

Complaint Number	Date of Complaint(s)	Time of Alleged Nuisance	Alleged Nuisance	Medium	Action Taken	Date in relation to Action	Outcome	Formal Action Taken within Complaint?
1	08/03/2018	00:16	Noise	Online via "Report it"	<ul style="list-style-type: none"> <li>Telephone and email contact with complainant</li> <li>22/03/2018- Voice Message left with complainant requesting contact</li> </ul>	13/03/2018	<ul style="list-style-type: none"> <li>Complaint closed, further to completion of the works</li> </ul>	No
2	25/07/2018 (Logged)	N.A.	Light, Dust & Noise	Email	<ul style="list-style-type: none"> <li>See Complaints 3 and 4 for Actions</li> </ul>	N.A.	<ul style="list-style-type: none"> <li>Closed as the nature of the complaint was duplicated within complaints 3 and 4</li> </ul>	No
3 & 4	27/07/2018 Re: 26/07/2018	Up to 00:20	Noise Light & Dust	Email/Letter	<ul style="list-style-type: none"> <li>Warning Letter sent to Breheny re Light</li> <li>Site Visit to the HLGV Junction Development re Noise and Light.</li> <li>Site Visit/Drive by</li> <li>Visit to Complainant's home to assess Light and Noise</li> </ul>	04/09/2018  19/10/2018  22/10/2018  26/10/2018	<ul style="list-style-type: none"> <li>Requested the reconfiguration of some acoustic barriers and the installation of additional barriers.</li> <li>Confirmed the reconfiguration and addition of acoustic barriers before the commencement of the second phase of works within the S61</li> <li>Light Nuisance not substantiated at the time of visit. Site considered to be deploying BPM during this visit.</li> <li>Complaints closed, further to completion of the works</li> </ul>	No
5 & 6	31/07/2018 Re: 25/07/2018 26/07/2018	20:00-05:00	Noise & Dust	Email/Letter	<ul style="list-style-type: none"> <li>Warning Letter sent to Breheny via complaint 7</li> <li>Voice Message left with complainant requesting contact</li> </ul>	31/08/2018 31/08/2018	<ul style="list-style-type: none"> <li>Complaint closed, further to completion of the works</li> </ul>	No
7	08/08/2018	16:34	Dust	Telephone	<ul style="list-style-type: none"> <li>Letter &amp; Nuisance Diaries sent to Complainant.</li> <li>Warning Letter sent to Breheny</li> </ul>	31/08/2018	<ul style="list-style-type: none"> <li>Ceased not Likely to occur</li> </ul>	No
8	17/10/2018	03:00	Noise	Telephone	<ul style="list-style-type: none"> <li>Site Visit to the HLGV Junction Development re Noise via complaints 3 &amp; 4</li> <li>Email contact with Breheny</li> </ul>	19/10/2018 23/10/2018	<ul style="list-style-type: none"> <li>Complaint closed, further to completion of the works</li> </ul>	No

9	18/10/2018	22:30 onwards	Noise	Telephone	<ul style="list-style-type: none"><li>• Site Visit to the HLGV Junction Development re Noise via complaints 3 &amp; 4</li><li>• Email contact with Breheny</li></ul>	19/10/2018 23/10/2018	<ul style="list-style-type: none"><li>• Complaint closed, further to completion of the works</li></ul>	No
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