# UNIVERSITY OF NEWCASTLE - HONEYSUCKLE CITY CAMPUS DEVELOPMENT - STAGE 1A - COMPLAINTS REGISTER

| COMPLAINT | DATE & TIME RECEIVED | METHOD OF RECEIPT | SUMMARY OF MATTER | SUMMARY OF RESPONSE | PROJECT RELATED Y/N | MORE ACTION REQUIRED | STATUS - OPEN/CLOSED | STAKEHOLDER SATISFIED Y/N |
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| Vibration | 2 June 2020 3:44PM | Email | Concerns over large excavation and vibratory roller resulting in vibration felt in adjacent residence. | Vibration assessment undertaken noted alignment with the noise and vibration report, whereby vibration can be felt within 100m with no structural concerns unless within 15m.<br>- Further information requested off complainant.<br>- Vibration setting turned off on roller.<br>- Pad foot roller to be used on site ongoing to avoid vibratory use. | Y | N | Closed | Y |
| Noise | 3 August 2020 7:18AM | Email | Noise from site prior to 8am on a Saturday. | It was identified that contractors were working from 7:15am on this specific morning. Contractor to commence works no ealrier than 8am Saturday mornings. | Y | N | Closed | Y |
| Verge | 31 August 2020 2:48PM | Email | Verge pavers not rectified post enabling works. | The University worked closely with the adjacent building manager to rectify verge paver issue that was associated with another project. The building manager was satisfied with the outcome of the additional works. | N | N | Closed | Y |