

Powerhouse Parramatta Complaints Register – as at 21 May 2022

The Powerhouse Parramatta construction team maintains a 24hr Community Contact (1800 574 931) as well as a dedicated project email address (powerhouse@lendlease.com) where community members can find out about the project, lodge feedback or complaints.

Community contact and complaints are managed in accordance with protocols set out in the project's Stakeholder Management and Community Engagement Plan.

Reporting period to 21 May 2022

During the reporting period no complaints were received.

Previous complaints

Date of complaint	Complainant	Nature of complaint	Response	Status
11/03/2022	Unknown	Environmental management	18/03/2022 Complaint received via Department of Planning and Environment. Response by project team issued to Department of Planning and Environment. Response detailed compliance with planning consenting, sediment and erosion controls in place to manage flooding event and subsequent steps to monitor and manage environmental impacts.	Closed
11/03/2022	Unknown	Environmental management	18/03/2022 Complaint received via Department of Planning and Environment. Response by project team issued to Department of Planning and Environment. Response detailed compliance with planning consenting, sediment and erosion controls in place to manage flooding event and subsequent steps to monitor and manage environmental impacts.	Closed
15/02/2022	Business owner	Hoarding installation, laneway closure and impact to business	15/02/2022 Lendlease project team confirmed approach taken to communicate planned works including hoarding installation. Project team offered follow up face to face meeting to provide detailed overview of plans, construction activity and laneway closure. Regular ongoing contact with business owner underway to communicate upcoming construction activity.	Closed
14/02/2022	Resident	Noise generated by works on project site	15/02/2022 Lendlease project team communicated construction activity underway, planned duration and noise mitigation measures in place. Project team confirmed all activity occurring within approved work hours and in accordance with consent conditions. Project team encouraged resident to make phone contact to speak directly with a team member.	Closed
15/05/2021	Local business	Levels of dust in the area	17/05/21 Liberty Industrial confirmed mitigation measures are in place that include wetting down of exposed surfaces and stockpiles as well as using water cannons and atomisers directly on work areas and using water jets in the excavator jaw head. Advised weather conditions were being monitored and additional mitigation measures will be implemented should they be required.	Closed
12/05/2021	Local resident	Work outside of approved work hours	13/05/2021 Workers have been instructed through toolbox talks not to undertake any work activity, including low impact activities such as sweeping prior to 7.00am. The Department of Planning, Industry and Environment were notified of the non-compliance.	Closed

COMPLAINTS REGISTER

30/04/2021	Local resident	Levels of dust in the area	3/05/2021 Liberty Industrial confirmed mitigation measures are in place that include wetting down of exposed surfaces and stockpiles as well as using water cannons an atomisers directly on work areas, water jets in the excavator jaw head and Monarflex fabric installed on the western end of the carpark to reduce dust. Advised the resident weather conditions were being monitored and additional mitigation measures will be installed should they be required.	Closed
------------	----------------	----------------------------	---	--------