

14 December 2021

2200557

Ms Kiersten Fishburn
Secretary
NSW Department of Planning, Industry & Environment
12 Darcy Street,
Parramatta NSW 2150

Attention: Amy Watson; Team Leader, Key Sites Assessments

Response to Submissions – The Star Casino MP 08_0098 (Modification 16)

Dear Amy,

This letter, prepared by Ethos Urban on behalf of the proponent, The Star Entertainment Group Limited (The Star), constitutes a response to the Response to Submissions documents from the Department of Planning, Industry and Environment (DPIE) dated 8 and 18 October 2021 in relation to the abovementioned Section 4.55(1A) Modification Application, known as Mod 16. Mod 16 seeks extension of trial periods to outdoor gaming areas across levels 1, 2 and 3, façade simplification works and expansion of Level 17 outdoor balconies. DPIE in its letter requested The Star provide a response to all issues raised in agency and public submissions. This letter should be read in conjunction with the following documents:

- Noise complaints collected during trial periods (**Attachment A**);
- Acoustic Compliance Assessment in accordance with Condition F6 prepared by Acoustic Dynamics and submitted to DPIE and City of Sydney on 22 June 2021 (prior to Mod 16) (**Attachment B**); and
- Acoustic Certification for Occupation Certificate (Level 1 Pirrama Road Outdoor Gaming Area) prepared by Renzo Tonin & Associates dated 23 September 2021 (**Attachment C**).

In summary, it should be noted the acoustic reviews undertaken on the site indicate The Star complies with their operational requirements. Of all complaints received from both The Star's internal records and Council records, none pertain to music and gaming machine noise from the areas subject to Mod 16. Complaints related to noise are primarily related to Jones Bay Road and mechanical noise, both of which are not related to the areas subject of the trial periods.

Condition wording

For absolute clarity, The Star propose to extend the trial periods applicable to the outdoor gaming areas listed in Condition F1A and F3. Condition F1A is related to the trial use of speakers and music outside, while Condition F3 is related to hours of operation. These go hand in hand and therefore extensions to trial periods should be consistent across both conditions and across all areas subject of the trial periods. Words proposed to be deleted are shown in **bold strike through** and words to be inserted are shown in **bold italics**.

Condition F1A Trial Use of Speakers and Music Outside (Last modified: MOD 14)

The use of speakers and amplified music in those outdoor areas identified in Condition F1(b) to F1(e) above is subject to **an extended two-year** trial period which shall commence on grant of approval of MP08_0098 ~~MOD 14 MOD 16 or within one month of the issue of an Occupation Certificate for the outdoor areas whichever is the latter~~. The proponent shall notify Council and the Department in writing of the commencement of the **extended** trial period for each of the outdoor areas identified in Condition F1(b) to F1(e) above. Email notification to Council of the commencement of the trial period shall be sent to liquor@cityofsydney.nsw.gov.au.

Condition F3 Hours of operation – outdoor gaming areas and terraces (Last modified: MOD 14)

- 1) The hours of operation of the following areas is restricted to between 7.00 am and 12.00 midnight, Mondays to Sunday inclusive:
 - a. Level 3 Sovereign Room outdoor gaming areas fronting Pirrama Road and Pyrmont Street;
 - b. Level 2 Oasis outdoor gaming area fronting Pyrmont Street: and
 - c. Level 1 outdoor gaming areas fronting Pirrama Road.
- 2) The hours of operation of balconies serving the private gaming rooms adjacent to Union Street are restricted to between 10:00 am and 10:00 pm, Mondays to Sundays inclusive.
- 3) Notwithstanding (1a) above the Level 3 Sovereign Room outdoor gaming areas may operate 24-hours a day Mondays to Sundays (inclusive) for a **further** two-year trial period which shall **commence on grant of approval of MP08_0098 MOD 16 start on commencement of use of the outdoor terrace.**
- 4) Notwithstanding (1b), (1c) and (2) above the outdoor areas may operate 24-hours a day Mondays to Sundays (inclusive) for a **further** two-year trial period which shall commence on the date of approval of Modification ~~44~~ **16**.
- 5) The Proponent shall notify Council and the Department in writing of the commencement of the trial period for each of the outdoor areas identified in (1) and (2) above. Email notification to Council of the commencement of the trial period shall be sent to liquor@cityofsydney.nsw.gov.au.
- 6) Operation of all outdoor areas shall comply with the requirements of Conditions F5 and F6 when cumulatively assessed with other operations at the premises.

1.1 Response to submissions

The Star and their project team have considered all issues raised in the submissions made, pursuant to the requirements of the EP&A Act. A response to DPIE’s matters is provided in **Table 1**.

Table 1 DPIE matters

Matter	Response
A copy of the monitoring results provided to City of Sydney Council as part of Condition F1E	A copy of the monitoring results in accordance with Condition F1E were provided with Mod 16. A copy of the report that was issued to the City of Sydney on 22 June 2021 is provided at Attachment B .
A copy (or copies) of the Acoustic Review(s) required under Condition F6 undertaken before the acoustic review submitted with the modification application.	As above, a copy of the Acoustic Review that was required under Condition F6 was submitted to the City of Sydney and DPIE on 22 June 2021 (prior to lodgement of Mod 16), and again with Mod 16 (Attachment B). This Acoustic Review concludes that the various terrace and outdoor gaming areas associated with The Star, are presently being operated in accordance with the various acoustic assessment requirements of Mod 14 MP08_00898 consent.
Details of all operational noise complaints received during the trial period and the steps taken to address them in accordance with the complaints handling procedure outlined in condition F1G of the development consent.	<p>All relevant complaints and the respective steps taken to address them are provided in Attachment A.</p> <p>The following activities were undertaken to retrieve all noise complaints received during the trial periods:</p> <ol style="list-style-type: none"> 1. The Star contacted the Local Area Command (LAC) to retrieve any noise complaints related to the areas subject to the trial periods. The Officer at the LAC noted they do not keep records of noise complaints, and that they would typically be referred to City of Sydney Council (Council). 2. Subsequently, a GIPA request was submitted to Council for all complaints made since the commencement of the trial periods. Council provided noise complaints dating back from 2017 when the trial periods commenced, which found no relevant complaints (see Attachment A). 3. The Star has maintained records of complaints as provided in Attachment A. All complaints have been made by one nearby resident who makes direct contact with The Star security when making a complaint.

Matter	Response										
<p>Details of any additional mitigation measures which have been or are recommended to be put into place to address noise and amenity impacts from the use of the outdoor gaming areas, balconies and terraces under the trial periods</p>	<p>The Acoustic Review submitted with Mod 16 outlines the areas subject to the trial periods are compliant with the noise criteria established in Condition F5. Therefore, additional mitigation measures are not considered to be necessary.</p>										
<p>Confirmation of the starting dates of speakers/amplified music period(s) within the outdoor areas under Condition F1A, their status and whether the trials(s) commenced within one month of the issue of an occupation certificate</p>	<table border="1"> <thead> <tr> <th data-bbox="569 580 901 616">Area</th> <th data-bbox="901 580 1361 616">Trial Period Commencement</th> </tr> </thead> <tbody> <tr> <td data-bbox="569 616 901 689">Level 3 Pirrama Road Entertainment Deck</td> <td data-bbox="901 616 1361 689">N/A – demolished as part of Mod 14.</td> </tr> <tr> <td data-bbox="569 689 901 813">Level 1 Pirrama Road Outdoor Gaming Areas</td> <td data-bbox="901 689 1361 813">Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2010).</td> </tr> <tr> <td data-bbox="569 813 901 936">Oasis Outdoor Gaming Area fronting Pymont Street</td> <td data-bbox="901 813 1361 936">Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2016).</td> </tr> <tr> <td data-bbox="569 936 901 1059">Sovereign Level 3 Outdoor Gaming Areas within the site and those fronting Pirrama Road and Pymont Streets</td> <td data-bbox="901 936 1361 1059">Occupation certificate was issued 30 March 2020. Commenced operations on 3 July 2020 following easing of Covid restrictions.</td> </tr> </tbody> </table>	Area	Trial Period Commencement	Level 3 Pirrama Road Entertainment Deck	N/A – demolished as part of Mod 14.	Level 1 Pirrama Road Outdoor Gaming Areas	Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2010).	Oasis Outdoor Gaming Area fronting Pymont Street	Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2016).	Sovereign Level 3 Outdoor Gaming Areas within the site and those fronting Pirrama Road and Pymont Streets	Occupation certificate was issued 30 March 2020. Commenced operations on 3 July 2020 following easing of Covid restrictions.
Area	Trial Period Commencement										
Level 3 Pirrama Road Entertainment Deck	N/A – demolished as part of Mod 14.										
Level 1 Pirrama Road Outdoor Gaming Areas	Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2010).										
Oasis Outdoor Gaming Area fronting Pymont Street	Commenced on the date of approval of Mod 14 (4 October 2017) which complies with Condition F1A (as OC was issued in 2016).										
Sovereign Level 3 Outdoor Gaming Areas within the site and those fronting Pirrama Road and Pymont Streets	Occupation certificate was issued 30 March 2020. Commenced operations on 3 July 2020 following easing of Covid restrictions.										
<p>Any additional evidence that the operation of the outdoor gaming areas, balconies and terraces subject to the proposed extended trial periods have complied with the noise criteria established in Condition F5 of the development consent</p>	<p>As above, the Acoustic Review submitted with Mod 16 outlines the areas subject to the trial periods are compliant with the noise criteria established in Condition F5.</p> <p>In addition, an Acoustic Certification was recently undertaken by Renzo Tonin & Associates for the Level 1 Pirrama Road Outdoor Gaming Area in accordance with Condition F1D(2) (refer to Attachment C) which requires that any speakers and amplification equipment installed in the area be constructed and operated in accordance with all recommendations and performance parameters contained in the two reports referenced in the condition. The Certification was undertaken to provide an acoustic occupation certificate for the implementation of audio (speakers) within the gaming area. The certificate addresses the acoustic requirements that were included in the Modification 14 consent and the performance parameters contained in the report that was included in the report entitled 'The Star – Pirrama Road Level 1 Unenclosed Gaming Areas Speakers and Music Assessment' prepared by Renzo Tonin & Associates and dated 8 May 2014. The report concluded that the implementation of audio (Speakers) into the Level 1 Pirrama Road Outdoor Gaming Area is deemed to comply with the requirements of the Mod 14 consent.</p>										

A response to all the public submissions submitted is provided in **Table 2** overleaf.

Table 2 Summary of and response to submissions

Submission	Response
<p>Public</p> <p>Summary of concerns:</p> <ul style="list-style-type: none"> Ongoing noise complaints have been made to The Star on their outdoor areas and outdoor gaming areas. Some of which have occurred during the trial periods. Cumulative gaming machine noise is heard 24/7 inside neighbouring residential properties on Jones Bay Road from the unenclosed mezzanine level gaming area over the entrance/porte cochere on Jones Bay Road. The current complaints handling method of reporting does not work. The City of Sydney staff and the Acting Commander of the Local Area Command Police NSW have discussed the longstanding gaming noise problem for adjacent terrace properties on Jones Bay at their reoccurring meetings with The Star. <p>The modification does nothing to address longstanding noise and health impacts.</p> <p>Recommendations:</p> <ul style="list-style-type: none"> Include noise audits undertaken by the Office of Liquor, Gaming & Racing (OLGR) and City of Sydney acoustic consultants without the knowledge of the applicant, manager or operator of the premises (excl Monday to Wednesday) to ensure gaming machines in the area are not exceeding half volume requirements between 12am and 7am. Noise audits to also ensure PA announcements are not occurring. Provide permanent acoustic glazing (not perforated), floor to above 2m in height, over the unenclosed gaming area above Jones Bay Road, Porte Cochere or permanently close in the mezzanine level gaming area above Jones Bay Road Porte Cochere. Signage should be provided advising patrons to respect acoustic amenity of the nearby residential premises and to leave the area quickly and quietly. Signage currently in place does not suffice. The Star management needs to ensure that the behaviour of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood. Automatic airlock sliding doors on all unenclosed and outdoor areas is supported site wide. Installation of permanent noise monitors on public lighting poles at the entrance to the Jones Bay Road Porte Cochere to manage noise complaints. <p>Acoustic assessment methodology and acoustic prediction noise modelling process needs to take into consideration the age of buildings. Using the acoustic prediction noise modelling to determine the extent of noise impact from a proposal at a nearby residential premises without floor plans, renders the methodology as incomplete.</p> <p>Issues associated with the noise impacts of the gaming machines being turned to half volume – repeatedly failed. It is suggested all gaming machines site wide at 10pm til 8am are turned to half volume to ensure compliance.</p> <p>Issues associated with offensive gaming machines audible whilst working with access to fresh air of someone’s place of residence and work is not acceptable or mentally healthy.</p>	<p>Relevance of this submission to Mod 16</p> <p>It appears that this submission has come from a resident located on the corner of Pyrmont Street and Jones Bay Road. It is important to note that the main concerns raised in this submission relate to the unenclosed gaming area above the porte cochere on Jones Bay Road – which is not the subject of the trial periods, or Mod 16. This submission does not mention any specific issues with the areas the subject of the trial periods, which would most likely not be audible from Jones Bay Road. It appears that this resident is taking the opportunity to raise concerns with The Star’s operations generally, rather than with any aspect relevant to Mod 16.</p> <p>In our view, the recommendations made in this submission are beyond the scope of Mod 16. We do note, however:</p> <ul style="list-style-type: none"> Security patrols take place around the perimeter of The Star site and during higher traffic times security is stationed at entry and exits points to monitor and address any anti-social behaviours including to escalate matters to NSW Police as required. The Star is willing to provide additional signage advising patrons to respect nearby residential premises and to leave the area in a quiet and efficient manner. <p>Complaints handling</p> <p>The Star is committed to ensuring all noise complaints from surrounding residences are appropriately dealt with and resolved. Attachment A outlines the measures taken to address complaints relevant to noise.</p> <p>Gaming machine noise</p> <p>All gaming machines located within unenclosed gaming areas operate at their lowest possible volume 24/7 which is considered barely audible. Music is also turned down at 11:59pm each night and reinstated at 7am in accordance with Condition F1D(2)(b) of the consent.</p> <p>Acoustic assessment methodology</p> <p>Renzo Tonin & Associates’ acoustic assessment methodology is in accordance with the relevant condition of the Modification of Minister’s Approval. For the assessment of inaudibility, it is conservatively assumed that there’s only a 10dB reduction from inside to outside, which is a standard industry practice for open window condition. If the operable glazed partitions of the receivers are closed, a more significant reduction is expected and based on the noise predictions, compliance will be more readily achievable.</p> <p>In establishing the project noise goals, the nearest, most potentially impacted external location is picked (outside the nearest windows nearest to the noise sources) and therefore, the age and layout of the residential buildings are not relevant.</p> <p>With respect to the floor plans of the proposal in The Star, patrons are modelled to be evenly distributed in each space and therefore, the furniture layout is also irrelevant.</p>

Submission	Response
	<p>Airlocks We can confirm unclosed gaming areas have airlocks and sliding or revolving doors. However, under the BCA this is not possible for all external doors.</p>
<p>Pyrmont Action Group</p>	
<p>Proposed modification contradicts Condition F5. Reports from residents outline the following impacts:</p> <ul style="list-style-type: none"> • Loud PA announcements from an open smoking balcony, Jones Bay Road • Banging of doors to the outside areas every time they open and close, Jones Bay Road • Unacceptably loud sounds generated by outdoor gaming machines (heard by residents even when their windows and doors are closed) • Unacceptable noises heard at any time within a 24/7 period <p>The Star appears unable or unwilling to mitigate the unacceptable noise associated with its existing operations despite complaints being lodged over many years. These include:</p> <ul style="list-style-type: none"> • Use of a motorized leaf blower within the Porte Cochere and along Jones Bay Road footpath before 5am • Queuing taxis tooting their horns at all times of the day and night • Uncontrolled noise from patrons as they enter and exit The Star's premises <p>It is also proposed that DPIE require The Star to install live-feed noise recording technology outside areas of high impact such as entrances and exits which can be monitored by appropriate authorities including the City of Sydney and Liquor Gaming & Racing NSW.</p> <p>Pyrmont Action Group has raised the adverse social impact of any extension of gambling facilities at The Star, in particular poker machines.</p>	<p>The Star are committed to working with the community to address any noise complaints. The use of motorised leaf blowers and taxi traffic noise is considered to be unrelated to this application. Further, some of the concerns raised in this submission relate to balconies on Jones Bay Road, which again are beyond the scope of Mod 16.</p> <p>The Star security are constantly monitoring entry and exit points to mitigate noise impacts of patrons entering and exiting The Star premises.</p> <p>It should be noted that Mod 16 does not seek to create additional gaming areas. The Modification only relates to Level 17 balcony extensions which do not include gaming facilities and to an extension of trial periods for existing and approved gaming areas on the Site.</p> <p>Further, the acoustic reviews provided at Attachments B and C demonstrate compliance with relevant acoustic conditions of consent.</p>
<p>Ultimo Village Voice</p>	
<p>Oppose the extension of the trial period for the outdoor gaming (currently allowed 24/7) on the grounds that the current operations (temporarily approved) have a significant and detrimental impact on the amenity of residents who live close to the premises associated with this MOD.</p> <p>Reasoning similar to that of the Pyrmont Action Group.</p>	<p>See response above.</p>
<p>Transport for NSW</p>	
<p>Several construction projects are likely to occur at the same time as this development. The cumulative increase in construction vehicle movements from these projects could have the potential to impact on general traffic and public transport operations, as well as the safety of pedestrians and cyclists particularly during commuter peak periods.</p> <p>It is requested that the applicant be conditioned to prepare a Construction Pedestrian and Traffic Management Plan (CPTMP) in consultation with and seek endorsement from TfNSW prior to the issue of any construction certificate or any preparatory, demolition or excavation works, whichever is the earlier.</p>	<p>Noted.</p>

Attachment A – Noise complaints collected during trial periods

Noise Complaint Date	Description	Action Taken	Comments
Complaints made directly to The Star			
03/01/2019	Phone complaint re stationary trucks with engines running on Pymont Street. Investigations revealed that trucks were associated with Star property development works.	Action taken by Property Development to address with contractors builders ("Built").	Not relevant to Mod 16.
18/01/2019	Email received about cleaners using the leaf blowers early in the morning. Reported incidents occurred at 0845hrs, 13 January 2019 and 0840hrs, 15 January 2019 and recorded audio file also provided.	Action unknown	Not relevant to Mod 16.
18/01/2019	Phone call received re truck parked in front of nearby resident's residence, making excessive noise and emanating flashing lights.	Investigations revealed that truck was connected with Star property development works in progress, however the timing of the delivery was not agreed to by The Star and the supplier has been cautioned.	Not relevant to Mod 16.
19/01/2019	Phone complaint received re truck in front of [REDACTED] residence causing exhaust fumes to emanate into her house.	Truck not associated with The Star however Security deployed nonetheless and truck moved on.	Not relevant to Mod 16.
08/02/2019	Multiple calls about a concrete truck running idle, that had no connection to The Star.	-	Not relevant to Mod 16.
20/05/2019	Noise coming from the Porte Cochere about a congratulations party for Sydney FC.	-	Not relevant to Mod 16.
16/07/2019	About a bus being parked on Jones Bay Road. Nearby resident requested people not smoke in the area.	-	Not relevant to Mod 16.
02/09/2019	Phone complaint regarding noisy trucks on Jones Bay Road.	Security deployed and investigations showed that trucks were delivering to Gucci retail store. Unloading suspended and moved into Jones Bay Road loading dock.	Not relevant to Mod 16.
18/12/2019	Complaint about truck unloading crates on Jones Bay Road.	Security deployed and truck finalised unloading on Porte Cochere to avoid further disturbance.	Not relevant to Mod 16.
17/03/2020	Phone complaint received regarding tradesman working on Jones Bay Road, not associated with The Star.	Security deployed and works completed on arrival.	Not relevant to Mod 16.
20/03/2020	Noise coming from a Sydney Water truck on Jones Bay Road.	Action unknown.	Not relevant to Mod 16.
21/04/2020	Email request received from nearby resident seeking permission for her to maintain and water plants on Porte Cochere.	Request politely declined.	Not relevant to Mod 16.
27/05/2020	Email request received for detailed reopening plan.	Nearby resident was referred to information on website.	Not relevant to Mod 16.

Noise Complaint Date	Description	Action Taken	Comments
25/08/2020	Noise coming from the Smokers Poker balcony.	Star will install additional signage to remind patrons to be considerate of neighbouring properties.	This is not a gaming area and therefore not subject to the trial periods and is not relevant to Mod 16 proposed works.
27/11/2020	Email complaint about gaming machine noise originating from level 1 Oasis UGA.	Action taken by The Star to reduce gaming machine volumes in this area.	This area is not subject to trial periods and therefore is not part of Mod 16 proposed works. Notwithstanding, The Star have advised us that all machines in the unenclosed gaming areas currently operate at their lowest possible volume 24/7.
06/01/2021	Phone complaint received re '...amplified music...' on Jones Bay Road.	Surveillance Operations Manager immediately attended and cause could not be determined.	Jones Bay Road is not subject to trial periods and therefore is not part of Mod 16 proposed works.
13/01/2021	Noise that was coming from an adjoining residential property.	-	Not relevant to Mod 16.
22/02/2021	Email complaint about gaming machine noise originating from Level 1 UGA over Porte Cochere	Extensive investigations undertaken however cause could not be identified.	This area is not subject to trial periods and therefore is not part of Mod 16 proposed works.
06/04/2021	Email complaint received re loud door slamming coming from vicinity of Level 3 team member balcony as well as one of the pavers at the Porte Cochere entry each time it is driven over by a vehicle.	Investigations revealed the cause to be the door leading from the team member balcony to HOH area. Door closer adjusted to resolve noise issue. Broken pavers on driveway have been replaced.	This area is not subject to trial periods and therefore is not part of Mod 16 proposed works.
08/05/2021	Noise coming from Public Area using a leaf blower	-	Not relevant to Mod 16.
25/05/2021	Noise coming from L1 UGA, appears to be EG techs slamming slot machine doors.	The Star will remind staff to be considerate of neighbouring properties.	This area is not subject to trial periods and is therefore not part of Mod 16 proposed works.
17/06/2021	Email complaint received regarding Star property development works at entrance to Porte Cochere.	Details of noise mitigation plan and escalation contact details provided to nearby resident in consultation with Star Property Development.	Not relevant to Mod 16.
21/07/2021	Noise coming from Seawater truck that was doing work on Jones Bay Road.	-	Not relevant to Mod 16.
12/08/2021	Email complaint received regarding level 3 door slamming loudly.	Investigations revealed the cause to be the door leading from the team member break-out area to Back of House (BOH) area. Door closer adjusted to resolve noise issue.	Not relevant to Mod 16.
02/10/2021	Called about a concrete truck that was doing local works.	-	Not relevant to Mod 16.
22/10/2021	3 noisy males on Jones Bay Rd (that were refused at Grand)	-	Not relevant to Mod 16.

Noise Complaint Date	Description	Action Taken	Comments
25/10/2021	Multiple calls - Noise from Pakistan vs India cricket game	-	Not relevant to Mod 16.
Complaints received from Council GIPA request			
15/11/2018	Complaint made regarding reverberating noise, possibly attributed to air conditioning unit.	The matter was investigated on numerous occasions and no noise has been substantiated.	Not relevant to Mod 16.
07/12/2018	Complaint made regarding potential mechanical noise and/or music. Level of detail provided is unclear.	-	-
09/09/2020	Complaint made regarding machine noise from Pirrama Road side of The Star.	Noise was addressed and was ceased.	Not relevant to Mod 16.
14/01/2021	Complaint made regarding music and patrons inside premises.	Investigated internally and resolved.	Internal areas are not subject to trial periods and therefore are not part of Mod 16 proposed works.
22/02/2021	Complaint made regarding mechanical noise heard from an apartment on Gadigal Avenue, Pymont.	Council attended complaints home. Not considered offensive noise during the day time. Night time inspection also undertaken and considered potentially offensive, however resolution unknown.	Not relevant to Mod 16.
22/02/2021	Complaint made regarding gaming room poker machines in unenclosed gaming areas.	Note : Gaming room poker machine volume is permanently lowered . Extensive investigations undertaken however cause could not be identified..	We believe this to be the same complaint received directly by the Star on the same day.
12/04/2021	Complaint made regarding mechanical equipment on the roof of The Star.	Matter was inspected and Renzo Tonin & Associates undertook a noise assessment which was unable to determine the noise source and did not consider it to be offensive. The matter has been referred to The Star who have contacted the nearby resident and organised a noise consultant to carry out a noise assessment from resident's residence to resolve the matter.	Not relevant to Mod 16.
02/09/2021	Complaint made regarding rooftop mechanical plant.	Matter was investigated and noise attenuation works were undertaken. The acoustic report concluded that the noise generated by the operation of the plant and equipment from the Star was measured to be no more than 5dB(A) above ambient noise levels when measured on Mount Street (at the position most impacted by Star plant noise. The acoustic consultant advised that there is another noise source from other nearby commercial development (in particular 100 Mount Street – the WeWork site). It was concluded the noise was most likely from 100 Mount Street.	Not relevant to Mod 16.

Please note primary evidence of the above complaints can be provided if requested.