

**COMPLAINTS REGISTER**

Dated: 8/07/2026

| 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 | Wesley College Staff Member | 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 | <p>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 subsequently installed over the Sydney Water manhole (corner of Western Avenue &amp; Blackburn Circuit).</p> <p>Levels from the day from the two vibration monitors on site were below threshold levels:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- 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.</li> </ul>  | 18/07/2025  |                    |
| 2   | 29-Aug-25 | 1:02pm | SWHB Staff Member           | 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              | <p>Confirmed source of vibration: roller operations constructing piling platform (to finish end of Monday). Piling rig works commence Tuesday with lower vibration levels.</p> <p>Verified vibration monitoring on SWHB L3 &amp; L5: max 1.54mm/s (below 3mm/s cosmetic damage threshold). No exceedances recorded; human comfort criteria likely exceeded.</p> <p>Site walk-through with SWHB team conducted at 1:30pm to assess impacts.</p> <p>Roller operations reduced from 3pm: one roller relocated to opposite side, second roller restricted from operating within 2m of batter.</p> <p>Monitoring notifications checked – all active and within limits.</p> <p>Agreed with SWHB to share class schedules for forward planning; project team to provide advance notice of high-vibration activities (e.g., rollers, jackhammering).</p> <p>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.</p> <p>Status: Monitoring ongoing. Stakeholder satisfied with response to date. Weekly interface meetings booked.</p> <p>Internal review of the CNVMP and education to trades and project team on requirements.</p> <p>Resonate attended site Tuesday 23rd September to review location of monitors, assess settings whilst piling activities in progress and functionality of units.</p> | 5/09/2025   | Monitoring ongoing |
| 3   | 08-Dec-25 | 9:51am | SWHB Staff Member           | SWHB           | Text received at 9:51am regarding smell of diesel in Level 1 SIM area. Area was evacuated by SWHB as a precaution.  | Text   | <p>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.</p>  | 18/12/2025  |                    |

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| 4   | 05-Mar-26 | 11:15am | SWHB Staff Member   | SWHB  | A complaint was raised by SWHB regarding the presence of fume odours and poor air quality within Level 1 SIM studios, specifically Rooms 127 and 128. The issue was reported after the open-air (OA) intake vent was reopened earlier in the week following an unrelated incident within the building (not associated with construction works). Staff noted that fumes were present within these rooms. It is noted that the fumes were nowhere near as strong as the previous incident in December and evacuation was not undertaken of the area. | Text followed by phone call               | <p>The site team investigated the complaint, temporarily halting works to identify any nearby plant operating in proximity to the OA intake. A piling rig was identified adjacent to the intake as a potential source of fumes. Immediate mitigation measures included adjusting the piling rig's location as much as the platform would allow, followed by the installation of industrial exhaust the next morning to redirect fumes away from the building. To further minimise impacts, the piling schedule was adjusted to occur on Saturday during periods of lower building occupancy.</p> <p>RCC reviewed the mechanical design and noted that Rooms 127 and 128 are connected to a centralised air handling system that also serves adjacent areas, making the isolated impact unusual. Closure of the OA intake was considered as a mitigation measure; however, this was not feasible for SWHB.</p> <p>Further coordination with the client indicated there is likely a single OA intake serving the area. It was also noted that internal airflow pathways may allow fumes to migrate between spaces via corridors. While initial mitigation measures improved conditions, further investigation is required to determine the root cause.</p> <p>Ongoing actions include continued joint investigation with SWHB and stakeholders, as well as further design development to implement a permanent solution, including potential modification or relocation of the OA intake in the future building design to prevent recurrence.</p> | 6/03/2026   |  |
| 5   | 13-Apr-26 | 8:01 PM | SWHB Staff Member   | SWHB  | Reports were received from teaching staff regarding noticeable vibration and associated noise impacts in Room 202 (and potentially Room 559) during teaching hours. Concerns raised included potential health and compliance implications, as well as disruption to classes and the need for improved communication and management of construction-related activities.   | Email, and text messages                  | <p>The RCC team undertook a comprehensive review to investigate reported vibration impacts, including CCTV analysis of site activities, review of the Construction Noise &amp; Vibration Management Plan, and assessment of monitoring data, which confirmed no recorded exceedances. Site inspections were conducted promptly following notifications, with additional walkthroughs of affected areas identifying no abnormal conditions at the time.</p> <p>While all activities were found to be compliant, track-mounted plant operating within the SWHB carpark—particularly a skid steer—was identified as a potential source of transferred vibration through the slab. As a precaution, operation of this equipment has been ceased pending structural assessment. A structural engineer has been engaged to determine appropriate loading limits, with initial inspections already completed.</p> <p>Further actions included presentation of an overview of noise and vibration management measures at the SWHB interface meeting 22 April 2026, refining communication and escalation processes, and implementing additional monitoring if required should vibration concerns persist.</p>   | 17/04/2026  |  |
| 6   | 18-May-26 | 3:18pm  | Anonymous via VCE   | SBA Construction Site (former Bosch Building) | Allegation that construction activity near the former Bosch building resulted in mud being hosed into a stormwater drain, raising concerns regarding potential water pollution and adequacy of site environmental controls.  | Email to VCE (not direct to RCC)          | Matter investigated with site team. Confirmed that hosing of mud is undertaken within site boundaries only. Sediment and erosion controls, including stormwater drain protections, are in place (photographic evidence retained). Street sweeping is also undertaken on Cadigal Lane and Western Avenue to reduce need for external hosing.   | 18-May-26   | No evidence of non-compliant discharge identified at time of inspection. |
| 7   | 01-Jun-26 | 1:28pm  | SWHB Staff Member   | Room 202 SWHB                                 | Noise complaint from Room 202. Teaching staff disrupted by the work to the outside of the building.  | Text message and email                    | <p>Façade investigation works were approved to be carried out from 25 May to 5 June under a Disruption Notice. To minimise impacts on teaching activities, class timetables were provided to ensure that noisy works were not undertaken while rooms were occupied.</p> <p>Following an investigation, it was determined that cutting works had been carried out during periods when, according to the provided timetables, such activities should not have occurred. Upon receiving the complaint, the works were stopped within five minutes and were subsequently resumed the following day during the approved time periods in accordance with the timetables provided.</p>   | 01-Jun-26   | Works were concluded 4 June in line with supplied timetables             |



