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. *Remarks: There will be counted as two complaints in this complaint log.*	
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 complaint 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 excluse 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 IECon 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 wih 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
					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 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 assess 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. 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. 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	
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)	1) RSS notified ET to carry out investigation on 17 October 2011. 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. 3) After receiving the complaint, the excavator was then removal off-site for checking and maintenance works on 17 October 2011. 4) Contractor was reminded to enhance regular checking and maintenance to all plants at site. 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.	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.	• 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	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. Futhermore, 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 enought 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 complaint. 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 vechicles. Reviewing the air qualiuty montioring 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 Poad 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 vechicles. Reviewing the results of air qualiuty montioring 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.	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

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130308	06/03/2013	ICC Case#1-407181502	Tin Hau	A complaint regarding the dropping of fine rock material into surrounding waterbody was observed during rock breaking operation with two excavators in active operation at the Eastern Breakwater of Causeway Bay Typhoon Shelter near the North Point lighthouse.	1) RSS notified ET on 8 Marc 2013 2) ET confirmed with RSS that excavation works, installation of buoy, flashing light and silt curtain and dredging works were undertaken at Eastern Breakwater during the concerned period on 6 March 2013. One backhoe equipped with breaker and one derrick barge were confirmed in operation while another backhoe was at idle during the concerned period on 6 March 2013. 3) Reviewing the photo record provided by RSS, the condition of the silt curtain deployed around the Eastern Breakwater on 6 March 2013 was found to be in good condition. It is considered that the silt curtain was properly in place during the concerned period and the concerned act of dropping of fine rock material was confined within the silt curtain boundary without adverse impact to the nearby water quality. Further follow up was conducted on 12 March 2013 during weekly environmental audit inspection, the silt curtain deployed around the concerned area was found to be maintained in good condition and the water quality at the concerned work area was generally satisfactory. No violation of the Environmental Permit condition was found. The contracotr was advised and committed to implement preventive meaures to miminize the potential impact of work including conducting regular diver check to ensure the integrity and the extend of silt curtain deployment and to provide adequtae back up stock of silt curtain for emergency use.	Closed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130606	30/5/2013	ICC Ref. No.: #1-430164728	Central – Man Kat Street	1. A number of trees (approximately more than ten) along Man Kat Street were found to be in poor health condition with withered and yellow leaves. The complainant has requested a follow-up by relevant department.	1) RSS notify ET on 6 June 2013 2) ET confirmed with the Resident Site Staff that According to the information provided by RSS, 13 no. of the trees - Roystonea regia (T1674, T1675, T1676, T1677, T1678, T1679, T1680, T1681, T1683, T1644, T1643, T1641, T1639) at the concerned location raised by the complainant was found to be with withered and yellow leaves and 1 no. of tree- Khaya senegalensis (T1712) raised by the complainant was found to be in poor health condition. No construction works was undertaken by Contract HY/2009/18 at the concerned planter area where the affected trees are located. It was also observed that an active CEDD construction works area under a separate contractor not related to Central Wan Chai Bypass Project was found to be located within the concerned planter area. 3) A follow-up joint inspection with RSS and Landscape specialist was conducted on 10 June2013, it was considered that the witered and yellow leaves of the affected trees (T1674,T1675,T1676,T1677,T1678,T1679,T1680,T1681, T1683,T1644,T1643,T1641,T1639) at the concerned planter area were contributed by natrual life cycle of the affected trees and the health condition of the affected trees were considered to be fair. It was also noted that an active CEDD works area was located within the concerned planter area in close proximity to few of the concerned trees (T1644,T1643,T1641,T1639) According to tree inspection records from Jan 2013 to May 2013 confirmed by RSS (Document Ref: CI-F1-043b, CI-F1-044b, CI-F1-045b, CI-F1-046b, CI-F1-047b), the affected tree (T1712) at the concerned planter area was considered to show sign of withering and considered to be in poor health condition in latest tree survey report confirmed by RSS.	Closed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					During the follow-up inspection on 10 June 2013, It was observed that construction material and oil drum were placed near the the roots area of other trees within the CEDD works. Despite the above observation, no direct evidence was found on site which indicates the work front have contributed to the poor health condition of the affected tree (T1712) at the time of investigation. 4) The relevant contractor have removed the construction material near the root area of the trees retained on site and conduct pruning to remove the withered and yellow leaves retained on tree trunk to minimize impact on the trees appearance.In addition, safety supporting wire was provided for concerned tree (T1712) 5) ET recommended the contractor to keep in view the health condition of the concerned tree (T1712) and apply permission for tree felling together with tree compensation plan if considered necessary. Furthermore, the contractor was reminded to implement regular checking of tree health condition and regular removal of withered leaves to maintain the overall tree appearance.	

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130611	30 May 2013 and 1 June 2013	EPD Ref.:H04/RS/000 11587-13	Area near Central Pier	1. Noise was emanated from the construction site near the Central Piers at around 0900 hrs on 30 May 2013 and other days and requested follow up action by relevant department.	1) RSS notify ET on 11 June 2013 2) ET confirmed with the Resident Site Staff that According the information confirmed by RSS, major noise generating construction activities undertaken at works area near Central Pier during the concerned time include - Breaking up existing D-wall concrete and excavation at portion 4B and 4C - Sheet pilling works at Portion VI (Man Kat Street) 3) Total 1 no. of Backhoe with breaker, 1 no. of Backhoe with vibratory hammer and 4 no.s of pneumatic breakers were deployed for the above construction activities. Reviewing the noise monitoring data at monitoring stations (M7e- Internation Finance Centre Eastern End of Podium and M7w- International Finance Centre Western End of Podium), no limit level exceedances were recorded during routine noise monitoring event on 28 May 2013 and 03 June 2013. As similar construction works activities conducted on 30 May 2013 was continued across the above monitoring period, the noise emanated from the construction activities under Contract HY/2009/18 was considered to complied with the statutory requirement. In addition, weekly environmental site inspection was conducted on 30 May 2013 at around 10:00. According to the inspection record, no particular observation regarding noise impact was recorded and the mitigation measures including erection of of temporary noise barrier was observed in place. As such, no direct information associated with the noise concerned raised was considered available and no non-conformity was identified. 4) ET recommend the contractor to review the need of additional noise mitigation measures to further reduce the noise enmated during construction works for pier side public area.	Interim report submitted to EPD on 19 June 2013, EPD advised no further comment on 5 Aug 2013and final report for case closing submitted on 6 Aug 2013.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
131010	03 Oct 2013	ICC Ref: No.1-467000768	Area between Central Pier and International Finance Centre	Noise and air quality impact was experienced at the area located between IFC and Central Pier during peak hours.	ET confirmed with the Resident Site Staff that 1) The major construction activities at the concerned location conducted over the past three months include; - Formwork, rebar and concreting - Backfilling - Water-proofing - Scaffolding erection 2) Mitgitation measures implemented by the Contractor for the above construction works include - Select quiet plant and work methods; - Check plant and equipment for condition; - For use of powered mechanical equipment during restricted hours: Obtain necessary Construction Noise Permit and strictly comply with their conditions; - Frequently spray water to major haul road and stockpiles to suppress dust generation; and - Cover stockpiles with impervious sheets The construction activities including backfilling, concreting and other assoicated tunnel works were undertaken in the past three months. Having reviewing the monitoring data of the monitoring stations in the vincinity of the concerned location raised by the complainant, namely monitoring station M7e and M7w (Noise Monitoring Station) and MA1e and MA1w (Air Monitoring Station), no action or limit level exceedance was recorded. In addition, mitigations measures including water sparying and erection of noise barrier were observed during weekly site inspection in August and September 2013 and reminders on dust mitigations measures given during weekly site inspection to the contractor were rectified. As such, the construction activities under Contract HY/2009/18 were considered in compliance with the statutory requirement and no cumulative air/ noise qualtiy quality impact was observed in the past three months.	Closed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Elevated noise level at monitoring station M7e (International Finance Centre East Podium) was noted on 24 September 2013. The Contractor is recommended to review the current measures and to implement additional noise mitigation measures to further avoid potential impact to nearby public area during construction works.	
131217	16 Dec 2013	ICC Case Ref.: 1-484998552	Victoria Park near Hing Fat Street Exit	Sweeping of muddy water into public drains.	ET confirmed with the Resident Site Staff that 1)The major construction activities around the concerned location conducted on 16 Dec 2013 a.m.includes: -Preparation work of rootball for tree transplanting According to the information provided by RSS, the construction activities around the concerned location on 16 Dec 2013 include preparation work of rootball for tree transplanting at Zone 17/18. A further investigation on the complaint was conducted on 19 Dec 2013 during weekly environmental inspection. It was observed that a tree worksarea comprised of mainly loosen soil was located near the concerned location. It was considered that the inclined surface and loosen soil nature of the concerned worksarea could have led to the muddy surface runoff in rain. Deposition of muddy runoff onto nearby public pavement outside worksarea was hence resulted and was subsequently cleaned into nearby public stormwater drain by the Contractor's workers on the complaint date. As such, the case was considered as works related. Sandbags, geotextile and gravels were immediately placed by the Contractor around the gullies at the concerned location to prevent leftover muddy runoff to the public stormwater drain as observed during the weekly inspection on 19 Dec 2013. With respect to the follow-up raised by the complainant on 19 Dec 2013, sandbags, geotextile and gravels placed at gullies located at public area were removed by the Contractor on the same day for maintaining passible public pavement. Follow up measures including sandbag bundle and covering of worksarea with impervious sheeting was immediately placed at the source of impact at the concerned worksarea boundary by the Contractor.	Final investigation report issued on 20 Dec 2013. Case closed on 3 Jan 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
131224	24 Dec 2013	(ICC Case Ref.: 1-486434321	Victoria Park Children Playground	Odour and large amount of dust particles affecting the public user of the Victoria Park near Children playground	ET confirmed with the Resident Site Staff that 1) The major construction activities around the concerned location conducted on 24 Dec 2013 include: - Breaking up exisitng pillar box for new children playground Portion II - Pressing of sheet pile at bowling green for ELS works Portion XII - Welding work for preparation of sheetpiling work at bowling green Portion VI - Demolition of existing pavilion for bowling green Portion VI -Felling of tree TA50 at Victoria Park Zone 2) Mitgitation measures implemented by the Contractor for the above construction works include -Water spraying for demolition and other dust generating works. According to the relevant site records, breaking up of exisitng pillar box, pressing of sheet pile, welding work for preparation of sheetpiling demolition of exisitng pavilion and felling of tree TA50 at Victoria Park Zone 13 were conducted at the concerned location during the time of complaint. Based on information and photo record provided by the RSS, dust mitigation measures including water spraying during dust generating works were implemented by the Contractor at the concerned location on 24 Dec 2013. Follow-up investigation was conducted on 27 Dec 2013 during weekly environmental inspection, dust mitigation measures including water spraying to dusty area and major dust generation works were confirmed in place despite a general reminder was given to the contractor to enhance the water spraying to dusty haul road during dry season. Based on on-going site inspection and the follow-up investigation, the site condition was considered generally satisfactory and no non-conformance was identified. Upon further review on the supplementary information provided by the complainant on 31 Dec 2013 and investigation conducted on 2 Jan 2014, the tree felling work of tree TA50 was located nearest to the location of the complainant. According to the location plan provided by the RSS and on site investigation, the tree felling work	Case closed and full investigation report issued on 3 Jan 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					for TA50 was immediately in front of the location of the complainant. Based on site observation, scrap material of bark and leaves inevitably generated from cutting of branches during tree felling work was considered to be the most probable cause for the observation raised by the complainant at the concerned location on 24 Dec 2013. Furthermore, welding work was observed near the concerned location and was considered to be the potential source for the smell and exhaust fumes as described by the complainant. Notwithstanding the above, welding work was not identified as a work activity with air quality impact under Project EIA report but it would be desirable to implement preventive measures to minimize potential nuisance to nearby public.	
140123	22 Jan 2014	ICC Case Ref.:1-494077682	Causeway Bay Typhoon Shelter	Construction works have been undertaken during restricted hours until 2300 hrs and occasionally the working hours were extended to around 0100 hrs at nighttime period over the last two to three months at a construction site located within Causeway Bay Typhoon Shelter. For instance, concreting and excavation works were conducted at the concerned location on 22 Jan 2014 during nighttime hours and generated noise impact to the complainant.	ET confirmed with the Resident Site Staff that No construction activity was undertaken at workzone TS1 under HY/2009/15 within Causeway Bay Typhoon Shelter after 1900 hrs on 21 Jan 2014. No construction activity was undertaken at workzone TS3 under HY/2010/08 within Causeway Bay Typhoon Shelter after 1900 hrs on 21 Jan 2014. Concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter from 1900 to 0000 hrs on 21 Jan 2014; Total 8 no.s of concrete lorry mixers, 1 no. of water pump, 2 no.s of concrete pumps (lorry mounted), 1 no .of mobile crane QPME (diesel) and 3 no.s of vibratory pokers were operating from 1900 to 0000hrs on 21 Jan 2014. Concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter from 0000 to 0700 hrs on 22 Jan 2014; Total 1. no of concrete lorry mixer, 1 no. of water pump, 1 no. of concrete pump (lorry mounted), 1 no. of vibratory poker were operating from 1900 to 0000hrs on 22 Jan 2014	Case closed and full investigation report issued on 4 Feb 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					According to the relevant site records, from 1900-0000hrs on 21 Jan 2014, concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter. Total 8 no.s of concrete lorry mixers, 1 no. of water pump, 2 no.s of concrete pumps (lorry mounted), 1 no .of mobile crane QPME (diesel) and 3 no.s of vibratory pokers were operating at the above period. From 0000 to 0700 hrs on 22 Jan 2014, concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter. Total 1. no of concrete lorry mixer, 1 no. of water pump, 1 no. of concrete pump (lorry mounted), 1 no. of vibratory poker were found operating at the above period. After reviewing relevant photo records and information verified by RSS and the Construction Noise Permit (CNP) no.GW-RS1384-13, it was considered that several conditions of CNP GW-RS1384-13 were not fulfilled by the Contractor in particular for the item(s) below, No acoustic installation was provided for the relevant PME(s) used as stated in CNP conditon 3.d.during the concerned concreting works. From 1900 to 2300 hours on 21 Jan 2014, the PME(s) used on-site did not comply with any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in CNP no.GW-RS1384-13. From 0000 to 0700 hours on 22 Jan 2014, the PME(s) used by the Contractor on-site did not comply with any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in CNP no.GW-RS1384-13. From 1900 to 2300 hours on 21 Jan 2014 and from 0000 to 0700 hours on 22 Jan 2014, PME (Concrete Lorry Mixer) was deployed by the Contractor without barge enclosure and was unable to comply with condition 3.a. in CNP no.GW-RS1384-13.	

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
140127	24 Jan 2014	ICC Case Ref.: 1-494612639	Works area adjacent to the Victoria Park Bowling Green	Noise generated from piling works conducted at the works area adjacent to the Victoria Park Bowling Green have created nuisance to the Bowling Green users.	ET confirmed with the Resident Site Staff that The major construction activities around the concerned location conducted on 23 Jan 2014 include: Pressing of sheetpile Ch.279-285 (RHS) and Ch.317 for ELS works on 23 Jan 2014. Splicing of sheetpile Ch.275-285 (LHS) for ELS works on 23 Jan 2014. Mitigation measures implemented by the Contractor for the above construction works include: Installation of acoustic panels along hoarding line at East Bowling Green; Installation of addition noise barriers on top of hoarding at East Bowling Green; Display of publicity notices along hoarding line; and No noisy work shall be carried out at the areas adjoining East Bowling Green as if there is any Bowling Green competition event to be held (i.e. Saturday afternoon). According to relevant site records, pressing of sheetpile Ch.279-285 (RHS) and Ch.317 for ELS works and splicing of sheetpile Ch.275-285 (LHS) for ELS works were conducted at the concerned location during the time of complaint. Based on the photo records and information verified by RSS, noise mitigation measures including installation of acoustic panels along hoarding line at East Bowling Green and installation of addition noise barriers on top of hoarding at East Bowling Green were implemented by the Contractor at the concerned location. Furthermore, no noisy work was conducted by contractor at the areas adjoining	Case closed and full investigation report issued on 6 Feb 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					East Bowling Green when there is any Bowling Green competition event to be held. Follow-up investigation was conducted on 29 Jan 2014 during weekly environmental inspection, noise mitigation measures including noise barriers and acoustic panels were confirmed in place and maintained in good condition. According to previous environmental inspections recorded in Jan 2014, no particular observation regarding the noise impact was recorded. As such, no non-conformity was identified.	
140311	27 Feb 2014	EPD Complaint Case (Ref:H04/RS/00 04232-14) received by ET on 11 March 2014	Central IFC Area	Excessive noise (from the operation of compressors, other heavy machinery and concrete breaking) was emanated from the construction site near IFC in daytime on 27 Feb 2014.	ET confirmed with the Resident Site Staff that The major construction activities at the concerned location conducted on 27 Feb 2014 (Daytime) include: Backfilling works between north wall and sheetpiles and for roof slab; Site hoarding removal; Formwork erection and removal works, falsework erection; Concrete breaking works at roof slab and base slab and breaking up of existing tunnel corner; Concreting works for profile barrier inside cut and cover tunnel; and Rebar fixing works and WVB basement remediation works. Mitigation measures implemented by the Contractor for the above construction works include: Use of quiet plants (air compressor with a Noise Emission Label of 99 dB(A)).	Interim report submitted to EPD on 18 March 2014, EPD advised no further comment on 26 March 2014 and final report for case closing issued on 26 March 2014

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					According to relevant site records, major noise emanating construction activities conducted around the concerned location on 27 Feb 2014 include concrete breaking works at roof slab and base slab and breaking up of existing tunnel corner and concreting works. Based on information verified by the RSS, noise mitigation measure including utilization of quiet air compressor with noise emission label of 99 dB(A) was implemented by the Contractor on the 27 February 2014 to minimize the potential noise impact. Having reviewed the monitoring data of the monitoring stations in the vicinity of the construction site near IFC, namely noise monitoring stations M7e and M7w, no limit level exceedances were recorded on 24 Feb 2014 and 4 March 2014 and the major concrete breaking works at the concerned location conducted on 27 February 2014 was continued across the above monitoring period. In addition, no particular observations regarding noise impact were recorded during weekly site inspection conducted on 27 Feb 2014. No non-conformity was identified. As such, the construction activities under Contract HY/2009/18 were considered generally in compliance with the statutory requirement. Nevertheless, in view of the concern regarding noise nuisance raised by public, it is considered desirable for the Contractor to review and strengthen the noise mitigation measures around the concerned location. Follow-up inspection was conducted during weekly environmental inspection on 13 March 2014, additional noise mitigation measure including erection of noise blanket for concrete breaking works were implemented by the Contractor to further minimize the noise nuisance to nearby public	

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
140623	11 June 2014	EPD Complaint Case (Ref:H04/RS/00013590-14) received by ET on 23 June 2014	Foot Bridge to Central Pier 7	Excessive Paint Spray Odour	A public complaint regarding odour concern referred by EPD was received by ET on 23 June 2014. The complainant reported that excessive paint spray odour was detected at the foot-bridge to the Central Pier 7. ET confirmed with the Resident Site Staff that spraying of waterproofing membrane (integritank) from Ch1700 to Ch1705 was conducted at roof slab Bay12 on 11 June 2014 and Screeding concrete placing from Ch1700 to Ch1683 was conducted at roof slab Bay12 on 11 June 2014 and Backfilling and removal of concrete blocks was conducted at roof slab Bay 11 and Bay 10-north on 11 June 2014 According to relevant site records, major construction activities conducted around the concerned location on 11 June 2014 include spraying of waterproofing membrane (integritank) from Ch1700 to Ch1705; screeding concrete placing from Ch1700 to Ch1683 and backfilling and removal of concrete blocks. Having reviewed the relevant information verified by RSS, the chemicals applied at the concerned area on 11 June 2014 are waterproof paint and paint adhesives. In view of the concern regarding odour nuisance raised by the public, it is considered desirable for the Contractor to review the application method for waterproof layer nearby public area to minimize the nuisance caused to the surroundings.	Preliminary report issued on 25 June 2014. Interim report submitted to EPD on 30 June 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Follow-up inspection was conducted during weekly environmental inspection on 26 June 2014, no further spraying works was conducted by the Contractor at the concerned area and no particular odour was observed at the concerned location.	
ICC Case Ref.: 2-341537112	21 July 2014	ICC complaint received by ET on 23 July 2014	Area opposite to Ngan Tao Building	Noise nuisance due to works and machine at opposite project site during nighttime	A public complaint regarding construction noise impact referred by RSS was received by ET on 25 July 2014 (ICC Case Ref.: 2-341537112 dated 21 July 2014). The complainant reported that : At 00:57hrs on 21 July 2014, he could not sleep due to work and machine at the project site opposite to the building (Ngan Tao Building), where he was living, were still going on and in operation. Noise traveled to his flat despite it was some distance away. ET confirmed with the Resident Site Staff that dewatering works was conducted under HY/2009/19 at the works area at Watson Road from around 23:00hrs on 20 July 2014 to 01:00hrs on 21 July 2014. Total 1 no. of generator and 23 nos. of dewatering pumps were in operation. Mobilization of telescopic arm excavator to trailer truck was performed under HY/2009/19 at the works area at Watson Road from around 00:15hrs to 01:00hrs on 21 July 2014. Total 1 no. of telescopic arm excavator and 1 no. of trailer truck were in operation. According to the relevant site records under Contract HY/2009/19, from around 23:00hrs on 20 July 2014 to 01:00hrs on 21 July 2014, dewatering works was conducted under HY/2009/19 at the works area at Watson Road. Total 1 no. of generator and 23 nos. of dewatering pump were in	Final Investigation report (Issue1) issued on 31 July 2014. Final investigation report (Issue 2) based on further follow-up issued on 12 Aug 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					operation at the above period. In addition, mobilization of telescopic arm excavator to trailer truck was performed under HY/2009/19 at the works area at Watson Road from around 00:15hrs to 01:00hrs on 21 July 2014. Total 1 no. of telescopic arm excavator and 1 no. of trailer truck were in operation. After reviewing relevant records and information verified by RSS and the Construction Noise Permit (CNP) no. GW-RS0152-14, it was considered that the below condition of CNP no.GW-RS0152-14 was not fulfilled by the Contractor of HY/2009/19. From 00:15hrs to 01:00hrs on 21 July 2014, the PME(s) (1 no. of telescopic arm excavator and 1 no. of trailer truck) operated under the Contractor of HY/2009/19 on-site could not follow any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in no.GW-RS0152-14. Notwithstanding the above, according to the information provided by the RSS, the telescopic arm excavator was mobilized at night time hours with consideration that passage of vehicle with large plant & machinery through cross harbour tunnel shall be conducted after mid-night. the Contractor of HY/2009/19 was advised to review the need to renew relevant CNP for PME grouping with respect to specific site operation requirements such that the Construction Noise Permit would be followed. Furthermore, the Contractor of HY/2009/19 was suggested to review the arrangement for PME mobilization with maintenance need to be conducted within specific period allowed under the relevant CNP(s).	

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC Case Ref.: 2-360638977	30 July 2014	ICC complaint received by ET on 01 August 2014	Area opposite to Habour Heights	Noise of sand and gravel movements at area opposite to the Harbour Heights	A public complaint regarding construction noise impact referred by RSS was received by ET on 01 Aug 2014 (ICC Case Ref.: 2-360638977 dated 31 July 2014). The complainant reported that at 01:20hrs on 30 July 2014, the complainant was woken up by the noise of sand and gravel movements at area opposite to the Harbour Heights. ET confirmed with the Resident Site Staff that EVB excavation was undertaken at the works area around Watson Road under HY/2009/19 before 23:00hrs on 29 July 2014. (Total 1 no. of excavator,1 no. of dump truck, 23 nos. of underground dewatering pump and 3 nos. of generator were in operation). Dewatering works was undertaken at works area around Watson Road under HY/2009/19 from 23:00hrs on 29 July 2104 to 01:00 hrs on 30 July 2014. (Total 23 nos. of underground dewatering pumps and 1 no. of generator were in operation). Mobilization of PMEs was performed at works area around Watson Road under HY/2009/19 from 00:45hrs to 01:30hrs on 30 July 2014. (1 no. of excavation machine and 1 no. of dump truck were in operation). No other construction activity or operation was performed at the area opposite to Harbour Heights from 23:00hrs on 29 July 2014 to 01:00hrs on 30 July 2014 under HY/2009/19. According to the relevant site records, before 2300hrs on 29 July 2014, EVB excavation at the works area around Watson Road was conducted under HY/2009/19. (Total 1 no. of dump truck , 1 no. of excavator, 3 nos. of generators and 23 nos. of dewatering pumps were in operation at the	Final investigation report issued on 12 Aug 2014.

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					above period). From around 23:00hrs on 29 July 2014 to 01:00hrs on 30 July 2014, dewatering works at works area around Watson Road was conducted under HY/2009/19. Total 23 nos. of dewatering pumps were operating at the above period. In addition, mobilization of PMEs was performed at works area around Watson Road under HY/2009/19 from 00:45hrs to 01:30hrs on 30 July 2014. Total 1 no. of excavation machine and 1 no. of dump truck were in operation.After reviewing relevant records and information verified by RSS and the Construction Noise Permit (CNP) no.GW-RS0152-14, it was considered the below condition of CNP GW-RS0152-14 was not fulfilled by the Contractor of HY/2009/19. From around 00:45hrs to 01:30hrs on 30 July 2014, the operation of PME(s) (1 no. of excavator and 1 no. of dump truck) under the Contractor of HY/2009/19 on-site could not follow any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in no.GW-RS0152-14. Notwithstanding the above, according to the information provided by the RSS, the excavator and dump truck were mobilized away from the edge of the temporary ELS structure towards the area opposite to the Harbour Heights after 23:00hrs under safety consideration. The Contractor of HY/2009/19 was advised to review the arrangement and location for retaining and securing PME(s)/ plants to minimize the movements of PME or plants after completion of works such that the Construction Noise Permit would be followed.	