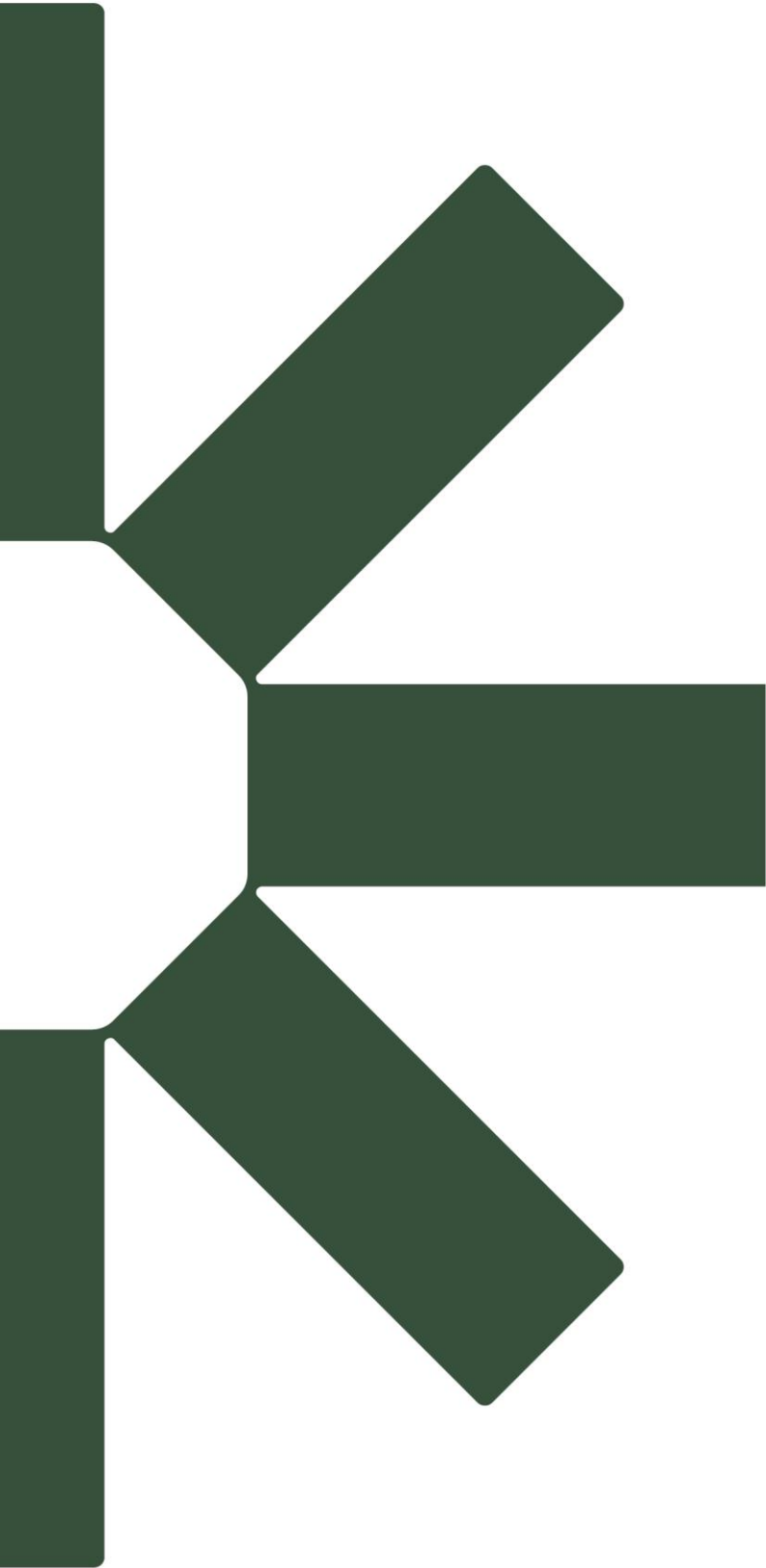


Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
								<p>community members parents' property, despite the understanding that no work should be happening there.</p> <ul style="list-style-type: none"> Workers were observed on the stockpile the day after a recent meeting, as well as the following day, and all-day 3 July starting around 7:15am. Community member is unsure whether the workers are cleaning or performing other tasks and requests confirmation of the activity. 		
04.07.24	2:25PM	SLR	Out	Email	P Sultana Community member	N/A	Communication	<ul style="list-style-type: none"> The activity on the stockpile near the community members parent's property is related to safety works. The contractor is reinstating the bunds on the stockpiles to prevent collapse due to recent wet weather. Stockpile management is an ongoing safety requirement to maintain stability. Offer to provide further information or address any additional concerns. 	Email sent to community member	N/A
27.08.24	6:00PM	MQB JV	In	Email	Matt Camenzulli	124 Burley Road	Complaint	<ul style="list-style-type: none"> Eastern/Southern Boundary dust complaints by local residents 	Watercart has been used on site full time and the dust monitoring and control records has been prepared for BA to review.	N/A
29.08.24	4:37PM	Goodman	In	Email	Justine Clarke WaterNSW	N/A	Complaint	<ul style="list-style-type: none"> Concerns raised regarding the stockpile at the development site along the mutual boundary with Oakdale East Estate The stockpile is pushing the fenceline over, and there are no erosion or sediment controls in place around it WaterNSW has serious concerns about the potential impact on their lands Discrepancy noted between the reported location of the stockpile (100m down from Old Wallgrove Road) and the map (showing it at about 350m) The issue may not comply with Approval Conditions (C18, D55 and D56) Request for investigation and response. 	Email response formulated for reply to stakeholder	N/A
29.08.24	8:18PM	Goodman	Out	Email	Justine Clarke WaterNSW	N/A	Communication	<ul style="list-style-type: none"> Acknowledgement of concerns raised regarding the stockpile Issue has been escalated to the contractor, who will address it Photos will be provided to confirm remediation. 	Email sent to stakeholder	N/A
30.08.24	7:12PM	Goodman	Out	Email	Justine Clarke WaterNSW	N/A	Communication	<ul style="list-style-type: none"> Final photos attached confirming the rectification of the issue and reinstatement of erosion and sediment control measures Request for confirmation if anything further is needed, otherwise, the matter is considered closed. 	Email sent to stakeholder	<ul style="list-style-type: none"> Contractor attended site on 2 October 2024 Contractor reviewed the area of concern from WaterNSW and noted it was not evident that sediment loss had occurred from the site Per WaterNSW concern, contractor



Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
										does not constitute the event as non-compliance under the development consent SSD 37486043 as it relates to Rehabilitation consent
16.10.24	8:39PM	SLR	In	Email	C Camilleri Community member	N/A	Enquiry	<ul style="list-style-type: none"> Enquiry regarding when pressure washing will take place, as the resident was under the impression that there property was supposed to be cleaned. 	Email response formulated for reply to community member	N/A
17.10.24	3:32PM	SLR	In	Phone call	C Camilleri Community member	N/A	Complaint	<ul style="list-style-type: none"> Complaint from community member about his house and car being covered in dust, allegedly caused by dump trucks carrying soil and driving near his property. The dust issue is reportedly worse in the mornings. Community member mentioned that it's hard to capture the dust in photos and requested that someone visit in person to assess the situation. Community member noted that no water trucks were present to wash down the dirt path, which he believes is worsening the dust problem. A visit is being considered to investigate the issue. 	Email response formulated for reply to community member	N/A
18.10.24	9:55PM	SLR	Out	Email	C Camilleri Community member	N/A	Communication	<ul style="list-style-type: none"> Acknowledgement of concerns raised over the phone the previous afternoon regarding dust covering the house and car, allegedly caused by dump trucks near the property, particularly in the mornings. Noted that no water trucks were present to wash down the dirt path, which is believed to contribute to the dust issue. A visit is being arranged to assess the situation, with proposed dates of Wednesday 23 October or Thursday 24 October, at 7:30am. Goodman contact details were provided for further discussion. Awaiting confirmation of preferred meeting time. 	Email sent to community member	N/A
18.10.24	1:15PM	SLR	In	Email	C Camilleri Community member	N/A	Communication	<ul style="list-style-type: none"> Confirmation by community member that visiting time of Thursday 24 October from 7:30am suits. 	No further response required.	N/A





Making Sustainability Happen