

**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) The information for the complaint investigation is gathering. The complaint is under investigation and reporting next reporting month. 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	Under investigation
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 Central-Wanchai Bypass at noon rather than in morning at 7am.	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 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	Closed



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					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) The information for the complaint investigation is gathering. The complaint is under investigation and will be reported in next reporting month. 3) With reference to the construction noise monitoring at Vitoria Centre, no exceedance was recorded on 25 July and 4 August 2011 during daytime while breaking and excavation works were undertaken during monitoring	Under investigation