



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



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20200315	15 March 2020	Resident of Hong Wah Court	Slope at Lin Tak Road, Opposite to Hong Wah Court	<p>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>	<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.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	<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">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



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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: 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 the slope Shun Lee Disciplined Services Quarters, water leaked from the pipe flew along the exposed down slope and became silty.	Remedial action taken according to the observations by ET: 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.	Closed
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,	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



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				the silty runoff should be caused by the large volume of water flow through the soil surface of the construction site after heavy rainfall.		
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 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"> Setting up of noise barriers for the covering of working area and the plant was observed since 15 June 2020. Quieter breaker, claimed by the contractor, was observed installed. 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 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</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> Facilities for water spraying was observed being setup at the slope of Lin Tak Road. 	Closed



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				starting from August 2019. Based on the observation of recent monitoring, slope cutting with breaker and driller were the major sources of dust emissions.		
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 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>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>	<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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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</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>	Pending



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				<p>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, 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.</p>		
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</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	Pending



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				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.	to avoid concurrent noisy works. 5. Water spraying for breaking works was observed.	
20200925_1	25 Sep 2020	Public	Slope at Lin Tak Road, opposite to Hong Wah Court	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. The complaint regarding the construction noise at Lin Tak Road referred by AECOM was received by ET on 28 September 2020. 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.	Remedial action taken according to the observations by ET: 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.	Pending
20200925_2	25 Sep 2020	EPD	Slope at Lin Tak Road, opposite to Hong Wah Court	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	Remedial action taken according to the observations by ET: 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.	Pending



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				<p>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>3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.</p>	
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 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. 	Pending
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</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 	Pending



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				<p>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>on 30 September 2020 and extended the coverage on 8 October 2020.</p> <ol style="list-style-type: none"> Quieter breaker, claimed by the contractor, was observed installed. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 	
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"> The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. Quieter breaker, claimed by the contractor, was observed installed. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections. 	Pending
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</p>	<p>Remedial action taken according to the observations by ET:</p> <ol style="list-style-type: none"> The condition of noise barriers was improved on 30 September 2020 and extended the coverage on 8 October 2020. Quieter breaker, claimed by the contractor, 	Pending



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				<p>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 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>	<p>was observed installed.</p> <p>3. The plant and working area were covered by noise barrier in most of the time during noise monitoring and site inspections.</p>	