

STATION ROAD DATACENTRE COMPLAINT & ENQUIRY REGISTER

	Date Received	Complaint or Enquiry	Method of contact	Number of persons affected	Nature of the Complaint/ Enquiry	How was this addressed?	Action taken	Closed
1	21/06/2023	Complaint	Face-to-face	2	Concern about vibration felt in building next to the site. Request to be updated about project progress	Advised that an independent acoustic consultant has been engaged to conduct an assessment. It concluded that the vibrations are, and continue to be, well below acceptable levels indicated in the approved Noise and Vibration Management Plan. Contractor will continue liaison with those impacted to provide early notice of vibration works. Updates on project activity and progress are available at https://local.microsoft.com/communities/asia-pacific/australia/ .	Call/Email	Yes
2	27/06/2023	Enquiry	Phone	2	Request timeline for current vibration works	Advised that the vibration works will decrease at the end of the week, and that contractor will continue to provide early notice of future vibration works.	Visit	Yes
3	29/06/2023	Complaint	Phone	1	Construction workers vehicles parking in business-parking area next to the site	Advised that contractors are not permitted to park along McCoy Street, with traffic controller enforcing the situation in the morning. Site manager will also continue to enforce the messaging ongoing through worker inductions, ongoing monitoring and daily reminders to workers.	Call/Visit	Yes
4	18/07/2023	Complaint	Phone	1	Business owner notified that a construction vehicle was parked in nearby business parking, and also that the area has been approved by Blacktown Council to become 1-hour parking spots (helping to manage the parking concerns).	Advised that site manager will continue to monitor daily the parking area and continue to reinforce that parking along McCoy street is not permitted through worker induction and daily reminders to workers.	Call/Visit	Yes
5	20/07/2023	Complaint	Phone	1	Beeping noise after hours at Building One of the datacentre site, reported to Blacktown Council.	Service technicians visited the site and fixed the issue. Staff onsite will continue to monitor the alarm.	Email/Letter	Yes
6	12/10/2023	Complaint	Phone	1	Construction vehicle parking in 1-hour business-parking area next to the site McCoy Park.	Advised that site manager will continue to monitor daily the parking area and continue to reinforce that parking along McCoy street is not permitted through worker induction and daily reminders to workers.	Visit	Yes
7	14/11/2023	Complaint	Phone	1	Construction vehicle parking in 1-hour business-parking area next to the site McCoy Park.	Advised that traffic controllers will monitor the area in the morning 6.30am - 7.30am.	Visit	Yes
8	14/11/2023	Complaint	Phone	1	Site worker vehicle parked in cul-de-sac area in McCoy Street, affecting rubbish truck access.	Issue addressed and advised that messaging about parking will continue to be reinforced through worker inductions and daily reminders to workers.	Call	Yes
9	12/11/2023	Complaint	Phone	1	Construction vehicle parking in 1-hour business-parking area next to the site.	Traffic controllers to block the car spaces with safety cones from 5.30am 8am when the business opens.	Visit	Yes
10	17/01/2024	Complaint	Phone	1	Vehicle parked over the line into the residential driveway	Owner of the vehicle identified and vehicle moved.	Visit	Yes
11	13/02/2024	Complaint	Face-to-face	1	Vehicle parked over line into residential driveway.	Vehicle moved an hour later.	Visit	Yes
12	13/02/2024	Complaint	Face-to-face	2	Business owner near the site notified that vehicles from site have been parking in the loading area in the back of the site and in the customer spots at the front of the site.	No 'Parking' signs posted in the Loading Dock at the back of the business. Advised business owner that the site's traffic controllers will continue to monitor the area to enforce the situation; and that the site now has dedicated off-site parking area, with messaging and incentives during induction and daily reminders to encourage site workers to use the area and not to park in nearby business and residential streets.	Visit	Yes
13	16/02/2024	Complaint	Phone	1	Vehicle parked too close to edge of a residential driveway so resident unable to back out a trailer.	Visited the parking area and advised that the vehicle next to the driveway is parked legally.	Visit	Yes
14	23/03/2024	Complaint	Email	1	Construction activities out of hours	Monitor work hours	Visit	Yes
15	08/05/2024	Complaint	Email	1	Car spaces used by construction staff	Advised that contractors are not permitted to park along McCoy Street, with traffic controller enforcing the situation in the morning. Site manager will also continue to enforce the messaging ongoing through worker inductions, ongoing monitoring and daily reminders to workers.	Call/Visit	Yes
16	20/05/2024	Compliment	Text	1	Client is very happy with new line markings to identify driveway	The new line markings has stopped cars blocking driveways	Visit	Yes
17	17/07/2024	Complaint	Phone	1	Concerned that workers are parking and blocking driveways for rubbish removal	Monitoring via traffic control	Visit	Yes