

**Environmental Complaints Log**

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20190902	2 September 2019	DSD	A portion of Clear Water Bay Road, near the junction of Fei Ngo Shan Road	The complainant reported that muddy water was improperly overflowed from the construction site under Contract NE/2017/03 at Clear Water Bay Road and eventually to the downstream public storm water drainage system on 02 September 2019	<p>The investigation report from contractor has revealed that the gaps between sand bags at site boundary would be the potential source of muddy water leakage.</p> <p>Remedial action taken according to the investigation report conducted by Contractor:</p> <ol style="list-style-type: none">1. The sand bags were replaced by cement sand mortar which filled the gaps between water-filled barriers along the site boundary to block the leakage point.2. Additional sedimentation tank has been added to increase buffer for further treatment by the wastewater treatment facility.3. Concrete ramp was provided at the site entrance to mitigate against potential surface runoff related impact.4. Specific training for the subcontractor and front-line staff has been provided to enhance their knowledge on the requirements of discharge license. <p>ET recorded WQM exceedance on SS on 06 Sept 2019 and 09 Sept 2019, effectiveness of remedial measures under rainy days requires close monitoring. Regular joint site inspections on 06 & 19 September 2019 had observed that wastewater treatment facilities required further improvement particularly in rainy days.</p> <p>ET and IEC recommended contractor to provide proper protection to the nearby gullies like membrane or sandbags.</p> <p>ET reminded Contractor/RSS to inform ET and IEC upon the receipt of environmental complaint to allow timely investigation.</p>	Closed
20200315	15 March 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	The complainant, resident of Hong Wah Court, reported to CEDD by email dated on 15 March 2020 that the resident at Hong Wah Court was affected by the noise nuisance from the construction site under Contract NE/2017/03 at Lin Tak Road since the construction activities started for approximately one year especially for the period under the attack of coronavirus-19 recently.	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. Noise barriers have been setup along the haul road and working area as much as possible.2. The head of the drillers and breakers has been wrapped with noise absorption materials during operation.	Closed



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					<p>3. The contractor has made different combination of group of plants to avoid multiple noisy works operating at the same time.</p> <p>4. Moveable noise barrier was observed in place for breaking works.</p>	
20200403	3 April 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, a resident of Hong Wah Court, reported to AECOM through the hotline dated on 3 April 2020 that the resident at Hong Wah Court was affected by the noise nuisance from the construction site under Contract NE/2017/03 at Lin Tak Road. She claimed that the slope cutting works have been carried out from 8:00 to 18:00, which was very annoying and made her anxious especially under the situation that the government called citizen to stay at home avoiding the infection of coronavirus-19.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 7 April 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitorings, slope cutting with breaker and driller were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Noise barriers have been setup along the haul road and working area, and only partially covered the works area and plants due to limited site conditions. The head of the drillers and breakers had been wrapped with noise absorption materials during operation. 	Closed
20200420	20 April 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, a resident of Hong Wah Court, reported to AECOM through the hotline dated on 20 April 2020 that the noise level generated from the construction site at the slope of Lin Tak Road reached 80-90 dB consecutively from 8:00 to 18:30 and affecting their health. Moreover, the district councilor has reflected the complaint from resident of Hong Wah Court and query about the implementation of the noise barrier.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Sequencing of works to avoid the operation of breaker and driller at the same time No remedial action was taken by contractor on improving the setting up of noise barriers for the covering of working area and the plant. No remedial action was taken by contractor on deploying movable noise barrier at drilling works or wrapping noise reductive materials at the head of the driller. 	Closed
0200518	18 May 2020	Public	New Clear Water Bay Road from the construction	<p>The complainant reported through the 1823 electronic form dated on 18 May 2020 that silty water was discharged to public road, New Clear Water Bay Road, from the construction site at the slope under Shun Lee</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Placing sand bags at the perimeter of the site and 	Closed



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			site at the slope under Shun Lee Disciplined Services Quarters	Disciplined Services Quarters. The complaint concerned on the silty runoff at New Clear Water Bay Road was referred by AECOM to ET on 21 May 2020. According to the information provided by the contractor, silty runoff to public road was due to the damaged pipe at the top of the slope Shun Lee Disciplined Services Quarters, water leaked from the pipe flew along the exposed down slope and became silty.	the site exit as bunds. 2. Repairing the damaged pipe to stop the water leakage.	
20200525	25 May 2020	Public	New Clear Water Bay Road from the construction site at the slope under Shun Lee Disciplined Services Quarters	The complainant reported through the 1823 electronic form dated on 25 May 2020 that silty water was discharged to public road, New Clear Water Bay Road from the construction site at the slope under Shun Lee Disciplined Services Quarters. The complaint concerned on the silty runoff at New Clear Water Bay Road was referred by AECOM to ET on 3 June 2020 respectively. According to the observation and inspection, the silty runoff should be caused by the large volume of water flow through the soil surface of the construction site after heavy rainfall.	Remedial action taken according to the observations by ET: 1. Placing sand bags at the site boundary and the site exit as bunds. 2. Deployed one more set of sedimentation tank and wastewater treatment facilities. 3. Diversion of part of the runoff from the top of the slope to avoid flowing through soil surface.	Closed
202007007	7 July 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	The complainant, District Councilor, reported to AECOM through the hotline dated on 7 July 2020 that the resident complaint the construction noise generated from the construction site at the slope of Lin Tak Road was annoying and no mitigation measures for the construction noise was implemented. The complaints regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 7 July 2020 respectively. According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of the construction noise.	Remedial action taken according to the observations by ET: 1. Setting up of noise barriers for the covering of working area and the plant was observed since 15 June 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier most of the time during the monitoring and inspections.	Closed
20200718	18 July 2020	Public	Slope at Lin Tak Road, Opposite to	The complainant, District Councilor, reported to AECOM through the hotline dated on 18 July 2020 that no water spraying was carried out by contractor during dusty	Remedial action taken according to the observations by ET:	Closed



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			Hong Wah Court	<p>construction works at the slope of Lin Tak Road and fugitive dust was observed and cause dust impact to the complainant's property.</p> <p>The complaints regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 20 July 2020 respectively.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of dust emissions.</p>	1. Facilities for water spraying was observed being setup at the slope of Lin Tak Road.	
20200718	18 July 2020	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, District Councilor, reported to AECOM through the hotline dated on 18 July 2020 that the resident of block C complained the construction noise generated from the construction site at the slope of Lin Tak Road was causing noise nuisance.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 20 July 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. Setting up of noise barriers for the covering of working area and the plant was observed since 15 June 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 4. Sequencing of works was observed that the driller and breaker were operated alternatively to avoid concurrent noisy works. 	Closed
20200724	24 July 2020	Public	New Clear Water Bay Road near Sienna Garden	<p>The complainant, resident of Sienna Garden, reported to AECOM through the hotline dated on 24 July 2020 that the noise generated from the air compressor at the construction site of New Clear Water Bay Road was annoying.</p> <p>The complaints regarding the construction noise at New Clear Water Bay Road referred by AECOM was received by ET on 27 July 2020 respectively.</p>	<p>Remedial action taken according to the observation during inspection conducted by ET:</p> <ol style="list-style-type: none"> 1. Setting up of noise barriers for screening up the air compressor was observed since 30 July 2020. 	Closed



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				According to the observation on-site and information provided by the contractor, piling work was conducting near Sienna Garden at New Clear Water Bay Road.		
20200729	29 July 2020	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, Resident of Hong Wah Court, reported to AECOM through the hotline dated on 29 July 2020 that the construction noise generated from the construction site at the slope of Lin Tak Road was causing noise nuisance to upper level of the building and the phone call of the complainant was influenced.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 30 July 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. Setting up of noise barriers for the covering of working area and the plant was observed since 15 June 2020.2. Quieter breaker, claimed by the contractor, was observed installed.3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.4. Sequencing of works was observed that the driller and breaker were operated alternatively to avoid concurrent noisy works.	Closed
20200825	25 August 2020	Public	New Clear Water Bay Road near Choi Wan Estate	<p>The complainant reported to 1823 online dated on 25 August 2020 that the construction noise generated from the construction site at New Clear Water Bay Road adjacent to Choi Wan Estate was causing noise nuisance to complainant's apartment. Construction activities starting from 8:30 to dusk and even on Sunday. The construction activities have been conducted for a year especially for drilling works. The complainant has measured the construction noise with mobile app and obtained 64dB in average for one driller. The complainant said the condition was worse when two to three drillers operated at the same time. The complainant asked the completion date of the construction works and whether the construction noise would affect the health of people as the complainant was seriously influenced by the noise and causing insomnia.</p> <p>The complaint regarding the construction noise at New Clear Water Bay Road referred by CEDD and AECOM was received by ET on 30 August 2020.</p> <p>According to the information provided by the contractor,</p>	<p>Remedial action taken according to the observations by ET:</p> <p>No further mitigation measure for construction noise was implemented at the moment as no drilling works were observed recently.</p>	Closed



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				and also reported in EM&A monthly report, that ELS to RW pile cap and construct RW footing were the major construction works conducted under contract NE/2017/03 at the photo record provided by the complaint at RIW1 near New Clear Water Bay Road adjacent to Choi Wan Estate starting from June 2020 to August 2020. Based on the observation of recent monitoring, excavation, grouting, welding and loading and unloading of materials were the major sources of the construction noise. Pre-drilling works have been conducted at the section near New Clear Water Bay Road adjacent to the Shun Lee Disciplined Services Quarters which is distance from the area that the complainant mentioned.		
20200831	31 August 2020	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, Resident of Hong Wah Court, reported to AECOM through the hotline dated on 31 August 2020 that the construction noise generated from the construction site at the slope of Lin Tak Road was causing noise nuisance and also causing air quality impact.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 2 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of the construction noise. Besides, breaking, drilling and loading and unloading of dusty materials were the major sources spreading dust.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. Setting up of noise barriers for the covering of working area and the plant was observed since 15 June 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 4. Sequencing of works was observed that the driller and breaker were operated alternatively to avoid concurrent noisy works. 5. Water spraying for breaking works was observed. 	Closed
20200925_1	25 Sep 2020	Public	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant, district councillor, reported to AECOM through the hotline dated on 25 and 26 September 2020 that the residents from Block B and C have complaint the construction noise generated from the construction site at the slope of Lin Tak Road was causing noise nuisance and queried about the standard level of construction level and the limit level set for the project. The measurement from the resident reached 107dB.</p> <p>The complaint regarding the construction noise at Lin</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring 	Closed



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				<p>Tak Road referred by AECOM was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	and site inspections.	
20200925_2	25 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant reported to EPD dated on 25 September 2020 that the contractor did not comply with the commitment of using silent equipment and the noise barriers were not placed properly. The complainant complaint about the equipment generated noise reaching 60dB to 80dB, which has exceeded the limit stated in EIAO. The complainant was also unsatisfied with the improper use of noise barriers, for example, the plant was not covered by noise barrier and the noise barriers were not relocated according to the change in working area.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020.2. Quieter breaker, claimed by the contractor, was observed installed.3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.	Closed
20200926	26 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant reported to EPD dated on 26 September 2020 that the contractor did not comply with the commitment of paying extra effort in noise blocking and delay the starting time to 10:00 and end at 17:00. The construction noise generated reaching 80dB consecutively from 10:00 to 18:30.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020.2. Quieter breaker, claimed by the contractor, was observed installed.3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.	Closed



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				from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.		
20200927_1	27 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant reported to EPD dated on 27 September 2020 that the contractor did not comply with the commitment of paying extra effort in noise blocking and delay the starting time to 10:00 and end at 17:00.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 	Closed
20200927_2	27 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant reported to EPD dated on 26 September 2020 that the contractor did not comply with the commitment of paying extra effort in noise blocking and delay the starting time to 10:00 and end at 17:00. The construction noise generated reaching 80dB consecutively from 10:00 to 18:30.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 	Closed
20200928	28 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	<p>The complainant reported to EPD dated on 28 September 2020 that the construction noise level was within 50dB to 60dB and was acceptable from May 2020 to 21 September 2020. Starting from 21 September 2020, slope works have moved towards the estate to under 50m in distance. Moreover, the noise barriers were not erected properly by the workers and the construction noise level reached 80dB to 100dB. The restriction due to level difference of the construction site was understood by the considerate area was at</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. 2. Quieter breaker, claimed by the contractor, was observed installed. 3. The plant and working area were covered by noise barrier in most of the time during noise monitoring 	Closed



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				<p>relatively flat ground and should have enough space for setting up noise barrier. The contractor should follow the EIAO to minimize the construction noise and comply with the commitment of using quieter method or exploring other methods, hence, the residents do not have to suffer the high construction noise environment. The contractor may consider using quieter breaker and better materials for reducing the construction noise.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 28 September 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	and site inspections.	
20201105	5 Nov 2020	EPD	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, general public, reported to EPD dated on 5 November 2020 that noise nuisance was generated from the construction site of Chun Wo.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 10 November 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 2. Noise absorption material was observed installed at the upper level. 3. Additional noise barrier was observed installed at lower level on 9 November 2020. 4. Sequencing of noisy works to be not operating at the same time for most of the time during inspection. 5. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	Closed
20201106	6 Nov 2020	EPD	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, general public, reported to EPD dated on 6 November 2020 that the incident of construction noise from Lin Tak Road have happened for more than two months. The residents at Hong Wah Court have complaint to the contractor, consultant and CEDD as well as the district councilor but no improvement was observed and the noise generated were very disturbing.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 2. Noise absorption material was observed installed at the upper level since 20 October 2020. 3. Additional noise barrier was observed installed at 	Closed



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				<p>10 November 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>lower level on 9 November 2020.</p> <ol style="list-style-type: none"> Sequencing of noisy works to be not operating at the same time for most of the time during inspection. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	
20201109	9 Nov 2020	EPD	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, general public, reported to EPD dated on 9 November 2020 that the use of quiet equipment and the noise barriers were not installed properly. The noise generated by the plants using on site have reached 60dB to 80dB and exceeded the limit stated in EIAO. The improper installation of noise barriers was the most unsatisfactory for the resident that the plant always worked beyond the coverage of noise barriers and the noise barriers were not setup according to the working progress.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 9 November 2020.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, breaking works and drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. Noise absorption material was observed installed at the upper level since 20 October 2020. Additional noise barrier was observed installed at lower level on 9 November 2020. Sequencing of noisy works to be not operating at the same time for most of the time during inspection. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	Closed
20201111	11 Nov 2020	EPD	Tseung Kwan O Road near Tseung Kwan O Tunnel	<p>The complainant reported to EPD that effluent discharge was observed from the construction site of CEDD near the Tseung Kwan O Tunnel dated on 11 November 2020. The incident has been observed for 6 months.</p> <p>The complaint concerned on the effluent discharge at Tseung Kwan O Road was referred by EPD to ET on 16 November 2020.</p> <p>According to the observation and inspection, the incident was caused by the overflow of runoff due to the blockage of gully and no connection of temporary drainage system was observed between the site and the gully at Tseung Kwan O Road and no discharge was observed from the site to the nearby gully.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> No remedial action is needed 	Closed
20210123	23 Jan 2021	EPD	Slope at Lin	The complainant, general public, reported to EPD dated	Remedial action taken according to the observations by	Closed



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			Tak Road, Opposite to Hong Wah Court	<p>on 23 January 2021 that the construction noise was serious and the work period was predicted to be end in 2023 was considered to be long. The complainant has also mentioned the noise barrier was observed but not efficient in noise reduction. The complainant request the contractor to wrap the driller head during drilling works; cover the drilling area entirely by noise barrier till the line of sight of all levels could be blocked; setting up noise monitoring station at different floors at Hong Wah Court; increase number of inspection; setting up limit in length of noisy works in future.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 11 February 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, drilling works were the major sources of the construction noise.</p>	<p>ET:</p> <ol style="list-style-type: none"> 1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 2. Noise absorption material was observed installed at the upper level since 20 October 2020. 3. Additional noise barrier was observed installed at lower level on 9 November 2020. 4. Cantilever was observed at middle level since 12 January 2021. 5. Sequencing of noisy works to be not operating at the same time for most of the time during inspection. 6. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	
20210205	05 Feb 2021	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, district councilor, reported to AECOM through project hotline dated on 05 February 2021 that the residents reflected the noise mitigation measures were not efficient, around 70% of time the driller worked outside the noise barriers coverage, making noise.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 05 February 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, drilling works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 2. Noise absorption material was observed installed at the upper level since 20 October 2020. 3. Additional noise barrier was observed installed at lower level on 9 November 2020. 4. Cantilever was observed at middle level since 12 January 2021. 5. Sequencing of noisy works to be not operating at the same time for most of the time during inspection. 6. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	Closed



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20210206	06 Feb 2021	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, resident of Hong Wah Court, reported to AECOM through project hotline dated on 06 February 2021 that the residents reflected that one excavator was in operation from 08:20 and one driller was in operation later from 08:40 on 06 February 2021.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 01 March 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.2. Noise absorption material was observed installed at the upper level since 20 October 2020.3. Additional noise barrier was observed installed at lower level on 9 November 2020.4. Cantilever was observed at middle level since 12 January 2021.5. Sequencing of noisy works to be not operating at the same time for most of the time during inspection.6. Grouping of PME and scheduled working time have been set by the contractor shown on site.	Closed
20210310	10 Mar 2021	Public	New Clear Water Bay Road near Choi Wan Estate	<p>The complainant reported to 1823 online dated on 10 March 2021 that the construction noise generated from the construction site at New Clear Water Bay Road adjacent to Choi Wan Estate was causing noise nuisance to complainant's apartment.</p> <p>The complaint regarding the construction noise at New Clear Water Bay Road near Choi Wan Estate referred by CEDD and AECOM was received by ET on 15 March 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that earth works temporary soil nail, form working platform, reinforced concrete works and no-fine concrete construction were the major construction works conducted under contract NE/2017/03 in the past three months at RIW1 near New Clear Water Bay Road. Based on the observation of recent monitoring, excavation and loading and unloading of materials were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. No further mitigation measure for construction noise was implemented at the moment.	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
210427_1	27 Apr 2021	Public	Clear Water Bay Road, near Sienna Garden block 6	<p>The complainant, resident of No.8 Fei Ha Road, reported to AECOM through the hotline dated on 27 April 2021 that the construction activities were commenced around 7:00 am, making big noise “boom boom” from the construction site under Contract NE/2017/03 at Clear Water Bay Road. Nearby residents were affected by the noise nuisance and the complainant asked Contractor to commence the construction activities after 9:00 am.</p> <p>In addition, the complainant also reflected that the windows need to be closed all the time due to the fugitive dust from the construction works at RIW2. Contractor was required to review and enhance the dust mitigation measures.</p> <p>The complaints regarding the construction noise and dust at Clear Water Bay Road referred by AECOM was received by ET on 27 April 2021.</p> <p>According to the information provided by the contractor, and recent site inspections, that breaking, excavation, and mini-pile works were conducted under contract NE/2017/03 at RIW2 of Clear Water Bay Road. Based on the observation of recent monitoring, breaking and piling were the major noise source.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Noise barriers have been setup for noise mitigation measure. QPME was observed on site. Work sequence at Clear Water Bay Road near residential estate was re-arranged, piling works will be commenced after 09:00am in order to minimize the nuisance to the residents and commencement time of other site activities will be remained unchanged. Water spraying has been applied and cylindrical tarpaulin was used to enclose the piling area for dust suppression measures. 	Closed
210427_2	27 Apr 2021	Public	Clear Water Bay Road, near Sienna Garden block 6	<p>The complainant, reported to AECOM through the hotline dated on 27 April 2021 that they were affected by the noise nuisance from the construction site under Contract NE/2017/03 at Clear Water Bay Road in the early morning.</p> <p>The complaints regarding the construction noise at Clear Water Bay Road referred by AECOM was received by ET on 27 April 2021.</p> <p>According to the information provided by the contractor, and recent site inspections, that breaking, excavation, and mini-pile works were conducted under contract NE/2017/03 at RIW2 of Clear Water Bay Road. Based on the observation of recent monitoring, breaking and piling were the major noise source.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Noise barriers have been setup for noise mitigation measure. QPME was observed on site. Work sequence at Clear Water Bay Road near residential estate was re-arranged, piling works will be commenced after 09:00am in order to minimize the nuisance to the residents and commencement time of other site activities will be remained unchanged. 	Closed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
210508	08 & 10 May 2021	Public	Clear Water Bay Road, near Sienna Garden block 6	<p>The complainant, resident of No. 8 Fei Ha Road, reported to AECOM through the hotline dated on 08 and 10 May 2021 that they were severely affected by the noise nuisance and fugitive dust from the construction site under Contract NE/2017/03 at Clear Water Bay Road.</p> <p>The complaints regarding the construction noise and fugitive dust at Clear Water Bay Road referred by AECOM was received by ET on 12 May 2021.</p> <p>According to the information provided by the contractor, and recent site inspections, that breaking, excavation, and mini-pile works were conducted under contract NE/2017/03 at RIW2 of Clear Water Bay Road. Based on the observation of recent monitoring, breaking and piling were the major noise source.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Noise barriers have been setup for noise mitigation measure. QPME was observed on site. Work sequence at Clear Water Bay Road near residential estate was re-arranged, piling works will be commenced after 09:00am in order to minimize the nuisance to the residents and commencement time of other site activities will be remained unchanged. Water spraying has been applied and cylindrical tarpaulin was used to enclose the piling area for dust suppression measures. 	Closed
210614	14 June 2021	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, general public, reported to EPD dated on 14 June 2021 that nearby residents were affected by the construction noise generated from the driller in relation to the site area at Lin Tak Road in the early morning</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by EPD was received by ET on 24 June 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring, drilling and breaking works were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. Noise absorption material was observed installed at the upper level since 20 October 2020. Additional noise barrier was observed installed at lower level on 9 November 2020. Sequencing of noisy works to be not operating at the same time for most of the time during inspection. Grouping of PME and scheduled working time have been set by the contractor shown on site. 	Closed
210831	31 August 2021	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, general public, reported to EPD dated on 31 August 2021 that nearby residents were affected by the construction noise generated from the driller in relation to the site area at Lin Tak Road in the morning.</p> <p>The complaint regarding the construction noise at Lin</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. Noise absorption material was observed installed 	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				<p>Tak Road referred by EPD was received by ET on 03 September 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019. Based on the observation of recent monitoring and construction site diary on August 2021, drilling and rock splitting work were the major sources of the construction noise.</p>	<p>at the upper level since 20 October 2020.</p> <p>6. Additional noise barrier was observed installed at lower level on 9 November 2020.</p> <p>7. Sequencing of noisy works to be not operating at the same time for most of the time during inspection.</p> <p>8. Grouping of PME and scheduled working time have been set by the contractor shown on site.</p>	
210916	16 September 2021	Public	At New Clear Water Bay Road near Choi Wan Estate	<p>The complainant reported to 1823 online dated on 16 September 2021 that the construction noise generated from the construction site at New Clear Water Bay Road adjacent to Choi Wan Estate was causing noise nuisance to complainant's apartment. Construction activities starting from 8:30 to dusk and even on Sunday. The construction activities have been conducted for a year especially for drilling works. The complainant has measured the construction noise with mobile app and obtained 64dB in average for one driller. The complainant said the condition was worse when two to three drillers operated at the same time. The complainant asked the completion date of the construction works and whether the construction noise would affect the health of people as the complainant was seriously influenced by the noise and causing insomnia.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by CEDD and AECOM was received by ET on 23 September 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that ELS to RW pile cap and construct RW footing were the major construction works conducted under contract NE/2017/03 at the photo record provided by the complaint at RIW1 near New Clear Water Bay Road adjacent to Choi Wan Estate. Based on the observation of recent monitoring, excavation, piling, grouting, welding and loading and unloading of materials were the major sources of the construction noise.</p>	<p>Remedial action taken according to the observations by ET:</p> <p>1. Noisy equipment such as rock breakers were installed with noise barrier and absorptive material during operation.</p> <p>2. QPMEs and site activities rescheduling have been installed and planned by the contractor as mitigation measures.</p>	Closed



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210930	30 September 2021	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, reported to AECOM through project hotline dated on 30 September 2021 that the residents reflected that the construction noise generated from the construction site at the slope of Lin Tak Road causing large noise nuisance from 8 am to 6 pm during working days.</p> <p>The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 30 September 2021.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly report, that slope works using drill and split method were conducted under contract NE/2017/03 at RIW3 of Lin Tak Road starting from August 2019.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none">1. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.2. Noise absorption material was observed installed at the upper level since 20 October 2020.3. Additional noise barrier was observed installed at lower level on 9 November 2020.4. Cantilever was observed at middle level since 12 January 2021.5. Sequencing of noisy works to be not operating at the same time for most of the time during inspection.6. Grouping of PME and scheduled working time have been set by the contractor shown on site.	Closed
211013	13 October 2021	Public	Slope at Lin Tak Road	<p>The complainant reported through Project hotline that muddy runoff was observed from the construction site of CEDD near Lin Tak Road dated on 13 October 2021.</p> <p>The complaint concerned on the muddy runoff at Lin Tak Road was referred by RSS to ET on 18 October 2021.</p> <p>According to the observation and inspection, muddy runoff was caused by the adverse weather, Amber Rainstorm Warning Signal and Strong Wind Signal no.8 came into force on 13 October 2021. Heavy rainfall flowed down the slope and became muddy.</p>	<p>Remedial action taken according to the observations by ET:</p> <p>The Contractor has reinforced the bundings in the site area to prevent any potential muddy runoff from leaking outside the site area.</p>	Closed



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220214	14 February 2022	Public	New Clear Water Bay Road, near the Shun Lee Disciplined Services Quarters	<p>The complainant reported to 1823 hotline on 14 February 2022 regarding construction noise and air pollution generated from the RIW2 construction sites. The case was referred to the ET on 4 March 2022.</p> <p>According to the Contractor's information, erection of formwork, piling excavation, sheet piling and grouting were conducted at RIW2 during February 2022.</p> <p>According to the monitoring records and inspections, there were no noise and air quality exceedances recorded at the monitoring stations at RIW2 during January, February and March 2022. Noise barriers around PMEs and water spraying as dust suppression were observed to be implemented by the Contractor.</p>	<p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Turn off any noisy equipment in idle.2. Provide regular water spraying in the site area during dry period.	Closed
220801	1 August 2022	EPD	New Clear Water Bay Road, near the Shun Lee Disciplined Services Quarters	<p>The complainant has contacted EPD before August 2022 who noticed a 24 hour low frequency mechanical noise such as grouting noise and drilling noise emanating from the construction site (RIW1) at New Clear Water Bay Road since early June 2022. The case was referred to the ET on 1 August 2022.</p> <p>According to Contractor's information, pilling works were being conducted at RIW1 during day times in this time period. No major works with PMEs were scheduled between 19:00 and 07:00. No recent CNP was applied to the complained section of the site area.</p>	<p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Turn off any PMEs after 19:00 on each working days. Inspections should be conducted by the Contractor to ensure compliances.	Closed
221010	10 October 2022	Public	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>The complainant, resident of Hong Wah Court, reported to AECOM through project hotline on 10 October 2022 regarding the inadequate noise barrier for the rock breaker at Slope D3 during its operation at 8:40am, 8 Oct 2022 and 10:05am, 10 Oct 2022.</p> <p>According to Contractor's and complainant's information, rock breaking works were being conducted at Slope D3 during this time period. Noise barrier was presented at the slope near the breaker but was considered to be inadequate.</p>	<p>The complaint is considered to be project related.</p> <p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Grouping of the PMEs and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should provide the works schedule and notifications at the site entrance.2. Additional noise barriers should be provided around the rock breaker by the Contractor to mitigate the noise impact.	Closed



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221014	14 October 2022	Public	Slope at Lin Tak Road, Opposite to Hing Tin Estate	<p>The complainant, resident of Hing Tin Estate, reported to AECOM through project hotline on 14 October 2022 regarding the inadequate noise barrier for the rock breaker at Slope D4 during its operation at 10:15am, 14 Oct 2022.</p> <p>According to Contractor's and complainant's information, rock breaking works were being conducted at Slope D4 during this time period. Noise barrier was presented at the slope near the breaker but was considered to be inadequate.</p>	<p>The complaint is considered to be project related.</p> <p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Grouping of the PME's and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should provide the works schedule and notifications at the site entrance.2. Additional noise barriers should be provided around the rock breaker by the Contractor to mitigate the noise impact.	Closed
230210	10 February 2023	EPD	Slope D3 at Lin Tak Road	<p>The complainant, resident of Hong Wah Court, contacted EPD in February 2023 regarding the inadequate noise barrier for the rock breaker at Slope D3 during its operation in day time. The case was referred to the ET on 15 March 2023.</p> <p>According to Contractor's and complainant's information, rock breaking works were being conducted at Slope D3 during this time period. Noise barrier was presented at the slope near the breaker but was considered to be inadequate.</p>	<p>The complaint is considered to be project related. Additional noise monitoring were subsequently conducted by the ET to ensure compliance of the construction noise level in this works area.</p> <p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Grouping of the PME's and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should reduce the amount of PME's working at the same time to reduce the impact.2. Additional noise barriers were provided around the rock breaker by the Contractor to mitigate the noise impact.	Closed
230311	11 March 2023	Public	Slope D3 at Lin Tak Road	<p>The complainant, resident of Hong Wah Court, reported to AECOM through project hotline on 11 March 2023 regarding the inadequate noise barrier for the rock breaker at Slope D3 during its operation at 9:00am, 11 March 2023.</p> <p>According to Contractor's and complainant's information, rock breaking works were being conducted at Slope D3 during this time period. Noise barrier was presented at the slope near the breaker but was considered to be inadequate.</p>	<p>The complaint is considered to be project related. Additional noise monitoring were subsequently conducted by the ET to ensure compliance of the construction noise level in this works area.</p> <p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Grouping of the PME's and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should reduce the amount of PME's working at the same time to reduce the impact.	Closed



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					2. Additional noise barriers were provided around the rock breaker by the Contractor to mitigate the noise impact.	
230320	20 March 2023	Public	Near New Clear Water Bay Road	<p>The complainant reported to DR through project hotline on 20 March 2023 regarding the noise of the construction works from the site RIW1 at New Clear Water Bay Road in the morning.</p> <p>According to Contractor's information, pilling works were being conducted at RIW1 during this time period. Noise level exceedance was not recorded in this works area for the past year.</p>	<p>The complaint is considered to be project related. Additional noise monitoring were subsequently conducted by the ET to ensure compliance of the construction noise level in this works area.</p> <p>Remedial actions to the Contractor as recommended by ET:</p> <ol style="list-style-type: none">1. Grouping of the PMEs and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should reduce the amount of PMEs working at the same time to reduce the impact.2. Additional noise barriers should be provided around the PMEs by the Contractor to mitigate the noise impact.	Closed
240105	5 January 2024	Public	Slope D3 at Lin Tak Road	<p>The complainant, resident of Hong Wah Court, reported to ER through 1823 hotline regarding the excessive noise from the site area at Slope D3 during construction between 8:00 and 18:00 on 5 January 2024.</p> <p>According to site observations and complainant's information, rock breaking and slope drilling works were being conducted at Slope D3 during this time period. Noise barrier was presented at the slope near the breaker but was considered to be inadequate and require further review for improvement.</p>	<p>The complaint is considered to be project related. While further noise exceedances were not recorded in the area, remedial actions are recommended by ET to the Contractor to improve the mitigation measures:</p> <ol style="list-style-type: none">1. Grouping of the PMEs and works schedule should be further reviewed to reduce the noise impact to the residents. The Contractor should reduce the amount of PMEs working at the same time to reduce the impact.2. Additional noise barriers shall be installed around the breakers by the Contractor to mitigate the noise impact.	Closed



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240127	27 January 2024	Public	Slope D3 at Lin Tak Road	<p>The complainant, resident of Hong Wah Court, reported to ER through project hotline, stating that noisy construction works had begun in the site area at Slope D3 at 8:30am on 27 January 2024.</p> <p>According to complainant's information, rock sorting works via excavator were being conducted at Slope D3 at the time.</p>	<p>The complaint is considered to be project related. While the major noise generated construction works of rock breaking and drilling were not conducted at the time of the complaint. The Contractor should nevertheless review the work schedule of the Project to suit the nearby residents in order to avoid any noise nuisance.</p>	Closed
240127	9 February 2024	EPD	Lin Tak Road, Hing Tin Estate	<p>The complainant reported to EPD that the site area at Lin Tak Road near Hing Tin Estate had leakage of waste water.</p> <p>Based on complainant's information, the area of concern is Slope D4 at Site RIW3. During ET's regular site inspection, no potential source of construction waste water discharge was observed from this area. Therefore, it's likely that surface runoff occurred during rainstorm could be the source of any potential waste water.</p>	<p>The contractor has provided a temporary drainage channel along the site boundary to divert the surface runoff within the site towards the waste water treatment tank prior to the discharge of public drainage system. Further repair works on the drainage channel was conducted and completed on 3 February 2024.</p> <p>No further leakage of waste water was observed from the site area. Regular site inspections shall be conducted to ensure no waste water leakage would be occurred.</p>	Closed