



Project No. 201229

**NIHON UNIVERSITY**

**COMMUNITY LIAISON PLAN**

**REVISION 01**

**Principal:** Nihon University

**Contractor:** Built

Project Commencement: November 2019

Project Completion: May 2021

## REVISION HISTORY

Revision	Date	Author/Editor – version number
A	02/12/2019	Draft
B	20/12/2019	Ben Moss/Olivia Ryan - Submission For Approval
01	07/01/2020	Ben Moss – Revision 01

## MANAGEMENT REVIEW

This Community Liaison Plan (CLP) is to be reviewed by Built's project team.

The plan will be reviewed monthly after commencement of construction and updated as and where necessary.

## DOCUMENT CONTROL

All documents relating to this Community Liaison Plan will be filed and stored in accordance with Built's Quality Management Plan.

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## 1. OVERVIEW

### 1.1 Project Overview

Currently operating as a private tertiary institution within Japan, Nihon has selected the former Newcastle Court House as the site on which to open its first international campus.

Nihon's vision for the new campus is to serve as a hub for international language exchange programs, primarily for Japanese students of Nihon University to learn English in an international environment, as well as for students of the University of Newcastle to learn Japanese culture and language. This is supported by a Memorandum of Understanding with the University of Newcastle.

The overall objectives of this proposal are to:

- Deliver a built form outcome that is sympathetic and in keeping with the former Courthouse building, by delivering an approach which is simple, expressive, timeless, symmetrical and with a touch of Japanese influence.
- Create an inclusive, welcoming and equitable environment, promoting a diverse multicultural experience for all users.
- Provide new, modern facilities that are fit-for-purpose for Nihon for now and into the future, while allowing for future flexibility to allow for adaption to new uses in the future.
- Provide teaching spaces, dormitory-style student accommodation and associated facilities to accommodate a rotating cohort of Nihon students.
- Provide students with the opportunity to develop legal skills within a courthouse environment.
- Provide opportunities to host mock-up trials with students of the University of Newcastle, public lectures and other cultural and academic events.

### 1.2 Project Scope

Demolition of the existing Administration Building and Supreme Court Building;

- Change of use of to the former Courthouse building from a 'public administration building' to an 'educational establishment' (proposed 'Public Building', to be utilised by both students, staff and the general public);
- Minor internal demolition works and alterations to the former Courthouse building to improve functionality and meet Building Code of Australia (BCA) and accessibility requirements;
- Construction of two new part 3, part 4-storey buildings consisting of a 108 bed 'Residential Building' and an 'Education Building', both connected to the proposed 'Public Building' by atria;
- The 'Residential Building' is to contain a 'food and drink premise' (cafeteria) at ground level;
- Service vehicle access from Church Street along the existing eastern boundary driveway;
- Ground Level car parking accommodation 20 spaces, 1 motorcycle and 22 bicycle spaces;
- Protection of the existing heritage fabric and controlled demolition for the new connections
- Testing, commissioning and training
- 12-month post-completion operational maintenance
- Completion of all relevant design and certification
- Site landscaping
- Management of subcontractor, consultants and stakeholders and the site for the effective construction
- Site preparation works, including the removal of trees within the site, earthworks, remediation works
- Landscaping works including tree pruning and removal and re-surveying

## 2. KEY STAKEHOLDERS

The following have been identified as Key Community Stakeholders for the project and have been categorised into 3 groups according to engagement status. A stakeholder analysis is outlined below Appendix 3 details a map of the surrounding directly affected stakeholders.

Level 1 Approval	<ul style="list-style-type: none"> <li>▪ Nihon University</li> <li>▪ Dwp Suters</li> <li>▪ Built Pty Ltd</li> <li>▪ Azusa Sekkei</li> </ul>
Level 2 Influencing	<ul style="list-style-type: none"> <li>▪ City of Newcastle (Council)</li> <li>▪ City of Sydney – Urban Design Consultative Group (UDCG)</li> <li>▪ Office of Environment and Heritage NSW</li> <li>▪ Ausgrid</li> <li>▪ Hunter Water</li> <li>▪ Jemena</li> <li>▪ Project consultants and subcontractors</li> <li>▪ NBN</li> <li>▪ Telstra</li> <li>▪ NSW Government – Department of Planning, Industry and Environment (DPE)</li> <li>▪ Subsidence Advisory NSW</li> </ul>
Level 3 Interested	<ul style="list-style-type: none"> <li>▪ Newcastle University</li> <li>▪ Neighbouring residents and businesses               <ul style="list-style-type: none"> <li>○ The Grand Hotel</li> <li>○ Newcastle Grammar School</li> <li>○ Newcastle East Public School</li> <li>○ Residential, Owners and Businesses - 8,10, 12, 14,16,18, 20, 22, 24, 26, 28, 30, 36, 38, 40, 42, 44, 46 58 Church Street</li> </ul> </li> <li>▪ Transport for Newcastle</li> <li>▪ Road users – Church Street</li> <li>▪ SafeWork NSW</li> <li>▪ NSW Police</li> <li>▪ Hunter New England Health – James Fletcher Hospital</li> </ul>

### 3. COMMUNITY ISSUES & AREAS OF INTEREST

The following have been identified as potential key community issues and areas of community interest in the project:

- Removal of 28 trees on site
- Ongoing traffic management and road closures/impact: site entry/exit on Church Street
- Noise impact on surrounding residential buildings, hotels and businesses
- Vibration impact to surrounding heritage-listed residential buildings, hotels and businesses
- Removal of hazardous materials
- Contamination to site
- Protection of existing heritage fabric
- Increased rodent activity
- Environmental issues such as waste
- Pedestrian – the safety of children walking to Newcastle Grammar School / Newcastle East Public School
- Parking – during and post-construction
- Cultural/Indigenous, for example, the discovery of artefacts
- Impacts to 24 hr emergency call centres located in Police Office & John Fletcher Hospital
- Significant of the heritage Courthouse & building elements to Newcastle to the local community and legal community

A proposed strategy to manage the above issues will be developed in line with the construction program and responses outlined in the Key Messages and FAQ sections of this plan and outlined in the Risk Matrix in Section 10 of this document.

## 4. KEY MESSAGES

Key messages to highlight and reinforce the objectives of the project are to be considered in any communication through agreed relevant channels. These include:

### Project – General

- Nihon University is a privately-operated tertiary institution within Japan, offering a multi-disciplinary array of educational courses and research projects. Nihon has actively developed dynamic collaborations with numerous overseas universities and promoting its students to various international exchange programs. Nihon recently celebrated its 130 Anniversary, as to mark this occasion, Nihon has selected the former Newcastle Courthouse as the site on which to open its first international campus.
- Nihon's vision for the new campus is to serve as a hub for international language exchange programs, primarily for Japanese students of Nihon University to learn English in an international environment. The development will provide teaching spaces, dormitory-style accommodation and associated facilities to accommodate a rotating cohort of Nihon students.
- The campuses will provide opportunities for the University of Newcastle to learn Japanese culture and language, as well as hosting mock-up trails with students of the University of Newcastle, public lectures and other cultural and academic events.
- The former Courthouse building will be retained, conserved and adaptively reused to provide administrative and management facilities, as well as an open public facility with a lecture hall, libraries, multipurpose hall and amenities.

### Project – Design

- Deliver a built form outcome that is sympathetic and in keeping with the former Courthouse building, by delivering an approach which is simple, expressive, timeless, symmetrical and with a touch of Japanese influence.
- Along the Church Street frontage, the heights of the new buildings are significantly lower than the former Courthouse building. The fourth storey and plant areas are contained to the southern/rear part of the site and are not visible from street level
- The new buildings adopt the following setbacks
  - 6m from Church Street to along with the existing façade of the former Courthouse building
  - 3m from the southern boundary
  - 5m from the eastern boundary
- The project is aiming to achieve a 4 green star rating
- The colour of the new buildings will complement and follows the existing colour scheme used on the former Courthouse building; tones down to make the whole building complex balance the surrounding environment. Generally, an earth-inspired colour scheme will be adopted
- The two new built forms either side of the former Courthouse building are clearly defined elements between the old and new. The new built forms have a similar non-expressive language so that the details of the heritage courthouse façade are emphasised. The new buildings are connected by glass atrium structures to transition between the old and new.
- Fronting on to Church Street, the two new built forms contain double-height timber effect louvre screen panels, inspired by the laundry of a Japanese shoji screen. These screens are used to control solar heat gains and assist in privacy both to and from the buildings.

**Project – Construction**

- The construction tender has been awarded to Built, a national construction company with experience in several high-profile heritage renovation projects including a major refurbishment of the Australian War Memorial's First World War Galleries.
- All works are being undertaken with the utmost care for the significance of the Heritage Courthouse Building.
- Our team have reviewed our methodologies in consideration of our neighbours and adopting where ever possible methodologies to reduce noise/vibration impact
  - Bored piling instead of driven piles
  - Machine attached and operated shears used to demolish the buildings in lieu of jackhammers where possible
- Demolition will commence mid-January 2020 and the project is due for completion May 2021
- Construction information is readily available through the Project Manager, Ben Moss and project specific contact address [nihon@built.com.au](mailto:nihon@built.com.au). This account is monitored by several key senior project personnel to ensure prompt response to community concerns.

**Built.**

Ben Moss

**Project Manager / Community Liaison**e: [nihon@built.com.au](mailto:nihon@built.com.au)

m: 0401 088 850



## 5. FAQs

**Who owns the project?**

Nihon University

**How much will it cost?**

Anticipated value of \$41m

**How long will construction take?**

The project is expected to be completed by May 2021

**Who designed the Project?**

The Project has been designed in a collaborative effort with Japanese firm Azusa Sekkie & dwp

**What do the plans entail?**

The project includes the demolition of the existing Administration Building & Supreme Court Building. The existing Heritage Courthouse building will undergo minor internal alterations and restoration works. Two new four-storey buildings will be constructed – one building will be a Residential Building for student accommodation.

**Who is building the project?**

The building contract has been awarded to Built. Built have extensive experience in heritage works and has successfully restored some of Australia's iconic heritage buildings including the Anzac Memorial in Sydney, Australian War Memorial in Canberra and the refurbishment of the heritage-listed Gowings and State Theatre buildings.

A national construction company with a permanent office in Newcastle and experienced local team that is committed to revitalising Newcastle.

**How will construction activity impact my home or business?**

We envisage only minor noise disturbances for our neighbours, and we ask for your patience and understanding through the demolition and construction phase. Construction equipment and materials will be delivered onto the site via Church Street, with all efforts made to minimise impact to pedestrians and local traffic. We anticipate some road closures for the erection/dismantling of the crane and partial closures for the Hunter Water main upgrade. If you have questions about construction you can contact our community consultant

**When will construction commence?**

Commencement of demolition works will begin in early January 2020

## **6. COMMUNICATION CONSULTATION TOOLS**

### **6.1 Planning**

- Stakeholder Communication Control Group at the commencement of the project
- Communication working group on a regular basis with Police / James Fletcher Hospital including review of communications strategy, materials, responses, and a monthly programme lookahead.
- Weekly internal Built project team meetings (Wednesday)
- Weekly Subcontractor meetings
- Weekly Site Progress Reports
- Doorknock and meet and greet with residences in Church Street and create a database with contact names/details for all residences for communication during construction

### **6.2 Consultation tools**

- a) Site signage  
Provision of informative and engaging graphic signage on the site boundary detailing description of the works, project imagery and other appropriate details.
- b) Project updates,
  - Printed flyers (handout at the site and neighbouring buildings)
  - Email pdf updates
  - Target bimonthly community updates, with material works/impact notifications ad hoc as required
- c) Briefings and meetings with the community and other stakeholders as required

## 7. PROTOCOLS FOR HANDLING STAKEHOLDER ENQUIRIES

### 7.1 Community Complaints/Enquiries - General

#### General complaints/enquiries (non-material/insignificant) e.g. noise, access complaints

- a) Set up project-specific email address for all complaints / enquires to be sent to [nihon@built.com.au](mailto:nihon@built.com.au)
- b) The following details must be recorded
  - a. Name of complainant
  - b. Contact number
  - c. Email contact details
  - d. Address / Business
  - e. Date
  - f. Time
  - g. Details of complaint

If a complaint received verbally / via phone – the above details must be recorded and emailed to [nihon@built.com.au](mailto:nihon@built.com.au)

- c) Record details of every complaint received detailing how it was managed and closed out within the complaints and enquiries spreadsheet.
- d) Investigate and determine the cause of the complaint on the day of the complaint. If found that the complaint does not relate to construction activities, the Principal's representative will be notified as appropriate.
- e) During normal site working hours within 4 hours of a verbal complaint being made, a verbal response will be made unless extenuating circumstances apply. Outside normal site hours, a verbal response will be issued within 24 hours of the complaint being made. In the instance of an email complaint, return a response within 24 hours of receipt. In the case of a letter complaint, return to the sender within a one-week period from the date of receipt.

#### Serious complaints (material/significant) e.g. major incidents such as damage, worker or public injuries, media issues

- a) During normal site working hours, within 2 hours of a serious verbal complaint being made or serious incident occurring, Built will notify the Principal's Representative. Timing will be subject to the severity of the issue.
- b) During normal site working hours, within 8 hours a response will be made in consultation with the project and client team protocols unless extenuating circumstances apply. Outside normal site hours, a response will be issued within 12 hours of the complaint being made.
- c) Information on serious complaints received and response times will be sent to the Principal's representative on a daily basis.
- d) A detailed draft response will be issued for all significant complaints about review by the Client within 6 hours of the complaint. The response detailing the reason for the problem and the remedial action taken will then be sent to the complainant during the same day, subject to Client and Contractor approvals.

The Contractor will provide the Principal's Representative with details in writing of the complaint, responses and closeout actions within 48 hours of the complaint.

**Community Enquiries**

All enquiries to be referred in the first instance to the Project Manager / Community Liaison, Ben Moss. In case of emergency or urgent queries, contact the Built team on:

**Built Project lead**

Ben Moss

**Project Manager / Community Liaison**

e: [nihon@built.com.au](mailto:nihon@built.com.au)

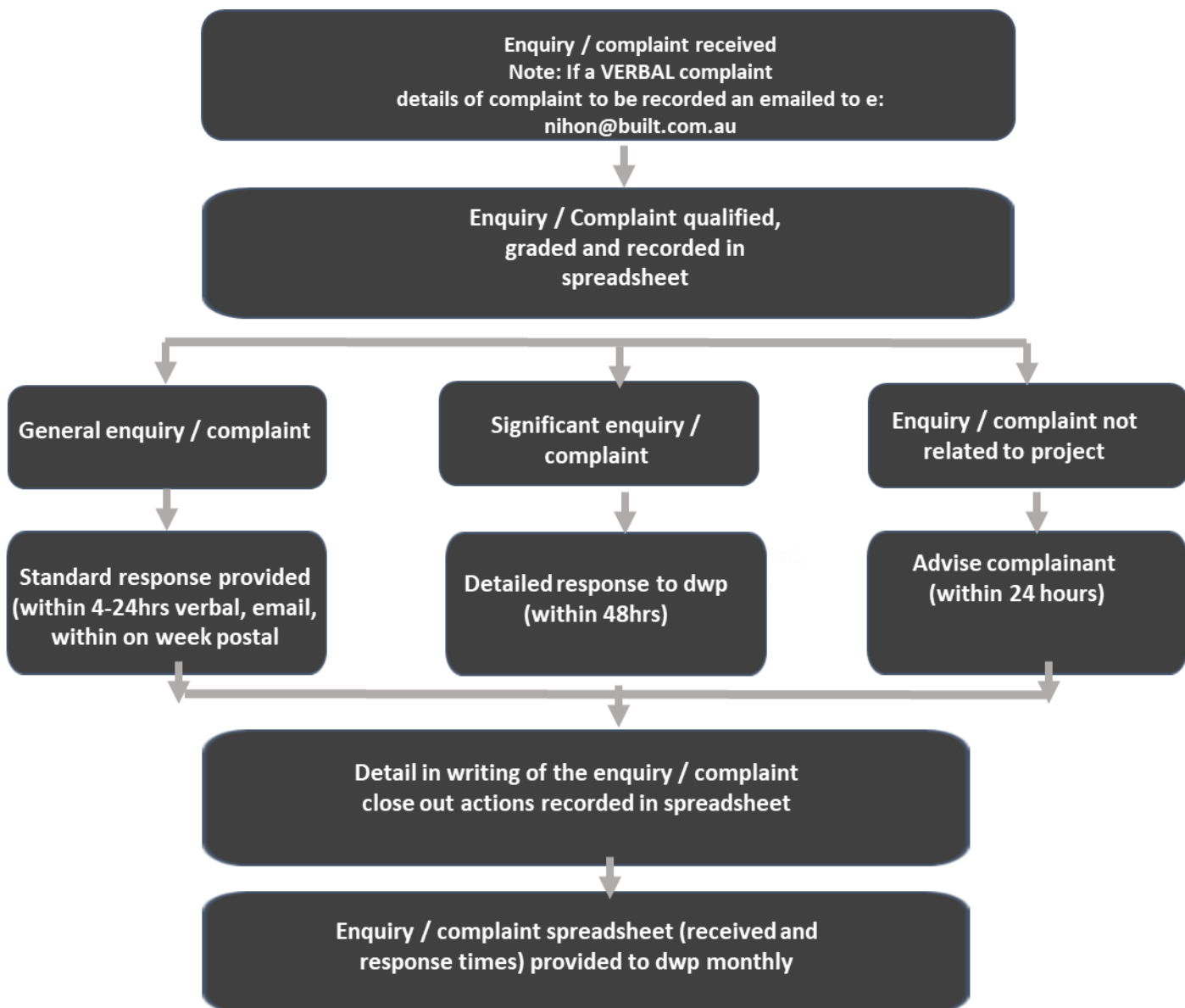
m: 0401 088 850

**Built Communications Lead****Tanya Lim**

Tel: 02 8332 4118 or 0432 051 473

Email: [tanyalim@built.com.au](mailto:tanyalim@built.com.au)

## Enquiry / Complaints Response Process



## 7.2 Media & Government Relations

In the event of a media enquiry on the project, the receiver of the media enquiry is to follow the protocols outlined below

- a) Ascertain the summary details of the enquiry without providing any comment:
  - i. Journalist name
  - ii. Journalist contact details
  - iii. Publication
- b) Immediately notify the Principals' Representative and Built's media team of any enquiry or contact by the media or elected government representatives on the details below.
- c) No statement will be made (verbally or written) or provide any photographs or illustrations to the media or elected government representative regarding construction activities without the prior written approval of dwp Suters / Azusa Sekkei
- d) Media or elected government officials will not be allowed on-site without the express prior written permission from dwp Suters / Azusa Sekkei
- e) Ensure all subcontractors comply with these requirements by informing all those inducted on site of the required protocol.
- f) The Contractor will provide the Principal with relevant information in a timely manner, as required to respond to media and government enquiries and vice versa.

All media enquiries are to be referred to the three representatives below via email

**Tanya Lim, National Brand & Marketing Manager, Built**

Tel: 0432 051 473

Email: [tanyalim@built.com.au](mailto:tanyalim@built.com.au)

## On-site media enquiry response process

This applies to any media enquiries received on-site by the construction team and throughout the consultation email



### 7.3 Construction site incidents

A major incident or crisis on-site will trigger the implementation of Built's Crisis Management Plan. A major incident or crisis can be defined as:

**Fatality** – an incident that results in a fatality or multiple fatalities (may also include suicide)

**Medical Emergency** - an injury that has the potential to result in permanent disability or a fatality

**Structural Collapse** – an incident where a building or other significant structure (e.g. crane, hoist, scaffold, hoarding) either completely or partially collapses

**Entrapment** - a situation where a person is required to be rescued from a structure, excavation, or item of plant following collapse or entrapment

**Hostage threat** – a threat by a person(s) with explosives, weapons or other life-threatening substances holding persons in an actual or potential siege or hostage situation

**Fire (Large)** - with potential to cause excessive loss of property and/or impacting on neighbouring business or civil operations

**Explosion (Large)** - large explosion involving pressurised gas or other substance

**Major Industrial Campaign** - a widespread campaign by unions which has the potential to close down, or does close down, operations on a widespread basis

**Environmental Incident (Major)** - an environmental incident which results in significant environmental degradation and/or community disruption or hazard

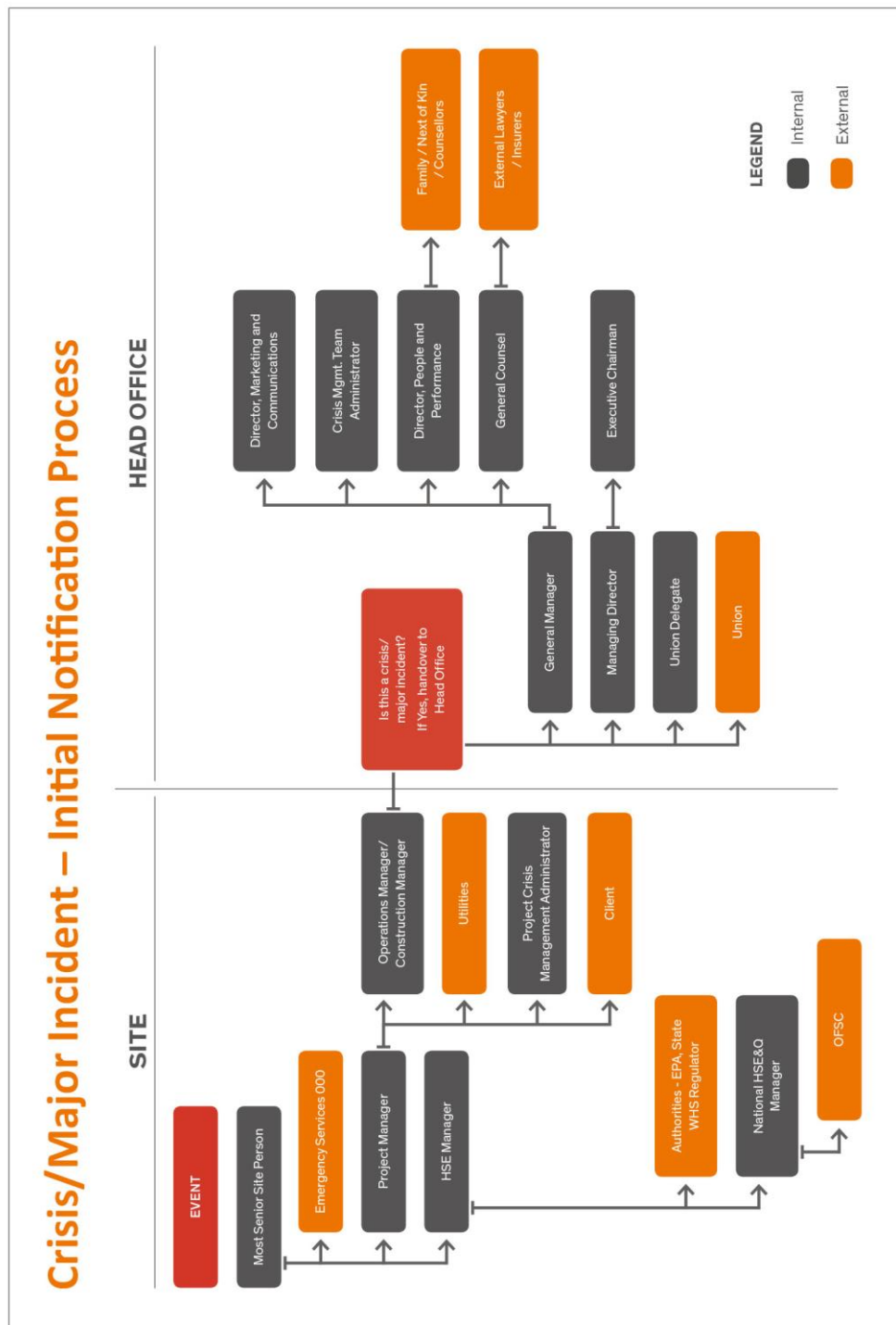
**Security Threat** - criminal acts which threaten the security of the project such as an extortion demand, bugging of the office and/or theft of vital information, IT attack, sabotage of the site/business, bomb scare

**Social/Industrial Disorder** - a widespread campaign by activists, special interest groups, or persons with malicious intent which has the potential to close down, or does close down, operations on a widespread basis, or threatens the safety of employees

**Major Media Campaign** - a widespread campaign by media which has the potential to severely damage the company's reputation



A crisis/major incident is reported to the Crisis Management Team **within the first 30 minutes** of the crisis/major incident event. Notification following the process below.



For the purposes of the AMCP, notification to the 'client' is defined as an email notification to the contacts in Section 8 denoted by an asterisk (\*) in addition to a direct call to the Principal's Representative, Cadence.

## 8 KEY AND EMERGENCY CONTACTS

### Built Contacts

Name	Position	Contact Number
Ben Moss	Project Manager / Community Liaison	0401088 850 E: <a href="mailto:nihon@built.com.au">nihon@built.com.au</a>
Robert McLaughlin	Construction Manager	0478 597 116
Leif Aleksic	Site Manager	0439 913 387
Tanya Lim	National Brand & Marketing Manager	0432 051 473

### Principal's Contacts

Name	Position	Contact
Ed Clode	0408 689 868	<a href="mailto:Edward.c@dwp.com">Edward.c@dwp.com</a>
Katherine Daunt	0477 709 588	<a href="mailto:Katherine.d@dwp.com">Katherine.d@dwp.com</a>

Asterix (\*) denotes contacts to be notified by email in event of a major incident (see section 7.3)

### Emergency Response Contacts

Service	Address	Contact Number
Ambulance	75 Denison Street Hamilton East	000
Fire & Rescue Brigade	44 Union Street. Newcastle	000
Police	1 Watt Street, Newcastle	000 02 4929 0999
Hospital (JHH)	Lookout Road New Lambton Heights	000

## 9 COMMUNITY LIAISON PROGRAMME

The table below outlines the major project milestones. This information will be reviewed regularly and presented monthly to the Nihon University Stakeholder and Communications Committee Meeting.

(Dates are subject to change)

Milestone	Indicative dates – subject to change
Site Establishment	December 2019
Christmas Shutdown – NO WORKS ON SITE	21 <sup>st</sup> December 2019 – 5 <sup>th</sup> January 2020
<b>STAGE 1 DEMOLITION WORKS</b>	
Soft demolition works	6 <sup>th</sup> January 2020
Erection of scaffold	6 <sup>th</sup> -17 <sup>th</sup> January 2020
Hazardous material removal <ul style="list-style-type: none"> <li>Asbestos removal – Administrative / Supreme Court Building</li> <li>Asbestos removal to Heritage Court building</li> </ul>	8 <sup>th</sup> January 2020
Demolition / Tree Removal <ul style="list-style-type: none"> <li>Jack hammering</li> <li>Shears to demolish the building</li> <li>Vehicle movement to remove waste from site</li> </ul>	6 <sup>th</sup> January – April 2020
Protection of Trees to street	January 2020
Erection of B Class Hoardings	January 2020
<b>STAGE 2 – Excavation &amp; Up to Ground Floor Slab</b>	
Excavation works	March 2020
Piling works <ul style="list-style-type: none"> <li>Screw piles</li> </ul>	March /April 2020
Sod turning event	April 2020
Retention works – to existing retaining walls <ul style="list-style-type: none"> <li>Temporary &amp; permanent anchors to retaining walls</li> <li>Steel soldier's installation</li> </ul>	April – May 2020
Structure works <ul style="list-style-type: none"> <li>Footings</li> <li>Ground floor concrete slab</li> <li>Crane base</li> </ul>	April – May 2020
<b>STAGE 3 – All remaining works to completion</b>	

Structure works <ul style="list-style-type: none"> <li>▪ Footings</li> <li>▪ Ground floor concrete slab</li> </ul>	April – October 2020
Install Crane	May 2020
Install scaffold/ Dismantle	June 2020 / October 2020
Hunter Water Upgrade Works <ul style="list-style-type: none"> <li>▪ Partial road closure to upgrade Hunter Water Mains in Church Street</li> </ul>	June 2020
Ausgrid Substation Upgrade/Install <ul style="list-style-type: none"> <li>▪ Potential isolations of electrical supply to neighbouring properties</li> <li>▪ Potential road closures</li> </ul>	June 2020
Lift Installation	January 2021
Façade Works	August 2020-Sep 2020
Crane Removal	

## 10 RISK MATRIX

Note: all dates are draft and to be confirmed

Issue	Level of impact	Approximate date	Stakeholders impacted	Mitigation strategy
Hoarding erection impacting pedestrian access in Church Street	Medium	January /February 2020	Pedestrian traffic in Church Street	<ul style="list-style-type: none"> <li>• Newsletter/email letterbox drop to neighbouring buildings</li> <li>• Clear wayfinding signing mounted on hoarding during and after hoarding erection</li> </ul>
Closure of road for Hunter Water upgrade	Medium	June 2020	Pedestrians Road users on Church Street Neighbouring buildings School / Police	<ul style="list-style-type: none"> <li>• Give notice of upcoming works in Newsletter and on AMCP Website</li> <li>• Works to be scheduled on a weekend where possible to minimise traffic impact</li> </ul>
Electrical supply isolations & road closures	High	June 2020	Neighbouring properties & businesses including NSW Police & James Fletcher Hospital	<ul style="list-style-type: none"> <li>• Advance notice of works and scope including the full extent of impacts to stakeholders.</li> <li>• Measures implemented to minimise interruptions to critical businesses.</li> <li>• All mitigation measures as per standard Ausgrid practices</li> </ul>
Increased truck movements	Medium		Neighbouring buildings Pedestrians Road users on Church St	<ul style="list-style-type: none"> <li>• Advise of upcoming works on the website</li> <li>• Traffic controllers provided as per CTMP</li> </ul>

Issue	Level of impact	Approximate date	Stakeholders impacted	Mitigation strategy
				<ul style="list-style-type: none"> <li>Built will be in attendance to monitor all works and will instruct works to stop if noise exceeds agreed levels</li> </ul>
Cultural/ Indigenous artefacts discovered on site	High	Ad hoc	Heritage Council Workers on site Others as dependent on particulars of the event	<ul style="list-style-type: none"> <li>Built will observe procedures outlined in the heritage impact statement.</li> <li>If artefacts are uncovered that we believe to be indigenous or of other heritage significance, work will stop for further investigation per procedures outlined in the heritage impact statement</li> </ul>
Increased rodent activity	Low	For the duration of construction	For internal stakeholder information strategy	<ul style="list-style-type: none"> <li>Newcastle has an already existing population of rodents which may become more active as they are disturbed by construction. Built will maintain a clean site but there are no other mitigation strategies currently proposed</li> <li>Staged pest control</li> </ul>

## 11 SUBCONTRACTOR COMPLIANCE

### 11.1 Induction

All subcontractors will be advised during the induction that no statements are to be made to any external party including media outlets, residents, ministers or local MPs. Any request for information via these parties is to be reported directly to the Site Manager who will escalate this as per the agreed protocols.

Induction training will include these communication obligations, Built's standard site induction and a brief overview of the Nihon University project.

Any subcontractor found to have committed a non-compliance with the above requirements will be re-inducted and warned of immediate dismissal from the site in the event of any further breach. Depending on the severity of the non-conformance, the persons involved may be immediately dismissed from the site.

All enquiries or complaints are to be directed to our Built Community Liaison



**Built.**

Ben Moss

**Project Manager / Community Liaison**

e: [nihon@built.com.au](mailto:nihon@built.com.au)

m: 0401 088 850

Sample Complaints Register

Date	Complainant Name	Time	Contact No / Email	Details of Complaint	Responded	Date	Closed Out Y/

