SYDNEY BIOMEDICAL ACCELERATOR PROJECT

COMPLAINTS REGISTER

RICHARD CROOKES CONSTRUCTIONS

Dated: **7/01/2026**

No.	DATE	TIME	NAME OF COMPLAINANT	ADDRESS	DESCRIPTION OF COMPLAINT	COMMUNICATION METHOD (PHONE, EMAIL, ETC.)	RESPONSE / ACTION PROVIDED	DATE CLOSED	COMMENTS
1	17-Jul-25	1:27pm	Stefan Rey	Wesley College	Wesley College experienced vibrations within the Dining Room when staff were eating lunch. Enquiry on how RCC was managing vibration works for heritage buildings.	Phone call, and follow-up email to University Infrastructure	Response provided to University Infrastructure regarding the readings from the existing vibration and noise monitors installed on site. SBA Project has 3 noise monitors and 2 vibration monitors installed on site at time of enquiry - a third vibration monitor has been subseqently installed over the Sydney Water manhole (corner of Western Avenue & Blackburn Circuit). Levels from the day from the two vibration monitors on site were below threshold levels: - VM01 located near Gloucester House - A review of the recorded vibration levels shows that the peak vibration velocity recorded during that period was 0.52mm/s at VM01. The vibration criteria for the surrounding receivers (e.g. Wesley College) is 3.0mm/s. The criteria represents the maximum level of short-term construction vibration at which experience has shown that damage will not occur due to the effects of vibration. - The temporary monitor located next to SWHB recorded a maximum level of 0.39mm/s in that time period, which is below the vibration guide values for cosmetic damage per Table 9 outlined in CNVMP. The monitor is the most accurate representation of the vibration experienced at Wesley College given the current monitoring locations.	18/07/2025	
2	29-Aug-25	1:02pm	Connie Terry	SWHB	Received some complaints today in relation to excessive vibration and noise coming from the SBA construction site. Staff from SWHB Level 1 have advised its worse today to the point where laptops are moving on the desks.	Email, phone call and recorded Riskware reports	Confirmed source of vibration: roller operations constructing piling platform (to finish end of Monday). Piling rig works commence Tuesday with lower vibration levels. Verified vibration monitoring on SWHB L3 & L5: max 1.54mm/s (below 3mm/s cosmetic damage threshold). No exceedances recorded; human comfort criteria likely exceeded. Site walk-through with SWHB team conducted at 1:30pm to assess impacts. Roller operations reduced from 3pm: one roller relocated to opposite side, second roller restricted from operating within 2m of batter. Monitoring notifications checked – all active and within limits. Agreed with SWHB (Simone) to share class schedules for forward planning; project team to provide advance notice of high-vibration activities (e.g., rollers, jackhammering). Further walk-through undertaken Monday afternoon. Ongoing monitoring and communication to continue and RCC to provide update to SWHB prior to works commencing to provide notice to staff on when expected noisy works to occur. Status: Monitoring ongoing. Stakeholder satisfied with response to date. Weekly interface meetings booked. Internal review of the CNVMP and education to trades and project team on requirements. Resonate attended site Tuesday 23rd September to review location of monitors, assess settings whilst piling activities in progress and functionality of units.	5/09/2025	Monitoring ongoing
3	08-Dec-25	9:51am	Simone Leckey	SWHB	Text received from Simone Leckey (SWHB) at 9:51am regarding smell of diesel in Level 1 SIM area. Area was evacuated by SWHB as a precaution.	Text / phone call and recorded Riskware report	Protective Services have investigated internally within the building and RCC investigated on site and found two potential causes - an excavator working in close proximity to SWHB Level 1 loading dock and works being conducted with a demo saw at the entrance of Gate 2. Excavator was instructed to shift location away from loading dock. Monitored for the next 30mins and Simone has indicated smell has dissipated. Demo saw was not required to be used again. The excavator returned to work in the same area that afternoon under monitoring and no further fumes were experienced. An open air intake is located behind facade panels along driveway of SWHB which has now been identified and marked with clear signage for restricted works in the area. Ongoing monitoring/communication in place between RCC and SWHB if any further fumes are noted.	18/12/2025	

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