

## SSD 8996 LORETO NORMANHURST

### ENQUIRY REGISTER – COMMUNITY AND STAKEHOLDER ENGAGEMENT

#### 1.1. OVERVIEW

Between February 2022 and March 2025, we received 43 emails, one written letter, 26 phone calls and four emails via the Department of Planning.

Figure 1 Overview of community responses



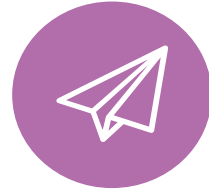
43 emails



one letter



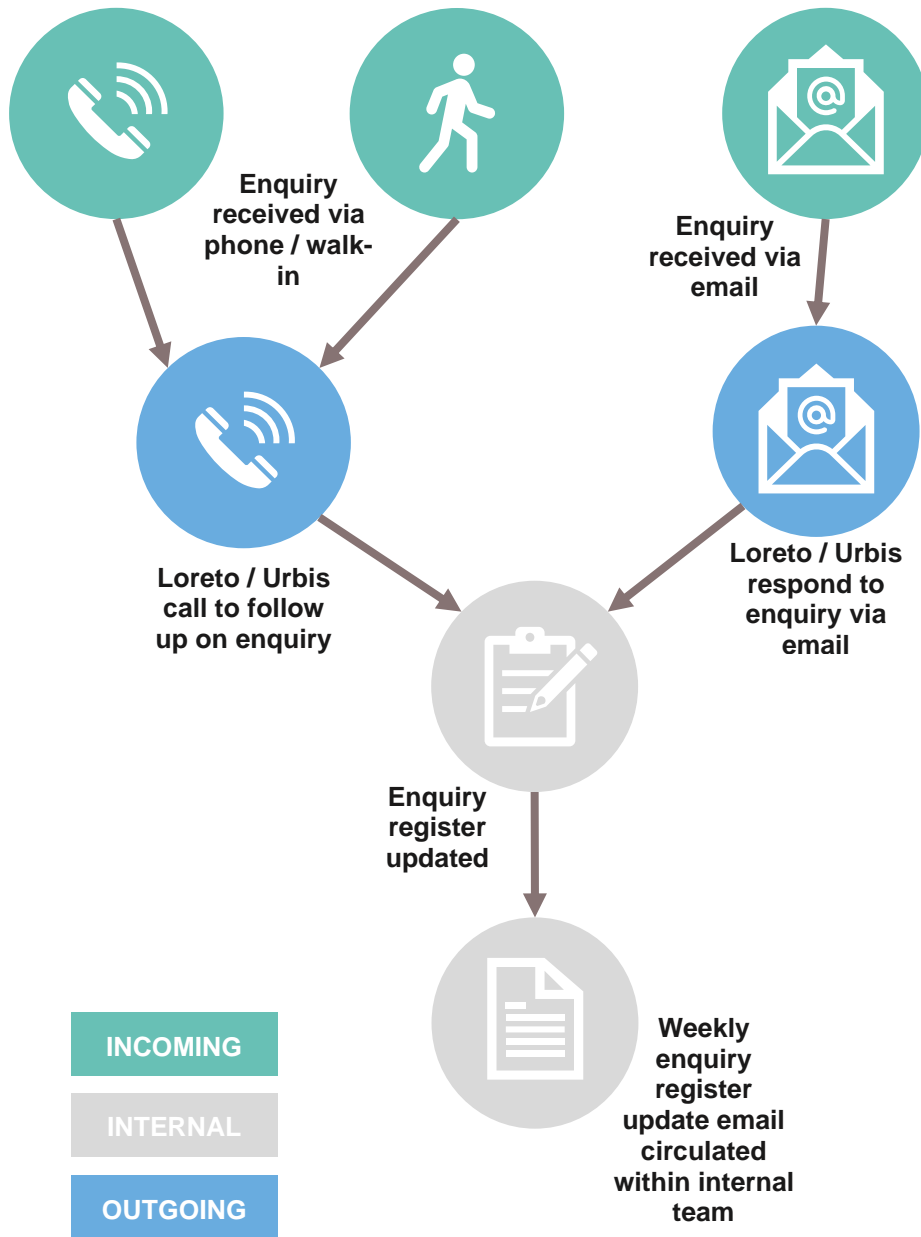
26 phone calls



four emails via  
DPIE

### 1.1.1. Enquiry management protocol

Figure 2 below shows the indicative enquiry management protocol followed during construction.



**1.2. KEY MATTERS RAISED**



**Traffic and  
Parking**



**Construction**



**Suggested project  
amendments /  
alternatives**



**General /  
Other**



### 1.3. COMPLAINTS RESOLUTION REGISTER

Table 1 Complaints resolution register

NO.	DATE	TYPE OF COMPLAINT	PARTIES INVOLVED	COMMENTS	OUTCOME
1	9/02/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst.  Suggested the investigation of a greenfields campus to accommodate the boarding house, as opposed to utilising the existing school site.	Loreto Normanhurst acknowledges there is a need in the community to address traffic and parking on and around the school site. This is a major focus of the School's master plan.  The School has appointed traffic engineers to develop new traffic solutions, which will be implemented in the first stage of the master plan (in which are currently underway).
2	9/02/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.  Request for reconsideration of the proposed kiss and drop zone.  Resident advised that council would be contacted with a request for a residents-only lane on Osborn Road.	Loreto is in the process of making improvements to the pick-up and drop-off by moving cars to the Osborn Road car park. This will provide double the queuing capacity of the existing site, reducing the queuing on Osborn Road. It will also improve the ease of recirculation and remove the need to queue on the current steep entry driveway.
3	15/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	Included in the first portion of the works will be a through-site road. The additional on-site road will increase the capacity of pick-up and drop-off up to five times what is currently available.  Loreto is also proactively implementing a Green Travel Plan to reduce the use of private cars at the site by senior students, staff, and parents dropping off and picking up students. The Green Travel Plan will encourage the use of public transport, car-sharing and walking.
4	15/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.  Resident raised concerns about illegal driving/parking causing unsafe environment for residents and pedestrians.	
5	17/02/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
6	18/02/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road. Request for reconsideration of the proposed kiss and drop	

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				zone. Resident raised concern about access for emergency vehicles.	<p>Loreto acknowledges that a key part of improving traffic flow is reducing the use of private vehicles. However, for those who need to drive, Loreto is also increasing this provision of onsite car spaces to reduce the need for parking on surrounding streets.</p> <p>Loreto is increasing this from 224 to a total of 320 car spaces on the campus, delivered in a staged way in response to enrolment numbers.</p> <p>A detailed traffic assessment report was submitted to the Department of Planning and Environment (DPIE), which is available online here - <a href="https://mpweb.planningportal.nsw.gov.au/major-projects/project/10486">https://mpweb.planningportal.nsw.gov.au/major-projects/project/10486</a></p>
7	21/02/2022	Traffic	Resident - Nepean Avenue	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	
8	22/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
9	22/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
10	22/02/2022	Traffic	Resident - Dunbar Close	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	
11	24/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period. Concerned about safety impacts for pedestrians crossing Pennant Hills Road.	
12	24/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
13	4/03/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period. Concerned about safety impacts for pedestrians crossing Pennant Hills Road.	
18	4/05/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
19	10/05/2022	Traffic	Resident - Dunbar Close	Concern about congestion impacting vehicles crossing Pennant Hills Road from Osborn Road to Normanhurst Road.	
21	18/05/2022	Traffic	Resident - Nepean Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
24	28/07/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.	
25	2/08/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	

NO.	DATE	TYPE OF COMPLAINT	PARTIES INVOLVED	COMMENTS	OUTCOME
31	26-Aug-22	Traffic	Resident - Mount Pleasant Ave	Resident raised concerns about traffic congestion at the intersection of Mount Pleasant Avenue and Pennant Hills Road. Resident raised concerns about parking on Mount Pleasant Avenue resulting in a single lane of through traffic.	
34	8-Sep-22	Traffic	Resident - Mount Pleasant Ave	Resident raised concerns about traffic congestion on Mount Pleasant Avenue causing safety concerns. Resident raised concerns about parking on Mount Pleasant Avenue resulting in a single lane of through traffic. Resident requested Loreto advise neighbours of planned school events, so they are aware that parking may be an issue.	
35	14/09/2022	Traffic	Resident	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	
36	15/09/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
38	1-Oct-22	Traffic	Resident - Osborn Road	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
14	21-Apr-22	Construction occurring outside of approved construction times	Community member via DPE	Complaint from community member via DPE regarding work commencing on site at 6:15am on Thursday 14 April 2022.	<p>The following response was provided to the community member:</p> <ul style="list-style-type: none"> <li>We understand the complaint was raised with DPE on 14 April 2022 We note receipt of the complaint via email to Carmichael Tompkins Property Group (CTPG) on 21 April 2022</li> <li>The Head Contractor for the project, Cowyn Building Group (Cowyn) has confirmed no construction work was undertaken prior to 7am on 14 April 2022 in accordance with Schedule 3, Consent Condition D4 of SSD 8996</li> <li>Cowyn has confirmed the Daily Attendance Register has been reviewed which established the earliest a worker arrived to site on 14 April 2022 was 6:26am, which was the Site foreman from Cowyn. The Site foreman's tasks generally are to manage and supervise the works.</li> <li>Cowyn has confirmed the earliest time a subcontractor (i.e. worker who operates</li> </ul>

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					<p>machinery / does construction work) arrived on site on 14 April 2022 was 6:44am (Insight Excavations Pty Ltd).</p> <ul style="list-style-type: none"> <li>• Cowyn has advised workers generally arrive to site at 6:30am to complete a Site Briefing prior to beginning construction works on or after 7am. Cowyn has confirmed the Permitted Hours of Work will be listed as a topic of discussion for this week's Toolbox Talk on site.</li> <li>• Loreto Normanhurst's Community Consultant, Urbis' role is to assist with the management of complaints associated with the Stage 1 works under SSD 8996. We note this has been recorded in the complaints register for the project.</li> </ul>
16	25-Apr-22	Sediment	Hornsby Shire Council via DPE	Complaint received from Hornsby Shire Council via DPE regarding sediment laden water flowing from the Loreto Campus into the surrounding stormwater network.	<p>The following response was provided to Hornsby Shore Council:</p> <ul style="list-style-type: none"> <li>• We understand the complaint was raised with DPE on 6 April 2022 We note initial receipt of the complaint via email to Ethos Urban on 14 April 2022, who in turn forwarded it to Carmichael Tompkins Property Group (CTPG)</li> <li>• Further correspondence with details of the complaint was received via email from DPE to CTPG on 20 April 2022</li> <li>• The Bureau of Meteorology (BOM) Data indicates 79mm of rainfall was recorded in the previous 24 hrs to 9am on 7 April 2022 (Wahroonga station).</li> <li>• The Contractor for the works, Cowyn Building Group (Cowyn) confirmed all sediment &amp; erosion control measures for the project works were in place on 6 April 2022 as per the Construction Soil and Water Management Sub Plan (CSWMSP) prepared by Taylor Thompson Whitting (TTW), dated 17 November 2021. This plan was prepared and submitted to DPE prior to construction as per Schedule 3, Condition C18 of the SSD 8996 Conditions of Consent,</li> </ul>

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					<p>and is publicly available. TTW are the consulting civil engineer to Loreto Normanhurst, and were also during the SSD application and design of the Stage 1 works currently under construction. We note TTW are a highly reputable, well-regarded, experienced civil &amp; structural engineering firm Australia.</p> <ul style="list-style-type: none"> <li>• Cowyn advised the 79mm of rainfall appeared to fall in intense rainfall patterns on site.</li> <li>• We note the large amount of rainfall which has been experienced across Sydney in 2022 is well above normal due to La Nina weather patterns. The increased level of rainfall has caused the soils on site to saturate, with very little capacity to absorb rainfall during intense weather patterns.</li> <li>• Cowyn has confirmed they have since have increased sediment control measures beyond the TTW erosion and sediment control plans to improve sediment management on site during periods of intense rainfall events.</li> <li>• Cowyn has also confirmed TTW has been engaged to review the erosion and sediment control plan in relation to additional measures installed, and provide advice on measures which can be further implemented to cater for intense rainfall patterns on saturated soils.</li> <li>• Cowyn has advised their site management team will monitor and maintain the installed measures on an ongoing basis to ensure a reoccurrence of this event is avoided.</li> <li>• Loreto Normanhurst's Community Consultant, Urbis' role is to assist with the management of complaints associated with the Stage 1 works under SSD 8996. We note this has been recorded in the complaints register for the project.</li> </ul>
17	29/04/2022	Traffic	Resident	Resident called regarding a vehicle parked illegally on Osborn Road.	Noted. Illegal parking is not a matter that can be resolved by the project team.

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20	16-May-22	Construction/ sediment	Community member via DPE	Complaint received from community member via DPE regarding sediment laden water flowing from the Loreto Campus into Coups Creek.	<p>The following response was provided to the community member:</p> <p>We reaffirm our position from earlier correspondence relating to sediment controls on the site and confirm:</p> <ol style="list-style-type: none"> <li>1. Construction Environment Management Plan (CEMP) has been prepared by COWYN Building Group and is administered at all times in delivery of this project to ensure compliance with Condition C14 (v) of the SSD 8996 Conditions of Consent</li> <li>2. Construction Soil and Waste Management plan (CWSMP) has been prepared by TTW and all measures implemented and maintained to ensure compliance with Condition C18 of the SSD 8996 Conditions of Consent</li> <li>3. Erosion and sediment controls and other soil and water management measures have been installed in accordance with the CSWMSP to ensure compliance with Conditions C21 and D23 of the SSD 8996 Conditions of Consent</li> </ol> <p>Evidence of ongoing inspection and maintenance of sediment control measures is attached for your records:</p> <ol style="list-style-type: none"> <li>1. Comprehensive Environmental Controls Inspection #1 dated 02 May 2022</li> <li>2. Weekly Site Safety Inspection #17 dated 17 May 2022 (refer Section 15 – Environmental Measures)</li> <li>3. Weekly Site Safety Inspection #16 dated 09 May 2022 (refer Section 15 – Environmental Measures)</li> <li>4. Weekly Site Safety Inspection #15 dated 02 May 2022 (refer Section 15 – Environmental Measures)</li> </ol>

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22	19/07/2022	Concern about night works	Resident - Mt Pleasant Ave	Resident raised concerns about potential night works.	The project team confirmed that there is no scheduled nightworks required for this stage of the project.  The light tower that was seen was required to finish the upper concrete slab due to the slow curing time of the concrete (winter).
23	19/07/2022	Metal slab on road	Resident - Mt Pleasant Ave	Resident called to raised concern about a metal slab on the road.	The project team confirmed that metal slabs were placed on the road to protect the road surface from heavy vehicles driving over in the rain. Slabs expected to be removed this week (22/7/22).
26	11-Aug-22	Traffic	Resident - Dunbar Close	Resident raised concern about illegal traffic manoeuvres being made by buses in Osborn Road.	Feedback regarding the movements of Loreto School buses was passed on to Loreto School, and to the bus company to action.
32	7-Sep-22	Traffic	Resident- Dunbar Close	Resident provided a photo of traffic congestion on Osborn Road. Resident raised concerns about vehicles (including Loreto School Buses) making illegal traffic manoeuvres.	
28	19-Aug-22	Traffic	Resident- Dunbar Close	Resident provided a photo of traffic congestion at the intersection of Osborn Road and Pennant Hills Road.	
29	23-Aug-22	Traffic	Resident- Dunbar Close	Resident provided a photo of traffic congestion on Osborn Road. Resident raised concerns about vehicles making illegal traffic manoeuvres.	
30	24-Aug-22	Traffic	Resident- Dunbar Close	Resident provided a photo of traffic congestion at the intersection of Osborn Road and Pennant Hills Road.	
33	7-Sep-22	Traffic	Resident- Dunbar Close	Resident raised concerns about vehicles (including Loreto School Buses) making illegal traffic manoeuvres.	
27	19-Aug-22	Traffic	Student and resident on Mount Pleasant Avenue	Student and Resident raised concerns about pedestrian safety at the intersection of Mount Pleasant Avenue and Pennant Hills Road.  Student and Resident requested traffic lights and a pedestrian crossing at the intersection of Mount Pleasant Avenue and Pennant Hills Road.	Loreto Normanhurst has provided a summary of all community comments received in relation to the traffic changes on Mount Pleasant Avenue to Hornsby Shire Council for the Council to determine the appropriate traffic and signage changes. We will inform you of these changes when they are determined.

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37	19-Sep-22	Traffic	Resident - Mt Pleasant Ave	Resident called regarding bollards blocking cars from using the school driveway.	The project team confirmed that the gates and bollards needed to be moved and opened through the construction programme, though the crew do not use it for vehicular access.
					Information regarding traffic management was provided to the resident. The project team confirmed that the rowing trailer near the bottom of Mount Pleasant Gate is being kept in this current location, as it was bogged when stored on the school oval. The school will explore alternative options for storage. The project team confirmed that the surfboat is not owned by the school.
41	22/11/2022	Construction trucks / Damage to the grass nature strip	Community member via DPE	Community member via DPE raised concerns about damage to the nature strip on Mount Pleasant Avenue.	We initially received notification of the complaint from Hornsby Shire Council via the Private Certifier appointed for the SSD-8996 Stage 1 substage 1-3 works at Loreto Normanhurst, Blackett Maguire & Goldsmith on 24 November 2022. The Contractor appointed for those works, Cowyn Building Group, provided a response back the same day. Extract from their email is below:  Following review of the photos provided, site attendance by one of our directors and Site manager for that project, we do not agree the damage raised by council relates to any vehicles associated with the stage of development we worked on.  The area indicated being damaged appears to be at 69 Mt Pleasant Avenue, approximately 520m away from our main site entry located at 4 Mt Pleasant Avenue. See near maps snapshot attached for your reference.  Our construction vehicles were 1. Entering and exiting via the 4 Mt Pleasant Avenue access road.

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					<p>2. Trucks turning circles were completed within the site completely off Mt pleasant Avenue.</p> <p>3. Worker vehicles were predominately parking on site with overflow parking locally outside the site entry 2-8 Mt pleasant Avenue.</p> <p>We are happy to discuss our position further with council, however, remain firm that the vehicular indentations are unrelated to the stage of development constructed by COWYN Building Group.</p> <p>The email correspondence is also attached for reference.</p> <p>If DPE has any questions, or if there is further information required, please do not hesitate to contact the undersigned</p>
42	19/072023	Noise	Public	Resident raised concern about landscaping work occurring on Sunday.	<p>The noise was in relation to landscapers on site, completing final soft landscaping works at 89 Pennant Hills Road site (DA/871/2021). While these works are part of the redevelopment at Loreto, they are separate to the State Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1).</p> <p>However, we note that in line with the requirements of the DA, all work must only occur between 7am and 5pm Monday to Saturday. We have addressed the contractor in relation to this to ensure these requirements are not breached moving forward.</p>
43		Traffic	Resident	Resident provided photos of traffic congestion on Osborne Road following the opening of the site link through Loreto.	The new through site link opened on Monday. Since then, the school has been actively monitoring the operation of the system. After a short period of

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					<p>operation, the school will review and refine its operational management plan to address associated traffic.</p> <p>With any new pick up and drop off arrangement, the process of monitoring and refining the operation is critical. Improvements and tweaks are expected and planned for during the early period of opening.</p> <p>In addition, Loreto is also encouraging the use of public transport, car-sharing and walking. Loreto acknowledges that a key part of improving traffic flow is reducing the use of private vehicles.</p> <p>We're monitoring the situation and sharing all this detail the traffic consultants working on the project.</p>
44	18 July 2023	Weekend work / noise complaint	Resident	<p>Council received the following concerns on 17 July 2023 from an anonymous resident in relation to the State Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1):</p> <p><i>“Construction workers working on Sunday on the development next door at Loreto Convent School. Very noisy. Do they have approval?”</i></p>	<p>The noise was in relation to landscapers on site, completing final soft landscaping works at 89 Pennant Hills Road site (DA/871/2021). While these works are part of the redevelopment at Loreto, they are separate to the State Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1).</p> <p>However, we note that in line with the requirements of the DA, all work must only occur between 7am and 5pm Monday to Saturday. We have addressed the contractor in relation to this to ensure these requirements are not breached moving forward.</p>
45	23/10/2023	Traffic - Osborn Road	Resident (Osborn Road)	<p>A resident on Osborn Road highlighted issues with traffic congestion during peak periods, which impacted their ability to access the road quickly due to a high-risk pregnancy. They reported being blocked on Osborn Road for 15 minutes while trying to reach the hospital and mentioned that</p>	<p>Loreto Normanhurst has forwarded these comments to the School's traffic engineers, who are actively monitoring the situation. As part of the traffic management plan, School representatives are not permitted to control traffic on public roads like Osborn</p>

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				residents are signing a petition. They requested that their complaint be escalated to the principal and sought a formal email response from the school.	Road. The team of consultants is continually reviewing the traffic management plan to improve traffic flow in and around the School. The input is appreciated, and efforts are ongoing to address these issues.
46	25/10/2023	Traffic - Osborn Road (traffic lights)	Nearby resident	A resident reported that traffic light timing issues are causing traffic to back up along Osborn Road, affecting the Pick-Up and Drop-Off (PUDO) area as cars are unable to turn onto Osborn Road. Additionally, construction at 2 Osborn Road is exacerbating the problem, with trucks parked in the left-hand lane forcing all traffic into the right-hand lane behind cars wanting to turn right. The traffic volume does not appear to have increased, but the delays give that impression.	Loreto Normanhurst has forwarded these comments to the School's traffic engineers, who are actively monitoring the situation. The team will make contact with RMS to address the traffic light timing issue and the impact of construction activities on Osborn Road. The input is appreciated, and efforts are ongoing to address these issues.
47	31/10/2023	Traffic / traffic lights - Osborn Road	Resident - Osborn Road	A resident reported an incident on Saturday, 7 October 2023, involving a Loreto bus on Osborn Road. At approximately 11:30 am, the bus was seen reversing up the street, causing a traffic backup in both directions. It appeared the bus had overshot the Loreto driveway and was struggling to reposition. The resident expressed frustration, noting that the narrow street and parked cars make it difficult for buses to manoeuvre, and reiterated that buses are not appropriate for Osborn Road.	Loreto Normanhurst has forwarded these comments to the project team to ensure they are aware of the incident. The input is appreciated, and efforts are ongoing to address these issues.
48	9/02/2023	Congestion / wait time on Osborn Road	Resident - Osborn Road	A resident formally complained about the traffic caused by Loreto on Osborn Road on the afternoon of February 9, 2024. The traffic congestion resulted in a 15-minute delay to reach their home. The resident noted that parking marshals were ineffective and attributed the problem to the sheer number of cars, exacerbated by increasing enrolments at Loreto. They expressed frustration over the frequent traffic issues and suggested that allowing traffic to enter and leave via Pennant Hills Road could alleviate the problem.	Loreto Normanhurst is continuing to monitor and refine the operation of its pick-up and drop-off procedures. This includes monitoring traffic around the School and taking proactive steps to minimise impacts on surrounding streets. Loreto is communicating with parents regularly about pick-up and drop-off procedures, including the use of internal School and external roads. Additionally, Loreto is encouraging the use of public transport, car-sharing, and walking. A key part of improving traffic flow is reducing the use of private vehicles. The situation is being monitored, and all details are being shared with the traffic consultants working on the project.

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49	12/02/2023	Traffic concerns from residents of Mount Pleasant Ave	CCC member	A committee member of the Loreto CCC reported ongoing traffic management concerns from residents of Mount Pleasant Avenue. With the return of school students in January and February, many residents have reiterated their concerns. The committee member has itemised these concerns and attached them for consideration.	Loreto Normanhurst is prioritising the assessment and monitoring of traffic and pedestrian flow in and around the School. The recommendations outlined in the letter have been shared with Loreto for consideration. Loreto will also continue discussions with the Council about possible improvements to Mount Pleasant Avenue. Additionally, Loreto is refining the operation of its pick-up and drop-off procedures, including regular communication with parents about appropriate use of internal and external roads. The situation is being monitored, and all details are being shared with the traffic consultants working on the project.
50	3/07/2024	Construction - Mount Pleasant Ave	CCC member	A community member noted that the recent community newsletter did not mention the suggestion by Janelle McIntosh (HSC) for a coffee cart drop-in meeting venue on Mount Pleasant Avenue for residents to ask questions and meet Buildcorp members. Additionally, the community member expressed relief that construction vehicles would flow in and out of the school site in a forward direction only, as stated in the newsletter, which they believed to be safer for residents and better for traffic control.	A community/street info session is being considered by BuildCorp, and they will be in touch with the community once these details are confirmed. Regarding the traffic flow reference in the community newsletter, it was incorrectly stated. Vehicles will be required to reverse when entering Gate 2, but a traffic controller will be available at all times to assist trucks reversing to ensure no impact on neighbours. The information about previous driveway damage caused by trucks has been shared with BuildCorp to ensure they are aware of previous impacts.
51	16-Jun-24	Construction traffic	Resident of the Adventist Retirement Village	A resident of the Adventist Retirement Village enquired about the anticipated number of truck movements on a daily basis, expressing concern about the potential impact and delays on Mount Pleasant Avenue due to the project.	The anticipated number of truck movements during construction will vary depending on the stage of work. It will peak in the early stages, such as during concrete pours, and should decrease as the project progresses. Trucks will be limited to arriving and exiting between: Weekdays: 7.00am and 5.00pm (excluding school pick-up and drop-off times). Saturdays: 8.00am and 1.00pm. Loreto will be monitoring traffic conditions on Mount Pleasant Avenue throughout the construction process to ensure minimal impact on residents.

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52	6-Sep	Construction traffic and use of Mount Pleasant Ave		A resident raised several concerns regarding the construction activities for the Loreto Boarding project, including the use of traffic cones, trucks offloading on Mount Pleasant Avenue, trucks turning right onto Pennant Hills Road, and the use of trucks and dogs at the southern gate.	<p><b>Traffic Cones:</b> On 4 September, traffic cones were used along the eastern side of the street during the delivery of the site compound sheds due to oversized loads. All cones were removed after the delivery was completed. In the unlikely event that cones need to be used again, BuildCorp will notify the community through a letterbox drop with 48 hours' notice. Using cones to block the eastern side of the street is not part of normal operating procedure.</p> <p><b>Trucks Offloading on Mt Pleasant Avenue:</b> While trucks are not typically offloaded on Mt Pleasant Avenue, this was necessary before the access ramp was completed. The machinery was offloaded and managed by traffic controllers to ensure safety. With both gates 1 (south) and 2 (north) now fully operational, all machinery will be loaded/unloaded within the site boundary moving forward.</p> <p><b>Trucks Turning Right onto Pennant Hills Road:</b> Turning right onto Pennant Hills Road is not permitted. BuildCorp has formally reprimanded the civil works subcontractor following reports of trucks turning right into Pennant Hills Road. Traffic controllers will continue to remind drivers exiting Mt Pleasant Avenue to turn left onto Pennant Hills Road. Further violations will result in banning the offending drivers from the Loreto New Boarding House project.</p> <p><b>Truck and Dog Use:</b> The use of trucks and dogs at the southern gate (gate 1) is part of the Traffic Management Plan, which has been endorsed by Hornsby Shire Council and Transport for NSW. BuildCorp has previously mentioned uncertainty about spatial access at the northern gate (gate 2) but has never stated that trucks and dogs would not be used.</p>

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53	11/09/2024	Traffic concerns from residents of Mount Pleasant Ave	CCC member	A resident reported experiencing noticeable vibrations from the construction works at Loreto while at home. Initially, they contacted Buildcorp directly rather than lodging a formal complaint. Buildcorp informed the resident that the school also reported similar issues. The resident appreciated Buildcorp's immediate response and decided to formally lodge their experience through the appropriate channel, recognising it as a more widespread problem.	Loreto Normanhurst has acknowledged the report of noticeable vibrations from the construction works. Buildcorp responded immediately to the concerns, and the issue was also noted by the school. The feedback has been formally lodged and will be monitored to ensure any necessary actions are taken to address the problem.
54	25-Sep	Construction traffic / parking on Mount Pleasant Ave	Resident – Mt Pleasant Avenue	A resident expressed concerns about construction vehicles associated with the Loreto Boarding School project. They expected that once the construction entry was completed, workers' vehicles would be parked on-site rather than on the school side verge of Mount Pleasant Avenue. The resident noted that workers' vehicles parked on both sides of the road make it difficult to egress driveways, posing safety risks, especially for the elderly and disabled. They also inquired about the effectiveness of street sweeps with so many vehicles parked on the road and requested advance notification for relocating cars.	Buildcorp's traffic management plan, endorsed by both Hornsby Shire Council and Transport for NSW, specifies that the western side of Mount Pleasant Avenue would be used for worker parking throughout the construction period. This excludes construction trucks, which are being contained within the site. While it would be ideal to contain all vehicles onsite, space constraints make this infeasible, which is common on construction sites. All workers have been advised to ensure two wheels are on the verge, in line with council requirements, to help maintain safe access along the street. Parking entirely off the road is not permitted due to council regulations. Street sweeps are conducted only when dirt or mud is tracked onto the road. Buildcorp has had no issues with access for these vehicles and is confident that sweeps can be completed safely, even with worker vehicles parked in the area. However, as these are often reactionary to immediate site needs, there may not always be enough time to notify residents in advance. The priority is to keep the street clean and safe for all while avoiding delays.
55	21/10/2024	Construction vehicles	Mt Pleasant Resident	A resident expressed frustration regarding building trucks blocking the flow of traffic and turning onto Pennant Hills Road during peak times	The concerns have been referred to BuildCorp for immediate attention. BuildCorp will ensure that traffic management protocols are strictly followed to minimise

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					disruptions, especially during peak times. Traffic controllers will continue to remind drivers to adhere to the approved routes and schedules to avoid impacting the flow of traffic. The input is appreciated, and efforts are ongoing to address these issues.
56	12/10/2024	Construction	CCC member	Residents reported that shortly after 9am, they heard a crash in their house. Upon investigation, they found that book shelving attached to an inside brick wall had bent the wall attachment, causing shelving and books to fall onto the bed and floor. They also noticed cracking along the mortar line at ground level on the exterior wall adjacent to that room. They suspect this may be linked to the development of Loreto's Boarding House.	Despite Buildcorp's approved DA hours (including Saturdays from 8am to 1pm), Buildcorp did not conduct any work on the Saturday in question. Previous vibration monitoring data in the vicinity of this property during Buildcorp's works was within acceptable limits. BuildCorp proceeded to review the incident at the residents property, and provide an outcomes report.
57	15/10/2024	Light from construction site	Resident - Mount Pleasant Ave	A resident reported that bright lights from the new worker walkway and construction site offices are coming through their front bedroom window at night, disrupting their sleep. They suggested turning off the lights at night, adding sensors so lights only come on if there is activity, or angling/shading the lights to direct the beam onto Loreto property rather than towards neighbours. They also provided photos to illustrate the issue.	Buildcorp has installed a timer to automatically turn the lights off when workers do not require safe access to the compound.
58	25/10/2024	Light from construction site	Resident - Mount Pleasant Ave	The resident expressed gratitude for the recent installation of a timer that turns off the construction site lights when not needed, allowing them to sleep without interference. They highlighted the importance of designing all future lighting in and around the new Boarding School and oval to avoid impacting neighbours' enjoyment of their properties. The resident noted concerns about existing high beam white lights over the oval and their potential impact on neighbours.	This feedback has been passed on to the project team to ensure that future lighting design considers the impact on neighbours and minimises light pollution. Have a lovely weekend.
59	10-Feb-25	Construction / temporary fencing	Resident – Mt Pleasant Avenue	A resident from Mount Pleasant Avenue left a voice message expressing concerns about the temporary fencing installed opposite 53-55 Mount Pleasant Avenue, stating that neighbours should not be inconvenienced by the fencing. Additionally, another neighbour reported that some vehicles	Urbis noted the enquiry and referred it directly to BuildCorp. BuildCorp will review the situation, including marking up the number of hydrants in the area and considering measures to reserve this zone, such as

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				are parking over the hydrants along the west side grass reserve.	using water barriers. BuildCorp managed the response to ensure the concerns are addressed.
60	19-Feb	Construction vehicle - Mount Pleasant Ave	CCC member	A resident reported seeing a construction truck turning right into Pennant Hills Road at the intersection with Mount Pleasant Avenue, which is not permitted for trucks from Loreto's construction site. The truck was from SBR Constructions, and the incident occurred at approximately 7:45 am. The resident provided the registration number, which was either SBRH or 5BRH.	This information has been shared with BuildCorp, who have investigated the matter further. The vehicle was likely to have been a sub-contractor delivering material. In response, BuildCorp has issued a formal reminder to the contractor about the 'no right turn' requirement, and they must turn left only onto Pennant Hills Road. BuildCorp will continue to monitor this. We will provide more information shortly.
61	10-Mar-25	Construction vehicle - Mount Pleasant Ave	CCC member	A resident reported seeing a large construction vehicle, either a semitrailer or B-Double, reversing into Gate 2 of the Loreto construction site. They had understood that only smaller construction vehicles would use Gate 2, with larger trucks directed through Gate 1, due to safety concerns at the crest of the road where there is also a bend and the road is narrower. The resident noted that traffic was held up for some time and sought clarification.	In line with the traffic management plan, trucks are able to enter the work site by reversing from Mount Pleasant Avenue into Gate 2 with the support of certified traffic controllers. There is no restriction on the size of trucks allowed to enter via Gate 2. BuildCorp will continue to monitor all movements around the site to ensure it remains safe and efficient.
62	13-Mar-25	Construction vehicle - Mount Pleasant Ave	CCC member	This resident expressed concerns about large construction vehicles reversing into Gate 2 of the Loreto construction site, noting that this section of the road is narrow and potentially dangerous. They referenced the Consultative Committee Meeting 8 (21 May 2024), which indicated that Gate 1 would be the primary entrance for heavy vehicles, with Gate 2 used as needed for accessing the northern part of the project. The resident suggested diverting larger trucks to Gate 1 to minimise disruption and enhance safety.	While most vehicles do enter through Gate 1, there are instances where Gate 2 needs to be used. As stated in your email and the Consultative Committee Meeting 8 slides, Gate 2 (north) will be used as needed for accessing the northern part of the project. The instance you witnessed was one of these occurrences.  In line with the traffic management plan, trucks are able to enter the work site by reversing from Mount Pleasant Avenue into Gate 2 with the support of certified traffic controllers. There is no restriction on the size of trucks allowed to enter via Gate 2. Traffic control is responsible for managing the issues around the crest and truck movements to ensure safety and efficiency.

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					<p>Your observation regarding the truck movement is noted, but it is important to clarify that BuildCorp's actions were in accordance with the approved traffic management plan. They did not deviate from the established protocols.</p> <p>BuildCorp will continue to monitor all movements around the site to ensure it remains safe and efficient.</p>