

COMMUNITY FEEDBACK / COMPLAINTS REGISTER

PROJECT: 6 HASSALL ST, PARRAMATTA

RICHARD CROOKES
CONSTRUCTIONS

DATE: Live

Item	Date Received	Time	Name/Contact	Complaint Method	Nature of Complaint	Response
1	5/06/2020	6.30pm	Allen (Resident)	Phone Call / Site Visit	Local resident issued a complaint to RCC via phone call to the senior site manager regarding construction works extending past the approved construction hours of work for the development. The resident also contacted Council of Parramatta regarding the complaint who subsequently contacted RCC the following week.	The situation on-site was explained to the resident over the phone; ie there was a large concrete pour that had been operating all day and unforeseen circumstances delayed works on-site and the pour couldn't be stopped at the approved time. Parramatta Council also attended site the following week to discuss the complaint and process moving forward for unexpected extended construction works. An agreed process was formalised moving forward to avoid complaints.
2	15/06/2020	1.00pm	Alfarid Hussain (Dept. of Planning)	Email Correspondence	Notification received from the DPIE of a complaint by a neighbouring resident that works were being carried outside of approval hours on an ongoing basis at Western Sydney University Innovation Hub in 2-6 Hassall St Parramatta. Complaint details were not specified, the correspondence was only to notify RCC of the communication.	Time and date of construction works was not specified. The agreed process of extended construction working hours was communicated to the DPIE. RCC have updated the approved construction work hours on the front of site hoarding signage based on the ministerial orders for COVID-19 to inform local residents of the updated extended weekend and public holiday work hours.