Bridge Housing Mascot Construction Complaints Register

Project Name: BH Mascot
Project Address: 792-794 Botany Road And 33-37 Henry Kendall Crescent, Mascot NSW
Date: Oct-26
Notes : All Complaints made are to be formally issues via HNSW Via 1800738718 or communityengagement@homes.nsw.gov.au

ID	Date	Category	Type	Stakeholder	Issue	Summary	Action Required	Notes	Close out Date (if Applicable)	Attachments
1	20/06/2026	Enquiry	Email (incoming)	NSW Ambulance - Mascot Station (direct site neighbour)	Impacts on business operations	Staff member from NSW Ambulance enquired about early works beginning and potential impacts to business operations. Requested details of planned work staging, construction impact management, timing and consultation processes to ensure ambulance operations are maintained.	Complete: Bridge Housing organised and held a meeting with Ben and Icon online (see below entry for details).	Complaint Resolved		
2	22/06/2026	Enquiry	Meeting	NSW Ambulance - Mascot Station (direct site neighbour)	Impacts on business operations	Bridge Housing held a Teams meeting with stafff to provide information in relation to their enquiry. Icon attended the meeting and staff were provided with Icon's contact details as the primary contact moving forward.	N/A	Complaint Resolved		
3	23/07/2026	Enquiry	Email (incoming)	Site neighbour	Visual impacts	Resident opposite the development made a complaint about the graffity on the site hoarding and requested it to be rectified.	Icon to remove graffiti on the site hoarding and continue to monitor and rectify any additional instances where the hoarding is graffitied	Complaint Resolved	24/07/2026	
4	27/07/2026	Enquiry	Email (incoming)	Site neighbour	Parking and traffic	Resident opposite the development enquired about contractors parking for outside of the permitted timezones in Henry Kendall Crescent	Site Manager's contact details to be passed onto the resident. Note all details available on site signage. However, response will be provided via return email.	Complaint Ongoing	TBC	
5	30/08/2026	Enquiry	Email (incoming)	Site neighbour	Visual impacts	Resident opposite the development made a complaint about the graffity on the site hoarding and requested it to be rectified.	Icon to remove graffiti on the site hoarding and continue to monitor and rectify any additional instances where the hoarding is graffitied	Complaint Resolved	1/09/2026	
6	15/09/2026	Complaint	Email (incoming)	Site neighbour	Community benefit	Resident adjacent to site has requested the retained trees (on site boundary) adjacent to their fence to be removed as the roots are damaging their property.	Icon advised these trees have been noted to be protected by SSDA documentation Include into Monthly PCG report and notify client/arborist	Icon complaint on tenant's behalf		
7	18/09/2026	Complaint	Email (incoming)	**Bayside Council**	Construction impacts (noise/vibration/access)	*Good morning, Michael.* *Thank you for your time on the phone today.* *Further to our conversation, Council is in receipt of the following complaint in relation to the development site at 33-39 Henry Kendall Cresent, Mascot.* *Reported excessive vibration caused by early morning heavy machinery use at building site of SSD- 33-39 Henry Kendall Crescent, Mascot. Heavy machinery is being used at 07.15am and 08.15am, earlier than 9am, signage says works would not commence prior to 9am. He requested council intervention due to the disturbance and house shaking. EPA has directed him to Council.* *Can you please confirm that the works were for Demolition only and that no development has commenced?*	Site manager responded to email on 18/09/2026 *Thank you for your email.* *Confirming that to date there has been no development works commenced. The current scope of works completed to date has been limited to site establishment and demolition works as per the approved SSDA Conditions which permits these works to be carried out between the hours of 7am to 5pm Monday to Saturday in accordance with Clause C3. Of the approved SSDA conditions of consent (SSD-72393459).* *Please let me know if there is any further information you require.*	Complaint Resolved	18/09/2026	
8	16/10/2026	Complaint	SMS	Site neighbour	Community benefit	Resident adjacent to site followed up on status of northern boundary trees via SMS to Michael Stewart (Site Manager) Refer previous complaint No. 6.	Icon to response following communication with Bridge Housing	Refer snapshot of received text message		
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