

Table O1 - Cumulative Complaint Log for Tseung Kwan O - Lam Tin Tunnel

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
553	27-May-21	26-May-21 / C3	Anonymous	Air	Air quality impact nuisance nearby Po Yap Road (C3 - Apr & May 2021)	N	See Complaint #551	Draft CIR submitted
552	18-May-21	17-May-21 / C1	Anonymous	Noise	Noise Nuisance from Construction Works (C1 - May)	Y	Investigation undergoing	On-going
551	21-May-21	23-Apr-21 / C3	Resident from Ocean Shores	Air	Air quality impact nuisance nearby Po Yap Road (C3 - Apr & May 2021)	N	The contractor had applied mitigation measures such as regular watering and covering stockpile of dusty materials. The complaint is considered as project-related and details shall be referred to CIR-A21	Draft CIR submitted
550	21-May-21	4-May-21 / C2 & C3	Resident from Ocean Shores	Noise	Noise nuisance at early morning (C2&C3 May 2021)	N	The complaint is considered as non-project-related as both contractor and RE confirmed that no construction was carried out on or before 8 a.m. on the date of incident. The details shall be referred to CIR-N139	Draft CIR submitted
549	26-Apr-21	21-Apr-21 / C1	Mr. Chan from Hong Nga Court	Noise	Suspected Construction Works during night-time (C1 - Apr)	Y	Investigation undergoing	On-going
548	26-Apr-21	23-Apr-21 / C1	Mrs. Ho from Lung pak House	Noise	Noise nuisance during evening time (C1-Apr)	Y	Investigation undergoing	On-going
547	26-Apr-21	25-Apr-21 / C1	Mr. Lau from Yung Lai House	Noise	Noise nuisance at morning (C1-Apr)	Y	Investigation undergoing	On-going
546	19-Apr-21	4&11-Mar-21 / Marine Works Area	Anonymous	Noise	Noise nuisance on holiday mornings (C6 - Apr)	Y	Investigation undergoing	On-going
545	19-Apr-21	22-Mar-21 / Portion IX	Mr. Lai (Sai Kung District Council Member)	Noise	Noise nuisance on holiday mornings (C2 - Mar)	N	See Complaint #538	Draft CIR submitted
544	19-Apr-21	11-Mar-21 / Portion III	Resident of Yau Lai Estate	Noise	Noise Nuisance from Construction Works (C1 - Mar)	Y	Investigation undergoing	On-going
543	19-Apr-21	3-Apr-21 / Portion III	Resident of Yau Lai Estate	Noise	Noise Nuisance from Construction Works (C1 - Apr)	Y	See Complaint #534	Draft CIR submitted
542	19-Apr-21	3-Apr-21 / Portion III	Resident of Yau Lai Estate	Noise	Noise Nuisance from Construction Works (C1 - Apr)	Y	See Complaint #534	Draft CIR submitted
541	19-Apr-21	7-Apr-21 / Portion III	Resident of Ping Tin Estate	Noise	Noise Nuisance from Construction Works (C1 - Apr)	Y	See Complaint #534	Draft CIR submitted
540	19-Apr-21	14-Apr-21 / Portion III	Mr. Wang (Kwun Tong District Council Member)	Noise	Noise Nuisance from Construction Works (C1 - Apr)	Y	See Complaint #534	Draft CIR submitted
539	16-Apr-21	22-Mar-21 / Portion IX	Resident of Ocean Shores	Noise	Suspected Construction Works during evening-time (C2 - Mar)	N	See Complaint #534	Draft CIR submitted
538	16-Apr-21	Non-specific / Works area near Ocean Shores	Resident of Ocean Shores	Noise	Noise nuisance on holiday mornings (C2 - Mar)	N	No works was conducted during the time of complaint. The complaint is considered as non-project-related. Details shall be referred to CIR-N138.	Draft CIR submitted
537	15-Apr-21	14/4/2021 / Works area near Park Central	Resident of Park Central	Noise	Noise Nuisance due to Breaking Works (C3- Apr)	Y	Breaking works was conducted during the time of complaint. No limit level for noise monitoring was triggered. The complaint is considered as project-related. Details shall be referred to CIR-N137.	Draft CIR submitted

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
536	14-Apr-21	7/4/2021 / Portion IX	Resident of Ocean Shores	Noise	Suspected low-frequency noise nuisance at Portion IX (Apr 2021)	N	The complaint is considered as non-project-related as no PME was turned on during the time of complaint. Details shall be referred to CIR-N136.	Closed
535	14-Apr-21	7/4/2021 / C1	Resident of Lam Tin District	Noise	Noise nuisance during nighttime (C1 - Apr 2021)	Y	See Complaint #534	Draft CIR submitted
534	8-Apr-21	3/4/2021 / C1	Resident of Yau Lai Estate	Noise	Noise nuisance during nighttime (C1 - Apr 2021)	Y	The complaint is considered as project-related as there was construction works conducted at Kwun Tong Bypass. The details shall be referred to CIR-N135.	Draft CIR submitted
533	26-Mar-21	15-Mar-2021 / Portion IVC or III	Resident of Yau Lai Estate	Noise	Noise nuisance during daytime (C1 - Mar 2021)	Y	Investigation undergoing	On-going
532	16-Mar-21	10-Mar-2021 / Zone C	Mr. Lui (Sai Kong District Council Member)	Noise	Noise nuisance during daytime (C3 - Mar 2021)	Y	See Complaint #529	Closed
531	10-Mar-21	10-Mar-2021 / Zone C	Resident of Park Central	Noise	Noise nuisance during daytime (C3 - Mar 2021)	Y	See Complaint #529	Closed
530	10-Mar-21	10-Mar-2021 / Zone C	Resident of Park Central	Noise	Noise nuisance during daytime (C3 - Mar 2021)	Y	See Complaint #529	Closed
529	10-Mar-21	10-Mar-2021 / Zone C	Resident of Park Central	Noise	Noise nuisance during daytime (C3 - Mar 2021)	Y	The complaint is considered as project-related and no non-compliance was found. The noise origin was believed to be the breaking works conducting at Po Yap Road. The concerned breaking works was completed on 13 Mar 2021. The details shall be referred to CIR-N134.	Closed
528	10-Mar-21	10-Mar-2021 / Portion IVC or III	Resident of Yau Lai Estate	Noise	Percussive Noise nuisance at morning (C1 - Mar 2021)	Y	Investigation undergoing	On-going
527	10-Mar-21	10-Mar-2021 / Portion IVC or III	Resident of Yau Lai Estate	Noise	Percussive Noise nuisance at morning (C1 - Mar 2021)	Y	Investigation undergoing	On-going
526	10-Mar-21	10-Mar-2021 / Portion IVC or III	Resident of Yau Lai Estate	Noise	Percussive noise nuisance at morning (C1 - Mar 2021)	Y	Investigation undergoing	On-going
525	9-Mar-21	5-Mar-2021 / Portion IX	Anonymous	Noise	Noise nuisance during daytime (C2 - Mar 2021)	Y	See Complaint #522	Closed
524	9-Mar-21	9-Mar-2021 / Portion IVC or III	Mr. Wong from District Councilors	Noise	Percussive noise nuisance at morning (C1 - Mar 2021)	Y	Investigation undergoing	On-going
523	9-Mar-21	9-Mar-2021 / Portion IVC or III	Resident of Yau Lai Estate	Noise	Percussive noise nuisance at morning (C1 - Mar 2021)	Y	Investigation undergoing	On-going
522	4-Mar-21	3-Mar-2021 / Portion IX	Resident of Ocean Shore	Noise	Noise nuisance during daytime (C2 - Mar 2021)	Y	The complaint case was considered as project-related. The Contractor is reminded to close the gap of noise barrier and repair damaged noise barriers. The details shall be referred to CIR-N132.	Closed
521	4-Mar-21	3-Mar-2021 / Portion IVC or III	Resident of Yau Lei Estate	Noise	Noise nuisance during daytime (C1 - Mar 2021)	Y	Investigation undergoing	On-going
520	1-Mar-21	1-Mar-2021 / Portion IVC or III	Resident of Yau Lei Estate	Noise	Noise nuisance during daytime (C1 - Mar 2021)	Y	Investigation undergoing	On-going
519	24-Feb-21	21-Feb-2021 / Non-specific	Resident of Ocean Shores	Noise	Noise nuisance on morning (Feb 2021)	N	No PME was operating on-site at the time of complaint and the complaint is considered as non-project-related. The details shall be referred to CIR-N131	Closed
518	19-Feb-21	12-13 & 18 Feb 2021 / Non-specific	Resident of Yau Lei Estate & Hong Pak Court	Noise	Percussive noise nuisance at morning (C1)	Y	Preliminary result shows that the percussive noise nuisance was generated from Portion IVC. The construction work started after 0700 and no limit level of daytime noise exceedance was recorded.	On-going
517	8-Feb-21	8/2/2021 / Non-specific	Resident of Ocean Shores	Noise	Noise Nuisance from Excavator	Y	No clear judgement was made as the complainant's information is too vague and it is hard to pinpoint the excavator mentioned in the complaint was in fact the one located at the project site. The details shall be referred to CIR-N129.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
516	26-Jan-21	21-Feb-2021 / Non-specific	Resident of Ocean Shores	Noise / Operating Hours	Continuous Noise Nuisance during Nighttime (Jan 2021)	N	No PME was operating on-site on the date of complaint. The details shall be referred to CIR-N128	Closed
515	23-Jan-21	12-13 & 18 Feb 2021 / Non-specific	Resident of Yau Lei Estate & Hong Pak Court	Noise		N	See complaint #504	Draft CIR submitted
514	22-Jan-21	8/2/2021 / Non-specific	Resident of Ocean Shores	Noise		Y	See complaint #511	Closed
513	22-Jan-21	15-Jan-2021 / Zone D	Resident of Ocean Shores	Air	Air quality impact due to open stockpile	N	See Complaint #508	Closed
512	22-Jan-21	20-Jan-2021 / Zone D				N		
511	20-Jan-21	6/1/2021 & 15/1/2021 / Portion IX of C2	Resident of Ocean Shores	Noise	Continuous Noise Nuisance during Nighttime (Jan 2021)	Y	The complaint is considered as project-related as barge was operating in during time of complaint. The details shall be referred to CIR-N128	Closed
510	19-Jan-21	Non-specific / Portion IX of C2	Resident of Ocean Shores	Noise		N	See complaint #505	Closed
509	15-Jan-21	15/1/2021 / Portion IX of C2	Resident of Ocean Shores	Noise		N	See complaint #505	Closed
508	13-Jan-21	5/1/2020 / Storage Area of C3	Resident of Ocean Shores	Air	Air quality impact due to open stockpile	N	The Complaint was found project-related. The dust origin was from the stockpile at Zone A of C3. The Contractor had sprayed water regularly to suppress the dust emission and improvement had been observed over Jan 2021. Details shall be referred to CIR-A20.	Closed
507			Resident of Ocean Shores	Air		N		
506	7-Jan-21	6-Jan-2020 / Portion IX	Resident of Ocean Shores	Noise	Continuous Noise Nuisance during Nighttime (Jan 2021)	Y	See Complaint #500	Closed
505	4-Jan-21	22-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		N	No clear judgement was made. Other than the construction site, other source for low-frequency noise was also identified. Details shall be referred to CIR-N128	Closed
504	4-Jan-21	1-Jan-2020/C1	Resident of Yau Lai Est.	Noise	Suspected noise nuisance from work site	N	The complaint was considered non-project-related as there was no PME working on site. The details shall be referred to CIR-N127.	Draft CIR submitted
503	30-Dec-20	21-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise	Noise nuisance at nighttime on a weekday	Y	See complaint #500	Closed
502	28-Dec-20	22&23-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		Y		Closed
501B	23-Dec-20	22-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		Y		Closed
501A	23-Dec-20	22-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		N	No direct evidence show that the Contractor operated barges at the time of complaint. Therefore the complaint was considered as non-project-related. The details shall be referred to CIR-N126.	Closed
501	23-Dec-20	22-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		Y	The Contractor operated PME(s) at evening-/night- time without an approved valid CNP. The complaint is considered as project-related. The details shall be referred to CIR-N126.	Closed
500	22-Dec-20	22-Dec-2020 / Portion IX	Resident of Ocean Shores	Noise		Y		Closed
499	21-Dec-20	20/12/2020 / marine works area	Resident of Ocean Shores	Operating hours / Noise	Horning noise nuisance on Sunday	N	The complaint is considered as non-project-related as no barge was working under the TKOLTT project at the time of complaint. The details shall be referred to CIR-O6.	Closed
498	18-Dec-20	17-Dec-2020 / Marine Works Area	Resident of Ocean Shores	Noise	Low frequency noise & occasional piling noise nuisance during night-time	Y	The complaint is considered as project-related as the noise nuisance was coming from water pumps that working 24/7. Details shall be referring to CIR-N125.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
497	9-Dec-20	Days on/before 9/12/2020 / Portion IVC	Resident of Yau Lai Estate	Air & Noise	Dust & Noise Nuisance near Lam Tin Interchange (December)	Y	See Complaint #494	Draft CIR submitted
496	3-Dec-20	Days before 3-Dec-20 / Lam Tin Tunnel	Resident of Hong Pak Court	Noise	Dust & Noise Nuisance near Lam Tin Interchange (December)	Y	See Complaint #494	Draft CIR submitted
495	16-Dec-20	12-Dec-2020 / Po Yap Road	Resident of Park Central	Noise	Night time machanical noise nuisance	Y	The complaint is considered as project-related as the noise nuisance was coming from water pumps that working 24/7. Details shall be referring to N124.	Closed
494	5-Dec-20	Early Dec 2020 / Portion III	Resident of Lung Pak House / Staff from Elderly Hoose nearby	Noise	Noise Nuisance near Lam Tin Interchange (December)	Y	The complaint is considered as project-related and no non-compliance in CNMP had been recorded. The contractor is reminded to ensure the effectiveness of noise mitigation measures by various measures including repairing damaged noise barrier. The details shall be referred to CIR-C40.	Draft CIR submitted
493	8-Dec-20	25-Nov-2020 & 2-Dec-2020 / Works area nearby Park Central	Resident of Park Central	Noise	Percussive noise nuisance from at early morning	N	The complaint is considered as non-project-related. No operating PME(s) under TKO-LTT project at the time of complaint was known to emit percussive noise at the time of complaint. The details shall be referred to CIR-N123.	Closed
492	18-Nov-20	18-Nov-2020 / Portion VIII (C2)	Resident of Ocean Shores	Noise	Construction Noise nuisance at Morning	Y	Preliminary result reveals that pre-boring and breaking works had been conducted at the time of complaint. The details shall be referred to CIR-N122.	Closed
491	18-Nov-20	16-Nov-2020 / C1	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Restricted Hour)	Y	See Complaint #490.	Draft CIR submitted
490	13 & 16 Nov 20	5-12 & 14-Nov-2020 / C1	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Restricted Hour)	Y	The complaint is considered as project-related. The origin of noise nuisance was believed to be construction works at Tunnel S1 and S2. No non-compliance was found and the details shall be referred to CIR-N121	Draft CIR submitted
489	13-Nov-20	13-Nov-2020 / C1	Resident of Yau Lai Estate	Air & Noise	Dust and Noise Nuisance in Portion IVC	Y	The complaint was found project-related. The contractor had adpoted various noise mitigation measures suc as rock splitting method and erection of semi-enclosure to further reduce the noise impact to its surrounding. The details shall be referred to CIR-C39.	Closed
488	13-Nov-20	10-Nov-2020 / C2	Resident of Ocean Shores	Air	Dust emission from construction works	N	The complaint was found project-related. The Contractor is recommended to spray water more reqlently to suppress the dust nuisance. The details shall be referred to CIR-A19.	Closed
487	11-Nov-20	5-Nov-2020 / Portion IVC	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Late September to November)	Y	See Compliant #468	Draft CIR submitted
486	11-Nov-20	6-Nov-2020 / Portion IVC	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Late September to November)	Y	See Compliant #468	Draft CIR submitted
485	7-Nov-20	7-Nov-20	Resident of Park Central	Noise	Precussive noise nearby Park Central	Y	The complaint is considered non-project-related as no PME that know to emit percussive noise was operating during the time of complaint. The details shall be referred to CIR-N120.	Closed
484	7-Nov-20	7-Nov-20 / Portion IV	Resident of Ocean Shores	Noise	Noise Nuisance from Excavation Works	Y	See complaint #481	Closed
483	6-Nov-20	6-Nov-20	Resident of Ocean Shores	Noise	Low-frequency noise at night (Oct&Nov 2020)	N	The low-frequency noise was found coming from the water pumps that works 24/7 and other source may also contribute to the noise nuisance. The Contractor had followed the approved CNP. The complaint is considered project-related and shall be referred to CIR-N119	Closed
482	30-Oct-20	29-Oct-2020 / C2	Non-specific	Air	Dust emission from construction works	N	Despite the contractor had sprinkle water regularly, the haul road was found dry during site audit session. The Contractor is reminded to sprinkle water more frequently and cover stockpiles of dusty material to reduce dust emission. The details shall be referred to CIR-A19	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
481	3-Nov-20	2-Nov-2020 /Portion IV	Resident of Ocean Shores	Noise	Noise Nuisance from Excavation Works	Y	The complaint is considered project-related as no other possible noise origin is know to emit such kind of noise at the surrounding. The Contractor had been reminded to applied lubricants and tighten the screws to reduce noise level. The details shall be referred to CIR-N118	Closed
480	3-Nov-20	3-Nov-2020 / Portion IVC	Resident of Yau Lai Est	Noise	Noise Nuisance near Lam Tin Interchange (Late September to November)	Y	See Complaint #469	Closed
479	3-Nov-20	2-Nov-2020 / Portion IVC	Resident of Yau Lai Est	Noise	Noise Nuisance near Lam Tin Interchange (Late September to Early November)	Y	See Complaint #469	Closed
478	3-Nov-20	30-Oct-2020 / Portion IVC	Mr. Wong from District Councilers	Noise	Noise Nuisance near Lam Tin Interchange (Late September to Early November)	Y	See Complaint #469	Closed
477	30-Oct-20	15-Oct-2020 / Portion IVC	Non-specific	Air	Air & Noise Nuisance near Lam Tin Interchange (October)	N	See Complaint #469	Closed
476	29-Oct-20	29-Oct-2020 / Portion IVC	Resident of Yau Lai Est	Noise	Noise Nuisance near Lam Tin Interchange (Late September to Early November)	Y	See Compliant #468	Draft CIR submitted
475	28-Oct-20	Not specific / Lam Tin interchange	Non-specified (near Yau Lai Estate)	Noise	Air & Noise Nuisance near Lam Tin Interchange (October)	Y	See Complaint #469	Closed
474	23-Oct-20	23-Oct-20 / Portion IX	Resident from Ocean Shores	Noise	Low-frequency noise at night (Oct-Nov 2020)	N	The low-frequency noise was found coming from the water pumps that works 24/7 and other source may also contribute to the noise nuisance. The Contractor had followed the approved CNP. The complaint is considered project-related and shall be referred to CIR-N119	Closed
473	21-Oct-20	19-Oct-20 / Portion IX	Resident from Ocean Shores	Noise	Noise Nuisance near Portion IX	Y	See complaint #459	On-going
472	20-Oct-20	20-Oct-20 / Portion IV	Resident from Ocean Shores	Noise	Noise Nuisance from Excavation Works	Y	Preliminary results show the noise source was from the backhoe at Portion IV. The Contractor had applied mitigation measures such as adding lubricant to mounting parts to alleviate the problem. The details shall be referred to CIR-N118	Closed
471	6-Oct-20	6-Oct-20 / Portion IX	Resident from Ocean Shores	Noise	Noise nuisance at morning (Oct 2020)	Y	See complaint #459	On-going
470	10-Oct-20	3-10 Oct 20 / Portion IVC	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Late September to Early November)	Y	See Compliant #468	Draft CIR submitted
469	10-Oct-20	9-10 Oct 20 / Lam Tin Interchange	DC Member (Mr. Wang)	Noise	Air & Noise Nuisance near Lam Tin Interchange (October)	Y	The complaint is considered as project-related and no non-compliance in CNMP had been recorded. The contractor had adopted mitigation measures such as deploying noise absorbing materials among construction site and spraying water near dust generating activities. The details shall be referred to CIR-C38.	Closed
468	5-Oct-20	Mondays - Saturdays / Portion IVC	Resident of Yau Lai Estate	Noise	Noise Nuisance near Lam Tin Interchange (Late September to Early November)	Y	The complaint was considered project-related. Mitigation measures such as deploying noise barrier and attempts on blocking direct line of sight from NSR was observed. The details shall be referred to CIR-N117.	Draft CIR submitted
467	23-Sep-20	19-Sep-2020 / Portion IX	Resident of Ocean Shores	Noise	Daytime noise nuisance (mid-September)	Y	See complaint #459	On-going
466	22-Sep-20	20-Sep-2020 / Portion IX		Noise / Working Hours	Noise nuisance on Sunday	Y	Investigation result shows none of the contract under TKOLTT conducted works on Sunday. The details shall be referred to CIR-O5	Closed
465	20-Sep-20	20-Sep-.2020 / Portion IX				Y		Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
464	17-Sep-20	August 2020 / Portion IX	Resident of Ocean Shores	Noise	Continuous Noise Nuisance over Aug 2020	Y	The investigation shows no non-compliance and action level for noise is triggered. The details shall be referred to CIR-N113	Closed
463	15-Sep-20	15-Sep-2020 / Non-specific	Anonymous	Noise	Percussive noise nuisance at early morning	Y	The complaint is considered non-project-related. The investigation pointed out the Contractor had maintain wastewater treatment facilities properly and no action or limit level of surface SS was triggered after the incident. The muddy water was coming from DSD desilting compound. Details shall be referred to CIR-W16	Closed
462	8-Sep-20	10-Sep-2020 / Portion IX	Anonymous	Noise	Suspected muddy water discharge	N		Closed
461	5-Sep-20	5-Sep-2020 / Portion IX	Resident of Ocean Shores	Noise	Squeaky noise on a Saturday Morning	Y	The squeaky noise believed was coming from operating barges at C6. No non compliance was found. Details shall be referred to CIR-N115	Closed
460	8-Sep-20	8-Sep-2020 / Portion IVC	Resident of Yau Lai Estate	Noise	Noise nuisance near East Harbour Cross Tunnel	Y	See complaint #456 - #458	Draft CIR submitted
459	4-Sep-20	1-Sep-2020 / Portion IX	Resident of Ocean Shores	Noise	Noise nuisance at morning (Early Sep 2020)	Y	The complainant had repeatedly complaint about the continuous noise nuisance from September to October 2020. The CIR will be prepared in one-go. Meanwhile, no action level of construction noise was recorded during noise monitoring; no non-compliance was identified during site inspection.	On-going

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
458	28-Aug-20	Early August 20 / Lam Tin Tunnel	Resident from Yau Lai Estate	Noise	Long-term noise nuisance since early August	Y	Investigation showed the nuisance was generated by breaking works. The contractor had promised to complete the semi-enclosure by October 2020. The details shall be referred to CIR-N112	Draft CIR submitted
457	27-Aug-20	24&25-Aug-20 / Portion IX	Resident from Ocean Shores	Noise	Noise nuisance at morning (Late August 2020)	Y		Draft CIR submitted
456	18-Aug-20	18-Aug-20 / Portion IVC	Resident from Yau Lai Estate	Noise	Noise nuisance near East Harbour Cross Tunnel	Y		Draft CIR submitted
455	18-Aug-20	Dates on/before 1-Aug-20 / Lam Tin Tunnel	Resident from Yau Lai Estate	Noise	Noise nuisance from tunnel works	Y	Breaking had been conducted during the time of complaint. The details shall be referred to CIR-N111	Draft CIR submitted
454	11-Aug-20	2-Aug-20 / Sea outside Ocean Shores	Resident from Ocean Shores	Operation Hours	Working on restricted hours and public holiday	N	The working barge was believed to be working under the Cross Bay Link project. None of the barges working on the time of complaint belongs to TKOLTT project. Despite works had been conducted, no PME was turned on during the time of complaint. The details shall be referred to CIR-O4.	Closed
453	3-Aug-20	3-Aug-20 / Western Marine Works Area	Resident from Ocean Shores	Water	Suspected muddy water and worn out silt curtain	N	The suspected muddy water was due to the strong tidal movement under typhoon influence. The silt curtain was not deployed properly when the typhoon was landed. Details shall be referred to CIR-W15	Closed
452	1-Aug-20	31-Jul-20 / Marine Works Area	Resident from Ocean Shores	Noise	Squeaky noise during nighttime	Y	The noise was originated from the wires that used for tightening the barge. The Contractor had not fasten the wire completely as strong wave and wind action may tear up the wire and made the barge stranded. The details shall be referred to CIR-N110.	Closed
451	28-Jul-20	28-Jul-20 / Portion IX	Resident from Ocean Shores	Noise	Breaking noise on the morning	Y	Breaking had been conducted during the time of complaint. The details shall be referred to CIR-N109	Closed
450	23-Jul-20 24-Jul-20	23&24-Jul-20 / Works area nearby Ocean Shores	Residents from Ocean Shores	Noise	Noise nuisance on weekdays	Y	The noise nuisance was originated from high-noise level works such as breaking and drilling. The details shall be referred to CIR-N108	Draft CIR submitted
449	16-Jul-20	12-Jul-20 / Lam Tin Tunnel	Resident of Hong Pak Court	Noise	Noise Nuisance Suspected from Tunnel (C1)	Y	Breaking work was conducted near the underground of Hong Pak Court. No non-conformance of CNP was identified, contractor is reminded to strictly follow the conditions of CNP and the time period of CNP. The details shall be referred to CIR-N110.	Closed
448	4-Jul-20	4-Jul-20 noon / Marine works area nearby Ocean Shores	Resident of Ocean Shores	Air	Dark Smoke Emission from Barge	N	The dark smoke was originated from the barge. It is common that dark smoke will be released when the barge's engine was starting. The details shall be referred to CIR-A18.	Draft CIR submitted
447C	10-Jul-20	28-Jun-2020 / TKO South open sea	Anonymous	Water	Suspected oil leakage at the TKO south open sea	N	The suspected oil leakage was believed to be an algae bloom over the whole bay area. The noise nuisance from speeding was considered not project related. The details shall be referred to CIR-C37	Closed
447B	10-Jul-20	29-Jun-2020 / TKO south open sea & flyover towards TKO Chinese Permanent Cemetery		Water / Noise	Suspected muddy water spillage and noise nuisance due to speeding	N		
447A	10-Jul-20	24-Jun-2020 / Non-specific		Noise	Long-term noise nuisance and insufficient noise mitigation measures	Y		

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
446	12-Jun-20	31-May-2020 / Area nearby Yau Lai Est	Resident of Yau Lai Estate	Noise	Noise nuisance at Morning nearby East Harbour Crossing	Y	See complaint 442.	Closed
445	11-Jun-20	11-Jun-20 / Park Central	Resident of Park Central	Air	Pungent smell suspected coming from the work sites	N	See complaint 443B.	Closed
444	6-Jun-20	6-Jun-20 / Portion IX	Residents of Ocean Shores	Water	Flooding within work site and suspected muddy water spillage after downpour	N	The flooding is a normal phenomenon as the site boundary have been embarked. The suspected muddy water is wide-spread among the open sea at TKO south and no exceedance of SS were recorded after the incident. The complaint is considered non-project-related and details shall be referred to CIR-W14.	Closed
443B	6-May-20	Non-specific	Anonymous	Air/Noise	Odour nuisance nearby TKO MTR Station	N	The preliminary result showed no direct relationship between the nuisance and the construction works. The details shall be referred to CIR-A17.	Closed
443A					Noise nuisance at Night and Air Quality Impact from Works	Y	The complaint is considered non-project-related. There is no direct evidence showing the project site is the origin of the nuisance. The details shall be referred to CIR-C36	Closed
442	22-May-20	22-May-20 / LT Tunnel	Resident from Hong Pak Court	Noise	Noise nuisance from Tunnel Works	Y	The noise is believed to be breakin inside the tunnel. The CNP was compiled with and contractor is reminded to review breaking schedule to less sensitive hour. The details shall refer to CIR-N105.	Closed
441	8&9-Apr-20	9-Apr-20 / TKO surcharge area	Residents of Ocean Shores	Air/Noise	Noise Nuisance on early morning and Air Quality Works from Excavation Works	Y	The work schedule of C2 had been reviewed. The "beeping" noise is originated from C2 due to safety issue (for mobilization of materials with crane). The noise nuisance is believed to be coming from the vibration hammer. The Contractor had water the exposed area regular to reduce dust impact to the surrounding. The details shall be referred to CIR-C35	Closed
440	13&17-May-20	13-May-2020/Surcharge Area of TKO	Residents of Ocean Shores	Noise	Noise generation in early mornings of early May	Y	The work schedule of C2, C3 & C6 had been reviewed. The noise source is believed to be generated from C2 due to sheet-piling. The details shall be referred to CIR-N104.	Closed
439	7-Apr-20 & 24-Apr-20	April 2020 / Works area near Park Central (non-specific)	Residents of Park Central	Odour	Continuous diesel fuel odour nuisance near Park Central	N	No direct evidence proved that the odour source was originated from the work sites of TKOLTT. The details shall be referred to CIR-A16.	Closed
438	18-Apr-20	18-Apr-20 / Marine Works Area at TKO	Residents of Ocean Shores	Noise/ Light	Blasting, High Frequency Noise and Light in Tseung Kwan O	Y	The complaint was valid in regard of noise. Blasting had been carried out during the midnight and the Contractor is reminded to strictl follow requirements of CNP. The light source was originated from the construction vessels due to safety reason and guard watching. Details shall be referred to CIR-C34.	Closed
437	27-Mar-20	27-Mar-2020 / Surcharge Area (C2)	Resident of Ocean Shores	Noise	Low Frequency Noise during Midnight	Y	The noise source was the malfunctioned dewatering pumps. The details shall be referred to CIR-N103	Closed
436	26-Mar-20	26-Mar-20/ Portion IVC	District Council Member (Mr. Wong)	Noise	Noise nuisance, vibration and spectedly insufficient mitigation measures in Lam Tin	Y	See complaint #431-433.	Closed
435	23-Mar-20	23-Mar-20/ Lam Tin Tunnel	Resident of Cha Kwo Ling Village	Noise	Groundborne Noise from Blasting in the Evening	Y	Blasting was conducted at the time of complaint. The vibration monitoring conducted near Tin Hau Temple was considered the vibration level was acceptable. The details shall be referred to CIR-N102.	Closed
434	23-Mar-20	20-Mar-20/ Lam Tin	District Council Member (Mr. Wong)	Noise	Noise nuisance from Construction Works during Holiday	Y	See compliant #427.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
433	20-Mar-21	20-Mar-20/ Lam Tin	Resident of Hong Pak Court	Noise	Noise nuisance, vibration and suspectedly insufficient mitigation measures in Lam Tin	Y	The time period and PME's of major works conducted during daytime of the complaints, no non-compliance in CNMP and during site audits has been recorded. The Contractor is recommended to provide alternative noise mitigation measures such as acoustic box for noisy PME's and regularly repair materials of the noise mitigation measures. Details shall be referred to CIR-N101.	Closed
432	18-Mar-20	18-Mar-20 / Portion IVC	Resident of Yau Lai Estate	Noise	Noise nuisance, vibration and suspectedly insufficient mitigation measures in Lam Tin	Y		
431	14-Mar-20	14-Mar-20 / Portion IVC	Residents of Yau Lai Estate	Noise	Noise nuisance, vibration and suspectedly insufficient mitigation measures in Lam Tin	Y		
430	17-Mar-20	17-Mar-20 / Surcharge Area / C2	Anonymous	Water	Muddy Water at the Surcharge Area	N	The "muddy water" was created by the tug boat's screw propeller. The Contractor claimed the propeller stirred up seabed sediment and generated "muddy water". The details shall be referred to CIR-W13.	Closed
429	10-Mar-20	10-Mar-20 / Site Nearby Park Central	Resident of Park Central	Noise	Noise nuisance in early morning (Mar 2020)	Y	No construction works had been conducted at the time of complaint for C3 and the major works area in C2 was at least 300m away from the complainant. It is believed that the major noise source was coming from ASD's work site. The details shall be referred to CIR-N100	Closed
428	4-Mar-20	Not Specified / Tseung Kwan O	Mr. Lui, Sai Kung District Council	Odour / Noise	Odour and low frequency noise nuisance from construction site	Y	Only minor works had been conducted at the time of complaint. No direct evidence showed that the odour source was originated from C3. The suspected nuisance source is believed to be ASD's works area. The details shall be referred to CIR-C33	Closed
427	1-Mar-20	1-Mar-20 / Portion IVC	Resident of Yung Kai House	Noise	Noise nuisance from Construction Works during Holiday	Y	No construction works were conducted at the concerned locations and no direct evidence showing the complaint is project-related. The details shall be referred to CIR-N99	Closed
426	19-Feb-20	11-Feb-20 / Works area outside TKL Sports Centre	Anonymous	Noise	Noise nuisance from breaking works	Y	Refer to complaint #423 and #424.	Closed
425	18-Feb-20	29-Jan-2020 / Marine works Area	Mr. Chan from Ocean Shore		Noise nuisance from barge in morning	Y	No works had been conducted in the time period of complaint. The noise is believed to be non-project-related. The details shall be referred to CIR-N95.	Closed
424	11-Feb-20	8 and 11-Feb-2020 / Site near TKL Station	Resident of Park Central		Noise nuisance from breaking works	Y	The complaint was valid and the contractor had been operating only 1 breaker at a time. The contractor is suggested to further increase the mitigation measures to reduce impact to the surrounding neighborhood. The details shall be referred to CIR-N97	Closed
423	3-Feb-20	03-Feb-2020 / Site Near TKL Station			Y			
422	3-Feb-20	2-Feb-20 / Lam Tin Interchange	Resident of Cheuk Lai House, Yau Lai Estate		Noise nuisance suspected to be related to works involving metal hammering on Site near EHC	Y	No construction activities were conducted at the concerned locations during the period of complaint. The Contractor is reminded to keep conducting good site practice and strictly follows the requirements of approved CNP. The details shall be referred to CIR-N98	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
421	21-Jan-20	21-Jan-20 / Portion IX	Ocean Shores Residents	Noise	Noise nuisance due to Blasting at midnight	Y	Blasting was conducted around 1:30am due to the vicinity of the Railway protection zone of MTR. The Contractor is reminded to keep the blast door closed during blasting to minimize noise impacts and re-schedule blasting to less sensitive hours as far as practicable. The details shall be referred to CIR-N96.	Closed
420	7-Jan-20	7-Jan-20 / Portion IX	Ocean Shores Residents		Irritating loud noise nuisance from Portion IX (C2)	Y	See complaint #417	Closed
419	7-Jan-20	Sundays before 7-Jan-20 / Tunnel Works	Resident of Hong Pak Court		Noise nuisance from Tunnel Works	Y	See Complaint #416.	Closed
418	7-Jan-20	5-6-Jan-20 / C1 Marine Works Area	Ocean Shores Residents		High-frequency noise during night-time	Y	The high frequency noise was believe to be noise emitted from the marine works area of C1. The details shall be referred to CIR-N94.	Closed
417	3-Jan-20	2-Jan-20 / Portion IX	Former District Member (Mr. Chan)		Annoying noise emission and inefficient noise mitigation measures	Y	The noise source is believed to come from a breaker and mitigation was insufficient. The Contractor was requested to strictly follow the Noise Mitigation Plan. The details shall be referred to CIR-N93.	Closed
416	29-Dec-19	29-Dec-19 / Non-specific	Resident of Hong Pak Court	Noise	Groundborne Noise from Works area	Y	Project-related with valid CNP. Contractor is reminded to reduce noise emission and prevent breaking and noisy activities during restricted hours. The details shall be referred to CIR-N92.	Closed
415	27-Dec-19	25-Dec-19 / Lam Tin Interchange (Portion IVC)	Resident of Yau Estate	Noise	Noise nuisance from Portion IVC	Y	Non project-related due to maintenance works of East Cross-harbor Tunnel. The details shall be referred to CIR-N91.	Closed
414	24-Dec-19	22-Dec-19 / Lam Tin Interchange (Portion IVC)	Resident of Yau Estate	Noise	Piling noise nuisance near Lam Tin Interchange	Y	Project-related with valid CNP. Contractor is reminded to reduce noise emission and prevent breaking and noisy activities during restricted hours. The details shall be referred to CIR-N91.	Closed
413	24-Dec-19	24-Dec-19 / Portion IX of Contract 2	Resident of Capri & Ocean Shores	Noise	Loud and continuous noise emission from Portion IX	Y	No breaking activity was conducted by the C3. It was believed that C2 was the major noise source and the mitigation measures were insufficient. The details shall be referred to CIR-C32.	Closed
412	19-Dec-19	14-Dec-19 / marine works area	Resident of Ocean Shores	Noise	Noise nuisance from the marine works area	Y	The major construction work was driven by pin piles. The noise emitted due to the construction activities is considered to be reduced to an acceptable level as no NSR falls under the ambit of 300m study area of the work site. Details should be referred to CIR-N90.	Closed
411	2-Dec-19	30-Nov-19 / Construction Sites Outside TKL Sports Center	Resident of Park Central	Air / Noise	Non-effective noise mitigation measures and related dust and noise nuisance	Y	The construction noise created by breaking works are considered non-project related due to the large separation distance between noise source and the Complainant's Location. Major dust emission from the works area next to C3 was recorded. The Contractor is reminded to provide regular watering to dusty works. Details should be referred to CIR-C31.	Closed
410	28-Nov-19	25-Nov-19 / Portion 4C	Anonymous	Noise	Noise nuisance from Lam Tin Works Area and operation hours	Y	Refer to Complaint #408	Closed
409	27-Nov-19	20&27-Nov-19 / Construction Sites near Po Yap Road & Chui Ling Road	Resident of Park Central	Air / Noise	Dust emission due to excavation works and noise nuisance from Piling works	Y	Although noise barrier had been erected and around the breakers, the direct line of sight to the NSRs at Park Central could not be totally blocked. The Contractor is recommended to provide cantilevered noise barrier with noise absorbing materials to minimise noise impact as far as practicable. Details should be referred to CIR-C31.	Closed
408	25-Nov-19	Non-specific (Nov-19) / Portion 4C	Resident of Yau Lai Estate	Noise	Serious Noise Nuisance from Lam Tin Works Area	Y	Despite the Contractor had applied different noise mitigation measures (e.g. semi enclosure and noise barrier). Environmental deficiency was observed during site audit session. The Contractor is recommended to apply alternative noise mitigation measures to improve the situation. The details shall be refer to CIR-N89.	Closed
407	12-Nov-19	Non-specific (Nov-19) / LT Construction Site	Non-specified(Complainant has previously made complaints on LTI)	Operation Hours	Inquiries on operating hours & Noise Nuisance	N	The time of complaint falls under day-time. According to the Contractor and RE, the general starting time of construction works are 08:15 on normal week days. The Contractor had avoid conduct noisy works on morning to minimize noise impacts for the nearby residents. The details shall be refer to CIR-O3	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
406	5-Nov-19	5-Nov-19 / Tunnel near TKO	District Council Member (Mr. Chan)	Noise	Noise nuisance from Blasting activities during night-time	Y	No blasting was carried out on that night. The construction activities were conducted inside the tunnel with the blast door closed. The CNP that the Contractor held remained valid during the time of complaint. The details shall be refer to CIR-N88	Closed
405	29-Oct-19	17-Oct-2019 / Marine Works area near Ocean Shore	District Council Member (Mr. Chan)	Noise	Daytime times noise nuisance	Y	The complaint details does not tally up with the information provided with the Contractor and RE. Referring to the Contractor, there was construction works was starting at 09:00. Noise mitigation measures, such as acoustic mats, were applied to minimize noise impact. The details shall be refer to CIR-N87	Closed
404	15-Oct-19	12-Oct-19 / Marine Works area near Ocean Shore	Residents of Ocean Shores	Noise / Working Hours	Noise nuisance due to operation of barge on Saturday early morning	Y	The time of complaint falls within daytime and the major works conducted are dredging and reclamation. The contractor did not require any extra mitigation measures. The contractor had applied sound-proofing mat on the engine floor of the barges and is recommended to strictly follow the requirements of noise mitigation plan. The details shall be refer to CIR-N86	Closed
403	15-Oct-19	Oct-19 (Not Specified) / C2 Construction Site	Residents of Ocean Shores	Noise / Working Hours	Operation of marine construction works during late hours	Y	The major construction works is trimming works for the rock mount during the time period of complaint. Mitigation measures provided by the Contractor included provision of noise insulating mats to the engine floor of the barges and shorten the work hours by ending construction works on or before 21:00 since early Oct 2019. Details shall be referred to CIR-N85.	Closed
402	10-Oct-19	09-Oct-2019/ Site near TKO CPC	Residents of Ocean Shores	Noise	Noise nuisance of construction works at marine work area during early morning	Y	No construction activity at both the Cavern near the BCMCP Bridge and Platform 1B, including the barge, in particular during the complaint period between 2am and 3am on 9 Oct 2019. Since no works had conducted during the time of complaint, no mitigation measures are required. The details shall be referred to CIR-N84.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
401	5-Oct-19	05-Oct-2019 / C2 Portion IX	District Council Member (Mr. Chan)	Noise	High noise level from works area during daytime	Y	The time period of complaint falls under day-time and therefore the Contractor is required to carry out mitigation measures according to the latest CNMP only. The construction activities had been reviewed and no non-compliance was identified. No Limit Level of Exceedance at daytime was recorded during October 2019. For mitigation measures, the Contractor had set up sound-proofing mats and SlientUp to reduce noise impact. The details shall be refer to CIR-N83.	Closed
400	16-Sep-19	10-Sep-19 / TKO Marine Works Area	District Council Member (Mr. Chan)	Water	Muddy water discharge and deficiency in water quality mitigation measures	N	With accordance to the Contractor and RE, the silt curtains were deployed regarding to SCDP ver. 8 since 10-Sep-19, site inspection on 12-Sep-19 also showed the silt curtains were deployed properly. Despite there are chances of accidental muddy water discharge due to the removal of cofferdam on 13-Sep-19, local silt curtain had been place in order to minimize the unavoidable impact by related loading and unloading of fill materials. No muddy water had been observed outside the silt curtain area. Nevertheless, the Contractor is recommend to expand the coverage of the local silt curtain in order to well-confine the muddy water released from the grab. On top of that, the Contractor shall always follow the SCDP to ensure the minimization of impacts. Details should be referred to CIR-C30.	Closed
399	16-Sep-19	16-Sep-19 (Not Specified) / LT Interchange Potion III	Resident of Bik Lai House, Yau Lai Estate	Noise	Noise emission from the tunnel entrance (Potion III)	Y	No construction works was carried out during the time of complaint. Details should be referred to CIR-N82.	Closed
398	16-Sep-19	13-Sep-19 / Works Area of LT-TKO Tunnel outside Tiu King Leng MTR Station	Anonymous	Air / Water	Dark smoke emission and muddy water discharge from the marine work vessels near shore	N	No dark smoke emission was observed during the site inspection conducted in the week of the complaint. The Contractor has applied an air filtering tank to clean the exhaust from the barge before emission. Details should be referred to CIR-C30.	Closed
397	6-Sep-19	30 Aug-19 / Works area near Ocean Shores	Resident of Ocean Shores	Noise / Working hours	Noise emitted from Barge during Evening times	Y	The unloading works had been reviewed and no limit level of exceedance were recorded during August to early September. Since the period of complaint falls under evening times, no mitigation measures were required by the CNP. Details should be referred to CIR-N81.	Closed
396	6-Sep-19	30 Aug-19 / Works area near Ocean Shores	Resident	Noise	Noise nuisance from LT-TKO Tunnel	Y	The major works conducted were shortcreting, mucking out, maintaining, drilling and unloading. No limit level of exceedance in the restricted hours (19:00-23:00) between late August and early September were recorded. The Contractor is recommended to keep following noise mitigation plan to minimize noise nuisance. Details should be referred to CIR-N80.	Closed
395	6-Sep-19	31 Aug-19 / Works area near Ocean Shores	District Council Member (Mr. Chan)	Noise	Noise Nuisance during evening and night times	Y		Closed
394	6-Sep-19	Not specified (Sep-19) / Works area near Ocean Shores	Anonymous	Noise / Operating Hours	Noise nuisance during Evening & occasionally in Night time	Y		Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
393	30-Aug-19	30 Aug-19 / Marine works Area	District Council Member (Mr. Chan)	Water	Alleged muddy water discharge	N	High rainfall was recorded during period of complaint, therefore muddy water discharge at outfall from upstream and some surface runoff within the site is expected. However, no major silt curtain deficiency was observed during on-site observation and no leakage of muddy water from the marine works area was observed. Details should be referred to CIR-W12.	Closed
392	29-Aug-19	20-27 Aug-19/ Portion 4C	Resident of Bik Lai House, Yau Lai Estate	Noise	Noise nuisance from the operation of heavy machineries and missing of noise mitigation measures at Portion 4C	Y	A noise insulating cover was erected before the period of complaint, however, due to restricted site condition in the relocated breaking works area, the erection of the cover could not be carried out. Nevertheless, movable noise barriers and local semi-enclosure was adopted for breaking works. Details should be referred to CIR-N79.	Closed
391	26-Aug-19	10-Jul-19 / Construction site near Ocean shore	District Council Member (Mr. Chan)	Noise	Operation of construction works during late hours	Y	1 derrick barge was operated during the period of complaint with valid CNP. Regular maintenance and checking should be conducted for all operating barges. Details should be referred to CIR-N78.	Closed
390	26-Aug-19	31-Jul-19 / Construction site near Ocean shore	District Council Member (Mr. Chan)	Noise	Intermittent noise emitted from collision during night-time	Y	The noise source is suspected to be the collision between cofferdam and its broken part as the cofferdam was found damaged next morning. No construction was conducted at night time of 31 July. The contractor is recommended to maintain and check cofferdam regularly. Details should be referred to CIR-N77.	Closed
389	29-Jul-19	17 to 24-Jul-19 / Marine Construction Site near O King Road	Resident of Ocean Shore	Noise	Noise nuisance from the barge operating in reclamation works area near O King Road during evening times.	Y	1 derrick barge was operated during the period of complaint with valid CNP. Regular maintenance should be provided for all operating barges. Details shall refer to CIR-N76.	Closed
388	12-Jul-19	8-Jul-19 / Construction Site near Ocean Shores	District Council Member (Mr. Chan)	Noise	Noise nuisance and inadequate noise barrier at the construction site near Ocean shore	Y	Although Contractor has adopted a noise mitigation measure of drill rigs at Portion IV near Ocean Shore such as noise barrier with sound insulating fabric, the existing noise barrier in Portion IX and some in Portion IV are not adequate in screening the direct line of sight to Ocean Shore. Details should be referred to CIR-N75.	Closed
387	12-Jul-19	8 to 12-Jul-19 / Portion 4C of C1 Construction Site	Resident of Bik Lai House	Noise	Breaking noise emitted from the operation of 2 PMEs at Portion 4C during weekday daytime.	Y	Two breakers were operated intermittently at the Portion 4C of C1 construction site during the period of complaint between 07:00 to 19:00. As observed during the site inspection/noise monitoring, movable noise barrier could not completely screen off the direct line-of-sight from PMEs to Yau Lai Estate. Contractor has adopted mitigation measure to minimize the noise impact from breakers including using a noise barrier with noise insulating fabric, adopted a less noisy hydraulic spiting method for breaking works and has been developing a semi-enclosure noise barrier to replace the existing movable noise barrier. Details should be referred to CIR-N74.	Closed
386	10-Jul-19	9 to 10-Jul-19 / Not Specific	District Council Member (Mr. Chan)	Noise	Noise nuisance and disturbance from the TKOLT tunnel construction site involves intermittent noise emitted from collision during night-time.	Y	No construction works was carried out during the time of complaint. Details should be referred to CIR-N73.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
385	4-Jul-19	Late Jun-19 to 4-Jul-19 / Reclamation Area	Resident of Ocean Shore	Noise	The reclamation works continued into the evening during weekdays and works were also operated on Sunday.	Y	See Complaint no 384.	Closed
384	3-Jul-19	3-Jul-19 / Near Ocean Shore	District Council	Noise	The construction site was constantly emitting metallic percussion noise in the early morning.	Y	The concerned metallic percussion noise source was suspected from the collision between the detached sheet pile and the adjacent sheet pile of the broken cofferdam. The detached sheet pile was fixed by re-sealing it to the adjacent sheet pile. Details should be referred to CIR-N72.	Closed
383	29-Jun-19	Jun-19 / Lam Tin Interchange	Resident of Yau Lai Estate, Yung Lai House	Noise	Noise nuisance from construction works during weekday daytime and evening times. Noise barriers was found missing in certain parts of the construction areas.	Y	Some noise mitigation measures were observed during the site inspection including idle equipment were turned off and noise barrier has been erected close to noisy PMEs in the right direction facing Yau Lai Estate. However, the above mitigation measures were not applied to whole construction site such as noise barriers were not placed close enough to the noisy PMEs due to the uneven surface and other inconvenience. Details should be referred to CIR-N71.	Closed
382 (N08/RE/000110 19-19)	17-Jun-19	6-Jun-19 / Cofferdam area	District Council	Air	Dark smoke nuisance from the tug boat inside the cofferdam area.	N	During site audit, no violation of the Air Pollution Control (Smoke) Regulation from the construction site was observed by the ET. Air filter has been replaced on derrick barge to reduce the dark smoke emission upon the receipt of the complaint. The Contractor is recommended to replace the air filters regularly. Details should be referred to CIR-A15.	Closed
381 (N08/RE/000150 98-19)	11-Jun-19	1-Jun-19 / Near cofferdam	District Council	Water	Muddy water discharge from construction site near the cofferdam area on 4 June 19	N	High volume of upstream muddy water was collected due high rainfall according to reports and observation. As a result, the muddy water from upstream was discharged into the Junk Bay via various outfalls in Junk Bay, as observed during the rainstorm events. No sand plume within the cofferdam area and no muddy water discharge at the designated discharge point within the Site was identified during the site inspection and water quality monitoring. Details should be referred to CIR-W11.	Closed
380	11-Jun-19	6-Jun-19 / Near Tong Yin Street	Resident of Ocean Shore	Air	Odour nuisance from construction site near Tong Yin Street	N	No oil leakage from mobile crane was observed during the site inspection in June 2019. According to the testing reports, all ULSD fuel applied in the PMEs during the construction period contains sulphur content lower than 0.005% by weight, which complied with the Air Pollution Control (Fuel Restriction) Regulations. Details should be referred to CIR-A14.	Closed
379	11-Jun-19	4-Jun-19 / Near cofferdam area	General Public	Water	Discharge of mud water into Junk Bay from TKOLT construction site	N	See Complaint no 381.	Closed
378	11-Jun-19	13-Apr-19 / Near cofferdam area	General Public	Air	Dark smoke nuisance from construction site involves derrick barge operation near cofferdam area (daytime)	N	No violation of the Air Pollution Control (Smoke) Regulation was recorded from the construction site was observed. The contractor was recommended to install carbon filter at smoke exhaust of the barge as a more effective mitigation measures. Details should be referred to CIR-C27.	Closed
377	11-Jun-19	2-Jun-19 / Lam Tin Interchange	General Public	Noise	Complaint about the noise nuisance from Lam Tin Interchange construction site in daytime holiday.	Y	Only drilling works inside the tunnel was conducted during daytime under valid CNP. Groundborne noise is considered as the major factor contributing to the noise nuisance, the Contractor are recommended to re-schedule the drilling works inside the tunnel to less sensitive hours. Details should be referred to CIR-N70.	Closed
376	11-Jun-19	9-Jun-19 / Near Yau Lai Estate	Resident of Yau Lai Estate	Noise	Complaint about the noise nuisance near Yau Lai Estate involves vehicle movement (roller) during morning to 15:00 in holiday.	Y	No works involving roller was involved. Only drilling works inside the tunnel and dismantling of crusher shelter was conducted during Sunday daytime under valid CNP. Groundborne noise is considered as the major factor contributing to the noise nuisance, the Contractor are recommended to re-schedule the drilling works inside the tunnel to less sensitive hours. Details should be referred to CIR-N70.	Closed
375	11-Jun-19	9-Jun-19 / Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complaint about the noise nuisance from Lam Tin Interchange construction site in daytime holiday.	Y	See Complaint no. 376.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
374	4-Jun-19	3-Jun-19 / Near Ping Tin Estate	Resident of Ping Sin House in Ping Tin Estate	Noise	Vibration from the construction of Lam Tin Interchange in evening time at around 20:00	Y	Groundborne noise is considered as the major factor contributing to the noise nuisance. The reverse circulation drilling works may have emitted groundborne noise, however, only 1 unit was used in Portion II. Therefore, blasting is considered as the major cause for the vibration. Details should be referred to CIR-N69.	Closed
373	4-Jun-19	2-Jun-19 / Near ocean Shore	Resident of Ocean Shore	Noise	Complaint about the noise nuisance from the construction site near Ocean Shore and the construction site operation in day time holiday.	Y	No construction activity was conducted at the time of complaint as confirmed by Engineer. Therefore, the noise nuisance was not due to the construction site. Details should be referred to CIR-N68.	Closed
372	4-Jun-19	1-Jun-19 / Near ocean Shore	Resident of Ocean Shore	Others	Complaint about the construction site operation in the early morning on Saturday.	N	See Complaint no. 373.	Closed
371	30-May-19	30-May-19 / Near Ocean Shore	Resident of Ocean Shore	Noise	Noise nuisance from construction site near Ocean Shore during night time.	Y	See Complaint no. 373.	Closed
370 (N08/RE/000150 98-19)	29-May-19	19 & 26-May-19 / Near Ocean Shore	Resident of Ocean Shore	Noise	Noise nuisance about dredging mud and loudspeaker in the construction site near Ocean Shore during daytime holiday.	Y	Noise barriers/ Noise absorptive materials have been used to mitigate the noise generated from the construction works. Only walkie-talkies were used for communication in the construction site. Details should be referred to CIR-N67.	Closed
369	13-May-19	Not specific / Lam Tin interchange	Resident of Yau Lai Estate	Noise	Noise nuisance from the blasting work inside tunnel which involves explosion noise impact during midnight	Y	Contractor has adopted a mitigation measure for reduce the blasting noise impact from the tunnel such as blasting doors and did not conduct blasting works during mid-night blasting since mid-May 2019. Details should be referred to CIR-N66.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
368	19-May-19	19-May-19 / Near cofferdam area	General Public	Noise	Noise nuisance from barge with in cofferdam area in daytime holiday	Y	See Investigation / Mitigation Action for complaint no. 361.	Closed
367	5-May-19	5-May-19 / Lam Tin Tunnel - TKO entrance	Resident near Lam Tin Tunnel - TKO entrance	Noise & Air	Noise and air nuisance from construction near Lam Tin Tunnel - TKO entrance	Y	The major works during the period of complaint is scaling by breaker on day time holiday (Sunday). The works is compiled with CNP and no air quality action and noise limit level exceedance during the monitoring. Regarding the existing air quality mitigation measures, the water spray for the breaker was insufficient and the dust emission during unloading of dusty materials was observed. As the review of exiting noise mitigation measure, a broken noise SilentMat was found on the hammer of breaker. According to the above observation, Contractor has adopted serval improvement such as conduct a sufficient water spray during breaking and unloading materials, replaced the noise SilentMat of the breaker and placed the noise barrier between PME and NSRs. Details should be referred to CIR-C29.	Closed
366	4-May-19	4-May-19 / Lam Tin Interchange	Resident of Ping Tin Estate	Noise	Noise nuisance from construction of Lam Tin Interchange in daytime.	Y	Regarding the observation during site inspection, the hammer of the breaker was surrounded by a broken noise absorption material and a noise barrier of a driller was placed in the incorrect direction of NSRs. Contractor has improved the above mitigation measures including replaced the noise absorption materials and relocated the noise barrier to facing the NSRs. Details should be referred to CIR-N65.	Closed
365	1-May-19	1-May-19 / Lam Tin Interchange	Resident of Ping Tin Estate	Noise	Noise nuisance from construction of Lam Tin Interchange in daytime.	Y	See investigation / mitigation actions for Complaint No.366	Closed
364	1-May-19	1-May-19 / Lam Tin Interchange	Resident of Ping Tin Estate	Noise	Noise nuisance from construction of Lam Tin Interchange in daytime	Y	See investigation / mitigation actions for Complaint No.366	Closed
363	30-Apr-19	6th – 22th April -19 / Lam Tin Interchange	Resident of Ping Tin Estate	Noise	Noise nuisance from construction of Lam Tin Interchange in daytime and evening time	Y	See investigation / mitigation actions for Complaint No.366	Closed
362 (N08/RE/000133 96-19)	8-May-19	7-May-2019 / Junk Bay	District Council	Noise	Noise nuisance from marine works in the Junk Bay in the night-time (06:45)	Y	No marine works in the Junk Bay was conducted as confirmed by RE. No CCTV footage was recorded during the time of complaint. It was suggested that Contractor should conduct 24 hours CCTV monitoring. Details should be referred to CIR-N64.	Closed
361	7-May-19	28 Apr 2019 / Cofferdam Area	General Public	Noise	Noise nuisance from construction site at cofferdam area in holiday	Y	The reclamation works involves barges during the time of complaints has been compiled with the CNP. As review of existing mitigation measure, the sound proofing canvases for the barges were hanged up. Details should be referred to CIR-N63.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
360	2-May-19	27-04-2019/ Construction in Tong Tin Street	General Public	Noise	The complaint about the noise nuisance from cofferdam area during daytime and evening-time.	Y	The light source was found from the lighting of derrick barge within the cofferdam area and the noise source was found from the barge during filling works. Contractor has adopted The sound proofing canvases for the derrick barge was hanged up but no light mitigation measure. Details should be referred to CIR-C28.	Closed
359	30-Apr-19	30-04-2019/ Near Ocean Shore	Resident of Ocean Shore	Noise	The complaint about the noise nuisance involve percussion noise near Ocean Shore during daytime.	Y		Closed
358	30-Apr-19	27-04-2019/ Near cofferdam area	General Public	Noise	The complaint about the noise nuisance during evening time.	Y		Closed
357	23-Apr-19	20-04-2019/ Near cofferdam area	General Public	Noise	The complaint about the noise nuisance near cofferdam area during daytime.	Y		Closed
356	23-Apr-19	19-04-2019/ Near cofferdam area	General Public	Noise	The complaint about the noise nuisance near cofferdam area during holiday.	Y		Closed
355	17-Apr-19	17-04-2019/ Near cofferdam area	General Public	Noise & light	The complaint about the noise nuisance and light pollution near cofferdam area during evening-time.	Y		Closed
354	30-Apr-19	20 Apr 2019 / Cofferdam Area	Resident of Ocean Shore (Mr. Chan)	Others	The construction site near O King Road is operated in holiday during day-time and weekday during night-time.	N	The marine reclamation works at the Portion IX in C2 construction site was the major construction activity during the period of complaints. The concerned reclamation works is compiled with the relevant CNP. Details should be referred to CIR-O2.	Closed
		19 Apr 2019 / Cofferdam Area						
		15 Apr 2019 / Cofferdam Area						
		07 Apr 2019 / Cofferdam Area						
		31 Mar 2019 / Cofferdam Area						
353	13-Apr-19	13-04-2019/Cofferdam Area	Resident of Ocean Shore (Mr. Chan)	Air	According to the complainant, large amount of smoke and exhaust was seen emitting from barges working within the cofferdam	N	See Investigation / Mitigation Action for complaint no. 329.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
352	13-Apr-19	13-04-2019/Cofferdam Area	Resident of Ocean Shore	Noise	The complainant complained about the noise nuisance from the cofferdam area in Tiu Keng Leng during day-time.	Y	The major works during the time of complaints was a crawler crane unloading H piles to the Portion V of C2 construction site. Noise barriers were erected between the crane and NSRs to reduce noise impact. Details should be referred to CIR-N62.	Closed
351	13-Apr-19	13-04-2019/Cofferdam Area	Resident of Ocean Shore	Noise	The complainant complained the noise nuisance from the cofferdam area in Tiu Keng Leng during day-time.	Y		
350	8-Apr-19	07 Apr 2019 / Cofferdam Area in TKO	-	Air & Others	The complainant complained the dark smoke generation and the construction works from the cofferdam area in Tiu Keng Leng during holiday.	N	See Investigation / Mitigation Action for complaint no. 329.	Closed
349	7-Apr-19	07-04-2019/Cofferdam Area	Resident of Ocean Shore	Air	Dark smoke generation from the cofferdam area in Tiu Keng Leng during day-time.	N		Closed
348	2-Apr-19	02 Apr 2019 / LTT-TKO	-	Others	The complainant complained the LTT construction site was working during holiday.	N		Closed
347	1-Apr-19	01 Apr 2019 / Cofferdam Area	Resident of Ocean Shore	Noise	Percussive noise from the cofferdam area in Tiu Keng Leng during day-time.	Y		Closed
346	31-Mar-19	31st March 2019 / Construction of Road P2	District Council	Others	Complaint about the construction site operation of Road P2 in day time holiday	N	A tug boat and a derrick barge were operated for the marine reclamation work within the cofferdam area during the time of complaint. As the review of relevant CNP, no violation was observed. Details should be referred to CIR-O1.	Closed
345	26-Mar-19	26th March 2019 / Construction of Road D4	Resident of Park Central	Noise	Complaint about the noise nuisance in day time.	Y	See Investigation / Mitigation Action for complaint no. 329.	Closed
344	28-Mar-19	26th March 2019 / Construction of Road P2	District Council	Noise	Complaint letter received regarding noise nuisance and dark smoke generation from the marine barges	Y	See Investigation / Mitigation Action for complaint no. 378.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
343	25-Mar-19	25th March 2019 / Construction of Road D4	Resident of Park Central	Noise	Complaint about the noise nuisance sound like a breaking works in day time.	Y	See Investigation / Mitigation Action for complaint no. 329.	Closed
342	25-Mar-19	24th March 2019 / Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the noise nuisance from the construction of Lam Tin Interchange in day time hoilday (Sunday). The noise monitoring was conducted in Hong Nga Court by staff after the complaint and the noise level is result in acceptable level, but the complainant replied that the noise monitoring is meaningless and the noise nuisance is not acceptable for her.	Y	See Investigation / Mitigation Action for complaint no. 330.	Closed
341	24-Mar-19	24th March 2019 / Lam Tin Interchange	Management Section of Hong Nga Court	Noise	Complaint about the noise nuisance from Lam Tin Tunnel construction works in day time.	Y		Closed
340	24-Mar-19	24th March 2019 / Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the noise nuisance from the construction site day time holiday (Sunday).	Y		Closed
339	21-Mar-19	21st March 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the construction noise nuisance involving percussive noise in early morning (07:00)	Y		Closed
338	21-Mar-19	21st March 2019 / Construction of Lam Tin Interchange	Resident of Ocean Shore	Noise	Construction noise	Y		See Investigation / Mitigation Action for complaint no. 323.
337	20-Mar-19	19th March 2019 / Construction of Road D4 and Footbridge between Tiu Keng Leng Sport Centre and Park Central	Resident of Park Central	Noise	Complaint about the noise nuisance from the construction vehicle near Park Central in night time.	Y	See Investigation / Mitigation Action for complaint no. 329.	Closed
336	20-Mar-19	20th March 2019 / Construction of Road P2	Resident of Park Central	Noise & Pest	Complaint about the noise and pest nuisance from the construction site near Park Central in evening time.	Y		Closed
335	19-Mar-19	19th March 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Construction noise nuisance from reclamation works near the TKO-LTT reclamation site during the evening time (19:00-23:00).	Y	See Investigation / Mitigation Action for complaint no. 323.	Closed
334	19-Mar-19	19th March 2019 / Construction of Road P2	District Council	Noise	Construction noise nuisance from the TKO-LTT reclamation site during evening time (after 19:00).	Y		Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
333	19-Mar-19	18th - 19th March 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Construction noise nuisance from construction noise in evening time (around 20:30).	Y		Closed
332	18-Mar-19	18th March 2019 / Construction of Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complaint about the noise nuisance during day time, evening time and night time.	Y	The construction activities in the complaint dates are complied with CNP. No noise limited level exceedance was recorded. During the site inspection, no noise barriers were erected between noisy PMEs and NSRs at LTI. Regarding the observation in the inspection, Contractor has adopted an improvement such as placed the noise barriers between the PMEs and NSPs to reduce noise nuisance. Details should be referred to CIR-N61.	Closed
331	18-Mar-19	18th March 2019 / Construction of Lam Tin Interchange	Resident of Hong Pak Court	Noise	Complaint about the noise nuisance in night time and the past few days. (Before 07:00)	Y		Closed
330	17-Mar-19	17th March 2019 / Construction of Lam Tin Interchange	General Public	Noise	Complaint about the noise nuisance from in night time holiday.	Y		Closed
329	15-Mar-19	15th March 2019 / Construction of Road D4	Resident of Park Central	Noise & Air	Complaint about the noise from the construction works and the odour nuisance involves engine oil from construction machine	Y		The construction activities in the complaint dates are compiled with the CNMP. No noise and air quality limit level exceedance were recorded. Contractor had implemented the mitigation measures for the noise and odour nuisances including acoustic mat was erected between the PME and NSR, ultra-low sulphur diesel was applied as fuel oil in PME and general refuses were disposed properly. Details should be referred to CIR-C26.
328	14-Mar-19	9th March 2019 / Construction Site of Footbridge between Tiu Keng Leng Sport Centre and Park Central	Resident of Park Central	Noise	Complaint about the noise nuisance involve drilling work in the day time (08:00).	Y	A formation works was conducted in 7 am to 7pm on 9 Mar 2019. No noise limit level exceedance was recorded in the nearest noise monitoring result. However, there was no any adoption of mitigation measure to minimize the noise nuisance from the site. As response the received complaint, the contractor should place the noise barrier between the PMEs and NSR. Details should be referred to CIR-N58.	Closed
327	13-Mar-19	13th March 2019 / Construction of Lam Tin Interchange	Resident of Bik Lai House	Noise	Noise nuisance suspected from the construction works involving chiseling during evening time (22:07).	Y	A handing processed rock at Lam Tin Interchange was conducted on the complaint date in 7 pm to 11 pm involving dump truck and excavator which construction activities was compiled with the CNP. No noise limit level exceedance was record in the evening time monitoring. However, the noise barrier was not placed in the direction of the Yau Lai Estate during breaking works, the contractor had implemented a mitigation measure such as placed the noise barrier to reduce noise level from the breaker but the noise barrier was far from the concerned breaker. Details should be referred to CIR-N59.	Closed
326	13-Mar-19	13th March 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Noise nuisance suspected from marine works near Ocean Shores in the day time (16:30)	Y	See Investigation / Mitigation Action for complaint no. 322.	Closed
325	9-Mar-19	9th March 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the noise nuisance involve machine and percussive noise in night time (02:00 -03:00).	Y	Only drilling works were conducted inside the tunnel in early morning under valid CNP. Groundborne noise is considered as the factor that contributes to the noise nuisance. The Contractor is recommended to reschedule drilling works to less sensitive hours. Details should be referred to CIR-N56.	Closed
324	7-Mar-19	7th March 2019 / Construction of Lam Tin Interchange	Resident of Hong Pak Court	Noise	Complaint about the noise nuisance involving chiseling noise from the construction site near Hong Pak Court during day time and evening time in the past few months.	Y	Only drilling works were conducted inside the tunnel in early morning and daytime under valid CNP. Groundborne noise is considered as the factor that contributes to the noise nuisance. The Contractor is recommended to reschedule drilling works to less sensitive hours. Details should be referred to CIR-N56.	Closed
323 (EPD-N08/RE/000065-23-19)	4-Mar-19	4th March 2019/ Cofferdam Area	Resident of Ocean Shore	Noise	Construction noise (Evening time)	Y	Only 1 derrick barge and a tug boat was used in the evening time under valid CNP. No Limit Level Exceedances were recorded at Station CM6(A) during evening time. Acoustic mat should be used to screen the engine of the barge to reduce the noise nuisance from the reclamation works. Lubricants should be applied to the barge to reduce the noise emission during barge movement.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
322	13-Mar-19	1st March 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Noise nuisance suspected from a yellow excavator near Ocean Shores in day time (15:44).	Y	No noise limit level exceedance was recorded and the number of operating PMEs complied with the CNMP. The sound proofing canvases were not always adopted as a mitigation measure to screen the noise emitted from the engine of the barge. Contractor should adopt the aforementioned mitigation measures as far as practicable. The contractor was also recommended to enhance the mitigation measure including frequently checking the noise barriers/sound proofing canvases, frequent checking and repair the gaps or broken acoustic sheets and continue to strictly follow the requirements in the approved CNMP.	Closed
321	28-Feb-19	28th February 2019 / Construction of Lam Tin Interchange	Management Section of Yau Lai Estate	Noise	Construction noise (Night time)	Y	Only drilling works were conducted inside the tunnel in early morning under valid CNP. Groundborne noise is considered as the factor that contributes to the noise nuisance. The Contractor is recommended to reschedule drilling works to less sensitive hours. Details should be referred to CIR-N55.	Closed
320	22-Feb-19	22nd February 2019 / Construction of Lam Tin Interchange	Resident of Hong Pak Court	Noise	Complaint about the noise nuisance involving percussive noise in early morning (Day time). Complainant said the construction should be operated after 08:00.	Y	See Investigation / Mitigation Action for complaint no. 313.	Closed
319	21-Feb-19	21st February 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the noise nuisance involving percussive noise in night time	Y		Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
318	21-Feb-19	21st February 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complaint about the noise nuisance involving percussive noise from the construction in night time	Y		Closed
317	25-Feb-19	23th February 2019 / Construction of Road P2	Resident in O King Road	Air	Complained about the odour nuisance of petroleum smell	N	See Investigation/ Mitigation Action on Complaint no.294. Details should be referred to CIR-A12.	Closed
316	18-Feb-19	18th February 2019 / Construction of Road P2	Resident in O King Road	Air	Complaint about the dark smoke and odour nuisances	N		Closed
315	17-Feb-19	15th February 2019 / Construction of Lam Tin Interchange, Road P2 and Tseung Kwan O Interchange	General Public	Noise	Complained about construction noise (Daytime)	Y	The metal wire used for anchoring the barge inside the cofferdam area are the source for the noise nuisance. Ropes were used to replace metal wire to reduce noise nuisance from metal collision while mooring boats. Details should be referred to CIR-N54.	Closed
314	17-Feb-19	16th February 2019 / Construction of Lam Tin Interchange	Resident of Yau Lai Estate	Air	Dust nuisance suspected from the construction works and absence of water spraying near Lam Tin Interchange in daytime.	N	No Air Quality action level or limit level exceedance during the monitoring conducted by ETL. Contractor had implemented mitigation measure to reduce and prevent dust emission including conducted water sprays and covered the cement bags. Details should be referred to CIR-A13.	Closed
313	17-Feb-19	17th February 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Construction noise nuisance from the drilling and breaking works at Branch Tunnel in the morning (Day time)	Y	Breaking and drilling works were conducted during the time of complaint. The breakers were often seen wrapped with acoustic mat, however, they are easily damaged during the breaking works. Noise barrier are more effective in reducing the noise nuisance than the acoustic mat, but the erection of noise barrier are not often adopted properly to screen the noise from the NSR due to the additional works involved and the landform on site. Groundborne noise could also be a factor contributing to noise nuisance. Details should be referred to CIR-N53.	Closed
312	16-Feb-19	16th February 2019 / Construction of Lam Tin Interchange	District Council	Noise	Complained about the explosion noise (Daytime)	Y	No exceedances were recorded and recommendation were made to further enhance the mitigation measures, such as regularly and reviewing the noise control activities that are being carried out on site regularly to ensure compliance with statutory requirement, provide training for the workers to prevent unnecessary noise disturbance and frequently check and maintain the absorptive lining adhered on blasting doors on a regular basis.	Closed
311	15-Feb-19	15th February 2019 / Construction of Lam Tin Interchange	Public	Noise	Complained about the explosion noise (Daytime)	Y	See Investigation / Mitigation Action for complaint no. 312.	Closed
310	14-Feb-19	14th February 2019 / Construction of Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Construction noise nuisance about the rock handling work at LTI (Daytime)	Y	Dump truck and excavator was used to transfer crushed rocks from the crusher with valid CNP. Additional noise barrier was added at the site boundary near Shun Lai house, Yau Lai Estate to reduce the direct-line of sight from the NSRs to the site. Details should be referred to the CIR-N51.	Closed
309	13-Feb-19	13th February 2019 / Construction of Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Construction noise nuisance about the rock handling work at LTI (evening time)	Y		Closed
308	13-Feb-19	1th - 13th February 2019 / Construction of works at the TKO-Lam Tin tunnel	Management Section of Kwong Tin Estate	Noise	Complaint about construction noise (Night time)	Y	See Investigation/ Mitigation Action on Complaint no.302. Details should be referred to CIR-N48.	Closed
307	13-Feb-19	13th February 2019 / Construction at Tsueng Kwan O (C1)	Resident of Ocean Shore	Noise	The complaint about the noise nuisance in day time	Y	Noise nuisance was originated from the beeping noise emitted during vehicle reversing of the loader. The total length of beeping noise should be less than 5 mins. The reverse alarm system is a necessary safety measure that cannot be revoked. Details should be referred to CIR-N50.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
306	13-Feb-19	13th February 2019 / Construction of works at the TKO-Lam Tin tunnel	Resident of Hong Nga Court	Noise	Noise nuisance suspected from the construction works involving chiseling noise in night time	Y	See Investigation/ Mitigation Action on Complaint no.302. Details should be referred to CIR-N48.	Closed
305	12-Feb-19	12th February 2019 / Construction of works at the TKO-Lam Tin tunnel	Resident of Hong Nga Court	Noise	Noise nuisance suspected from the construction works involving chiseling noise in night time.	Y		Closed
304	8-Feb-19	8th February 2019 / Construction of Road P2 and Associated Works	Resident of Ocean Shore	Noise	Noise nuisance suspected from marine works near Ocean Shores in the day time	Y	There were two construction activities in the site including dredging and trimming in day time on 8 Feb 2019. Details should be referred to CIR-N49.	Closed
303	2-Feb-19	27th January - 2nd February 2019 / Construction of works at the TKO-Lam Tin tunnel	Resident of Ping Tin Estate	Noise	Noise nuisance suspected from the construction works involving chiseling noise during day time, evening time and night time.	Y	Project-related. The following recommendations were made to further enhance the mitigation measures: <input type="checkbox"/> Frequent checking and repair the gaps or broken acoustic sheets; <input type="checkbox"/> Replace any broken SilentMat for wrapping the breaker head; <input type="checkbox"/> To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; <input type="checkbox"/> The deployment of Cantilever noise barrier should screen the line-of-sight from sensitive receivers; <input type="checkbox"/> To continue to strictly follow the requirements in the approved CNMP; <input type="checkbox"/> To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer; and <input type="checkbox"/> Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP.	Closed
302	2-Feb-19	27th January - 2nd February 2019 / Construction of works at the TKO-Lam Tin tunnel	Resident of Hong Pak Court	Noise	Noise nuisance suspected from the construction works involving chiseling noise during day time	Y		Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
301	31th January 2019	27th - 31th January 2019 / Construction of Lam Tin Interchange	Management Section of Hong Nga Court	Noise	Noise nuisance suspected from the	Y	See Investigation/ Mitigation Action on Complaint no.290. Details should be referred to CIR-N45.	Closed
300	30th January 2019	30th January 2019 / Construction Site of Footbridge between Tiu Keng Leng Sport Centre and Park Central	Resident of Park Central	Noise	Beeping Noise nuisance suspected from the construction works involving mobile crane	Y	See investigation / Mitigation Action for complaint no. 296. Details should be referred to CIR-N47.	Closed
299	30th January 2019	27th - 29th January 2019 / Construction Site of Footbridge between Tiu Keng Leng Sport Centre and Park Central	Resident of Park Central	Noise	Beeping Noise nuisance suspected from the construction works involving mobile crane and also suspected from elevation platform	Y	See investigation / Mitigation Action for complaint no. 296. Details should be referred to CIR-N47.	Closed
298	30th January 2019	Not specific / Near Po Shun Road	Resident of Park Central	Noise & Air Quality	The dust generation and noise nuisance from the construction site near Po Shun Road	Y	There were several construction activities in the site including the removal of steel mould & scaffolding of bridge deck, erection of scaffolding for staircase and construction of Pour 1 of main deck (GL4-5) during time of complaint. Details should be referred to CIR-C25.	Closed
297	30th January 2019	27 th - 30th January 2019 / Construction works at TKO-Lam Tin tunnel	Resident of Hong Nga Court	Noise	Noise nuisance suspected from the construction involving chiselling works	Y	See Investigation/ Mitigation Action on Complaint no.290. Details should be referred to CIR-N45.	Closed
296	29th January 2019	27th - 29th January 2019 / Construction Site of Footbridge near Tiu Keng Leng Sport Centre.	Resident of Park Central	Noise	Beeping Noise nuisance suspected from the mobile crane at the Footbridge near Park Central Block 6	Y	Project-related. The following recommendations were made to further enhance the mitigation measures: <input type="checkbox"/> To arrange a signalman instead of mobile crane reversing signal for minimize the beeping noise disturbance; <input type="checkbox"/> Frequent checking and repair the operating PME; <input type="checkbox"/> The deployment of Cantilever noise barrier should screen the line-of-sight from sensitive receivers; <input type="checkbox"/> To continue to strictly follow the requirements in the approved CNMP; <input type="checkbox"/> To ensure noise barrier and sound proofing canvases wrapped on PME are intact and in good condition.	Closed
295	29th January 2019	29th January 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complaint about the noise nuisance from the steel cable wire for anchoring between barge and pier	Y	There was a salvage works for the sunken barge (CS306) in a whole day on 27 Jan, 12 am to 3 pm on 28 Jan and 11:40 am on 29 Jan 2019. Details should be referred to CIR-N46.	Closed
294	29th January 2019	29th January 2019 / Construction of Road P2	Resident in O King Road	Air Quality	Complaint about the dark smoke and odour nuisances from barge.	Y	The sulphur content percentage of the adopted diesel fuel was lower than 0.05% which is compiled with the Hong Kong Air Pollution Control (Marine Light Diesel) Regulation, therefore the odour problem should be minimised. Smoke filtering tanks were adopted on deck level of derrick barges to reduce emission of dark smoke and exhaust smell. The situation has improved after the filter has been replaced. Details should be referred to CIR-A12.	Closed
293 (EPD-K15/RE/000032 91-19)	29th January 2019	29th January 2019 / Construction of Lam Tin Interchange	Cha Kwo Ling Tsuen	Noise & Air Quality	Complained about construction noise & dust (Day & Night time)	Y	See investigation / Mitigation Action for complaint no. 270. Details should be referred to CIR-C29.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
292	29th January 2019	29th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from breaking work.	Y	Project-related. The following recommendations were made to further enhance the mitigation measures:	Closed
291	29th January 2019	29th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Pak Court	Noise	Complained about the construction noise from breaking work.	Y	<input type="checkbox"/> To arrange a signalman instead of mobile crane reversing signal for minimize the beeping noise disturbance; <input type="checkbox"/> Frequent checking and repair the operating PME; <input type="checkbox"/> The deployment of Cantilever noise barrier should screen the line-of-sight from sensitive receivers; <input type="checkbox"/> To continue to strictly follow the requirements in the approved CNMP; <input type="checkbox"/> To ensure noise barrier and sound proofing canvases wrapped on PME are intact and in good condition.	Closed
290	29th January 2019	29th January 2019 / Construction of Lam Tin Interchange	District Council	Noise	Complained about the construction noise from Tunnel Works	Y		Closed
289 (EPD-N08/RE/000008-59-19)	24th January 2019	Early December 2018 -24-Jan-2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from Tunnel Works	Y		See Investigation/ Mitigation Action on Complaint no.288. Details should be referred to CIR-N44.
288	18th January 2019	18th January 2019 (Non-specific)/ Construction of Road P2	Public	Noise	Complained about the construction noise from Tunnel Works	Y	No major construction works at the concerned night time. There was only salvage operation carried out in 11 pm to 12 pm on 17 Jan 2019. No violation of CNP nor Noise Control Ordinance is found in this regard. Details should be referred to CIR-N44.	Closed
287	17th January 2019	17th January 2019 / Construction of Lam Tin Interchange	Resident of Yung Lai House	Noise	Complained about the construction noise from Kam Tin Interchange.	Y	Project-related. The following recommendations are made to further enhance the mitigation measures: <input type="checkbox"/> To regularly check and review the noise control activities that are being carried out on site to ensure compliance with statutory requirement. <input type="checkbox"/> Machines may be in intermittent use should be shut down between works periods or should be throttled down to a minimum. <input type="checkbox"/> To provide training for the workers to prevent unnecessary noise disturbance. <input type="checkbox"/> To provide cantilever barrier to screen the construction noise from the NSRs	Closed
286	17th January 2019	17th January 2019 / Construction of Road D4	Resident of Park Central	Noise	High frequency machine noise nuisance involving air compressor from the construction site near the Park Central in day time	N	See Investigation/ Mitigation Action on Complaint no. 285. The concerned air compressor has been removed on 16 th Jan 2019. Details should be referred to CIR-N41.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
285	17th January 2019	17th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the construction noise from an air blower/fan with generator near Tiu Keng Leng Sport Centre and Park Central.	N	The concerned air compressor was removed from the construction site since 16 January 2019 afternoon, but the high frequency noise nuisance complaints were received on 17 January 2019. According to the CM8(A) noise monitoring record by environmental team, the other noise source from construction site are beeping noise of the reverse alarm system of the plant. Therefore, the high frequency noise nuisance is considered project related after 16 January 2019. Details should be referred to CIR-N41.	Closed
284	16th January 2019	16th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the construction noise from an air compressor near Tiu Keng Leng Sport Centre and Park Central.	N	See Investigation/ Mitigation Action on Complaint no. 272. Additional noise barrier was erected around the said air compressor. Details should be referred to CIR-N41.	Closed
283	15th January 2019	15th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the construction noise from an air compressor near Tiu Keng Leng Sport Centre and Park Central.	N	See Investigation/ Mitigation Action on Complaint no. 272. Additional noise barrier was erected around the said air compressor. Details should be referred to CIR-N41.	Closed
282	15th January 2019	15th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the construction noise from an air compressor near Tiu Keng Leng Sport Centre and Park Central.	N	See Investigation/ Mitigation Action on Complaint no. 272. Additional noise barrier was erected around the said air compressor. Details should be referred to CIR-N41.	Closed
281	15th January 2019	15th January 2019 / Construction of Road D4	Resident of Park Central	Noise	High frequency machine noise nuisance involving air compressor from the construction site near Chui Ling Road roundabout and Tiu Keng Leng Sport Centre in day time.	N	See Investigation/ Mitigation Action on Complaint no. 272. Additional noise barrier was erected around the said air compressor. Details should be referred to CIR-N41.	Closed
280	14th January 2019	14th January 2019 / Construction of Road D4	Resident of Park Central	Noise	High frequency machine noise nuisance involving air compressor from the construction site near Chui Ling Road roundabout and Tiu Keng Leng Sport Centre in day time.	N	See Investigation/ Mitigation Action on Complaint no. 272. Details should be referred to CIR-N41.	Closed
279	14th January 2019	14th January 2019 / Construction of Road D4	Resident of Park Central	Noise	High frequency machine noise nuisance involving air compressor from the construction site near Tiu Keng Leng Sport Centre in day time Saturday and Holiday (Sunday).	N	See Investigation/ Mitigation Action on Complaint no. 272. Details should be referred to CIR-N41.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
278	12th January 2019	12th January 2019 / Construction of Road D4	Resident of Park Central	Noise	High frequency machine noise nuisance involving air compressor from the construction site between Tiu Keng Leng Sport Centre and Park Central in day time	Y	See Investigation/ Mitigation Action on Complaint no. 272. Details should be referred to CIR-N41.	Closed
277	12th January 2019	12th January 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the noise from breaking activities.	N	See investigation/ Mitigation Action on Complaint no. 264. Details should be referred to N39.	Closed
276	11th - 12th January 2019	11th - 12th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	The complaints are considered as project-related. The following recommendations were made to further enhance the mitigation measures: <input type="checkbox"/> Frequent checking and repair the gaps or broken acoustic sheets; <input type="checkbox"/> Replace any broken SilentMat for wrapping the breaker head; <input type="checkbox"/> To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; <input type="checkbox"/> The deployment of Cantilever noise barrier <input type="checkbox"/> To continue to strictly follow the requirements in the relevant CNP. <input type="checkbox"/> To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer <input type="checkbox"/> Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP. Details can be referred to CIR-N40.	Closed
275	11th January 2019	11th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the construction noise from a crane near footbridge between Tiu Keng Leng Sport Centre and Park Central	Y	See Investigation/ Mitigation Action on Complaint no. 272.	Closed
274 (EPD-N08/RE/000012 34-19)	11th January 2019	11th January 2019 / Construction of Road D4	Public	Noise	Complaint about the high frequency machine noise nuisance from the construction site of footbridge between Tiu Keng Leng Sport Centre and park Central.	Y	No high-frequency noise was detected near the complaint location, however, the noise similar to description was detected within the renovation works inside Park Central. Details should be referred to complaint no. 272 and CIR-N41.	Closed
273	10th January 2019	10th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	The complaints are considered as project-related. The following recommendations were made to further enhance the mitigation measures: <input type="checkbox"/> Frequent checking and repair the gaps or broken acoustic sheets; <input type="checkbox"/> Replace any broken SilentMat for wrapping the breaker head; <input type="checkbox"/> To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; <input type="checkbox"/> The deployment of Cantilever noise barrier <input type="checkbox"/> To continue to strictly follow the requirements in the relevant CNP. <input type="checkbox"/> To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer <input type="checkbox"/> Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP.	Closed
272	8th January 2019	8th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complaint about the high frequency machine noise nuisance from the construction site near Park Central in day time.	Y	High frequency noise emitted from an air compressor was suspected. Noise barrier was seen erected. Noise barrier using material with higher absorption coefficient such as mineral wool is recommended. Details should be referred to CIR-N41.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
271	8th January 2019	8th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	<p>The complaints are considered as project-related.</p> <p>The following recommendations were made to further enhance the mitigation measures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Frequent checking and repair the gaps or broken acoustic sheets; <input type="checkbox"/> Replace any broken SilentMat for wrapping the breaker head; <input type="checkbox"/> To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; <input type="checkbox"/> The deployment of Cantilever noise barrier <input type="checkbox"/> To continue to strictly follow the requirements in the relevant CNP. <input type="checkbox"/> To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer <input type="checkbox"/> Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP. 	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
270 (EPD-K15/RE/000006 91-19)	7th January 2019	7th January 2019 / Construction of Lam Tin Interchange	Cha Kwo Ling Tsuen	Noise & Air Quality	Complained about construction noise & dust (Day & Night-time)	Y	Regular noise monitoring results for day time and night time show full compliance of the noise criteria. Air quality monitoring result in all stations show that no adverse air quality impact has been brought about to the nearby sensitive receivers during the time of complain. During Site audit, damaged acoustic material on the breaker was observed. Watering was provided at during rock breaking to avoid dust generation. The Contractor was reminded to deploy noise barrier to screen the line-of-sight from sensitive receiver.	Closed
269	7th January 2019	7th January 2019 / Construction of Road D4	Resident of Park Central	Noise	Complained about the night time construction noise near Park Central.	Y	No noticeable high frequency noise was detected from the air compressor and noise barrier was seen erected in the line-of-sight from the NSR to the Air compressor. Refer to CIR-41 for details.	Closed
268	7th January 2019	7th January 2019 / Construction of Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the construction noise at Lam Tin Interchange.	Y	No exceedances were record at the nearest monitoring station. The following recommendation were made to further enhance the mitigation measure: ✓Frequent checking and repair the gaps or broken acoustic sheets; ✓Replace any broken Silent Mat for wrapping the breaker head; ✓To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; ✓The deployment of Cantilever noise barrier should screen the line-of-sight from sensitive receiver; ✓To continue to strictly follow the requirements in the relevant CNP; ✓To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer; and ✓Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP.	Closed
267	7th January 2019	7th January 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from breaking activities.	Y	Refer to Investigation/ Mitigation Action on Complaint no. 264. Details should be referred to N39.	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
266	7th January 2019	7th January 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from breaking activities.	Y	<p>No exceedances were recorded at the nearest monitoring station, however, the approved location for noise monitoring was located at the podium of Ocean Shores. Due to inaccessibility to private unit, it is not possible to perform monitoring at higher floor. ET will keep approaching Ocean Shore Management Office for impact noise monitoring at higher floor. The recommendations for Contractor is as follows:</p> <ul style="list-style-type: none"> - only well-maintained plant on-site and plant should be serviced regularly during the construction program; - Plants known to emit noise strongly in one direction should, wherever possible, be orientated so that the noise is directed away from the nearby noise sensitive receivers; Machines and plants that may be in intermittent use should be shut down between works periods or should be throttled down to minimum. 	Closed
265	7th January 2019	7th January 2019 / Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	<p>No exceedances were record at the nearest monitoring station. The following recommendation were made to further enhance the mitigation measure:</p> <ul style="list-style-type: none"> ✓Frequent checking and repair the gaps or broken acoustic sheets; ✓Replace any broken Silent Mat for wrapping the breaker head; ✓To adopt Cantilever noise barriers at Lam Tin Interchange to screen noise effectively; ✓The deployment of Cantilever noise barrier should screen the line-of-sight from sensitive receiver; ✓To continue to strictly follow the requirements in the relevant CNP; ✓To conduct an ad hoc ground-borne noise monitoring with the coordination of the Engineer; and ✓Engineer should monitor the plant and machine to ensure construction activities are in compliance of CNP. 	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
264	2nd January 2019	2nd January 2019 / Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from breaking activities.	Y	No noise limit level exceedance was recorded at the noise monitoring stations near ocean shores. The contractor has applied lubricants to the joint of the excavators to dampen the noise emitted from the PMEs. The contractor is recommended to use noise barriers to screen the PMEs from the NSRs as per the Noise mitigation plan.	Closed
263 (EPD-)	1st January 2019	31st December 2018 / Coastal near TKO cemetery	General Public	Water	Complained concerning oil leakage/ on the sea surface near the sunken barge at C2 site.	N	Oil leakage happened due to the derrick lighter was submerged to the sea within the cofferdam. As the oil leakage was found outside the cofferdam during site inspection, there was a gap in the cofferdam. The oil leakage was cleaned up and the floating oil absorber has been used to surround the cofferdam by Contractor. The Contractor are reminded to 1) regular check if the site vessels and cofferdam are in good-condition; 2) To regular monitor the operation of any activities in the cofferdam area; 3) To implement the proposed site vessels safety and the emergency responses including clearance measures. Details of the investigation should be referred to CIR-W10.	Closed
262	30 th December 2018	26 th December 2018/ Construction of Lam Tin Interchange	Resident of Hong Pak Court	Noise	Complained about the construction noise from tunnel works of Lam Tin Interchange.	Y	Refer to investigation for complaint no. 254	Closed
261	26 th December 2018	26 th December 2018/ Construction of Lam Tin Interchange	Management Section of Hong Nga Court	Noise	Complained about the construction noise from tunnel works of Lam Tin Interchange.	Y	Refer to investigation for complaint no. 254	Closed
260	26 th December 2018	26 th December 2018/ Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise of Lam Tin Interchange.	Y	Refer to investigation for complaint no. 254	Closed
259	26 th December 2018	26 th December 2018/ Construction of Lam Tin Interchange	Management Section of Hong Nga Court	Noise	Complained about the construction noise of Lam Tin Interchange.	Y	Refer to investigation for complaint no. 254	Closed
							There was no major construction works at the concerned area during the time of complaint and confirmed by the Resident Engineer. Steel cable wire for anchoring between barge and pier is considered as a possible noise source. The complaint is considered project related.	

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
258	18 th December 2018	18 th December 2018/ Construction of Lam Tin Interchange	Engineering Section of Ocean Shore	Noise	Complained about the construction noise from the marine works.	Y	<p><u>Mitigation measures:</u></p> <p>Cable wire for anchoring between barge and pier has been replaced by rope between 27 Dec and 2 Jan to reduce noise impact. In addition, other good site practices recommended in the "Implementation Schedule of Proposed Mitigation Measures" of EM&A Manual and the approved CNMP of this Contract had been implemented by the Contractor, including the following:</p> <ul style="list-style-type: none"> ÿ Only well-maintained plant should be operated on-site and plant should be serviced regularly during the construction program; ÿ Plants known to emit noise strongly in one direction should, wherever possible, be orientated so that the noise is directed away from the nearby noise sensitive receivers; ÿ Machines and plants that may be in intermittent use should be shut down between works periods or should be throttled down to minimum. 	Closed
257	18 th December 2018	18 th December 2018/ Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from the marine works.	Y	There was no major construction works at the concerned area during the time of complaint and confirmed by the Resident Engineer. Steel cable wire for anchoring between barge and pier is considered as a possible noise source. The Contractor has replaced the cable wire for anchoring between barge and pier with ropes between 27 Dec and 2 Jan to reduce noise impact.	Closed
256	17 th December 2018	15 th December 2018/ Construction of Road P2	Resident of Ocean Shore	Noise	Complained about the construction noise from breaking and piling activities	N	<p>No exceedance was recorded in the noise monitoring result. The number of PME operated in LTI was consistent with the proposed Construction Noise mitigation Plan (CNMP)</p> <p>The following recommendations were made for the Contractor to enhance the mitigation measures:</p> <ul style="list-style-type: none"> ÿ To frequently check and repair operating PME if any loosen or worn parts of the equipment to reduce excessive noise disturbance; ÿ Noise barriers should be designed and erected around the noise sources to block the direct line-of-sight from the NSR as per the CNMP; To ensure all erected noise barriers and sound proofing canvases wrapped on PME are intact and in good condition. 	Closed
254	16 th December 2018	16 th December 2018/ Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	ÿ The night-time works were only conducted inside the tunnels with valid CNP. The noise nuisances are not considered as air-borne in nature, but ground-borne noise. 2.17 In order to confirm the possible ground-borne nature of the noise nuisances for complaints summarized in this report, CEDD has engaged the environmental team to conduct ad hoc ground-borne noise monitoring with the coordination of the Engineer. The findings will be provided in a separate report for the ad hoc monitoring.	Closed
253	15 th December 2018	15 th December 2018/ Construction of Lam Tin Interchange	Resident of Hong Nga Court	Noise	Complained about the construction noise from Tunnel Works	Y	Refer to the investigation for complaint no. 254	Closed
252	30 th November 2018	30 th November 2018/ Construction of Road D4	Resident of Park Central	Noise & Air	Complained about the construction noise and dust resuspension in Road D4.	Y	<p>The number of PMEs operated on site and on-time percentage from 19 to 30 November complied with the CNMP, thus, no violation was identified.</p> <p>Based on the noise and air monitoring results in November 2018, no Limit Level Exceedance was recorded.</p> <p>Mitigation Measures</p> <ul style="list-style-type: none"> ÿ A more effective acoustic barrier was erected between the drill rig and Park Central. ÿ Frequent water spraying along the Po Yap Road for eight times a day. Stockpile are covered with impervious material to avoid dust resuspension 	Closed
							The complaint lodged on 25 th November 2018 is considered as non-project related, as no works was conducted on that day.	

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
251	28 th November 2018	27 th November 2018/ Construction of TKO portal	Public	Noise	Complained about the construction noise from the marine works.	Y	The complaint on 27th November 2018 is considered project related. The contractor is reminded to 1) frequently check and repair operating PME if any loosen or worn parts of the equipment to reduce excessive noise disturbance; 2) Ensure no further use of PA system for marine works.	Closed
250	26 th November 2018	26 th November 2018/ Public sea in TKO	Resident of Ocean Shore	Noise	Complained about the noise nuisance from the operation of derrick barge on Sunday.	Y	Refer to the investigation for complaint no. 251	Closed
249	25 th November 2018	20 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the noise nuisance from the Excavators in LTI on Sunday morning.	Y	Refer to the investigation for complaint no. 251	Closed
248	20 th November 2018	20 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the noise nuisance during transfer of material in evening time at LTI	Y	Regular noise monitoring results for restricted and non-restricted hours show full compliance of the noise criteria (night-time noise exceedance is considered non-project related). The contractor is reminded to adopt cantilever noise barriers at Lam Tin Interchange to screen noise effectively by screening the line-of-sight from sensitive receivers	Closed
247	20 th November 2018	19 th November 2018/ Lam Tin Interchange	Public	Noise	Complained about the noise nuisance from rock dropping during evening time	Y	Refer to the investigation for complaint no. 248	Closed
246	19 th November 2018	19 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the noise nuisance from dump truck in evening time	Y	Refer to the investigation for complaint no. 248	Closed
245	8 th November 2018	8 th November 2018/ Lam Tin Interchange	Public	Noise	Complained about construction noise during night time from LTI	Y	Refer to the investigation for complaint no. 248	Closed
243	8 th November 2018	8 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the construction noise during evening time from LTI.	Y	Refer to the investigation for complaint no. 248	Closed
242	7 th November 2018	7 th November 2018/ Lam Tin Interchange	Public	Noise	Complained about the construction noise and dust nuisance.	Y	Refer to the investigation for complaint no. 248	Closed

Complaint No.	Received Date	Date/Location of Complaint	Complainant	Nature	Details of Complaint	Noise Action Level Exceedance	Investigation/ Mitigation Action	Status
241	6 th November 2018	6 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the noise nuisance from LTI during evening time	Y	Refer to the investigation for complaint no. 248	Closed
240	6 th November 2018	6 th November 2018/ Lam Tin Interchange	Resident of Yau Lai Estate	Noise	Complained about the noise nuisance from LTI during evening time	Y	Refer to the investigation for complaint no. 248	Closed

Appendix O - Cumulative Log for Complaints, Notifications of Summons and Successful Prosecutions

Table O2 - Summary of Cumulative Complaint Log for Tseung Kwan O - Lam Tin Tunnel

Reporting Month/Year	Number of Complaints in Reporting Month	Number of Summons in Reporting Month	Number of Prosecutions in Reporting Month
2016	11	0	0
2017	99	1	0
2018	150	0	1
2019	156	0	0
2020	88	0	0
Jan-21	12	0	0
Feb-21	3	0	0
Mar-21	14	0	0
Apr-21	17	0	0
May-21	3	0	0
Total	553	1	1

Table O3 - Cumulative Log for Notifications of Summons

Contract No.	Log Ref.	Date/Location	Subject	Status	Total no. Received in this Reporting Month	Total no. Received since project commencement
NE/2015/01	--	--	--	--	--	--
NE/2015/02	KTS24138/2017	25 June 2017/ Marine construction site at Junk Bay	Contrary to: Sections 6 (1) (b) and 6 (5), Noise Control Ordinance, Cap.400	The Summon was issued on 22 Dec 2017 First hearing on 29/3/2018	Noise nuisance during nighttime (C1 - Apr 2021)	1
NE/2015/03	--	--	--	--	--	--
NE/2017/01	--	--	--	--	--	--
NE/2017/02	--	--	--	--	--	--
NE/2017/06	--	--	--	--	--	--
NE/2017/07	--	--	--	--	--	--

Table O4 - Cumulative Log for Successful Prosecutions

Contract No.	Log Ref.	Date/Location	Subject	Status	Total no. Received in this reporting month	Total no. Received since project commencement
NE/2015/01	--	--	--	--	--	--
NE/2015/02	KTS24138/2017	25 June 2017/ Marine construction site at Junk Bay	Contrary to: Sections 6 (1) (b) and 6 (5), Noise Control Ordinance, Cap.400	Successful prosecution to the subcontractor on 27 June 2018	1	1
NE/2015/03	--	--	--	--	--	--
NE/2017/01	--	--	--	--	--	--
NE/2017/02	--	--	--	--	--	--
NE/2017/06	--	--	--	--	--	--
NE/2017/07	--	--	--	--	--	--