



Community Complaints Register

Edge Estate

Frasers Property Australia Pty Ltd

Prepared by:

SLR Consulting Australia

30 January 2026

Revision: 0.1

Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
23.07.25	N/A	Frasers Property	Out	Yes	Philip Grech, Barings Krishna Patel, BAPS Matthew Murphy, RP Infrastructure Ben Prior, RP Infrastructure	N/A	Email and letter – Communication	<ul style="list-style-type: none"> Notification to neighbours regarding upcoming high noise generating works related to construction of the Edge Estate, including expected impacts, proposed mitigation strategies, and invitation for feedback on noise management by 13 August 2025. 	<ul style="list-style-type: none"> Letter sent to neighbours outlining upcoming high noise generating works, proposed noise mitigation strategies, and a request for feedback by 13 August 2025. Contact information for queries or complaints was provided. 	<ul style="list-style-type: none"> Monitor for community feedback by 13 August 2025. Follow up with any residents who submit concerns. Confirm additional noise monitoring measures as needed.
23.07.25	N/A	Frasers Property	Out	Yes	Community Member, 930 Mamre Rd, Kemps Creek NSW 2178	N/A	Letter – Communication	<ul style="list-style-type: none"> Notification to neighbours regarding upcoming high noise generating works related to construction of the Edge Estate, including expected impacts, proposed mitigation strategies, and invitation for feedback on noise management by 13 August 2025. 	<ul style="list-style-type: none"> Letter sent to neighbours outlining upcoming high noise generating works, proposed noise mitigation strategies, and a request for feedback by 13 August 2025. Contact information for queries or complaints was provided. 	<ul style="list-style-type: none"> Monitor for community feedback by 13 August 2025. Follow up with any residents who submit concerns. Confirm additional noise monitoring measures as needed.
23.07.25	N/A	Frasers Property	Out	Yes	Community Member, 930A Mamre Rd, Kemps Creek NSW 2178	N/A	Letter – Communication	<ul style="list-style-type: none"> Notification to neighbours regarding upcoming high noise generating works related to construction of the Edge Estate, including expected impacts, proposed mitigation strategies, and invitation for feedback on 	<ul style="list-style-type: none"> Letter sent to neighbours outlining upcoming high noise generating works, proposed noise mitigation strategies, and a request for 	<ul style="list-style-type: none"> Monitor for community feedback by 13 August 2025. Follow up with any residents



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								noise management by 13 August 2025.	<ul style="list-style-type: none"> feedback by 13 August 2025. Contact information for queries or complaints was provided. 	<ul style="list-style-type: none"> who submit concerns. Confirm additional noise monitoring measures as needed.
23.07.25	N/A	Frasers Property	Out	Yes	Community Member, 930B Mamre Rd, Kemps Creek NSW 2178	N/A	Letter – Communication	<ul style="list-style-type: none"> Notification to neighbours regarding upcoming high noise generating works related to construction of the Edge Estate, including expected impacts, proposed mitigation strategies, and invitation for feedback on noise management by 13 August 2025. 	<ul style="list-style-type: none"> Letter sent to neighbours outlining upcoming high noise generating works, proposed noise mitigation strategies, and a request for feedback by 13 August 2025. Contact information for queries or complaints was provided. 	<ul style="list-style-type: none"> Monitor for community feedback by 13 August 2025. Follow up with any residents who submit concerns. Confirm additional noise monitoring measures as needed.
13.11.25	10:30	Frasers Property	Out	Yes	Mayor Carney, Penrith City Council	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	10:30	Frasers Property	Out	Yes	Deputy Mayor Fowler, Penrith City Council	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, 	<ul style="list-style-type: none"> N/A



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									and development consent reference.	
13.11.25	10:39	Frasers Property	Out	Yes	Caitlin D'Arcy, ESR	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	10:43	Frasers Property	Out	Yes	Richard Harris, Fife Stockland	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	10:49	Frasers Property	Out	Yes	Philip Grech, Barings	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	10:53	Frasers Property	Out	Yes	Steven Avramov, GPT	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A



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13.11.25	11:02	Frasers Property	Out	Yes	Ross Whelan, Mamre Anglican School	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	11:08	Frasers Property	Out	Yes	Gabriela Osterlund, Emmaus Catholic College	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	11:10	Frasers Property	Out	Yes	Sam Bhatta, Emmaus Retirement Village	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	11:13	Frasers Property	Out	Yes	Acting Principal Crawford, Trinity Catholic Primary School	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of Edge industrial development. 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project timeframe, contractor details, and development consent reference. 	<ul style="list-style-type: none"> N/A
13.11.25	11:16	Frasers Property	Out	Yes	Principal Rogers, Kemps Creek Public School	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to key stakeholders regarding the upcoming construction of 	<ul style="list-style-type: none"> Distributed formal notification to key stakeholders outlining project 	<ul style="list-style-type: none"> N/A



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								Edge industrial development.	timeframe, contractor details, and development consent reference.	
13.11.25	09:24	Frasers Property	Out	Yes	Krishna Patel, BAPs	N/A	Email – Communication	<ul style="list-style-type: none"> Notification issued to near neighbour regarding the upcoming construction of Edge industrial development. Offer extended for a face-to-face meeting on Monday 24 November to introduce the team and discuss local matters. 	<ul style="list-style-type: none"> Distributed formal notification to project near neighbours outlining project timeframe, contractor details, and development consent reference. Invited stakeholders to attend face-to-face meeting to build awareness and trust, and to address any early concerns. 	<ul style="list-style-type: none"> Confirm attendance from stakeholders and schedule meeting for 24.11.
17.11.25	14:16	Frasers Property	In	No	Krishna Patel, BAPs	N/A	Email – Communication	<ul style="list-style-type: none"> Stakeholder acknowledged receipt of notification about Edge construction. Confirmed willingness to meet on Monday 24 November but requested the meeting occur in the afternoon. Requested detailed information prior to the meeting to allow preparation and informed discussion. Specific additional information requested across several categories including: construction timeline and phases, traffic and access impacts, noise, 	<ul style="list-style-type: none"> Logged the stakeholders information request and noted the requirement for a PM meeting session. Forwarded the questions to the Frasers Property project team and AWJ Civil for preparation of technical responses. 	<ul style="list-style-type: none"> Prepare and issue written response to all information categories prior to the meeting. Confirm an exact meeting time with the stakeholder. Ensure the project team attends with relevant SMEs. Document meeting outcomes and ensure ongoing



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								dust, vibration, and environmental management, community engagement and updates, scope of works undertaken by AWJ Civil, and relevant SSD consent conditions affecting the local community.		engagement processes are clearly communicated.
18.11.25	13:23	Frasers Property	Out	No	Krishna Patel, BAPs	N/A	Email – Communication	<ul style="list-style-type: none"> • Provided comprehensive written responses addressing all queries point-by-point, including: <ul style="list-style-type: none"> ○ Clarification of milestones and phases and attached project factsheet for reference. ○ Confirmation of no planned night works and process for approvals if required. ○ Confirmation that no road closures/detours are anticipated due to this project, noting separate road works upgrades. ○ Clarified no impacts expected to property access. 	<ul style="list-style-type: none"> • Email to stakeholder issued. 	<ul style="list-style-type: none"> • Await confirmation of meeting time or alternative preference. • Continue to provide any further information requested prior to or at the meeting.



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								<ul style="list-style-type: none"> o Outlined noise, dust, and vibration monitoring per CEMP. o Explained communication methods. o Identified SLR as the dedicated project contact. o Detailed the civil works AWJ Civil will undertake. o Noted potential occasional utility outages with advance notice. o Confirmed no unusual consent conditions under SSD-17552047. <ul style="list-style-type: none"> • Proposed 2:00PM meeting on Monday 24 November. 		
18.11.25	14:28	Frasers Property	In	No	Krishna Patel BAPs Temple	N/A	Email – Communication	<ul style="list-style-type: none"> • Stakeholder confirmed availability and acceptance of the proposed meeting time. • Request for the meeting to be held at the BAPs Temple. 	<ul style="list-style-type: none"> • Meeting time locked in as confirmed and confirmed venue. 	<ul style="list-style-type: none"> • Send formal calendar invitation with meeting details and location.
18.11.25	N/A	Frasers Property	In	Yes	Community Member, 930 Mamre Road, Kemps Creek	N/A	Phone call – Communication	<ul style="list-style-type: none"> • Community member called to discuss concerns about the project. • Key issues raised included: <ul style="list-style-type: none"> o Clarification on whether an 	<ul style="list-style-type: none"> • Held phone call with stakeholder and documented key issues raised. • Sent follow up email from conversation 	<ul style="list-style-type: none"> • N/A



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								<ul style="list-style-type: none"> acoustic wall will be installed and who is responsible o Details on noise monitoring and mitigation measures during construction o Concerns regarding noise impacts on neighbouring properties, particularly vulnerable individuals and children studying at home o Requested onsite meeting. 	<ul style="list-style-type: none"> confirming topics of discussion. • Confirmed onsite meeting for Monday 24 November with project team members. • Acknowledged his concerns and committed to discussing management measures in greater detail at the meeting. 	
24.11.25	13:00	Frasers Property	Out	Yes	Community Member, 930 Mamre Road, Kemps Creek	N/A	Face-to-face meeting – Communication	<ul style="list-style-type: none"> • Stakeholder raised a broad range of concerns regarding water infrastructure plans, historical dealings with developers, acoustic impacts, dust, vibration, road construction, drainage, and future development sequencing. • He had previously engaged with Altis/Barings regarding acquisition and mitigation (acoustic wall, double glazing) which did not proceed. • His property is close to the boundary (approx. 7m) and 	<ul style="list-style-type: none"> • Held onsite meeting with stakeholder and captured all issues raised. • Provided an explanation of real-time dust monitoring system and water carting protocols. • Confirmed staging of works – Icon works stop before his boundary, Edge works scheduled through to 2027, Lot 	<ul style="list-style-type: none"> • Confirm proximity of new road to stakeholders boundary and whether rock excavation is required. • Undertake and report back on level checks near the old Ripetti property as requested. • Provide clarity on warehouse height and



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								<p>there are sensitive receivers onsite, including a family member recovering from a stroke.</p> <ul style="list-style-type: none"> Stakeholder remains open to potential acquisition discussions in the future. Questions raised about acoustic wall requirements, vibration impacts, road proximity, levels, drainage, monitoring locations, and development timing for Lots 12 and 13. 	<p>12 civil works not occurring until 2028.</p> <ul style="list-style-type: none"> Confirmed flexibility in retaining wall design within DA requirements and discussed landscaping alternatives. Identified house with pool as key sensitive receiver. Agreed to install noise monitoring equipment near shop and secure access arrangements. 	<p>visual amenity impacts.</p> <ul style="list-style-type: none"> Finalise placement and schedule for ongoing noise and dust monitoring. Document all commitments and maintain ongoing engagement with stakeholder.
24.11.25	14:00	Frasers Property	Out	Yes	Krishna Patel BAPs Temple	N/A	Face-to-face meeting – Communication	<ul style="list-style-type: none"> Construction occurring on neighbouring sites has been disrupting community activities and sense of peace. Mulching and machinery noise/dust impacts already experienced, example video provided. BAPs aims to build additional community spaces at the rear of their site to maintain activities during construction disruptions. Temporary office gate for Frasers contractors is requested to be moved 	<ul style="list-style-type: none"> Met onsite with BAPs representatives and listened to concerns. Discussed upcoming construction works and clarified responsibilities across project teams. Acknowledged disruptions experienced and expressed commitment to coordinate within 	<ul style="list-style-type: none"> N/A



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								<p>further up Aldington Road to avoid conflict with BAPS's own entry.</p> <ul style="list-style-type: none"> BAPS has a positive relationship with Richard from Fife, who previously allowed festival parking and agreed on internal road and fencing placement. Concerned that ongoing construction and upcoming road upgrades will further impact access, amenity and community wellbeing. 	<ul style="list-style-type: none"> Frasers' scope of works. Logged request for relocation of Frasers' temporary office gate to reduce conflict with BAPS access. 	
24.11.25	15:49	Frasers Property	In	Yes	Krishna Patel BAPs Temple	N/A	Email – Communication	<ul style="list-style-type: none"> Follow-up email sent by BAPs after onsite meeting with representatives from Frasers Property, SLR and AWJ Civil. Seven key action requests were raised relating to construction impacts, access, safety, roadworks, wellbeing and temporary infrastructure. Stakeholder requested formal acknowledgement and acceptance of all items and confirmation of timelines, many by 15 December 2025. 	<ul style="list-style-type: none"> Items logged for internal review and response to email to be sent to stakeholder. 	<ul style="list-style-type: none"> N/A
28.11.25	09:20	Frasers Property	Out	No	Krishna Patel BAPs Temple	N/A	Email – Communication	<ul style="list-style-type: none"> Issued a comprehensive formal response to stakeholder. Assessed requested location for driveway 	<ul style="list-style-type: none"> Formal email response issued to stakeholder. 	<ul style="list-style-type: none"> Provide stakeholder with any requested consent condition



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								<p>relocation request and confirmed that the current driveway is safer and compliant with CTMP, implemented right-in/right-out rule for construction vehicles.</p> <ul style="list-style-type: none"> Confirmed compliance with Edge consent obligations in relation to signage and traffic management. Clarified broader traffic measures are managed by separate road upgrade project. Reaffirmed commitment to maintain areas impacted by Edge works as far as road cleanliness is concerned. Clarified that road maintenance is the responsibility of another project team who are undergoing road works along that alignment. Advised that an internal service road is outside Edge's project scope. Recommended continuing discussions with Fife, as stated in the face-to-face meeting earlier that week. Clarified that the installation of bollards at hydrants is a BAPs site safety responsibility. Frasers will raise the matter with Fife and Edge will restrict 		<p>documentation or condition summaries if required.</p> <ul style="list-style-type: none"> Internally review the feasibility of supporting the temporary recreational area request. Maintain engagement with BAPs.



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								<p>vehicles via a right-turn policy.</p> <ul style="list-style-type: none"> Clarified that a diversion road is outside of project remit. Acknowledged that discussion are already underway between BAPs and relevant authorities. Acknowledged the importance of a temporary recreational area, however the request sits outside the approved project scope. This will be raised internally for consideration pending approvals. Reinforced commitment to open communication within regulatory boundaries. 		
02.12.25	09:19	SLR	In	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Phone call – Communication	<ul style="list-style-type: none"> Stakeholder was enquiring about properties where bones were reportedly found. Asked whether there were any cultural heritage issues or Traditional Owner concerns associated with the site. Referred to Peter Green's property, described as 'the house with bones'. Stakeholder was curious and seeking clarification rather than raising a complaint. 	<ul style="list-style-type: none"> Documented details for internal follow-up. Review internally prior to providing formal response. 	<ul style="list-style-type: none"> N/A



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03.12.25	09:23	SLR	In	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Phone call – Complaint	<ul style="list-style-type: none"> Stakeholder called to complain about works occurring opposite his sister's property. Stated that dust had been causing an issue when she had just hung out her clothes. Stakeholder was very upset based on previous conversations with Frasers stating that work would not be conducted adjacent to his sister's property for another 2 years. Also stated that he has a friend who would like to lease an Edge warehouse for his trucks. 	<ul style="list-style-type: none"> Follow up with internal team regarding complaint. Follow up leasing requirements and appropriate contact. 	<ul style="list-style-type: none"> Send follow up email to stakeholder with confirmation of information.
04.12.25	11:46	Frasers	Out	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Email – Communication	<ul style="list-style-type: none"> Follow-up email to address stakeholder enquiries from 3 December about dust near his sister's property and a subsequent query regarding warehouse leasing. Correspondence clarified that the works occurring near his sister's property are outside the Edge project boundary. A boundary map was provided to show the extent of Frasers' construction area. Stakeholder was advised that the works in the 	<ul style="list-style-type: none"> Formal email response issued. Provided boundary map for clarity. Redirected dust concerns to Icon as the responsible party. Clarified leasing process and advised that leasing enquiries are managed by a separate team. Offered further assistance for any 	<ul style="list-style-type: none"> N/A



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								<p>affected location are managed by Icon, who should be contacted regarding dust concerns.</p> <ul style="list-style-type: none"> Correspondence also addressed his leasing enquiry, advising that Edge warehouses are not yet available and leasing will be handled via the project website once open. 	<p>issues occurring within Edge's construction boundary.</p>	
08.12.25	11:56	Frasers	In	No	Krishna Patel BAPs Temple	N/A	Email – Communication	<ul style="list-style-type: none"> Stakeholder provided a detailed written response outlining multiple concerns and requests related to perceived Frasers construction impacts. Key issues raised included: <ul style="list-style-type: none"> Driveway relocation and assurance a locked gate opposite their south gate will not be used, plus request for additional mitigation Event specific traffic management support for community safety Shared responsibility for road cleanliness and maintenance 	<ul style="list-style-type: none"> Logged correspondence and reviewed stakeholder concerns. Internal escalation to relevant teams. Assessment of responsibilities and feasibility for each request. Drafting acknowledgement and response outlining next steps and clarifying which matters fall within Frasers' remit. 	<ul style="list-style-type: none"> Obtain internal advice on the requests. Prepare coordinated response to stakeholder.



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								<p>due to construction vehicle contribution to debris and dust</p> <ul style="list-style-type: none"> ○ Request for internal service road to mitigate disruption to their operations over next year ○ Need for bollards near fire hydrant area ○ Advocacy for a diversion road during Aldington road closure ○ The strongest request was around support for a temporary recreational area during 16-month construction period to offset any amenity impacts. <ul style="list-style-type: none"> • Email emphasised that these are neighbourly, reasonable measures beyond compliance, framed as an essential for safety, wellbeing, and maintaining community trust. 		



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09.12.25	14:22	Frasers	Out	No	Krishna Patel BAPs Temple	N/A	Email – Communication	<ul style="list-style-type: none"> • Formal written response addressing stakeholder's requests regarding construction impacts, perceived project obligations, and mitigation measures. • The correspondence clarified that the Edge project must operate strictly within its approved scope and consent conditions. • Frasers confirmed the following: <ul style="list-style-type: none"> ○ The locked gate opposite their south gate will not be used. ○ Traffic management for Aldington, Mamre and Abbotts roads, including special events, is not within Edge project responsibilities. ○ Frasers will manage road cleanliness only where impacts arise directly from Edge activities. Broader road conditions fall to the road upgrade team. 	<ul style="list-style-type: none"> • Logged correspondence. • Formal written response issued to clearly outline what falls within Frasers' consented project scope vs external responsibilities. • Confirmed closed-out items, reiterated limits of project remit, and advised that the temporary recreational area request is undergoing internal assessment. • Offered further engagement as required. 	<ul style="list-style-type: none"> • Await internal decision regarding temporary recreational area, expected in 2026.



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								<ul style="list-style-type: none"> o Construction of an internal service road is outside project scope and remains between the stakeholder, Fife and other relevant authorities. o Installation of bollards is stakeholder's compliance responsibility. o Frasers cannot advocate for, or deliver, diversion roads, as this lies with Council, Fife and the relevant road authorities. o Request for a temporary recreation area remains under internal review as a non-scope discretionary item with an outcome expected in 2026. <ul style="list-style-type: none"> • The correspondence reiterated project boundaries, statutory obligations, and offered a meeting if needed, for further clarification. 		



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09.12.25	14:24	Frasers	In	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Email – Complaint	<ul style="list-style-type: none"> Stakeholder emailed advising he had attempted to call for two days without response. He stated that dust impacting his sister's house on 3 December was 'definitely' caused by Frasers' works and expressed frustration that previous email communication was incorrect or uninformative. Asserted dissatisfaction with receiving emails when, in his view, the engagement team does not know what occurred onsite. 	<ul style="list-style-type: none"> Logged correspondence. Initiated follow-up to verify dust source with team. Prepared response to acknowledge concerns and confirm information is being checked before providing an updated response. 	<ul style="list-style-type: none"> Confirm details with relevant site team member. Provide verified information to stakeholder.
09.12.25	13:26	SLR	In	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Phone call – Complaint	<ul style="list-style-type: none"> Stakeholder queried an email sent from the project inbox regarding dust impacts near his sister's property. Stakeholder stated that the information provided was incorrect and that, after speaking with a member of the Frasers team and AWJ Civil, he understood the dust was a result of Frasers' works. Stakeholder expressed frustration, stated he would no longer contact the designated engagement contact point as they are not onsite and felt they clearly 	<ul style="list-style-type: none"> Sent follow-up email summarising the conversation and clarifying that the email came from the project inbox and was based on information received after a meeting on the topic. Escalated the matter internally and contacted Frasers contact point and AWJ Civil to reconcile information and avoid future miscommunication. 	<ul style="list-style-type: none"> Await clarification from Frasers and AWJ Civil on source of dust and confirm correct messaging. Update internal teams on agreed communication approach. Monitor for further complaints from stakeholder.



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								did not know what was going on.		
09.12.25	15:30	SLR	Out	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Email – Communication	<ul style="list-style-type: none"> Follow-up email sent to document the discussion held with stakeholder earlier that afternoon. The email summarised the stakeholder's concerns about dust impacts, his view that previous information provided was incorrect, and his claim that discussions with Frasers and AWJ Civil confirmed the works were undertaken by Frasers. The email clarified the engagement processes, noted the need to verify collected information, and explained that the matter had been escalated internally. 	<ul style="list-style-type: none"> Issued detailed follow-up email outlining the point discussed, clarifying how engagement information is sourced, and advising that confirmation is being sought from Frasers and AWJ Civil. Confirmed escalation to ensure accurate communication moving forward. 	<ul style="list-style-type: none"> Await clarification from Frasers and AWJ Civil regarding the works. Provide updated information to stakeholder once confirmed
12.12.25	09:27	Frasers	Out	No	Community Member, 930 Mamre Road, Kemps Creek	N/A	Email – Communication	<ul style="list-style-type: none"> Follow up email to stakeholder regarding concern raised re dust and construction activity near sister's property. Clarification sought on nature of works and potential dust impacts. 	<ul style="list-style-type: none"> Construction team advice obtained. Confirmed no earthworks or major construction occurring. Activity limited to placement of mulch bunds for erosion and sediment control. Dust generation assessed as 	<ul style="list-style-type: none"> Stakeholder advised to report any future concerns via the engagement team inbox or dedicated engagement phone line for prompt investigation and response.



Date	Time	Responsible party	In/Out	Initial communication	Contact name/organisation	Documentation location (if applicable)	Communication type: complaint/enquiry/communication	Summary of issues/details	Action taken	Further action/monitoring to confirm resolution
									minimal and within consent limits. <ul style="list-style-type: none"> • Water cart positioned as precaution and was inspected with no observed dust impacts. • Explanation and reassurance provided to stakeholder. 	





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