**SYDNEY BIOMEDICAL ACCELERATOR PROJECT**

RICHARD CROOKES CONSTRUCTIONS

**Dated:** **30/09/2026**

| No. | DATE | TIME | COMPLAINANT | ADDRESS | DESCRIPTION OF COMPLAINT | COMMUNICATION METHOD (PHONE, EMAIL, ETC.) | RESPONSE / ACTION PROVIDED | DATE CLOSED | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 17-Jul-25 | 1:27pm | Welsey 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 | 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 & Blackburn Circuit).<br><br>Levels from the day from the two vibration monitors on site were below threshold levels:<br>- 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.<br>- 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 | 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 | Confirmed source of vibration: roller operations constructing piling platform (to finish end of Monday). Piling rig works commence Tuesday with lower vibration levels.<br><br>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.<br><br>Site walk-through with SWHB team conducted at 1:30pm to assess impacts.<br><br>Roller operations reduced from 3pm: one roller relocated to opposite side, second roller restricted from operating within 2m of batter.<br><br>Monitoring notifications checked – all active and within limits.<br><br>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).<br><br>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.<br><br>Status: Monitoring ongoing. Stakeholder satisfied with response to date. Weekly interface meetings booked.<br>Internal review of the CNVMP and education to trades and project team on requirements.<br>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 | SWHB Staff Member | 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 | 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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| 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 | 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.<br><br>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.<br><br>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.<br><br>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. | 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 | The RCC team undertook a comprehensive review to investigate reported vibration impacts, including CCTV analysis of site activities, review of the Construction Noise & 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.<br><br>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.<br><br>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. | 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 | 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.<br><br>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. | 01-Jun-26 | Works were concluded 4 June in line with supplied timetables |

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| 8 | 04-Jun-26 | 1:33pm | SWHB Staff Member | SWHB | A complaint was received regarding music being played from the construction site, with the noise reportedly audible on Level 7 of the Susan Wakil Health Building. The complainant advised that music had been heard on both 3 and 4 June 2026. | Email | The initial complaint was emailed at approximately 7:30am on 4 June 2026; however, the project team was not notified until 1:33pm via email when the complaint was forwarded by University representatives.<br>Upon notification, the site team immediately investigated the matter and directed that all music be turned off.<br>The issue was rectified immediately upon notification and no further music was permitted.<br>The University no-music policy was reinforced during the 2:00pm Builder's Brief held on 4 June 2026 with supervisors, followed by a site-wide toolbox talk conducted the next morning during pre-start meeting to reinforce the no-music policy and remind all personnel of project expectations regarding noise and site behaviour.<br>Site signage was arranged for installation at site entry points and key work areas reminding workers that music is prohibited on site.<br>Ongoing monitoring was implemented to ensure continued compliance with the project's no-music policy. | 04-Jun-26 | There was approximately a six-hour delay between the complainant's initial email and the project team being notified of the issue.<br>The concern related specifically to music being played on site and was not associated with approved construction activities or construction noise.<br>Once the project team became aware of the complaint, corrective action was taken immediately and the issue was resolved.<br>The matter was escalated and communicated to the entire workforce through both the Builder's Brief on the day of the complaint and a site-wide toolbox talk the following morning to prevent recurrence.<br>The stakeholder subsequently acknowledged and thanked the project team for the prompt response and actions taken. |
| 9 | 12-Jun-26 | 9:42am | SWHB Staff Member | SWHB - Exam Rooms | At 9:42am, staff reported that jackhammering noise was significantly disrupting viva/practical examinations in Rooms 203 and 308. Concerns were raised that despite works being within approved hours, the noise was interfering with assessment conditions. Teaching staff requested works be paused due to disruption to exams.<br>A later email (10:57am) from the School Manager escalated the issue, stating significant disruption had occurred and highlighting a breakdown in communication regarding practical exam schedules (noting only centrally timetabled written exams had been shared with contractors, not discipline-specific practical exams such as Physiotherapy). | Text, phone call and email | At 9:52am, works were proactively paused by the site team in response to the reported disruption. The site team held works and awaited suitable gaps in the exam schedule before resuming. It was identified that additional exam timetable information (particularly for practical exams such as Physiotherapy and other disciplines) was not initially captured and needs to be compiled and distributed to relevant stakeholders.<br><br>Follow-up action initiated to review and improve coordination between timetabling, UI, and construction teams to ensure all exam formats are captured in the information provided to the contracator going forward with advanced notice in order to plan works accordingly. | 12-Jun-26 | Following requests from stakeholders/neighbours to pause works due to noise impacts on ongoing examinations, jackhammering was promptly stopped by the site team. It was subsequently identified that the examination information provided to date was incomplete, with practical exam schedules not fully captured in the initial data received from the Exams Office. This gap in information contributed to the inability to fully avoid the impacted period. Further coordination is now required to ensure all relevant exam timetables are obtained and incorporated into planning going forward. |
| 10 | 25-Jun-26 | 8:50am | Room Occupant | SWHB Level 3 | Trades were undertaking approved works on Level 3 of the Susan Wakil Health Building in accordance with a duly authorised and signed Disruptive Works Notice (DWN). The works had been planned, scheduled, and approved through the appropriate site coordination processes.<br><br>During the course of these works, an occupant of an adjacent room exited and instructed the trade personnel to cease activities, stating that the works were disrupting their room booking. This intervention occurred despite the works being authorised and coordinated under the approved DWN for that area and timeframe.<br><br>The interruption resulted in a disruption to the planned scope of works and caused confusion regarding site authority and access arrangements within the occupied building environment. | In person | The trade immediately ceased works upon instruction and complied with the request. The site team was promptly notified, and RCC contacted UI for clarification on site requirements and access arrangements.<br><br>UI subsequently advised that works were to be paused and could not proceed on the day where there is any interference with teaching and learning activities within the Susan Wakil Health Building, notwithstanding the previously approved and signed DWN. As a result, works were stood down for the remainder of the day in accordance with this direction. | Remains open | Works were undertaken under an approved and signed DN. The issue highlights an interface coordination gap regarding Level 3 room booking requirements, which were not identified during planning as works were assumed to be in a public area.<br><br>Further clarification has been provided on coordinating works around teaching and learning activities, noting the need to align with room availability where possible, although this can be subjective in practice. |

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| 11 | 14-Jul-26 | 5:12pm | SWHB Speech Clinic staff | SWHB Level 5 | Staff and clients in the SWHB Speech Clinic (Level 5) reported that construction noise on 14 July 2026 was significantly impacting clinic operations. Three clients noted difficulty concentrating during sessions, with noise also audible through the clinic's CROS recording system used for clinical purposes. | Email | Confirmed the works underway were part of the approved SBA demolition activities (removal of the external staircase and adjoining concrete slab, including saw cutting, jackhammering and mechanical demolition), which had been coordinated and communicated in advance via the SWHB staff update prior to commencement through the approved disruption notice period. Work dates were selected in conjunction with building users during consultation in the months prior to the works.<br>Advised that works were continuing the following day and expected to be completed by end of day.<br>Confirmed the project team continues to monitor activities and maintain agreed noise controls, including restricting high-noise activities (rock breaking, jackhammering and similar works) to approved hours: Monday–Friday, 9:00am–12:00pm and 2:00pm–5:00pm.<br>Requested that future noise-related feedback be directed to the centralised project inbox (SydneyBioMedicalAccelerator@richardcrookes.com.au) to ensure consistent tracking and response.<br>RCC subsequently reached out directly to staff members, outlining the relevant Disruption Notice (DN) and the scope of remaining works, to provide reassurance regarding the anticipated duration and controls in place. | 14-Jul-26 | Closed — direct follow-up provided; noise-generating activity (staircase/slab removal) completed as scheduled. |
| 12 | 20-Aug-26 | 5:30pm | Patient | RPA Hospital Level 6 | A patient on Level 6 of RPA Hospital, who arrived two days earlier, reported that floodlights believed to be from the construction site's jump form were causing disturbance overnight. A request was made for RCC to turn off the lights overnight. | Phone call | RCC investigated and identified the affected floodlights as being associated with Cores 1 and 2. The lights could not be switched off that night because they were operating via a photoelectric (PE) cell. Electrical contractor adjusted the lights at Cores 1 and 3 to near-horizontal (within 5° of horizontal) to minimise disturbance, with Core 2 to be adjusted once access is available from the Level 4 formwork deck.<br><br>Turning the lights off overnight is not currently viable because they provide essential access lighting for security and emergency services and act as a security deterrent. SLHD was informed. | 21-Aug-26 | Core 2 lighting to be adjusted when project has access from the formwork deck on level 4 |
| 13 | 01-Sep-26 | 11:15am | SWHB occupants | SWHB Level 2 Room 225 | Room 225 was undergoing assessments and were interupted by rattlegun operations within the SWHB Carpark | Phone | Investigation into what works were occuring nearby to cause audible disruption. Activity identified as services works within the SWHB Carpark with a rattlegun. Works were paused for the remaining time of the assessment until 12pm. Updates were provided to the faculty immediately and no further complaints received. | 01-Sep-26 | Assessments were not notified to the RCC team via the internal channels so the team were unaware of the activity. |
| 14 | 07-Sep-26 | 12:51pm | SWHB Level 2 Lecturer | SWHB Level 2 | Noise complaint from SWHB disrupting class | Email - no phone number on record | Staff member contacted via email as requested by lecturer on Level 2 SWHB as the noise from construction site was disrupting the class. Site Manager contact details provided to staff member - should noise persists staff member was asked to call Site Manager to mitigate. | 07-Sep-26 | |
| 15 | 15-Sep-26 | 7:45am | Western Avenue User | Western Avenue | Nail / screws on Western Ave becoming lodged in tyres following the removal of hoarding | Email | Western Avenue was swept and cleaned the following morning. End of shift cleaning / sweep is now in place. | 18-Sep-26 | |

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