

Consultation Register

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
27.09.24	11:50	SLR	In	Community Member	Email – enquiry	- Attached photos of acquisition-related letters received - Request for clarification on land acquisition timing and process	Phone call response	Provide clear information on acquisition timeline and steps involved
16.10.24	09:46	AT&L	Out	Gibb Group	Email - communication	- Vocus undertaking works on Mamre Road - Requested access code for coded lockbox on gate at specified address	Awaiting response via email	Provide access code to allow entry to pegged alignment
16.10.24	11:10	Gibb Group	In	Gibb Group	Email - enquiry	- Queried current works being undertaken in council's road reserve - Requested details of future planned works - Requested clear delineation of their site boundary to prevent access to their land	Email response	- Provide details of current and upcoming works - Install boundary markers to prevent trespass
16.10.24	14:35	AT&L	Out	Gibb Group	Email - communication	- Responded to enquiry about determining the property boundary - Explained that a registered surveyor is required and the process involves reviewing LRS plans and achieving high accuracy	Email response	N/A
16.10.24	14:43	Gibb Group	In	Gibb Group	Email - concern	- Requested clarification on future works planned within their fence line - Expressed concern about multiple contractors working within the fenced area	Email response	Provide details of planned works and contractor involvement
16.10.24	17:17	AT&L	Out	Gibb Group	Email - communication	- Confirmed that temporary fence is approx. 7m west of Vocus alignment - Advised that scope of works will occur within fence line - Noted schedule: Vocus and electrical works in upcoming weeks, other civil works in late 2024	Email response	Monitor activities within fence line as scheduled
17.10.24	14:18	Gibb Group	In	Gibb Group	Email - communication	- Advised that a contractor has been engaged to relocate the fence to the correct boundary - Pegging out scheduled for Thursday next week, with works to commence shortly after - Intention is to prevent future confusion or site access issues	Email response	Note planned fence relocation and update site access arrangements if necessary

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25.10.24	11:45	Gibb Group	In	Gibb Group	Email - communication	- Reported that a truck and excavator on site had knocked out a recently installed peg - Expressed concerns as fencers are scheduled for Monday to relocate the fence to the new boundary - Emphasised importance of preserving pegs and boundary lines for accurate fence installation	Email response	Ensure onsite teams do not disturb pegs or boundary markings
13.11.24	N/A	Community member	In	Community Member	Face-to-face meeting – communication	- Replace existing fence with like-for-like - Relocate letterbox and solar post - Rebuild driveway (concrete acceptable) - Aim to provide replacement fencing before Christmas, if not, schedule for February - Rental building does not require electricity or driveway – wires can be removed and driveway not reinstated - Check roundabout and council road (left-in/left-out) access requirements on property - Provide with contact details regarding future acquisition	N/A	- Confirm with ESR, Frasers, Fife, and Robson the format and frequency of the cumulative impacts joint meetings - Coordinate updates on traffic volumes, safety, and any combined project impacts relevant to MAIU for community comms
14.11.24	10:36	AT&L	In	Community Member	SMS - communication	- Following family discussion, requested reinstatement of driveway access and power supply to the fibro house at the front of the property - Reinstatement of both driveways - Supply and installation of new hardwood timber fencing (like-for-like) - Restoration of electrical and telecommunications to both homes - Relocation of private streetlight and letterboxes - Removal of all old fencing and related rubbish	Email response	AT&L to prepare and email updated scope of works as discussed
28.11.24	14:50	SLR	Out	Mamre Anglican School	Phone call – communication	- Concern about truck movements on Bakers Lane during school drop off (08:00-09:00) and pickup (14:30-15:30) - School experiences approx. 1500 traffic movements during each of these times - Detour via Bakers Lane detailed in letter has raised safety concerns - Requests pause on truck movements during peak school traffic times	Email response	- Summarise discussion in email back to stakeholder - Schedule site visit and face-to-face discussion - Consider formalising a temporary truck movement restriction during specified hours

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						Notes similar arrangement was implemented previously due to cumulative impacts		
04.12.24	14:49	AT&L	In	Community Member	Email – complaint	- Concerned about continued access to Mamre Road via Abbotts Road - Three young drivers in the household who commute daily - Aldington Road and Bakers Lane described as poor condition and unsafe at night - Area now abandoned with no nearby residents or street lighting, raising safety concerns	Email response	- Clarify road access plans and any potential closures - Assess safety conditions of Aldington Road and Bakers Lane
17.12.24	16:42	AT&L	Out	Community Member	Email – communication	- Abbotts Road will remain open throughout the project - Heavy vehicles are prohibited from using Bakers Lane - Temporary ban on right turns at Mamre-Abbotts intersection will be introduced with at least one week’s notice - During this time, Abbotts Road access limited to left-in/left-out only until temporary signals are installed - Bakers Lane may become a preferred route for light vehicles temporarily - Some works scheduled for night shifts or outside peak hours to reduce disruption - Traffic management in place to support safety and flow	Concern acknowledged and detailed response provided by the project team.	Commitment to prior notice and traffic management support reiterated
19.12.24	09:41	AT&L	In	Community Member	SMS - communication	Queried start date for works in the new year (2025)	SMS response	N/A
19.12.24	22:27	AT&L	Out	Community Member	SMS - communication	Response stating that no fixed date has been set as yet and will reach out again in January once date is known	SMS response	Establish fixed date for works
21.12.24	08:13	AT&L	In	Community Member	Email – communication	- Concern about lack of lighting and safety on Bakers Lane - Road described as abandoned and dark, especially at night - Children avoid using Bakers Lane due to safety concerns	Complaint noted for consideration in detour and lighting planning	Riase with relevant teams for review of safety and detour arrangements

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						- Stressed about being forced to use Bakers Lane as detour (adds 12 minutes) - Requested clarification for safer detour options for south side Aldington Road residents		
06.01.25	07:19	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Left 'sorry we missed you' notification at property.	N/A
06.01.25	07:20	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Left 'sorry we missed you' notification at property.	N/A
06.01.25	08:04	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Left 'sorry we missed you' notification at property.	N/A
06.01.25	08:04	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Left 'sorry we missed you' notification at property.	N/A
06.01.25	08:06	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Left 'sorry we missed you' notification at property.	N/A
20.01.25	N/A	Robson Civil	In	Community Member	Face-to-face meeting - complaint	- Dissatisfaction that only part of the lot (approx. 20m from existing boundary) is being acquired for Mamre Road Upgrade – he wants the entire lot purchased - Reports of unauthorised property access by individuals tagging trees for retention/removal - Recent communications contractor allegedly placed excavated spoil on his land without approval - Concerns over MAIU design allowing stormwater runoff into Lot 39 via Swale 16	N/A	Review and address landowner concerns, particularly regarding access protocols, spoil management, and drainage design impacts
24.01.25	N/A	AT&L	In	Community Member	SMS - enquiry	- Notified that works have commenced with power pole placement - Contractors are requesting access to front paddocks - Concerned that front timber fence was not built prior to commencement as expected	SMS response	Clarification on fencing timeline and access arrangements

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24.01.25	N/A	AT&L	Out	Community Member	SMS - communication	- Apologised for miscommunication - Confirmed contractor has been instructed to delay works along frontage until fence relocation is completed - Will provide update once timber is ready	N/A	Instruction given to contractor, awaiting timber readiness update
28.01.25	N/A	Transport NSW	In	Community Member	Email – complaint	- Spoke with surveyors working for ESR on Abbots Road upgrade, advised they were on private property without permission, and they left - Frustration expressed over repeated unauthorised property access by contractors - Noted this appears to be a recurring issue with multiple infrastructure projects - Concerns raised about lack of resident consideration and lack of oversight of contractor conduct and agreements - Expressed apprehension about upcoming works due to expected disruptions to daily life	Response to TfNSW about community complaint	- Improve notification for contractor site access - Consider measures to ensure contractor compliance with agreements and respect for private property
28.01.25	16:19	Transport NSW	In	TfNSW	Email – communication	- TfNSW was informed that ESR surveyors entered private property without permission - Photo evidence of the incident was provided to TfNSW	Response to TfNSW email	ESR to ensure all contractors adhere to proper procedures prior to accessing private properties
28.01.25	17:38	AT&L	Out	TfNSW	Email – communication	- Belief that surveyors are not entering private properties, though specifics of the complaint are unclear - Surveyors were instructed to place pegs on the actual boundary, which may differ from fence line locations - Noted that in several cases fences are inside the road reserve, giving the impression surveyors are on private land when they are not - Pegs were also placed for proposed temporary electrical poles – original locations were adjusted to ensure they are outside both fence line and boundary, avoiding the need for property access - Property owners mistakenly believe the fence line is the property boundary, leading to misunderstanding	N/A	- Clarify site access locations and improve communication with affected landowners - Pegging adjusted to avoid access issues, further clarification pending based on complaint details
31.01.25	09:41	SLR	Out	Community Member	Phone call – communication	Called and message was left	Community member contacted.	N/A

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						- Fencing works scheduled for completion in the next 3-4 weeks - Message left and text sent to update them		
18.02.25	N/A	Robson Civil	Out	Community Members	Notification letter – communication	Letter informing residents of the commencement of night works	N/A	N/A
20.02.25	N/A	Robson Civil	Out	Community Members	Notification letter – communication	Letter informing residents of the commencement of day works	N/A	N/A
21.02.25	07:13	Robson Civil	Out	Community Member	Phone call – communication	- Provided update on conversation regarding upcoming works - Scheduled site meeting and fencing subcontractor for Monday 07:30 - No issues anticipated at this stage	Onsite meeting arranged and communicated	Monitor for any updates following the site meeting
12.04.25	06:25	AT&L	In	Community Member	Email – complaint	- Part owner of property on Mamre Road - Expressed concern that his family has not been briefed on Abbotts Road and Mamre Road intersection works - Queries whether road widening and proposed median strip will affect right-turn access to/from his property - Finds it unusual and concerning that no direct engagement has occurred despite being directly affected - Requests clarification on how access and right turns will be impacted, and what alternate route will be required	Email response	- Provide detailed information on access changes and alternative routes - Arrange direct engagement with affected residents regarding project impacts
16.04.25	08:21	SLR	In	Community Member	SMS – communication	- Power outages and new fencing have gone smoothly and look great - Request for update on removal timeline of old power poles - Concern that old poles now appear as obstacles and hindrances given new fencing and correct alignment	SMS response	Provide update on schedule for removal of old power poles
17.04.25	15:37	SLR	Out	Community Member	SMS – communication	- Old power poles cannot be removed until NBN relocated their cables to new poles - NBN's schedule is outside of the project team's control	SMS response	N/A
29.04.25	10:49	SLR	Out	Community Member	Email – communication	Acknowledged importance of clear communication with directly affected residents	Enquiry under review	Follow up with complainant

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						- Team is reviewing the enquiry to provide information on access and traffic changes - Commitment made to brief residents before works commence, as we have been doing		
29.04.25	12:32	SLR	In	Community Member	Email – communication	- Request for a site meeting to show the location of works, curbs, verges, drainage - Access in and out of driveway during and after works - Assessment of car exit visibility and line of sight - New speed limits on roads - Expected traffic increase post-works on Mamre Road and intersection - Placement of rubbish bins during construction - Maintenance of grass (freshness compared to current upkeep) - Proper silt fencing during construction - Significant dust impacting homes and clothes - Enquiry about water trucks or cleaning services to manage dust	Phone call to community member	Clear communication and phone call/site meeting to address concerns
01.05.25	12:56	Robson Civil	In	Community Member	Face-to-face meeting - communication	- Discussion was held with community member and his father at their property - Robsons permitted to block off their Abbotts Road driveway with concrete barriers - Residents agreed to use their Aldington Road driveway for approx. 2 months - Concerns raised over proposed removal of a substantial portion of their driveway for road and kerb works - Community member and his father strongly opposed; issue may need escalation to council	N/A	- Confirm driveway modification scope - Raise concern with council regarding extent of impact to private driveway
09.05.25	16:01	SLR	In	Community Member	Email – complaint	- Excessive dust generated by earthworks across the road - Water truck not seen regularly on site - Frequent dirt movement without visible dust suppression - Resident states his property is covered in dust daily	Phone call to community member	Clear communication and phone call/site meeting to address concerns
10.05.25	10:44	SLR	In	Community Member	Email – communication	Unknown, unreferenced image in email with no accompanied text	N/A	N/A

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11.05.25	14:50	SLR	In	Community Member	Email – enquiry	- Request for night work schedule in front of his property - Joe and his household request to be accommodated offsite on nights when night works occur to avoid sleep disruption - Request for a meeting with a project representative, including his neighbour	Arrange phone call with community member.	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Send letter notification	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Send letter notification	Fence is approximately 1m out into the road reserve, which may have a significant impact. Recommend prioritising follow-up conversation.
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Send letter notification	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	No one present at home was unsuccessful in door knock outreach.	Send letter notification	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	Property not accessible.	Send letter notification	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	Property not accessible.	Send letter notification	N/A
13.05.25	N/A	SLR	Out	Community Member	Face-to-face - door knocking	- Strong concerns about road safety - Six children under 25 are in the household, including young drivers and children - Multiple instances of vehicle damage due to poor road conditions and truck movements - Frustration over delayed road maintenance - Confusion about the legality/safety of right turn onto Mamre Road - Referenced past discussion with Council	Provided contact details and committed to raising the issue at upcoming project meeting	- Clarify turning safety and road rules for Mamre Road - Escalate road condition concerns and potential hazards
14.05.25	12:25	SLR	Out	Community Member	Email – communication	- Conducted door knock to follow up on request. - No response despite two cars being present. - Followed up by requesting Joe’s mobile number to arrange a phone call.	Awaiting contact details.	Schedule visit once contact is made.

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15.05.25	10:17	SLR	Out	Community Member	Phone call – communication	- At 9PM the previous night, the road was blocked without notice, was unaware works were happening - Had difficult turning right out of his driveway with no prior warning - Believes ESR is trying to push stormwater works through neighbouring properties to fast-track development - Concern that infrastructure is being built before issues are properly addressed - Opposed a DA across from his home (lodged with Penrith City Council) - Fears the DA will lead to erosion and devalue his land - He only found out about the DA by mail and had to locate documents online – questioned how elderly residents can access this information - Can no longer turn right out of his driveway and only found this out by reading a map, not from direct communication - Concerned that no one has explained how the road widening will impact his family's daily access - Shared that his next door neighbour was nearly involved in a head-on collision recently when heading to St Mary's – highlights frequent accidents in the area, roughly one per week - Claims there are multiple illegal truck yards in the area with no DA's approved - No apparent enforcement by council or state agencies	Get answers to comments and phone call within 24 hours	N/A
16.05.25	13:00	SLR	Out	Community Member	Phone call – communication	- In relation to community members concern of the road being blocked off at 9PM and unaware of scheduled works etc. – received clarification that this closure was not related to our project team - In relation to ESR plans to run stormwater infrastructure through a neighbours property to expedite warehouse development – this item is currently under redesign with the intent to ensure no impact to property - In relation to not being able to turn right out of driveway – it is not illegal to turn right, however it is	SLR provided work mobile phone number to Joe for any future concerns or direct communication.	N/A

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						not recommended due to safety risks given increased traffic and reduced sight distances.		
27.05.25	10:19	Robson Civil	Out	Community Members	Notification letter – communication	Letter informing residents of the commencement of 10 weeks of day works, with notification that night works will be occurring. Further correspondence to be distributed once dates are confirmed	N/A	N/A
27.05.25	15:52	SLR	In	Community Member	Email – complaint	- Requests fully paid accommodation nearby (including dinner and breakfast) during all night works affecting their frontage, in reference to the notification received for water infrastructure works - Emphasised health and safety risks of disrupted sleep due to shift work, commuting, and university responsibilities - Requests information on personal liability and insurance in the event of an accident caused by obstructed visibility from the work zone	Follow up with phone call to community member	- Escalate request for accommodation to project team for assessment against project scope, impact area, and precedent - Provide formal response once decision is made, with rationale and any alternatives
27.05.25	16:08	SLR	In	Community Member	SMS – complaint	- Sent through photograph of road reserve works stating that no one has informed that these works were occurring - Stated he received the upcoming works notifications from the project team regarding works commencing on Wednesday 28 May	SLR response was given to the community member.	N/A
29.05.25	11:52	SLR	In	Community Member	Email – complaint	- Resident stated that no one has attempted to contact him or his neighbours - Mentioned that he missed a phone call and expressed concern that this may have been the only contact attempt - Requested fully paid accommodation with dinner and breakfast for himself and his family during night works - Stated that disrupted sleep poses health and safety risks due to responsibilities at work and university - Requested SMS messages be sent if calls are missed so he can return them - Requested a site induction to understand the weekly work plans and safe property access - Asked whether they are insured if an accident occurs due to blocked vision from construction	Email response to community member	N/A

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						Asked for a phone meeting to discuss all concerns		
29.05.25	10:11	SLR	In	Community Member	Phone call – complaint	- Property is rural with primary production (cattle) historically maintained - Concern about tax implications if primary production ceases - Neighbours gate was left open by site workers (property located to the right when facing her property) and they had to herd cattle back into the property - Resident did not receive the, what she believes is required, 2 weeks advance notification regarding works or acquisition - Cattle had to be removed due to accidents on paddock – Penrith Council imposing extra \$10,000 in rates - Request for phone call or email regarding fence relocation on the property - Contact made assisting with acquisition process	Set up meeting with project team to discuss fence relocation and engagement moving forward	N/A
29.05.25	13:16	SLR	Out	Community Member	Email – communication	- SLR highlighted that they have had ongoing SMS, phone and email correspondence, confirming the accommodation request has been escalated to the project team - Reiterated that any upcoming works will be communicated in advance, as has been occurring - Spoke with neighbour and provided same reassurances - Confirmed that his concerns have not been forgotten and that the team is reviewing the accommodation request	Escalate accommodation request	N/A
29.05.25	13:23	SLR	In	Community Member	SMS – communication	Apologised, he did not realise that SLR were part of the project. Apologised for the emails.	SMS response to community member	N/A
29.05.25	13:23	SLR	Out	Community Member	Phone – communication	Attempted call to discuss fence relocation.	Follow up phone call and left message on phone.	N/A
29.05.25	N/A	SLR	Out	Community Member	SMS – communication	- Reiterated, as was done in multiple other conversations, that SLR are the engagement consultants for the project - Reiterated that we are working to address his issues.	Phone call and email follow up to community member once issues are addressed	N/A

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03.06.25	N/A	SLR	Out	Community Member	Phone – communication	Attempted call to discuss fence relocation.	Follow up phone call and left message on phone.	N/A
06.06.25	13:30	AT&L	Out	Community Member	Face-to-face meeting – communication	- Meeting was held to discuss the proposed relocation of the fence to the property boundary - Landowner raised no objections to the fence being relocated - Requested that the new fence be installed prior to the removal of the existing one - this aligns with the construction approach already planned - Gate access to be provided via key. If the key cannot be located, landowner is comfortable with a link being cut and replaced with a double padlock - Gates must be closed at the end of each shift to prevent illegal rubbish dumping - No livestock currently on the property - Request for vehicles to remain on the roadside of the new fence - Request that no vehicles park in the driveway - Ongoing uncertainty around property acquisition processes and lack of clear communication from TfNSW and Sydney Water - Concern raised about potential floodwater impacts associated with the project.	- Agreement reached on fence relocation and access protocol - Landowner advised that their request for fence sequencing aligns with existing construction plans - Commitment made to pass on feedback regarding acquisition and floodwater concerns to TfNSW	- Confirm receipt of gate key or implement alternative access arrangement - Ensure contractors secure gates at the end of each shift as per landowner request - Reinforce contractor instructions regarding parking and access restrictions - Continue monitoring and addressing floodwater concerns as the project progresses - Engage with TfNSW and Sydney Water to ensure landowner concerns regarding acquisition are acknowledged and followed up appropriately.
13.06.25	N/A	Robson Civil	In	Community Member	Email – Complaint	- Semi-trailers have been delivering large loads of concrete rubble and road base between 5:30-6:00AM for the past few days - The rubble is being deposited at the closest point to a residential property (near bedroom) causing significant early-morning noise.	To be confirmed.	- Speak with the PM about scheduling deliveries after 7:00AM, particularly avoiding early drops near residential homes - Consider relocating drop-off point further from nearby homes or limiting early activity in that area.
02.07.25	11:09	AT&L	In	Community Member	Email – Enquiry	- Resident requests a copy of the proposed PW design to review the location of the repositioned main - Concern raised over lack of driveway access for an extended period during construction - Request for road plates to maintain vehicle access in and out of the property	TBC	- Email design documentation to the resident for review - Confirm and schedule installation of road plates as required for property access

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						- Request to relocate the existing water service from the left-hand side to the right-hand side of the front boundary - Resident is asthmatic and requests dust suppression measures during trenching works - Request for the nature strip to be restored to allow ease of future mowing and maintenance.		Review feasibility and coordinate service relocation if possible
03.07.25	16:23	SLR	Out	Community Member	Email – Communication	- Proposed relocation drawings were attached and provided for review - The contractor will provide and install road plates as needed to maintain driveway access - this will be coordinated directly with the community member prior to the start of works - All works will be carried out under an approved CEMP by Sydney Water - Disturbed areas, including the nature strip, will be reinstated to their previous condition to support ongoing maintenance (e.g. mowing) - Community member's request to relocate the existing water service has been noted for further consideration - The contractor has been informed of the community member's asthma condition - Appropriate dust control measures will be implemented during trenching works in line with the approved CEMP - Community member has been invited to reach out with any further questions or to discuss the plans in more detail.	N/A	N/A
04.07.25	N/A	AT&L	In	BAPS	Letter – Concerns	- Concerns raised following a notification email on 2 July 2025 - Site has important events scheduled throughout August and regular weekly programming - Request that no works occur between Thursday and Sunday each week to avoid operational disruption - Concern over temporary loss of driveway access for 4-8 hours - Concern about potential interruptions to potable water supply during reconnection - Concern about noise, dust, and vibration during trenching along property frontage	TBC	- Provide information for exact date and time of the disruption, alternative access arrangements to be provided, and clarification on availability of compensation if access issues impact operations or services - Information requested regarding the confirmation of any planned interruptions and their

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						- Request for confirmation that the contractor holds appropriate public liability, that any property damage will be repaired at the contractors expense, written assurance of site safety and post-works reinstatement, and a copy of the public liability policy to be provided to the stakeholder - Stakeholder requested a detailed construction schedule, minimum 3 days' notice before works directly affect the property, clear contact person for real-time updates and urgent issues during the project.		duration, advance notice of any disruption, assurance that internal water lines and water quality will not be compromised post-reconnection Information requested on measures to minimise construction impacts and confirmation that all surfaces and landscaping will be fully restored to pre-work conditions.
04.07.25	N/A	AT&L	In	BAPS	Letter – Concerns	- Project team stated prior written consent had been provided - Concern over legal and long-term implications of creating a private easement - Further detail requested on proposed substation lowering works - Acknowledgement of generator provision, with further questions regarding the duration and timing of any planned outages, whether generator will support all essential equipment, and the noise level and placement of generator during use - Stakeholder requests the full construction schedule with key milestones and advance notice of any activities affecting the property - Stakeholder requests assurances regarding protection of property during works.	N/A	- Request for copy of signed consent documentation and specific details of agreed terms regarding the creation of a private easement and lowering of the substation - Request for a site plan showing easement location and dimensions - Clarification on whether the easement will be registered on property title - Information on compensation and legal ramifications.
10.07.25	15:34	Fife	Out	BAPS	Email – Communication	- Request approval of stakeholder to commence early, non-invasive investigation works related to the relocation of the lead-in electrical infrastructure - Investigation is required to support planning and answer outstanding technical questions - Marked plans showing required access areas were provided to the stakeholder - Works described to stakeholder as non-invasive - Contact offered for further queries.	N/A	N/A

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11.07.25	02:44	Fife	In	BAPS	Email – Complaint	- BAPS’ solicitor has confirmed that Fife Capital has not signed the Work Licence Agreement. - The offer recommended by BAPS was refused by Fife’s solicitor. - Although CJD was allowed to begin works in good faith on the current day, they cannot continue from tomorrow onward without proper legal agreements in place.	N/A	N/A
18.07.25	N/A	SLR	In	Community Member	Email – Complaint	- Waist-height power pole left at driveway corner poses hazard at night - Concern raised about repeat disturbance: fences and poles already relocated, but acquisition notice just received for an additional 2,430m2.	- Contractor recalled cutting pole below ground level to avoid concrete removal/damage - Request for clarification sent to TfNSW regarding acquisition and future works.	- Confirm pole has been cut below the surface - Await and provide clarification from TfNSW on property acquisition and works scope.
21.07.25	16:24	AT&L	Out	BAPS	Email – Communication	- Introduced upcoming works potentially coinciding with religious events. - Acknowledged and appreciated access for electrical works on 30 July. - Requested review of project response.	Provided written clarification of upcoming works, acknowledged significance of events, and sought feedback to minimise disruption.	- Awaiting confirmation or feedback from BAPS to finalise schedule and mitigation measures - Follow up call may be required.
22.07.25	N/A	AT&L	Out	Community Member	Phone – Communication	- Raised concerns about the relocated fence not being replaced like-for-like, restricting B-double truck access to his driveway - He also reported a hole in the new fence preventing cattle return.	- Robsons will inspect the fence to assess the reported hole and access issues - Project team to follow up if more clarity or photos are needed.	- Pending Robson’s inspection findings. - May require follow-up with community member for confirmation or further clarification or photos.
23.07.25	14:34	AT&L	Out	BAPS	Email – Communication	- Follow up on previous email regarding electrical relocation works - CJ Doyle wishes to begin works next week with driveway closures planned	Requested confirmation of approval to commence works	Awaiting confirmation from BAPS

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						- Requested confirmation to proceed - Mentioned upcoming discussion on planned outage.	and close driveways Notified need for coordination and procurement ahead of schedule.	- Planned discussion on outage timing still required - Further coordination to proceed based on response.
24.07.25	06:38	AT&L	In	BAPS	Email – Complaint	- BAPS raised concerns that coordination between project teams is lacking, resulting in potential negative impacts to BAPS works and operations - Stated all prior agreements are void until a mutually accepted plan is developed - Denied contractor access until resolution.	Project team to acknowledge receipt and initiate coordination discussions to re-align works with BAPS requirements.	- Meeting or correspondence needed to re-establish agreements and enable site access - Alignment plan to be confirmed and documented.
26.07.25	04:26	Fife	Out	BAPS	Email – Communication	- Confirmed intent to work collaboratively with BAPS to complete boundary works and install ultimate services - Outlined placement of sandstone blocks, planned front fence relocation, banner move, expedited fencing (southern boundary), and overnight trenching works to minimise outage duration.	- Provided detailed breakdown of next steps including night works on 4 Aug, fence relocations, and use of Sure search before fencing - Notified BAPS of actions to proceed.	- Works to commence as per schedule; ongoing monitoring of impacts and coordination with BAPS needed - Confirmation from BAPS assumed or pending.
28.07.25	16:13	Fife	In	BAPS	Email – Communication	- Outlined key action items discussed during an on-site meeting with Fife and BAPS. These include: - Completing chain wire fence installation by 6 Aug 2025 using the marked-up plan - Placing sandstone blocks in specific sections by the same date - Implementing enhanced security measures at the culverts with bars, concrete columns, and a beam to allow fence extension. - Urged confirmation of acceptance by COB next day.	- Outlined detailed expectations, timeline, and scope for fence installation, sandstone placement, and culvert security works - Requested written confirmation by COB.	- Awaiting written confirmation from Fife - Monitor progress to ensure all tasks are completed by 6 Aug to avoid conflict with scheduled BAPS events starting 8 Aug.
01.08.25	15:52	AT&L	Out	BAPS	Email - Communication	AT&L provided detailed point-by-point responses to BAPS, outlining scope of electrical works,	Responses sent to BAPS for	Confirm front and southern fence

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						access needs, driveway closures, generator setup, trenching plans, and scheduling around key festival dates. Committed to providing advance notice for closures and noted limitations with Endeavour Energy's fixed outage dates.	approval; works scheduled with conditions.	completion; maintain communication with BAPS on generator setup and outage timing.
01.08.25	16:59	AT&L	In	BAPS	Email - Communication	- Response to AT&L's pointwise email dated 1 August. - Confirmed some conditions for electrical works raised concerns about timing due to festivals, and clarified requirements for driveway access, internal road closures, and trenching. - Provided conditional acceptance for works up to 12 October, with no works acceptable in October due to religious events.	Responses sent to BAPS for approval; works scheduled with conditions.	Confirm front and southern fence completion; maintain communication with BAPS on generator setup and outage timing.
29.08.25	13:30	AT&L	In	Community Member	Phone call - Communication	- Owner raised safety concerns if the northern section of Aldington Road is closed. - Noted family (including elderly parents) uses Bakers Lane due to signalised intersection. - Reported difficulty turning right from Abbotts to Mamre Rd during peak hours. - Cited weekend congestion due to BAPS temple. - Suggested temporary traffic signals or roundabout on Mamre Rd.	- Noted concerns. - Advised that temporary traffic signals are proposed for Mamre Rd in approx. 6 months. - Traffic control options for right turns from Abbotts Rd being considered.	- Meeting to be arranged with owner to further discuss and address concerns. - Monitor traffic conditions and reassess need for interim measures.
27.08.25	N/A	Robson (on behalf of project team)	Out	Multiple landowners	Notification letter - communication	- Phase 1 notification letters issued to affected stakeholders. - Letters covered early traffic changes, driveway arrangements and impacts.	Letters issued as part of engagement for Phase 1 traffic changes	N/A
24.09.25	N/A	SLR	Out	Mamre Christian College, Trinity, Catholic Primary School, Emmaus Catholic College, Emmaus Retirement Village	Email - Communication	- Email sent to notify schools and retirement village of planned road upgrade works and invite participation in a consultation group. - Outlined plan for bi-monthly then quarterly meetings, importance of managing disruption, and next steps for engagement.	Email issued with invitation to nominate a representative and participate in regular consultation meetings	Await response from each party to confirm participation and schedule first meeting.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
25.09.25	N/A	SLR	In	Mamre Christian College	Email - Communication	Mamre Christian College responded to SLR's invitation email, confirming interest in participating in the consultation group and requesting proposed dates for the first meeting.	SLR acknowledged acceptance and confirmed that meeting details will be shared shortly.	Share proposed meeting date and agenda and confirm availability.
10.10.25	09:41	AT&L	Out	Community Member	Phone – Communication	- Disinfection has been booked with Sydney Water for 15 October, during pre-inspection contractor noticed that the gate at the property is padlocked. - Access needed to the hydrants installed in the easement on the property in 2023. - Spoke with landowner who confirmed access should be fine but advised another stakeholder manages the property and has livestock onsite. - The other stakeholder has raised concerns about the gate being left open in the past. - Landowner will send stakeholders contact details so access can be arranged directly. - All contractors to be reminded to close and lock the gate when entering or leaving the property.	Contact to be made with stakeholder to organise access and confirm procedure for closing/locking the gate during site visits.	- Confirm access arrangements with stakeholder and Sydney Water. - Ensure all contractors are reminded to close and lock the gate after entry/exit.
10.10.25	N/A	Robson	Out	Community Member	Notification letter – communication	- Notification regarding upcoming stormwater works and delivery impacts delivered to property. - During the visit, Robson spoke with the landholder on the phone, who requested that discussions about potential driveway impacts be postponed until his son returns from his trip.	- Notification letter delivered. - Awaiting contact with landholder's son to discuss driveway impacts.	Follow up once his son returns from his trip to confirm any access or driveway impact requirements.
10.10.25	12:12	Robson	In	Stakeholder	Phone call – communication	- Received a call who advised he is assisting community member while community members' son is away. - Requested further details about the potential impacts of the upcoming stormwater works.	Provided overview of works and confirmed follow-up will email to be sent.	Sent follow-up email to stakeholder.
10.10.25	14:55	Robson	Out	Stakeholder	Email – communication	- Email sent outlining upcoming project works impacting driveway access. - Explained staged approach with one driveway closed at a time, access arrangements between neighbours, and safety measures including barriers and reflective boards. - Provided schedule of activities with approximate dates and duration of impacts.	- Detailed information shared regarding works and impacts. - Commitment made to keep residents informed of any	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							scheduled changes.	
13.10.25	N/A	AT&L	Out	Community Member	Phone call – communication	- Followed up with stakeholder regarding access for scheduled Sydney Water disinfection works. - Stakeholder confirmed he will have the gates unlocked to allow access on Wednesday 15 October.	Access arrangements confirmed with land manager.	Confirm on Wednesday that access was successfully gained and gate secured after works.
14.10.25	11:30	Robson	Out	Community Member	Phone call – communication	- Phone call to notify of upcoming stormwater works potentially impacting driveway access, as reflected in notification letter he received. - Explained that on Wednesday 15 October a machine would be parked in front of the driveway, but access would remain possible, and on Thursday 16 October excavation would occur through the driveway. - Community member was comfortable with the arrangement provided that one driveway remains accessible.	- Confirmed with community member that access via driveway will be maintained while works occur. - Community member agreed to use driveway during this period.	Continue to keep community member informed of progress and confirm reinstatement of access once works are completed.
15.10.25	12:15	Robson	Out	Community Member	Phone call – communication	- Phone call with community member regarding upcoming stormwater works impacting his driveway. - Two trees at the front of the property encroach into the excavator slew zone. - To protect the trees and enable safe works pruning of overhanging branches is required. - Community member asked that an extra tree be removed that was close to his driveway gutter.	- Community member agreed to trimming the overhanging branches provided the trees are not removed entirely. - Extra tree near community members driveway was removed as per request.	Proceed with pruning only of necessary branches and confirm with community member once completed.
16.10.25	13:15	Robson	Out	Community Member	Face-to-face meeting – communication	- Discussion with community member regarding upcoming heritage investigations by Biosis. - Explained that temporary fencing will be installed at the boundary to prevent sheep from escaping and to allow Biosis to work safely. - Access will require cutting through the newly installed fence.	- Community member raised no objections and requested that shade cloth be added to the temporary fencing for privacy. - Confirmed plan to install temporary	- Ensure temporary fencing and shade cloth are installed as discussed. - Confirm with community member that privacy and livestock containment requirements were met.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							fencing and cut existing fence for access.	
28.10.25	N/A	SLR	Out	Multiple landowners	Email and letter drop	- AARU Phase 2 notification letters issued to affected stakeholders. - Letters covered early traffic changes, driveway arrangements and impacts.	Letters issued as part of engagement for Phase 2.	N/A
28.10.25	15:24	SLR	In	Community Member	Email – communication	- Received email from community member advising she attempted to contact the number provided on the project notification without success. - Requested a return call.	Return call made to address enquiry.	Follow up with community member to resolve any enquiry or concern raised.
29.10.25	08:38	SLR	Out	Community Member	Phone call – complaint	- Called community member who stated that she was upset about ongoing works. - She stated she had never been notified of the project and expressed frustration over a ‘8km’ detour affecting her and her children for the next 16 months. - Raised concerns about truck access, claiming her two trucks cannot turn right onto Mamre Road, resulting in added costs for labour and wages. - Mentioned previous health issues related to dust exposure and alleged inadequate communication. - Queried project approvals and where they were sought from to conduct works.	- Call logged and concerns noted for escalation. - Provided escalation regarding project approvals.	- Refer complaint to project team to follow-up. - Monitor for potential escalation.
29.10.25	12:00	AT&L	In	Community Member	Face-to-face meeting – communication	- Face-to-face meeting with landowner to discuss access arrangements and upcoming Phase 2 road upgrade works. - Landowner advised that roadworks would occur within the road reserve only, with no physical works on their property. - Landowner raised no concerns regarding the proposed roadworks. - Landowner requested disposal of an existing concrete 300mm pipe (5m long) located on their property. - Landowner was advised of staged access plan, and they accepted proposed access arrangements. - Alternative option was proposed to relocate driveway further north, outside the limit of works, enabling consistent access via Bakers Lane. Landowner agreed to this alternative option.	- Roadworks scope and locations explained. - Confirmed no impact to landowners property. - Request documented and noted for internal assessment and scheduling. - Access plan explained in detail. - Confirmed landowner acceptance.	- Continue to provide updates to the landowner as works progress. - Confirm if SCC will undertake the disposal and provide a timeframe to the landowner. - Monitor implementation of staged access arrangements and ensure access remains unobstructed.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						Landowner agreed to tree removal and stripping as needed.	- Discussed relocation option and secured landowner agreement. - All requests noted and agreed as part of the alternative option, pending final decision to proceed.	
31.10.25	11:54	SLR	Out	Community Member	Phone call – communication	- Spoke to advise that stormwater works will continue over Saturday and Sunday and will impact his secondary driveway, adjacent to Westlink. - A truck will be parked outside between the hours of 8am and 4pm, blocking that driveway. - The main house driveway will remain open for access.	- Provided details of works schedule and access arrangements. - Confirmed can continue to use the main driveway to access his property.	- Confirmed no issue, - Advised to contact the phone number if any access issues arise. - No further action required unless further queries raised.
03.11.25	N/A	Robson	Out	Sensitive receivers	Communication - Notification Letter	Notification letters outlining outlined commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.
03.11.25	N/A	Robson	Out	Community Members	Communication - Notification Letter	Notification letters outlining outlined commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.
05.11.25	N/A	Robson	In	Community Member	Phone call – complaint	- Community member reported significant dust generated from the road sweeper. - Dust impacted his property including windows, walls and washing. - Cause identified as operator error, operator underestimated water in cart during final run, resulting in inadequate dust suppression.	- Issue discussed with community member and explanation provided regarding cause of dust. - Operator has been removed from site.	None required.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							Acknowledged concern and apologised for inconvenience caused.	
06.11.15	N/A	Robson	Out	Near neighbours	Communication - Notification Letter	Notification letters outlining outlined commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.
06.11.15	N/A	AT&L	Out	Sensitive receivers	Communication - Notification Letter	Notification letters outlining outlined commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.
06.11.15	N/A	SLR	Out	Cabrogal people of the Gandangara Nation Deerubbin Local Aboriginal Land Council Australian Logistics Council Road Freight NSW Austroads National Heavy Vehicle Regulator Environment, Energy and Science Group (EES) TransGrid Environmental Protection Authority (EPA) NSW Rural Fire Service -Middleton Rural Fire Brigade	Communication - Notification Letter (email)	Notification letters outlining outlined commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
				Heritage Council of NSW Ambulance NSW NSW Environment and Heritage Group NSW Government Water Western Sydney Planning Partnership (WSPP) WaterNSW Endeavour Energy Western Sydney Airport Corporation NSW Department of Natural Resources Access Regulator (NRAR) NSW Department of Planning and Environment (Central Western, Green and Resilient Places, Biodiversity Planning, Environment and Science teams) SW Department of Planning, Housing & Infrastructure (DPHI)				
07.11.15	N/A	SLR	Out	NSW Department of Natural Resources Access Regulator (NRAR) Mayor Todd Carney Ardex Australia	Communication - Notification Letter (email)	Notification letters outlining commencement of works from 24 Nov 2025 at Mamre-Abbotts intersection, including night works, construction stages, traffic impacts, and mitigation measures.	Letters issued as part of MAIU commencement notification.	None required at this stage.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
				Stephen Shosmith Penrith and Hawkesbury Environmental Educators Kemps Creek Sporting and Bowling Club Mamre Anglican School Little Smarties Early Learning Centre Emmaus Catholic College Catholic Healthcare Emmaus Retirement Trinity Catholic Primary School Kemps Creek Public School				
14.11.25	N/A	AT&L	Out	Community members	Communication - Notification Letter (letterbox drop)	Notification letters outlining the removal of old redundant watermains, notifying residents that they will be working around and over their driveways, but confirming access will be maintained for residents.	Letters issued as part of watermain works.	None required.
17.11.25	N/A	AT&L	In	Community Member	Email – complaint	- Community member emailed regarding access issue at their property. - A trench was dug across the driveway during active works, preventing his family member from entering the property. - Machinery was operating at the time, traffic was building up behind the vehicle, and they were forced to move on. - Community member expressed concern about repeated impacts on residents, lack of communication, and safety risks. - Community member emphasised the need for clear access, visibility and safe driveway	- Escalated matter for immediate review. - Organising urgent meeting with community member to address concerns and outline access protocols.	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						conditions, especially given the high traffic volumes. - Claims that a notification advising of works was only received on the same day as the works occurring. - Community member requested an immediate meeting to understand the plan for residents and to ensure daily movements and safety will not be compromised.		
18.11.25	22:41	AT&L	Out	Community Member	Email – communication	- Email to community member to highlight that water service at the property required relocation further south, as previously requested by landowner. - Relocation involves trenching and installation of PE pipe within the property from the new location to the existing service point, including connection at both ends. - Contractor (CJ Doyle) scheduled to undertake the works on Thursday 20 and Friday 21 November.	N/A	N/A
19.11.25	14:12	AT&L	In	Community Member	Email – communication	- Landowner advised they are currently away and prefer to be at home when works occur inside their property boundary. - Requested that works be delayed.	N/A	N/A
19.11.25	14:25	AT&L	In	Community Member	Email – communication	- Landowner expressed disappointment with the response received. - Requested that all future communication be via email and no phone calls. - As a rural property, the landowner requested installation of a 32mm service line and a 25mm drilling at the main to ensure water pressure is not compromised. - Requested confirmation that these instructions will be followed.	Email confirmation to community member that instruction will be followed.	N/A
19.11.25	14:50	AT&L	Out	Community Member	Email – communication	Follow-up communication sent to community member confirming that her requested instruction will be followed.	N/A	N/A
21.11.25	09:25	AT&L	In	Community Member	Email – complaint	- Landowner reported that contractors locked their front gate, preventing their children from entering the property. - Gate had been left unlocked prior to works, and contractors failed to leave it in the same condition.	Email back to stakeholder.	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						- Landowner had to return home urgently, cutting their trip short by a day as it was a 2.5hr drive. - Landowner also raise concern that stockpiling excess spoil on Council's nature strip is prohibited.		
21.11.25	16:26	AT&L	Out	Community Member	Email – communication	- Plan provided to community member showing proposed fence relocation to the Licence Area 1 boundary and electric gate access. - Notified that once the road is widened and constructed, a chain wire fence will be installed at the final road boundary. - Requested community member's confirmation that he is satisfied with the proposed plan.	- Issued plan to community member via email for review. - Provided explanation of fence relocation and future chain wire fence installation. - Sought approval from community member.	N/A
21.11.25	17:41	AT&L	Out	Community Member	Email – communication	- Feedback received regarding proposed electric gate alignment. - Simmons advised that the gate must be installed on an angle due to insufficient space for a vehicle to swing into the property. - Alternative option noted – an extra-wide gate could work, but if a smaller gate is preferred, it must be a swing gate installed at a slight angle.	N/A	N/A
23.11.25	12:03	AT&L	In	Community Member	Email – communication	- Landowner expressed concern that contractors accessed his property on 21 November 2025 without prior notice. - Excavator entered through the sealed driveway and crossed the kerb and gutter onto the lawn to reach the water meter. - Landowner was not informed that works were scheduled for that day, had he known he would have opened the heavy vehicle access gate. - Landowner emphasised the need for privacy and security until temporary fencing is installed. - Past incident noted, unsafe condition left at parents' driveway resulted in his father falling and hurting himself (since rectified). - Landowner stressed the significant impact the project has had on his family and their quality of	N/A	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						life and requested improved communication going forward.		
25.11.25	07:42	AT&L	In	Community Member	Email – communication	- Barriers were installed in front of community members house overnight. - Community member reported complete loss of left-side visibility for oncoming traffic when exiting the driveway. - Barriers appeared to be positioned too far into the roadway and not aligned safely. - Community member advised that barriers need to start near the tree line and angle back toward the driveway for safe sight lines. - The yellow barrier currently used as the terminal barrier is too tall and should be replaced or repositioned at a ninety-degree angle toward the driveway/gate. - Community member raised safety concerns for his wife and children and requested immediate action.	Phone call made to community member.	N/A
25.11.25	08:42	AT&L	In	Community Member	Email – communication	- Landowner requested a meeting to show the team his preferred and safest option for works. - Referred the team to his previous email for contact details.	Phone call made to community member.	N/A
25.11.25	09:51	SLR	Out	Community Member	Phone call – communication	- Called community member directly and expressed our sincerest apologies. - Explained investigation findings and confirmed that the team will remove 2 x barriers around his driveway during the night shift. - Confirmed this will provide an additional 12m of clearance and should resolve the swing radius and visibility issue. - Committed to applying the same improvement measure to all western side Mamre Road properties. - Thanked for promptly reporting the issue.	N/A	- Confirm that the barriers were removed and clearance achieved. - Arrange an onsite meeting with Lance should further adjustments be required.
26.11.25	N/A	SLR	Out	Community Member	Phone call – communication	- Advised that visibility to the left is still an issue despite earlier adjustments. - Community member is coordinating directly with Robsons to ensure the matter is fully resolved. - A meeting between community member and Robsons is scheduled for Friday afternoon. - Community member expressed appreciation for efforts made to improve safety for his family.	- Spoke with community member and confirmed ongoing issues. - Acknowledged coordination with Robsons and	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							confirmed community member is receiving assistance.	
26.11.25	N/A	SLR	Out	Community Member	Phone call – communication	- Community member advised, after speaking with her mum, that there are no issues regarding current works. - Community member passed on her thanks.	- Spoke with community member to confirm status. - Acknowledged and documented positive feedback.	N/A
26.11.25	N/A	SLR	Out	Community Member	Phone call – communication	Attempted phone call but no success. Landowner was overseas.	Left a message asking community member to call back for project update.	N/A
27.11.25	N/A	Robsons	In	Community Member	Phone call – communication	Spoke with community member and advised they were comfortable with the amended barrier setup.	N/A	N/A
27.11.25	N/A	Robsons	In	Community Member	Phone call – communication	Spoke with community member and advised they were comfortable with the amended barrier setup.	N/A	N/A
08.12.25	09:02	SLR	In	Community Member	Phone call – communication	- Called to query the works commencing on 10 December which restricts access to Bakers Lane - Visits husband every day from 4:30-6:30pm who is in the Emmaus Retirement Village - Was happy with the information provided to her.	Talked through works and provided her with the community number to call should she have any queries in the future.	N/A
11.12.25	N/A	SLR	Out	Mamre Christian College Trinity Catholic Primary School Emmaus Catholic College	Email-communication	Reminder letter issued to school regarding no right turn into/out of Abbotts Rd at Mamre Rd	Notification letter sent via email with contact details for queries	N/A
18.12.25	N/A	AT&L	Out	Community Members BAPS	Email and letter – communication	Letter informing residents of upcoming road closure for AARU Phase 2	N/A	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
18.12.25	11:00	AT&L	Out	Community Member	Onsite meeting – communication	Project team attended landowners driveway where he said he is having trouble seeing when he comes home after dark. The old personal light pole he has at his driveway has stopped working and he said he cannot see the solar lights on the sides of his driveway with the barriers where they are as well as the tree in the road reserve which blocks it when heading north.	- Robsons to investigate solar lights which can potentially be fixed to the barriers at the community members' driveway and investigate if this is allowable - Tree is outside scope of works so cannot be removed.	N/A
22.12.25	08:02	SLR	In	Community Member	Phone call – complaint	Called to complain that her mother's letterbox had been fenced in by workers	Called project team to rectify	N/A
12.01.26	16:00	AT&L	In	ANRIC	AARU Phase 2 Meeting	Provided update on Milestones, DEXUS, AARU, Access, Design/Approvals, General & Other Items.	Minutes were taken and stored in project folder.	N/A
12.01.26	11.30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
19.01.26	11.30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
23.01.26	N/A	SLR	Out	Near neighbours	Letter – communication	- Project team is planning temporary pavement works that will affect residential driveway access - To minimise impacts and reduce the duration of access restrictions, the team intends to coordinate timing directly with residents, such as scheduling works during periods when residents may be at work - Without coordination, there may be short periods of restricted driveway access, up to a maximum of one day shift, while works occur across driveways - Residents are required to contact the project team to arrange suitable timing	Letter prepared and letterbox dropped to inform residents about upcoming works and the opportunity to coordinate preferred timing	- Monitor resident responses and coordinate requests - Liaise with project team to align works with agreed timeframes
26.01.26	12:50	SLR	In	Community Member	Phone call – communication	Stakeholder contacted the phone line regarding the temporary pavement works and driveway access notification	Raised internally to discuss options available	Provide confirmation and access arrangements to stakeholder prior to works

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						Requested that there be an onsite meeting to talk through options		
26.01.26	10:43	SLR	In	Community Member	Phone call – communication	- Stakeholder contacted the phone line regarding the temporary pavement works and driveway access notification - Requested that there be an onsite meeting to talk through options	Raised internally to discuss options available	Provide confirmation and access arrangements to stakeholder prior to works
26.01.26	13:42	SLR	In	Community Member	Phone call – communication	- Stakeholder contacted the phone line regarding the temporary pavement works and driveway access notification - Requested that there be an onsite meeting to talk through options	Raised internally to discuss options available	Provide confirmation and access arrangements to stakeholder prior to works
27.01.26	08:15	SLR	In	Community Member	Phone call – communication	- Stakeholder contacted the phone line regarding the temporary pavement works and driveway access notification and the phone call her mum had made a day prior - Requested that there be an onsite meeting to talk through options	Raised internally to discuss options available	Provide confirmation and access arrangements to stakeholder prior to works
27.01.26	N/A	SLR	In	Earthtrack Solutions	Phone call – communication	- Stakeholder contacted the phone line regarding the temporary pavement works and driveway access notification - Advised that the preferred timing for works is between 10-12 February - Noted there are two driveways on the property implied access management will be required for both during the works - Requested confirmation whether the proposed dates are feasible	Raised internally to discuss options available	Provide confirmation and access arrangements to stakeholder prior to works
27.01.26	N/A	SLR	In	Community Member	Phone call – communication	- Advised that property access can be provided once school resumes, between 9am and 3pm - Requested confirmation whether access can be day-specific, noting that his wife leaves at 8:30 and returns at 3pm - Access to the property is required by 3pm as his son, who has a disability, arrives home via community bus - Asked whether works can be completed within the available six-hour window to ensure no disruption to his son's care arrangements	Raised internally to discuss options available	Arranged onsite visit to walk through requirements of works and flexibility in timing
28.01.26	07:46	SLR	In	Community Member	Email – communication	Confirmed conversation that was had day prior on the phone.	Raised internally to discuss options available	Arranged onsite visit to walk through

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
								requirements of works and flexibility in timing
28.01.26	14:48	SLR	In	Earthtrack Solutions	Email – communication	Confirmed conversation that was had day prior on the phone.	Raised internally to discuss options available	N/A
02.02.26	11:30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
04.02.26	10:00	AT&L	In	Community Member	In-person – communication	Raised concerns about workers parking in driveways. Reiterated that driveways must remain clear at all times. While access through driveways to areas behind ATF fencing is acceptable, no parking is permitted within them.	Concern acknowledged during on-site discussion	RCP to install 'no parking' signage on ATF fencing and monitor worker compliance
09.02.26	16:00	AT&L	In	ANRIC	AARU Phase 2 Meeting	Provided update on Milestones, Lot 9, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
12.02.26	09:30	AT&L	In	ICON	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
23.02.26	16:00	AT&L	In	ANRIC	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
27.02.26	11:30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
04.03.26	11:30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
09.03.26	16:00	AT&L	In	ANRIC	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
17.03.26	10:00	Robsons	In	Anita	In person communications	Robsons provided information on the staging of temporary pavement works across the three northernmost driveways. Confirmed that the two residential driveways would be completed in one day next week, with the heavy vehicle driveway scheduled for completion in one day the following week.	Agreed staging approach and schedule. Ongoing updates to be provided if weather conditions change.	N/A

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
19.03.26	09:30	AT&L	In	ICON	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, Design/Approvals, Other	Minutes were taken and stored in project folder.	N/A
20.03.26	11:30	AT&L	In	DEXUS	AARU Phase 2 Meeting	Provided update on Milestones, Lot 8, Lot 9, MAIU & AARU program, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
02.04.26	10:30	AT&L	In	ANRIC & ICON	AARU Phase 2 Meeting	Provided update on Milestones, AARU, Access, and Design/Approvals	Minutes were taken and stored in project folder.	N/A
06.04.26	10:40	AT&L	In	Community Member	In-person – Communication	Raised concerns about significant dust settling on a property, particularly in a swimming pool, which has discoloured the water. Advised that the pool pump has been needed to run for extended periods and additional chlorine has been required to manage the issue.	Identified potential dust sources from surrounding sites. Liaised with Richard Harris (Fife Capital), who is investigating installation of a pool cover to reduce further dust impacts.	Confirm solution has been implemented
08.04.26	N/A	SLR/AT&L	Out	Near Neighbours	Letter - Communication	AARU Raise Fittings Case Notification	N/A	N/A
13.04.26	12:00	RCP	Out	Near Neighbours	SMS – Communication	RCP confirmed planned dates for the remaining driveways.	N/A	N/A
16.04.26	10:30	AT&L	Out	Near Neighbours	AARU Phase 2 Meeting	Provided update on Milestones, MAIU & AARU program, Access, and Design/Approvals.	N/A	N/A
17.04.26	10:58	AT&L	In	Stakeholder	Enquiry - Email	Stakeholder enquired as to confirmation regarding timing of PW installation.	ESR Lead-in is expected to be installed and commissioned with the ultimate works (incl. Intersection 2) by February 2027.	N/A
28.04.26	N/A	RCP	Out	Near Neighbours	Communications – Notification Letter	Upcoming Traffic Arrangements Changes	N/A	N/A
21.05.26	11:32	AT&L	In	Community Member	Complaint – Email	Community member raised concerns regarding safety at the Mamre Road and Abbotts Road	Complaint acknowledged	Continue to monitor community feedback regarding traffic

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						intersection upgrade works following a recent fatal traffic incident. - Concerns included narrowed traffic lanes due to concrete barriers, perceived insufficient lighting within the work area, motorists not complying with the reduced 60km/h speed limit, and an overall increase in road safety risks. - The stakeholder requested additional street lighting and stronger speed management measures and indicated they may escalate the matter to Council or relevant government authorities if concerns are not addressed.	and responded to via email. - Stakeholder was advised that current traffic arrangements have been implemented in accordance with approved Traffic Management Plan and relevant TfNSW requirements, and that both daytime and nighttime Road Safety Audits have been completed. - Following the incident, TfNSW inspected the site and confirmed that no immediate changes to existing traffic arrangements were required. - Stakeholder was also advised that project lighting has been installed and assessed as compliant, with lighting conditions improved compared to pre-project conditions. - Feedback was recorded and shared with the	management and road safety. - Record any further complaints or incidents associated with the works area. - Review any future recommendations or requirements arising from ongoing project monitoring, Road Safety Audits or TfNSW assessments. - Complaint considered closed unless further correspondence is received.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							relevant project and traffic management teams.	
22.05.26	09:07	SLR	Out	Community Member	Communication – Email	Response was issued regarding concerns raised about road safety at the Mamre Road and Abbots Road intersection upgrade works, including traffic land narrowing, lighting and vehicle speeds following a recent fatal traffic incident.	- Stakeholder advised that the current traffic arrangements are operating in accordance with the approved Traffic Management Plan and TfNSW requirements. - Response confirmed that daytime and nighttime Road Safety Audits had been undertaken and that TfNSW conducted a post-incident site inspection, which determined that no immediate changes to traffic arrangements were required. - Stakeholder was also advised that street lighting has been installed as part of the project and assessed as compliant, with lighting conditions improved compared to pre-project conditions.	- Continue routine monitoring of traffic management arrangements and community feedback. - Record any additional correspondence or concerns received from the stakeholder. - No further action required at this time unless new information or concerns are raised.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
							Feedback was acknowledged and shared with the project and traffic management teams for consideration.	
27.05.26	N/A	Robsons	Out	Near Neighbours	Communication – Notification Letter	- Advance notification issued to nearby residents regarding upcoming routine maintenance works at the Mamre Road and Abbotts Road intersection. - The notification advised that night works would occur between 7:00pm and 5:00am from Monday 1 June for up to five nights, weather permitting. - Information was provided regarding the nature of the works, expected traffic management arrangements, noise and dust mitigation measures, and project contact details.	- Notification distributed to stakeholders in accordance with project communication requirements to provide advance notice of upcoming night works and associated impacts. - Project contact details and website information were provided to enable stakeholders to seek further information or raise concerns.	- Monitor stakeholder enquiries or complaints relating to the notified works. - Record and respond to any feedback received through the project phone line or email address. - Confirm completion of works and maintain records of stakeholder communications associated with the activity.
04.06.26	10:00	SLR	Out	Community Member	Communication – Email	Response was re-issued regarding concerns raised about road safety at the Mamre Road and Abbotts Road intersection upgrade works.	Re-issue of email sent on 22 May 2026.	- Record any additional correspondence or concerns received from the stakeholder. - No further action is required at this time unless new information or concerns are raised.
10.06.26	10:15	Robsons	Out	Community Member	Communication – Face-to-face	On-site meeting held to discuss driveway access and lighting associated with construction works.	Robsons met with the landowner on site and	- Nil. - Request addressed and agreed with landowner.

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						The landowner advised they had no concerns regarding the driveway works but requested additional lighting at the driveway during construction activities occurring adjacent to the property.	discussed the request. - Robsons agreed to install a temporary day maker light at the driveway for the duration of the construction works. - The light will be positioned away from the roadway to avoid impacts to passing traffic on Mamre Road.	Monitor during construction to ensure lighting remains appropriately positioned and operational.
22.06.26	N/A	SLR	Out	Near neighbours	Communication – Notification Letter	- Notification letter issued to affected landowners regarding upcoming traffic changes on Aldington Road scheduled for 27 June 2026. - Letter advised of traffic redirection on the southern section from eastern to western pavement, continuation of northern section closure, access via Abbotts Road only, works hours and estimated duration of approximately eight months.	Notification letter distributed via email with updated Phase 2 Roadworks Map attached.	N/A
24.06.26	10:30-11:30	Project team	Out	Project stakeholders	Online meeting – communication	- Project coordination meeting held to discuss the progress of road infrastructure works, associated utility servicing, design development, approvals processes and project delivery timeframes. - Stakeholders were provided with project updates and discussed upcoming milestones and coordination requirements.	Project updates provided and actions allocated to relevant project team members to progress design, approvals and delivery activities.	- Ongoing monitoring of project milestones, approvals and delivery activities. - Progress to be reviewed at subsequent project coordination meetings.
29.06.26	14:24	AT&L	In	Project stakeholder	Email – Complaint	- A stakeholder raised concerns that insufficient advance notice was provided for recently implemented traffic changes, limiting their ability to assess operational impacts. - The correspondence requested improved advance notification, development of safe entry and exit arrangements for regular and special events, and consideration of access requirements during future traffic staging.	- Correspondence received and recorded. - Access, traffic management and notification concerns were referred to the project team for review and	- Continue engagement with the stakeholder regarding traffic management and access arrangements. - Review proposed access improvements and communicate updates on construction staging and traffic changes in advance

Date	Time	Responsible Party	In/Out	Contact name/Organisation	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
						- Additional information was provided outlining access concerns, supporting photographs and requested timeframes for completion of access-related works. - The stakeholder reaffirmed support for the project while requesting that existing operations continue to be safely accommodated throughout construction.	consideration in ongoing construction planning. Supporting information was recorded for assessment.	of implementation where practicable.
23.07.26	13:00	AT&L	In	Project stakeholders	Phone call and email – Complaint	- Residents raised concerns regarding illegal U-turns being undertaken by heavy vehicles and passenger vehicles due to the temporary right-turn restriction into Abbotts Road. - They advised vehicles were using private driveways to turn around, creating safety risks and disruption, and requested immediate intervention.	- Photographs were reviewed and confirmed not to show vehicles accessing the project site. - The project driver's code of conduct was reiterated to MAIU drivers, and all developers and contractors operating along Abbotts Road and Aldington Road were reminded of expected driver behaviour. - Robson Civil and the client committed to installing temporary barriers to prevent illegal U-turns until traffic signals become operational.	Confirm installation of temporary barriers, monitor their effectiveness and contact the affected residents following installation to confirm whether the issue has been resolved and whether any further traffic management measures are required.