Updated: 20 May 2026.

SN114 - University of Newcastle - City Campus - Student Accommodation - Complaints Register

HANSENYUNCKEN

Date	Time	Reported By	Reported To	Company Associated	Complaint	Description/Activity	Outcome
12/09/2025	9:39am	M Watson - APP forward issue reported to Joel Fleming - Dept Planning, Housing & Infrastructure	M Tuttle	Member of Public (No name provied)	NSW Planning has received a complaint from a community member regarding alleged works completed in the vicinity of the UoN City Campus Student Accommodation development on Wednesday 10th September between 11:30pm and 3:00am. Are you aware of any construction works associated with the UoN City Campus Student Accommodation development undertaken during this period? This is an informal request for information and records. You do not have to provide the information or records requested and, if you do so, they may be used in evidence.	Mobilisation of piling rig to site. Required after hours.	Details of compliance with condition provided. Location of project sign and contact details added to Worth place following DPHI email and portal updates undertaken by APP.
15/09/2025	3:00pm	Hansen Yuncken -S Tilden - received phone call to front desk	M Tuttle	Member of Public (No name provied)	Community member from nearby residential block rang and raised awareness of letterbox drop for noisy works but enquired about level of vibration and if any additional actions to reduce vibration experienced	Earthworks/piling platform placement and compaction to south west corner at former substation site.	Response provided to complainant regarding vibration and HY actions to comply including vibration monitoring
17/09/2025	530pm	HY - Text message received	D Lubbe	Member of Public	Reports of building shaking with loud cracking coming from within the apartment	Piling platform placement activities onsite. Works onsite aligned with the South east corner of the site.	Response provided to complainant regarding vibration and HY actions to comply including vibration monitoring
6/11/2025	900am	NCC	M Tuttle & T Johnston	Newcastle City of Council advised - received complaint from member of public	Council has received a request PH2025/01804 to investigate alleged noise coming from in or around the premises after the hours approved in DA2023/00787.	The complaint alleges a pedestrian crossing was installed which finished at 10pm, beyond the approved hours.	Response provided to the Council advising the works undertaken were unrelated to this project. Unable to further comment on the specifics with dates not provided.
23/11/2025	0600am	Member of public to HY	M Tuttle & T Johnston	Member of Public	Complaint advised noise from equipment running onsite has been loud with it keeping people awake in the building with equipment running continuously outside of work hours	Dewatering equipment onsite is in operation during dewatering activities. Pumps include generator and dewatering pumps	Text message responses provided promptly to complainants. A technician was sent to site and identified that a pump experienced a failure overnight. This pump failure appears to be the cause of the noise complaint. The pump failure was addressed. The complainants advised following the rectification of the pump the noise generated was no longer an issue.
23/11/2025	0625am	Member of public to HY	M Tuttle & T Johnston	Member of Public	Complaint advised noise from equipment running onsite has been loud with it keeping people awake in the building with equipment running continuously outside of work hours	Dewatering equipment onsite is in operation during dewatering activities. Pumps include generator and dewatering pumps	Text message responses provided promptly to complainants. A technician was sent to site and identified that a pump experienced a failure overnight. This pump failure appears to be the cause of the noise complaint. The pump failure was addressed. The complainants advised following the rectification of the pump the noise generated was no longer an issue.
26/11/2025	1030	Member of public to NCC. Forwarded to HY via UON	Mtuttle	Member of Public	Complaint advised noise from equipment running onsite has been loud with it keeping people awake in the building with equipment running continuously outside of work hours	Dewatering equipment onsite is in operation during dewatering activities. Pumps include generator and dewatering pumps	Written response issued to council for return to complainant
15/03/2026	0759pm	Email from Public to HY Newcastle email	HY Newcastle email & forwarded to Matt Tuttle	Member of Public	We live in Cooks Hill and can see your bright red flashing light on the top of the crane at night time and it disturbs our sleep. We understand the light should be 2,000 Candelabra or less and we wanted to confirm this is the case.	Tower crane aviation lights in operation at night causing visual impact to complainant	Aviation beacons utilised are proprietary and utilised for management of WHS Risks. Advice of fitting used provided and reason for utilisation on crane
9/04/2026	0849am	NCC	T Johnston	Member of Public	Complaint advised of noise from vehicle horns at the site impacting the neighbour/complainant.	The horn is used as a safety warning to alert workers when a crane lift is being slewed over or when a load is being moved into their work area. This warning provides personnel with sufficient time to move clear so the load can be landed safely and is an important control measure under our site safety management system.	Response provided to NCC informing them of the horn in operation. Advice that this is limited to approved working hours only.