Timeline of complaints received and action taken at 20 Park Ave, Birkenhead.

Date	Complaint Received	Action taken by Contractor	Action taken by Council
10 February 2014	Dust nuisance being generated by a mulching machine	The contractor's took corrective action and made contact personally with the effected party.	None required
20 January 2015	Concerns were raised by a neighbour regarding possible inadequacy to the general condition of the site from a safety aspect and erosion and sediment control issues		Worksafe responded. The site at that time had been abandoned.
19 May 2015	Council made aware of earthworks being undertaken on the subject site in breach of winter works restrictions		Council confirmed that the works being undertaken were permitted in that stormwater ponds were being filled as advised by a geotechnical report received earlier. Council's consultant Senior Earthworks Specialist were aware of these actions.
Following a monitoring inspection on 20 May 2015	An unacceptable amount of debris was located on Park Avenue. The debris was identified as being associated with the filling of stormwater ponds mentioned above		Council requested additional erosion and sediment control and a general tidy of the road. All truck movements ceased on 21 May
9 June 2015	Complaint received regarding truck activity on site		An inspection was conducted at this time and a small amount of debris was present on the road surface. The amount visible did not warrant enforcement action
2 September 2015	Complaint suggesting that planting was not being undertaken in a timely manner	The developer had advised that a contractor had been secured to undertake weed control associated with the planting for the upcoming summer period	Council communicated with the customer the following day and advised that this project had taken a considerable amount of time to progress effectively and that there had been a change in developer
23 February 2016	Email plus photographs received by council showing discoloured stormwater after passing through erosion and sediment control devices		Council identified that the level of discolouration was satisfactory. The customer was advised on 24 February
9 March 2016	Concerns were raised about the contractors parking on Park Avenue It became apparent that neighbours and contractor's had entered into verbal disagreement over the issue		Contractors instructed to park on Onewa and Park Roads as per the requirement of Traffic Management Plan. Also see * Note below
19 April 2016	customer concerns in relation		Prior to councils intervention

	to the roots being cut off a fruit tree on her property		the customer advised that the matter had been resolved with the contractor
3 July 2016	Complaint in relation to sediment entering Kauri Glen Reserve		Site monitoring to ensure the ongoing compliance with the conditions of consent. Inspections have been carried out by both locally based staff and Regional earthwork specialists. Please also refer Note below.
12 August 2016	Complaint was received that a truck had been washed down on the road		This was identified as a breach of resource consent requirements. A sucker truck was hired, by the site, to vacuum the receiving cesspit.
19 August 2016	Complaint received regarding debris being tracked onto Park Avenue and the fact that contractors were washing the road		This is not considered best practice. Sucker trucks continue to vacuum the cesspits. We are still to decide whether escalated enforcement action is necessary for this breach.