

## SSD 8996 LORETO NORMANHURST

### ENQUIRY REGISTER – COMMUNITY AND STAKEHOLDER ENGAGEMENT

#### 1.1. OVERVIEW

Between February 2022 and July 2023, we received 27 emails, one written letter, 25 phone calls and four emails via the Department of Planning.

Figure 1 Overview of community responses



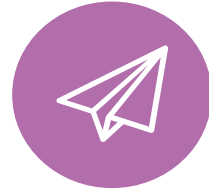
27 emails



one letter



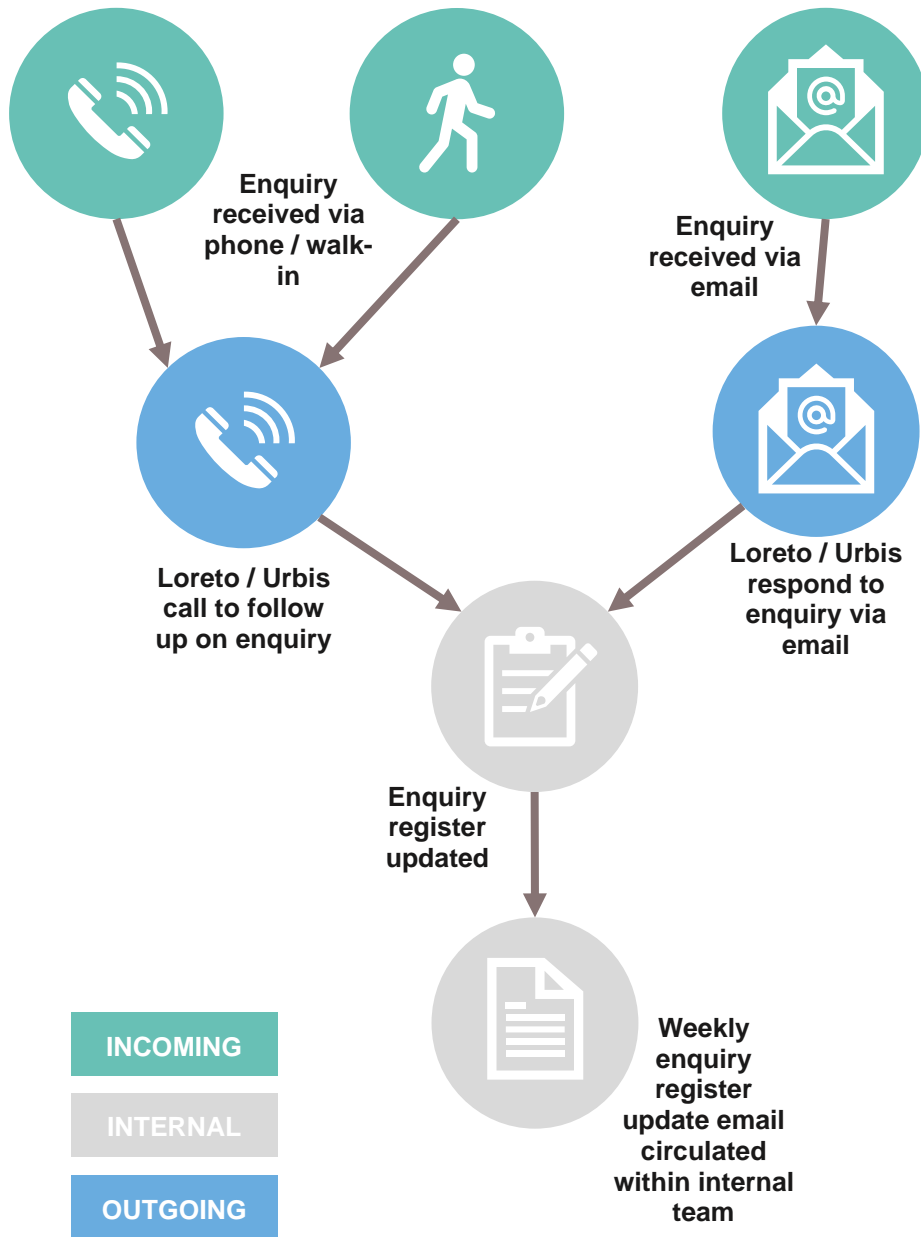
25 phone calls



four emails via DPE

### 1.1.1. Enquiry management protocol

Figure 2 below shows the indicative enquiry management protocol followed during construction.



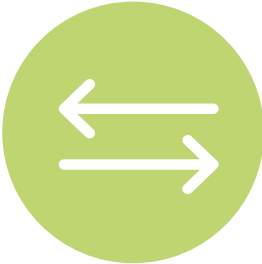
**1.2. KEY MATTERS RAISED**



**Traffic and  
Parking**



**Construction**



**Suggested project  
amendments /  
alternatives**



**General /  
Other**



### 1.3. COMPLAINTS RESOLUTION REGISTER

Table 1 Complaints resolution register

NO.	DATE	TYPE OF COMPLAINT	PARTIES INVOLVED	COMMENTS	OUTCOME
1	9/02/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst.  Suggested the investigation of a greenfields campus to accommodate the boarding house, as opposed to utilising the existing school site.	Loreto Normanhurst acknowledges there is a need in the community to address traffic and parking on and around the school site. This is a major focus of the School's master plan.  The School has appointed traffic engineers to develop new traffic solutions, which will be implemented in the first stage of the master plan (in which are currently underway).
2	9/02/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.  Request for reconsideration of the proposed kiss and drop zone.  Resident advised that council would be contacted with a request for a residents-only lane on Osborn Road.	Loreto is in the process of making improvements to the pick-up and drop-off by moving cars to the Osborn Road car park. This will provide double the queuing capacity of the existing site, reducing the queuing on Osborn Road. It will also improve the ease of recirculation and remove the need to queue on the current steep entry driveway.  Included in the first portion of the works will be a through-site road. The additional on-site road will increase the capacity of pick-up and drop-off up to five times what is currently available.
3	15/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	Loreto is also proactively implementing a Green Travel Plan to reduce the use of private cars at the site by senior students, staff, and parents dropping off and picking up students. The Green Travel Plan will encourage the use of public transport, car-sharing and walking.
4	15/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.  Resident raised concerns about illegal driving/parking causing unsafe environment for residents and pedestrians.	
5	17/02/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	Loreto acknowledges that a key part of improving traffic flow is reducing the use of private vehicles. However, for those who need to drive, Loreto is also increasing this provision of
6	18/02/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road. Request for reconsideration of the proposed kiss and drop	

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				zone. Resident raised concern about access for emergency vehicles.	onsite car spaces to reduce the need for parking on surrounding streets.
7	21/02/2022	Traffic	Resident - Nepean Avenue	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	<p>Loreto is increasing this from 224 to a total of 320 car spaces on the campus, delivered in a staged way in response to enrolment numbers.</p> <p>A detailed traffic assessment report was submitted to the Department of Planning and Environment (DPIE), which is available online here - <a href="https://mpweb.planningportal.nsw.gov.au/major-projects/project/10486">https://mpweb.planningportal.nsw.gov.au/major-projects/project/10486</a></p>
8	22/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
9	22/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
10	22/02/2022	Traffic	Resident - Dunbar Close	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	
11	24/02/2022	Traffic	Resident - Currawong Avenue	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.  Concerned about safety impacts for pedestrians crossing Pennant Hills Road.	
12	24/02/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
13	4/03/2022	Traffic	Resident	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.  Concerned about safety impacts for pedestrians crossing Pennant Hills Road.	
14	4/05/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
15	10/05/2022	Traffic	Resident - Dunbar Close	Concern about congestion impacting vehicles crossing Pennant Hills Road from Osborn Road to Normanhurst Road.	
16	18/05/2022	Traffic	Resident - Nepean Avenue	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
17	28/07/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic surrounding Loreto Normanhurst, particularly during the afternoon peak period.	

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18	2/08/2022	Traffic	Resident - Dunbar Close	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
19	26-Aug-22	Traffic	Resident - Mount Pleasant Ave	Resident raised concerns about traffic congestion at the intersection of Mount Pleasant Avenue and Pennant Hills Road. Resident raised concerns about parking on Mount Pleasant Avenue resulting in a single lane of through traffic.	
20	8-Sep-22	Traffic	Resident - Mount Pleasant Ave	Resident raised concerns about traffic congestion on Mount Pleasant Avenue causing safety concerns. Resident raised concerns about parking on Mount Pleasant Avenue resulting in a single lane of through traffic. Resident requested Loreto advise neighbours of planned school events, so they are aware that parking may be an issue.	
21	14/09/2022	Traffic	Resident	Concern about congestion impacting vehicles crossing Pennant Hills Road from Normanhurst Road to Osborn Road.	
22	15/09/2022	Traffic	Resident	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
23	1-Oct-22	Traffic	Resident - Osborn Road	Resident raised concerns about traffic banking up on Osborn Road and Pennant Hills Road.	
24	21-Apr-22	Construction occurring outside of approved construction times	Community member via DPE	Complaint from community member via DPE regarding work commencing on site at 6:15am on Thursday 14 April 2022.	

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					<ul style="list-style-type: none"> <li>• Cowyn has confirmed the earliest time a subcontractor (i.e. worker who operates machinery / does construction work) arrived on site on 14 April 2022 was 6:44am (Insight Excavations Pty Ltd).</li> <li>• Cowyn has advised workers generally arrive to site at 6:30am to complete a Site Briefing prior to beginning construction works on or after 7am. Cowyn has confirmed the Permitted Hours of Work will be listed as a topic of discussion for this week's Toolbox Talk on site.</li> <li>• Loreto Normanhurst's Community Consultant, Urbis' role is to assist with the management of complaints associated with the Stage 1 works under SSD 8996. We note this has been recorded in the complaints register for the project.</li> </ul>
25	25-Apr-22	Sediment	Hornsby Shire Council via DPE	Complaint received from Hornsby Shire Council via DPE regarding sediment laden water flowing from the Loreto Campus into the surrounding stormwater network.	<p>The following response was provided to Hornsby Shore Council:</p> <ul style="list-style-type: none"> <li>• We understand the complaint was raised with DPE on 6 April 2022 We note initial receipt of the complaint via email to Ethos Urban on 14 April 2022, who in turn forwarded it to Carmichael Tompkins Property Group (CTPG)</li> <li>• Further correspondence with details of the complaint was received via email from DPE to CTPG on 20 April 2022</li> <li>• The Bureau of Meteorology (BOM) Data indicates 79mm of rainfall was recorded in the previous 24 hrs to 9am on 7 April 2022 (Wahroonga station).</li> <li>• The Contractor for the works, Cowyn Building Group (Cowyn) confirmed all sediment &amp; erosion control measures for the project works were in place on 6 April 2022 as per the Construction Soil and Water Management Sub Plan (CSWMSF) prepared by Taylor Thompson Whitting (TTW), dated 17 November 2021. This plan was prepared and submitted to DPE prior to construction as per Schedule 3, Condition C18 of the SSD 8996 Conditions of Consent, and is publicly available. TTW are the consulting civil engineer to Loreto Normanhurst, and were also during the SSD</li> </ul>

NO.	DATE	TYPE OF COMPLAINT	PARTIES INVOLVED	COMMENTS	OUTCOME
					<p>application and design of the Stage 1 works currently under construction. We note TTW are a highly reputable, well-regarded, experienced civil &amp; structural engineering firm Australia.</p> <ul style="list-style-type: none"> <li>• Cowyn advised the 79mm of rainfall appeared to fall in intense rainfall patterns on site.</li> <li>• We note the large amount of rainfall which has been experienced across Sydney in 2022 is well above normal due to La Nina weather patterns. The increased level of rainfall has caused the soils on site to saturate, with very little capacity to absorb rainfall during intense weather patterns.</li> <li>• Cowyn has confirmed they have since have increased sediment control measures beyond the TTW erosion and sediment control plans to improve sediment management on site during periods of intense rainfall events.</li> <li>• Cowyn has also confirmed TTW has been engaged to review the erosion and sediment control plan in relation to additional measures installed, and provide advice on measures which can be further implemented to cater for intense rainfall patterns on saturated soils.</li> <li>• Cowyn has advised their site management team will monitor and maintain the installed measures on an ongoing basis to ensure a reoccurrence of this event is avoided.</li> <li>• Loreto Normanhurst's Community Consultant, Urbis' role is to assist with the management of complaints associated with the Stage 1 works under SSD 8996. We note this has been recorded in the complaints register for the project.</li> </ul>



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26	16-May-22	Construction/ sediment	Community member via DPE	Complaint received from community member via DPE regarding sediment laden water flowing from the Loreto Campus into Coups Creek.	<p>The following response was provided to the community member:</p> <p>We reaffirm our position from earlier correspondence relating to sediment controls on the site and confirm:</p> <ol style="list-style-type: none"> <li>1. Construction Environment Management Plan (CEMP) has been prepared by COWYN Building Group and is administered at all times in delivery of this project to ensure compliance with Condition C14 (v) of the SSD 8996 Conditions of Consent</li> <li>2. Construction Soil and Waste Management plan (CWSMP) has been prepared by TTW and all measures implemented and maintained to ensure compliance with Condition C18 of the SSD 8996 Conditions of Consent</li> <li>3. Erosion and sediment controls and other soil and water management measures have been installed in accordance with the CSWMSP to ensure compliance with Conditions C21 and D23 of the SSD 8996 Conditions of Consent</li> </ol> <p>Evidence of ongoing inspection and maintenance of sediment control measures is attached for your records:</p> <ol style="list-style-type: none"> <li>1. Comprehensive Environmental Controls Inspection #1 dated 02 May 2022</li> <li>2. Weekly Site Safety Inspection #17 dated 17 May 2022 (refer Section 15 – Environmental Measures)</li> <li>3. Weekly Site Safety Inspection #16 dated 09 May 2022 (refer Section 15 – Environmental Measures)</li> <li>4. Weekly Site Safety Inspection #15 dated 02 May 2022 (refer Section 15 – Environmental Measures)</li> </ol>
27	19/07/2022	Concern about night works	Resident - Mt Pleasant Ave	Resident raised concerns about potential night works.	<p>The project team confirmed that there is no scheduled nightworks required for this stage of the project.</p> <p>The light tower that was seen was required to finish the</p>

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					upper concrete slab due to the slow curing time of the concrete (winter).
28	19/07/2022	Metal slab on road	Resident - Mt Pleasant Ave	Resident called to raised concern about a metal slab on the road.	The project team confirmed that metal slabs were placed on the road to protect the road surface from heavy vehicles driving over in the rain. Slabs expected to be removed this week (22/7/22).
29	19-Aug-22	Traffic	Student and resident on Mount Pleasant Avenue	Student and Resident raised concerns about pedestrian safety at the intersection of Mount Pleasant Avenue and Pennant Hills Road.  Student and Resident requested traffic lights and a pedestrian crossing at the intersection of Mount Pleasant Avenue and Pennant Hills Road.	Loreto Normanhurst has provided a summary of all community comments received in relation to the traffic changes on Mount Pleasant Avenue to Hornsby Shire Council for the Council to determine the appropriate traffic and signage changes. We will inform you of these changes when they are determined.
30	19-Sep-22	Traffic	Resident - Mt Pleasant Ave	Resident called regarding bollards blocking cars from using the school driveway.	The project team confirmed that the gates and bollards needed to be moved and opened through the construction programme, though the crew do not use it for vehicular access.
					Information regarding traffic management was provided to the resident. The project team confirmed that the rowing trailer near the bottom of Mount Pleasant Gate is being kept in this current location, as it was bogged when stored on the school oval. The school will explore alternative options for storage. The project team confirmed that the surfboat is not owned by the school.
31	22/11/2022	Construction trucks / Damage to the grass nature strip	Community member via DPE	Community member via DPE raised concerns about damage to the nature strip on Mount Pleasant Avenue.	We initially received notification of the complaint from Hornsby Shire Council via the Private Certifier appointed for the SSD-8996 Stage 1 substage 1-3 works at Loreto Normanhurst, Blackett Maguire & Goldsmith on 24 November 2022. The Contractor appointed for those works, Cowyn Building Group, provided a response back the same day. Extract from their email is below:  Following review of the photos provided, site attendance by one of our directors and Site manager for that project, we do

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					<p>not agree the damage raised by council relates to any vehicles associated with the stage of development we worked on.</p> <p>The area indicated being damaged appears to be at 69 Mt pleasant avenue, approximately 520m away from our main site entry located at 4 Mt Pleasant Avenue. See near maps snap shot attached for your reference.</p> <p>Our construction vehicles were</p> <ol style="list-style-type: none"> <li>1. Entering and exiting via the 4 Mt Pleasant Avenue access road.</li> <li>2. Trucks turning circles were completed within the site completely off Mt pleasant Avenue.</li> <li>3. Worker vehicles were predominately parking on site with overflow parking locally outside the site entry 2-8 Mt pleasant Avenue.</li> </ol> <p>We are happy to discuss our position further with council, however, remain firm that the vehicular indentations are unrelated to the stage of development constructed by COWYN Building Group.</p> <p>The email correspondence is also attached for reference.</p> <p>If DPE has any questions, or if there is further information required, please do not hesitate to contact the undersigned</p>

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32	19/072023	Noise	Public	Resident raised concern about landscaping work occurring on Sunday.	<p>The noise was in relation to landscapers on site, completing final soft landscaping works at 89 Pennant Hills Road site (DA/871/2021). While these works are part of the redevelopment at Loreto, they are separate to the State Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1).</p> <p>However, we note that in line with the requirements of the DA, all work must only occur between 7am and 5pm Monday to Saturday. We have addressed the contractor in relation to this to ensure these requirements are not breached moving forward.</p>
33		Traffic	Resident	Resident provided photos of traffic congestion on Osborne Road following the opening of the site link through Loreto.	<p>The new through site link opened on Monday. Since then, the school has been actively monitoring the operation of the system. After a short period of operation, the school will review and refine its operational management plan to address associated traffic.</p> <p>With any new pick up and drop off arrangement, the process of monitoring and refining the operation is critical. Improvements and tweaks are expected and planned for during the early period of opening.</p> <p>In addition, Loreto is also encouraging the use of public transport, car-sharing and walking. Loreto acknowledges that a key part of improving traffic flow is reducing the use of private vehicles.</p> <p>We're monitoring the situation and sharing all this detail the traffic consultants working on the project.</p>
34	18 July 2023	Weekend work / noise complaint	Resident	Council received the following concerns on 17 July 2023 from an anonymous resident in relation to the State Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1):	The noise was in relation to landscapers on site, completing final soft landscaping works at 89 Pennant Hills Road site (DA/871/2021). While these works are part of the redevelopment at Loreto, they are separate to the State

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				<p><i>“Construction workers working on Sunday on the development next door at Loreto Convent School. Very noisy. Do they have approval?”</i></p>	<p>Significant Development Loreto Normanhurst School Redevelopment (Concept Proposal and Stage 1).</p> <p>However, we note that in line with the requirements of the DA, all work must only occur between 7am and 5pm Monday to Saturday. We have addressed the contractor in relation to this to ensure these requirements are not breached moving forward.</p>