



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 overflown 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



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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.	Remedial action taken according to the observations by ET: 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. 3. The contractor has made different combination of group of plants to avoid multiple noisy works operating at the same time. 4. Moveable noise barrier was observed in place for breaking works.	Closed
20200403	3 April 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	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. The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 7 April 2020.	Remedial action taken according to the observations by ET: 1. 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. 2. The head of the drillers and breakers had been wrapped with noise absorption materials during operation.	Closed



				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.		
20200420	20 April 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	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.	Remedial action taken according to the observations by ET: <ol style="list-style-type: none"> 1. Sequencing of works to avoid the operation of breaker and driller at the same time 2. No remedial action was taken by contractor on improving the setting up of noise barriers for the covering of working area and the plant. 3. 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 site at the slope under Shun Lee Disciplined Services Quarters	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 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	Remedial action taken according to the observations by ET: <ol style="list-style-type: none"> 1. Placing sand bags at the perimeter of the site and the site exit as bunds. 2. Repairing the damaged pipe to stop the water leakage. 	Pending



				the slope Shun Lee Disciplined Services Quarters, water leaked from the pipe flew along the exposed down slope and became silty.		
20200525	25 May 2020	Public	New Clear Water Bay Road from the construction site at the slope under Shun Lee Disciplined Services Quarters	<p>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.</p> <p>The complaint concerned on the silty runoff at New Clear Water Bay Road was referred by AECOM to ET on 3 June 2020 respectively.</p> <p>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.</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> 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. 	Pending
202007007	7 July 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>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.</p> <p>The complaints regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 7 July 2020 respectively.</p> <p>According to the information provided by the contractor, and also reported in EM&A monthly</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 most of the time during the monitoring and inspections. 	Pending



				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.		
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 no water spraying was carried out by contractor during dusty 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>	Remedial action taken according to the observations by ET: <ol style="list-style-type: none">1. Facilities for water spraying was observed being setup at the slope of Lin Tak Road.	Pending



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. 	Pending
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 Wter Bay Road 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</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. 	Pending



				<p>27 July 2020 respectively.</p> <p>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.</p>		
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