

UTS Central complaints register

Date	Name	Dept/faculty/public	Contact details	Location	Complaint	Complaint channel	Resolution (including date)	Status
25.01.17	NAME WITHHELD	City of Sydney	CONTACT WITHHELD	Originating from Central Park Resident	Excessive and unreasonable noise during construction hours. CoS requested review of demolition methodology.	Masterplan, DoPE and RCC email	RCC responded by email on 01.02.17 advising that hydraulic breakers are being supplemented by oxy cutters and shears to dismantle reo. Where appropriate, demo saws and pulverisers are being used to assist with breaking down structure. Overview of remaining demo program also provided. CoS replied same date in appreciation of detailed info and advised would pass onto any concerned residents.	Closed
08.02.17	NAME WITHHELD	UTS	CONTACT WITHHELD	CB11	Concerned about the condition of the tree within the demolition zone. No protection in place.	Masterplan email	Delta cleared rubble at base of tree and instated concrete barriers to ensure demolition waste will not suffocate tree again. Trunk protection installed 16.02.17. NAME WITHHELD was advised that the tree may need to be removed in future to facilitate future streetscape works. However, replacement planting would be carried out as part of the project.	Closed
02.03.17	NAME WITHHELD	City of Sydney	CONTACT WITHHELD	Originating from Central Park Resident (Rachel Louttit)	Consistently using heavy machinery for demolition works outside of regulatory hours on weekdays and weekends.	DoPE and RCC email	RCC responded by email on 02.03.16 confirming approved working hours. Advised that recent photographic record (time stamped) of the site had been reviewed, and confirmed that heavy machinery had not been in operation outside of consented hours. Offered further assistance should it be needed. No response from CoS received.	Closed
24.05.17	NAME WITHHELD	Public	CONTACT WITHHELD	Central Park Resident	Excessive use of horns by concrete trucks	Masterplan email	UTS responded by email on 30.05.17 advising that the horn usage is a standard form of communication during pours. Advised that the operator uses a remote requiring both hands and the horn control is integrated into this unit. No spare hands to use a two-way radio or phone. Repsonse from complainant received citing the nearby Central Park DUO site and lack of horns being sounded there. Further response provided noting that UTSC is using truck mounted placing booms while DUO has static placing booms, which are operated differently. No further communication received.	Closed
23.08.17	NAME WITHHELD	Public	CONTACT WITHHELD	Strata Committee of One Central Park West	Requested cooperation with minimising the transfer of dust from the construction works, in particular onto the plants of the scheme's vertical garden.	Letter mailed to UTS	UTS responded by mail on 01.09.17 acknowledging that the project is a contributing factor to dust generated by construction works in and around the precinct. UTS confirmed the dust mitigation measures that have been employed by RCC in order to minimise the transfer of dust. It was also confirmed that we would continue to be vigilant with dust control measures.	Closed