



Environmental Complaints Log

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
100321a	21/3/2010	ICC Case no. 1-224618029, Ms. Tsang	Location near Tin Hau	Complaint regarding the loud noise and dark smoke in the course of dredging works on 21 March 2010 (Sunday).	<ol style="list-style-type: none">1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18th Feb. 2010 for the dredging works which carry out at area for North Point Reclamation.2) Officer from Marine Department, Police and EPD's officer attended the scene for inspection and investigation.3) The Contractor (CHEC-CRBC JV) strictly comply all the conditions in CNP and take all mitigation measures in order to minimize the potential impacts to surrounding sensitive receivers. A formal letter was issued out by CHEC-CRBC JV and to explain the status of the recent construction activities.4) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public Holiday). No limit level exceedance was recorded in the monitoring.5) No further complaints were received from Mr. Tsang in the reporting month. The complaint is considered closed.	Closed
100321b	21/3/2010	Unknown	Near the eastern breakwater of the Causeway Bay Typhoon Shelter	A public complaint and enquiry regarding loud noises emanated from dredging activities on 21/3/2010 (Sunday) until 2220 hours and between 1920-1946 hours in the evening of 22 March 2010(Monday).	<ol style="list-style-type: none">1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18th Feb. 2010 for the dredging works at area for North Point Reclamation during general holidays including Sunday between 0700-2300 hours and any day not being a general holiday between 1900-2300hours. It is complied with the condition of CNP.2) Officer from Marine Department, Polic and EPD's officer attended the scene for inspection and investigation.3) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public Holiday). No limit level exceedance was recorded in the monitoring.4) No further complaints were received in the reporting month. The complaint is considered closed.	Closed



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100504	4/5/2010	Public complainant received by ICC (ICC case: 1-233384048)	Watson Road	Complaint on the noise nuisance due to the large scale of dredging machine (face to Island East Corridor) in particular the hours 1900 to 0800 and request to reduce the noise level.	<ol style="list-style-type: none">1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0119-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.2) According to RSS 's record, no more daytime and night time dredging since the departure of the split hopper barge from the workplace on 29 April 2010 at 1900 hrs to 5 May 2010.3) No further complaints were received in the reporting month. The complaint is considered closed.	Closed
100731	31/7/2010	Mr. Lee received by ICC (CC Case: 1-250702681)	Oil Street to Watson Road	Complaint on the noise nuisance due to the dredging works. Three construction plants were operated concurrently.	<ol style="list-style-type: none">1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works.2) There was only 1 grab dredger operated by Contractor within NPR project site area for dredging works.3) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 27 July and 3 August 2010 during daytime and evening time period.4) It is considered as invalid from the EP and CNP point of view.	Closed
100812	12/8/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the dredging works at the marine works area adjacent to the Harbour Height during the period from 0700 to 2200.	<ol style="list-style-type: none">1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 10 and 17 August 2010 during daytime and evening time period.3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.	Closed



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101108	8/11/2010	Mr. Peter Nip received by ICC (CC Case)	Sai Wan Ho	Visual concern around the seaside silt screen outside the WSD freshwater intake pump at Sai Wan Ho (Monitoring station ref no.. WSD15)	<ol style="list-style-type: none">1) Contractor for HY/2009/11 has been regular checked of condition and removal of trapped rubbish before the dismantling of the floating silt screen to be replaced by wall mount silt screen.2) Follow-up action had been immediately carried out to check and clear the floating refuse around the seaside silt screen after receipt of the complaint.3) Removal of seaside silt screen outside the WSD freshwater intake (WSD15) by contractor HY/2009/11 was checked and confirmed dated 9 November 2010. Silt screen has been deployed into the existing steel frame at WSD15 for the protection of WSD salt water intake.	Closed
101110	10/11/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the power mechanical equipment during the 0700 to 2200hrs	<ol style="list-style-type: none">1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0870-10 for their dredging works during evening time. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 4 and 10 November 2010 during daytime and evening time period.3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.	Closed
101203	3/12/2010, 01:45a.m.	The resident of Block 11, City Garden by ICC referral from Marine Department	North Point	Bad odour was generated from the dredging plant off North Point	<ol style="list-style-type: none">1) The first investigation was carried out by Marine Department patrol in the morning on 3 Dec 2010 at around 10:00 and revealed that a few working barges were anchoring in the vicinity without carrying out dredging work.2) A further specific investigation inspection on contractor's backhoe barge in the vicinity of City Garden was jointly conducted with Engineer Representatives (AECOM/RSS), and ET on 8 Dec 2010 at 11:30. No bad odour was noted during the investigation.3) Routine dredging operation of the backhoe barge was performed during the jointed investigation inspection and it was revealed that no bad odour was attributed by the dredged materials inspected.	Closed
101206	6/12/2010	Ms Lui, the resident of 27/F,	City Garden, North Point	Two barges were generating noise at 22:00 on 6 December	<ol style="list-style-type: none">1) ET confirmed the following information with resident site staff on the complaint:	Closed



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		Block 10, City Garden by ICC (ICC case: 1-266039336)		<p>2010 in which the noise from filling operation was louder than the traffic noise & visual impact was generated due to the spotlight pointing directly to the complainant flat, suspected the filling operation was part of Wanchai Development Phase II;</p> <p>Complainant also raised the same complaint to District Councillor, Mr. Hui on 7 Dec 2010 regarding the night-time noise and suspected earlier start of work at 06:30. Complaint also requested for limiting the plant operating hours from 09:00-21:00.</p>	<ul style="list-style-type: none"> • It was referred to the filling operation at North Point Reclamation of Central Wan Chai Bypass site area instead of part of Wanchai Development Phase II; • Two derrick barges were in operation at the time of complaint for placing 400 rockfill onto the excavation trench and for levelling the formation level to receive the precast caisson seawall; • Flood light on the control mast of derrick barge have no lighting shields for the prevention of glare of flood lights; • No starting work on 7 Dec 2010 at 0630hours. <ol style="list-style-type: none"> 2) PME used in restricted hours were checked and confirmed compliant with valid CNP no. GW-RS0870-10. The noise level recorded on 6 Dec 2010 was complied with the noise criteria during restricted hour; 3) It was found that the occasional noise nuisance might be caused by the hitting or scratching onto the rock surface during loading down the grab onto the Grade 400 rockfill; 4) The absence of the lighting shields at flood light results in visual glare to the complainant at night-time. 5) Contractor was advised to minimize the finishing time of placing Grade 400 rockfill at 2100hrs and switch off all unnecessary flood lights apart from the light for the safety and security purpose; 6) No further complaint was received after implementation of proposed measures 	
110415	15/04/2011	The resident, Mr Law at Victoria Centre by ICC (ICC#1-281451236)	North Point	A dust generation and a concern of mosquitoes breeding complaint. in which suspected the filling operation was part of North Point Reclamation.	<ol style="list-style-type: none"> 1) The concerned stockpile was a working stockpile under Contract HY/209/15 and was covered at night time after work. 2) Water spraying on the haul road and potential dust generating material at least 4 times a day was conducted by contractor that complies with the requirement. 3) It is considered invalid but preventive actions can be taken because the stockpile is relatively large and easily visible by complainant. 4) It was recommended that increasing the frequency of water spraying shall be conducted to all potential dust generating materials and activities. Besides, Contractor should consider to cover the idle part of the stockpile 5) The concern of mosquitoes breeding is out the scope of 	Closed



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					EM&A, the follow-up action is not reported in this monthly EM&A report..	
110419	19/04/2011	Ms Chiu at Victoria Centre at Victoria Centre by ICC (ICC# 1-272874759)	North Point	The episode of night noise on 19/4/11 and 20/4/11 at 2:50 am and the noise lasted for 30 minutes per night.	<ol style="list-style-type: none">1) According to the RSS's record, there was no construction works undertaken under the EP-356/2009 during the concern time period.2) There was no abnormal real-time noise monitoring data recorded in RTN1 - FEHD Hong Kong Transport Section Whitefield Depot which is next to the Victoria Centre.3) It is considered as invalid complaint under this Project.	Closed
110617	9/06/2011	Mr. Law from Victoria Centre Management Office	North Point	An odour nuisance suspected generating from the discharge point – Channel T at Watson Road in part of the site area was related to CWB under Contract no. HY/2009/11	<ol style="list-style-type: none">1) The complaint was received by ET on 13 Jun 2011. During the weekly site inspection on 7 and 17 June 2011, there was no any odour impact detected in the site area.2) According to the site record, there was muddy water discharged from the unknown source at upstream of Channel T during heavy rainstorm. No any site surface runoff to the Channel T and out of site boundary was observed in the inspection.3) In order to prevent muddy water washing out to the water body under heavy rainstorm, a silt curtain was installed at the outfall of the channel by Contractor. ET confirmed with the Resident Site Staff that a silt curtain was installed at the outfall of the channel to prevent muddy water washing out to the water body under heavy rainstorm. Besides, regular cleaning of refuse in the channel has been conducted by Contractor.4) A further site investigation on 28 June 2011 revealed that no odour nuisance was detected at the upstream of the Channel T and no source of odour nuisance was identified at site. As such, it was concluded that the source of odour nuisance was not related to the Project works.5) Although no source of odour nuisance was identified at site, the muddy water and dirt from the unknown source at upstream of Channel T may cause a potential smell during low tide and low water flow. Contractor was reminded to remove the silt curtain at the channel on non-rainy day so as to avoid the accumulation of the sediment and dirt in the water channel.	Closed