

**Environmental Complaints Log**

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
110723a	23/07/2011	Ms. Law at Victoria Centre by ICC no. 1-303887687	North Point	She concerned that Highways Department published a notice in their Management Office about construction works will be conducted from 0700 hours to 2300 hours during July to December 2011 including Saturday, Sunday and public holiday.	1) It was referred by AECOM to ET on 28 July 2011 2) RSS confirmed that the notice was prepared by Victoria Centre 'a Management office to their resident and the advice was only given on the extension construction works (for Contract HY/2009/15) to 7am-9pm Monday to Saturday except Public Holidays and Sundays. 3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am and is expected to be completed by mid-August 2011. 4) No noise exceedance was recorded at construction noise monitoring station at Victoria Centre on 19 and 25 July 2011 during daytime and evening time period while breaking and excavation works were observed during monitoring. 5) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.	Closed
110723b	23/07/2011	Ms. Yau at Block 2, Victoria Centre by ICC no. 1-304013959	North Point	Reclamation work was conducted at Causeway Bay Typhoon Shelter at 7am on 23 July 2011. She complained that the works shall be started later to minimize the noise nuisance to the vicinity of the residents in early morning	1) It was referred by AECOM to ET on 8 August 2011 2) RSS confirmed to start the rock breaking activities for Contract HY/2009/15 at 8am as a mitigation measure to minimize the noise nuisance in the vicinity of the residents. 3) With reference to the construction noise monitoring at Victoria Centre, no exceedance was recorded on 19 and 25 July 2011 during daytime while breaking and excavation works were undertaken during monitoring 4) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.	Closed
110727a	27/07/2011	Mr. Law from Victoria Centre Management Office by ICC no. 1-304616162	North Point	It was complained by Mr. Law from Victoria Centre Management Office on 27 July 2011 regarding construction noise generated by the construction operations of	1) It was referred by AECOM to ET on 28 July 2011 2) RSS confirmed to start the rock breaking activities for Contract HY/2009/15 at 8am as a mitigation measure to minimize the noise nuisance in the vicinity of the residents. 3) No noise exceedance was recorded at construction noise monitoring station at Victoria Centre on 25 July and	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				Central-Wanchai Bypass at noon rather than in morning at 7am.	4 August 2011 during daytime and evening time period while breaking and excavation works were observed during monitoring. 5) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. No further complaint from complainant was received after proposed the mitigation measure.	
110727b	27/07/2011	Ms. Chiu by ICC no.1-304615409	North Point	Noise nuisance from the excavation works for the Highways Department adjacent to the Victoria Centre was conducted from 7am	1) It was referred by AECOM to ET on 28 July 2011 2) With reference to the construction noise monitoring at Vitoria Centre, no exceedance was recorded on 25 July and 4 and 10 August 2011 during daytime while breaking and excavation works were undertaken during monitoring. 3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am.	Closed
	07/08/2011				4) However, complainant did not satisfy with the response on the noise nuisance from the rock-breaking during morning in front of Victoria Centre and then further complaint via 1823 on 7 August 2011. 5) Highways contacted the complainant on 15 August 2011 that the noisy rock breaking operation had been completed. <i>Remarks: There will be counted as two complaints in this complaint log.</i>	
110730	30/07/2011	Mr. Tsui by ICC no. 1-305074350	Central	Construction noise generated by operations of Central-Interchange which is near the spa room at Four-Season Hotel. Also, the complaint enquired the commencement time of the construction on Saturday.	1) It was referred by AECOM to ET on 1 August 2011. 2) RSS confirmed that noisy plants from 2 vibratory hammers have been conducted in alternating manner for piling and drilling works for diaphragm wall construction. 3) With reference to the construction noise monitoring at IFC Western End of Podium, no exceedance was recorded on 4 August 2011 during monitoring while sheet piling works were undertaken during monitoring. 4) In order to reduce the noise impact to nearby noise sensitive receivers, Contractor has been implemented the following noise mitigation measures: - Erection of acoustic lining at the hoarding next to Four Seasons Hotel; - Temporary noise barrier with extended acoustic lining; - Reduced in plant such that only have one vibration hammer operating at the west side near Four	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Seasons Hotel instead of 2 5) In conclusion, it was related to the construction works under Contract HY/2009/18 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.	
110810	10/08/2011	Mr. Yip by ICC no. 1 – 306740207	North Point	Muddy water was discharged from work site to the seafront near Oil Street during heavy rain. The environmental protection measures were not good enough and are needed to rectify.	1) It was referred by AECOM to ET on 17 August 2011. 2) Confirmed with RE, Muddy water was caused by a heap of earth being washed to the sea by heavy rain. The heap of earth was referred as a small stockpile placed close to the seafront in front of Oil Street within the site area under handover transition period from contract HY/2009/11 to contract HY/2009/19. The necessary mitigation measures to protect the small stockpile against rainfall were missing at the time of complaint. 3) Due to the missing of mitigation measures to protect the small stockpile during handover transition period, loose material was washed into the harbour when heavy rain came. Muddy water was formed and dispersed in the sea that caused the water quality and visual concern to the public. The complaint was considered as valid. 4) Contractors were advised to relocate the loose materials away from the coastline as far as practicable. Any loose material placed which needed to be placed near the coastline shall be properly compacted or covered as appropriate. To avoid any further environmental deficiency, Contractors shall ensure all necessary environmental mitigation measures will not be missing during site area handover.	Closed
110817	17/08/2011	ICC no. 1-307657681	North Point	Visual impact generated by light from a large amount of spot-lights on the barge during mid-night nearby City Garden.	1) It was referred by AECOM to ET on 23 August 2011 2) RSS confirmed that some non-essential lights were turned on during night-time period which caused the nuisance to the nearby residents. In addition, absence of lighting shields at flood lights results in visual glare to the complainant at night-time. 3) Follow-up action had been taken by contractor that switches off all non-essential lights to minimized nuisance to the nearby residents. The complainant satisfied to the practice and no further complaint was received after that.	Closed
110826	26/08/2011	Grand Hyatt and a complainant by ICC	Wan Chai	Construction noise and vibration nuisance generated from the works at Convention Avenue and inside the HKCEC1	1) Confirmed with the Resident Site Staff that the construction works were referred to the Contractor HK/2009/01. 2) The Excavator mounted breaker at Convention Avenue	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				reclamation area.	and Drilling rig at HKCEC1 reclamation area were the dominant construction noise source during this period. 3) The drilling rig at HKCEC1 reclamation area and excavator mounted breaker at Convention Avenue were then temporary suspended after received the complaint. 4) Investigation revealed that the erected noise barrier (4m cantilevered movable noise barrier for the drilling rig and 1m movable noise barrier for the excavator mounted breaker) were not located close to the plants to provide adequate noise screening. 5) Contractor was advised to avoid concurrent operation of construction plants at site. Further enhancement of movable noise barriers at HKCEC1 and providing noise enclosure for the excavator mounted breaker at Convention Avenue are needed. 6) Further site investigation and checking on 31 August and 7 September 2011 revealed that the implemented noise mitigation measures were in proper and minimize the noise impact.	
110826A	26/08/2011	A complaint letter from Mr. Au of Cayley Property of City Garden	North Point	Harbor front adjacent to their water intake suction which caused 3 times of system breakdown of the sea water pump on 9, 22 and 25 August 2011.	1) It was referred by AECOM to ET on 29 August 2011 2) Confirmed with the Resident Site Staff that the construction works were referred to the Contractors HY/2009/11 and HY/2009/19. 3) The pump is located on the site area of HY/2009/19 4) A temporary garbage defender was installed on 23 July 2011 by HY/2009/11 and the shape of the defender was adjusted on 8 August 2011 in order to exclude the outfall. 5) An ad hoc inspection of the effectiveness of garbage defender was conducted with RSS (CWB project team), contractor of HY/200911 and HY/2009/19 and IEC on 29 August 2011. Inspection report of it was submitted to RSS on 19 September 2011. 5) Daily cleaning near the water intake was conducted twice a day by contractor HY/2009/19. 6) In response to City Garden request, the contractors have set up the temporary garbage defender in function and collect the floating refuses, but cannot eliminate all refuses, in particular the refuse come from sea bed from entering the intake. 6) According to the complaint letter from Cayley Property, the outcomes of the preventive measures were not complying with their expectation. 7) During on-site inspection, floating refuses observed	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>occasionally outside the garbage defender. No conclusion could be made for the source of these floating refuses. On the other hand, some of the floating refuses were observed immigrating in the protective zone during investigation</p> <p>8) All daily cleaning actions had been taken by contractor to minimize floating refuse inside the construction site. It was noted that the intake (land side) is open access to public, so that many activities such as fishing, feeding fish were conducted there even though a notice has already hoisted. Also, tripping of rubbish by the passers-by could result in a lot of rubbish accumulated around the intake point.</p> <p>9) Referring to the record provided by CPML, there were a lot of nylon/ plastic bags and nylon wire mesh that matched those rubbishes generated from the public activities.</p> <p>10) Contractors have fulfilled the requirement of site cleanness and no exceedance was recorded during Water Quality Monitoring. It is consider the cause of this complaint is not related to project and environmental issue in this project as well. No more complaint received after ad-hoc inspection</p>	
111014	14/10/2011	The complainant, Ms. Tam complained via hotline 1823	Wan Chai	The polluted fumes and exhaust from the excavation by sub-contractor of CEDD on pedestrian way outside no.25 Harbour Road (in front of the Harbour Centre)	<p>1) RSS notified ET to carry out investigation on 17 October 2011.</p> <p>2) ET confirmed with the Resident Site Staff that the location of the excavator was within site area of Contract no. HK/2009/02 undertaking the water cooling main reprovision works along the Harbour Road. The plants including the excavator have been checked before using at the site. However, the polluted fumes and exhausted from the excavator was caused due to insufficient maintenance of the plant after using at site.</p> <p>3) After receiving the complaint, the excavator was then removal off-site for checking and maintenance works on 17 October 2011.</p> <p>4) Contractor was reminded to enhance regular checking and maintenance to all plants at site.</p> <p>5) RSS has replied to the complainant on the arrangement of the measures taken on 17 October 2011. Complainant was satisfied with the response and follow-up action taken by the Contractor.</p>	Closed
111104	04/11/2011	Mr. Liu from	Wan Chai	Complain about a tree near the	1) ET confirmed with the Resident Site Staff that	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
		LCSD complained via Contractor Complaint Hotline		site of pipe installation works outside Wan Chai Swimming Pool at Harbour Road, the status is not healthy and roof ball of two trees inside the site near Renaissance Hong Kong Harbour View Hotel at Convention Avenue were half cut.	<ul style="list-style-type: none">• A tree near the site of pipe installation works outside Wan Chai Swimming Pool at Harbour Road is the Tree no. TA1122 under Contract no. HK/2009/02. Leaves of a branch of this tree were shrivelled.• Two trees inside the site near Renaissance Hong Kong Harbour View Hotel at Convention Avenue are the tree nos. A160 and A161 under Contract no. HK/2009/01. Part of roof ball of these two trees was covered by the metal plate. 2) Independent Tree Specialists for these two inspected the trees. Contractor HK/2009/01 has taken the measure as recommend downgrading the soil level around the trunk base. Reinstating of the ground works will be conducted in mid-December 2011. For the tree no. TA1122 under Contract no. HK/2009/02, the brown leaves were removed and fenced the tree with orange net is provided to prevent damage of tree trunk by construction works. The distance between the tree and the edge of the trench is kept approximate 2m. Two Contractors were reminded to carry out regular watering to the trees within their site area.	
111106	06/11/2011	Police officer	Wan Chai	Construction noise generated from the site at about 6:30 a.m on 6 November 2011 and require to stop the machine operation	<ol style="list-style-type: none">1) According to the information reported by Contractor, one BC cutter and hoist were operated for Diaphragm Wall construction of Shatin-Central Link to inspect bentonite pipes and ensure no damages and all the joints are tightened in good position. Then, the subcontractor for Diaphragm wall, SAMBO Korean foreman stopped the engine of the BC cutter immediately. The police officer recorded the details and HKID number of the foreman and then left. Due to the different language communication between the police officer and the Korean foreman, no CNP was checked by the police officer.2) ET confirmed with the Resident Site Staff that same issue was also raised out by RSS at about 7:00a.m on the same day. Besides, it was confirmed that there is no valid Construction Noise Permit for the conducted construction works in the period between 2300 and 0700.3) Due to insufficient communication between Contractor HK/2009/01 and their Korean Sub-contractor, Korean Sub-contractor had not notified to Contractor before carrying out the inspection of the BC cutter, hoists and	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					bentonite pipes at about 6:00a.m to ensure no damages and all the pipe joints should be tightened and in good position. 4) Contractor was advised to enhance the communication between Contractor and sub-contractor and provide sufficient environmental training to all foreman and operators on restricted hour operation. Furthermore, Construction Noise Permit should be checked and in place for the construction works during restricted hour 5) This complaint was considered in relation to the conducted construction works during restricted hours without valid Construction Noise Permit. No more construction works were conducted during night time period. The construction works will be conducted in accordance with the time period stated in valid CNP. This complaint will be kept in view of any follow-up action from the relevant government activities.	
111212	12/12/2011	The complainant, Mr Tsui from IFCII's management office complained via hotline 1823	Central	A visual impact complaint from hotline 1823 was received by ET on 9 January 2011 (ICC Ref. No.: ICC#1-333037096 dated on 12 December 2011). The complaint, Mr Tsui was reported that visual nuisance caused by lighting in the construction site during night time.	1) RSS notified ET on 9 Jan 2012. 2) ET confirmed with the Resident Site Staff that A joint inspection was conducted by Mr Tsui and contractor on that night to see whether there is any improvement. 3) Due to safety reason, igniting enough lights should not be avoided in construction site. However, the light sources were not directed away from pointing to the sensitive receiver and results in visual glare to the complainant. 4) Confirmed with the Resident Site Staff the complainant was satisfied the new arrangement of the lights with contractor after the joint inspection. No further complaint received after that.	Closed
111220	20/12/2011	The complainant, Ms. Poon complained via hotline 1823 (ICC Ref. No.: ICC#1-334683841)	North Point	Construction air and noise nuisance generated that many trucks carrying construction materials driving along Watson Road and Oil Street and possibly entering/leaving the construction site near the IEC during 0800 to 1900 hours.	1) RSS notified ET on 22 Dec 2011. 2) ET confirmed with the Resident Site Staff that the complainant cannot identify whether the trucks were working under the CWB project or not. 3) The dominant construction air and noise nuisances were emitted by the trucks along Oil Street and Waston Road, however, this is the public road for all vehicles. Reviewing the air quality monitoring and noise monitoring results. No exceedance was recorded during this period. 4) Confirmed with the Resident Site Staff that they provided a contact no. for any future enquiries regarding	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					CWB project to the complainant and she was satisfied on the arrangement and no further complaint was received after that.	
111230	30/12/2011	Residents of Harbour Heights	North Point	Construction air and noise nuisance generated by construction vehicles were found parked illegally at King Wah Road and lining up at Oil Street without the engine turning off.	1) RSS notified ET on 6 January 2011. 2) ET confirmed with the Resident Site Staff that a number of construction activities are concurrently proceeding in the vicinity of Oil Street, King Wah Street and a private development project in King Wah Street 3) The dominant construction air and noise nuisances were emitted by the trucks along Oil Street and King Wah Road, however, this is the public road for all vehicles. Reviewing the results of air quality monitoring station (CMA1b) and noise monitoring (M4b). No exceedance was recorded during this period. Site inspections for HY/2009/19 were conducted on 4 January 2012. The condition of the site access at Oil Street and the public road nearby were found satisfactory. It is noted that HyD also allow and encourage their contractors to maximize the use of marine access, where available, to work sites, so as to minimize burdening nearby public roads. When land trips are unavoidable, they require contractors to tidy up their construction vehicles before leaving works sites. No contractor under CWB project parked their vehicles illegally at King Wah Street, and HyD still reminded them not to commit such offence. 4) According to HyD's staff replied the complaint letter on 10 January 2012, there is a private development project under construction at King Wah Road. To access these works sites, construction vehicles have to use public roads nearby. No further complaint received after HyD's reply.	Closed
120118	18/01/2012	N/A	North Point	A complaint regarding a tree located in front of Victoria Centre under IECL was covered by one meter mud without any protection. The complainant concerns the health of the tree in such condition.	1) RSS notified ET on 20 January 2012. 2) ET confirmed with the Resident Site Staff that The tree is inside the site area of HY/2009/19 and The Botanical name of the tree is Ficus superba var. japonica and the I.D. of the tree is UT48 3) According to the information provided by RSS on 20 Jan 2012, the tree shall be felled that has been approved by DLO on 29 August 2011. Moreover, the tree was felled	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					by contractor on 19 January 2012. 4) No further complaint received after HyD's reply.	
120305	03/03/2012	Resident of Harbour Heights complained via hotline 1823 (ICC Ref. No.: ICC#1-344632511)	North Point	A complaint regarding excessive noise from construction sites of CWB was observed outside Harbour Heights from Monday to Saturday before 8am. The plants were frequently turned on before 7:30am creating nuisance. The complainant requested a speedy follow-up and reply from relevant department.	1) RSS notified ET on 5 March 2012. 2) ET confirmed with the Resident Site Staff that PME for diaphragm wall construction started to operate at about 7:30am whilst the other PME, including those for land bored piling work, started to operate after 8am. 3) After reviewing the results of noise monitoring (M4b), no exceedance was recorded during daytime period and the noise level were below 75dB(A). Site inspection for HY/2009/19 was conducted on 7 March 2012. The condition of noise mitigation measures near Harbour Heights was found satisfactory. RSS confirmed that no operation was active before 7:00am everyday. The suspected nuisance was to be considered caused by the PME for diaphragm wall construction. A surprise check was performed on 13 March 2012 by RSS. It was found that no noisy PME was in operation by Contractor of HY/2009/19 before 8am, and the construction noise level was minimal and not disturbing. The noise level and operation time both complied with statutory requirements set up in NCO. 4) Complainant called ICC on 8 March 2012 to confirm HyD has provided a response. No further complaint was received after the response.	Closed
120405	05/04/2012	N/A	North Point	A complaint regarding excessive noise from construction sites of CBTS was observed daily before 7:30am except on public holidays, and the noise source was mainly from piling works. The complainant requested that construction works should start after 8:30am to avoid nuisance to nearby residents and a speedy follow-up and reply.	1) RSS notified ET on 5 April 2012. 2) ET confirmed with the Resident Site Staff that no piling works were performed during the concerned period. 3) After reviewing the results of noise monitoring (M2b and M3a), no exceedance was recorded during daytime period and the noise level was below 75dB(A). Site inspection for HY/2009/15 was conducted on 10 April 2012. The condition of noise mitigation measures around CBTS was found satisfactory. RSS confirmed that no pilings were performed during the concerned period. The major works included drilling, diaphragm wall construction and excavations. 4) HyD made a reply to the complainant on 16 April	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					2012 via 1823. HyD replied that the current works at CBTS were drilling, diaphragm wall construction and deep excavations. In order to minimize the noise generated from the above works, the Contractor had erected temporary noise barriers and provided noise blankets on plants. RSS would continue to work with the Contractor on the effectiveness of the environmental mitigation measures implemented on site. No further complaint was received after the response.	
120415	15/04/2012	The complainant Ms. Law, resident of Fu Lee Loy Mansion, complained via hotline 1823 (ICC Ref. No.: 1-351021108)	North Point	A complaint regarding excessive noise generated from a HyD project that is located at the connection point of CWB and IEC affecting nearby residents. Lately during the middle of the night (around 00:00 to 05:00), low frequency noise, which possibly came from the operating power generator and the barges which were parked along the Oil Street work site, were making a nuisance to the complainant and residents nearby. The complainant requested that relevant department should follow-up.	<ol style="list-style-type: none">1) RSS notified ET on 17 April 2012.2) ET confirmed with the Resident Site Staff that there was no operation of power generators for HY/2009/19 and HY/2009/17 (HY/2009/11 had no physical work on site) during the concerned period. Although there were a few barges mooring at the seafront of HY/2009/19, they were not in operation and hence no operational noise would be emitted.3) After reviewing the results of noise monitoring (M4b and M5b), no exceedance was recorded during day time period and the noise level was below 75dB(A). Site inspection for HY/2009/19 was conducted on 18 April 2012. The condition of noise mitigation measures near Harbour Heights were found satisfactory. RSS confirmed that no operation of power generators for HY/2009/19 and HY/2009/17 (HY/2009/11 had no physical work on site) during the concerned period. Although there were a few barges mooring at the seafront of HY/2009/19, they were not in operation and hence no operational noise would be emitted.4) HyD made a reply to the complainant on 30 April 2012 via email. HyD replied that the current works near Oil Street, North Point, included CWB tunnel works, IEC connections and associated foundation works. According to RSS records, no operations were performed during the early hours of March and April at Oil Street and the waterbody nearby, and so it was believed that the noise nuisance was not generated from the CWB project. Despite that, RSS would continue to monitor the Contractor on the operations and effectiveness of the environmental mitigation measures implemented on site, as not to affect daily life of local residents nearby. No further complaint was received after the response.	Closed