

**Contract No. ED/2018/04**

**Trunk Road T2 and Infrastructure Works for Developments at the Former South Apron**

**Appendix M – Summary of Environmental Complaint, Warning, Summon and Notification of Successful Prosecution**

**Reporting Month: July 2024**

**Table M1 Summary of Environmental Complaint, Warning, Summon and Notification of Successful Prosecution Received in the Reporting Period**

Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
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**Remarks:** No environmental complaint were received in the reporting period, no warning/ summon and prosecution were received in the reporting period.

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**Table M2 Cumulative Log for Environmental Complaint, Warning, Summon and Notification of Successful Prosecution**

Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
Complaint #N02	Portion T1	10-Oct-2020	Resident of Yau Lai Estate complained that i) an excavator operated before 7 am on 9 and 10 October 2020; and, ii) the height of noise barriers are not sufficient for noise reduction.	Noise	<ul style="list-style-type: none"> <li>Contractor was recommended to scheduled noisy works to less sensitive hours (e.g. normal weekdays between 08:00-19:00) to minimize noise nuisance.</li> <li>Since the complaint location stated in part II is situated out of the project boundary and within the other construction site, no investigation shall be conducted for non-project related complaint.</li> </ul>	Closed
Complaint #N04	Portion T1	9-Feb-2021	Resident of Cha Kwo Ling village revealed that some breaking noise was heard at his/her residence (near Cha kwo Ling Main Street) from the ground at about 20:00 on 08 Feb, 2021	Noise	<ul style="list-style-type: none"> <li>The construction activities of Trunk Road T2 conducted inside the tunnel area and the construction activities of TKO-LT Tunnel conducted inside the tunnel section at Kwun Tong Side on the evening time and night-time of the date of complaint are considered as one of the potential noise source of the ground borne noise nuisance.</li> </ul>	Closed
		6 March 2021	The complainant informed that they continues to hear breaking noise during 3-4 a.m. and caused serious noise nuisance to the residents.			

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
					<ul style="list-style-type: none"><li>• A valid CNP was hold and the construction activities being taken were complied with the relevant CNP.</li><li>• Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li><li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs.</li><li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP.</li><li>• According to the condition 3.d point 5 of the CNP (GW-RE0071-21), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received.</li></ul>	

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
Complaint #N05	Portion T1	18 July 2021	Complainant informed that breaking noise was heard at his/her residence (near Cha Kwo Ling Main Road) from the ground during 3-4 a.m. on 17 Jul and 18 Jul 2021.	Noise	<ul style="list-style-type: none"> <li>The construction activities of Trunk Road T2 conducted inside the tunnel area and the construction activities of TKO-LT Tunnel conducted inside the tunnel section at Kwun Tong Side on the evening time and night-time of the date of complaint are considered as one of the potential noise source of the ground borne noise nuisance.</li> <li>A valid CNP was hold and the construction activities being taken were complied with the relevant CNP.</li> <li>Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li> <li>In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs.</li> <li>Contractor is recommended to</li> </ul>	Closed
		27 July 2021	Complainant further informed that they continued to hear underground breaking noise during 3-5 a.m. on 27 July 2021.			

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
					continue to strictly follow the requirements in the relevant CNP. <ul style="list-style-type: none"> <li>According to the condition 3.d point 5 of the CNP (GW-RE0399-21), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received.</li> </ul>	
Complaint #N06	Portion T1	03-Nov-2021	Complainant informed that underground breaking noise was heard at his/her residence (near Cha Kwo Ling Main Road) at about 10 p.m. on 03 Nov 2021. Also, the complainant further informed that recently they continued to hear underground breaking noise which had caused serious noise nuisance to the residents.	Noise	<ul style="list-style-type: none"> <li>No major construction noise related environmental deficiency was identified during ad-hoc inspection carried out by ET, RE and the Contractor representative on 12 November 2021.</li> <li>The construction activities of Trunk Road T2 conducted inside the tunnel area and the construction activities of TKO-LT Tunnel conducted inside the tunnel section at Kwun Tong Side on the evening time and night-time of the date of complaint are considered as one of the potential noise source of the ground borne noise nuisance.</li> </ul>	Closed

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
Complaint #N06	Portion T1	25-Nov-2021	<p>Follow up complaint from the same complainant which informed that there was still ground bound noise nuisance after 10 p.m occasionally.</p> <p>The complainant further requested if the relevant works that may contribute to ground bound noise nuisance could be stopped after 10 p.m.</p>	Noise	<ul style="list-style-type: none"> <li>• A valid CNP was hold and the investigation is still undertaken in order to investigate the construction activities being taken were complied with the relevant CNP.</li> <li>• Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li> <li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs.</li> <li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP.</li> <li>• According to the condition 3.d point 5 of the CNP (GW-RE1035-21), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received.</li> </ul>	Closed

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
Complaint #N07	Portion T1	17-Feb-22	Complainant informed that noise from drilling activities near Tin Hau Temple was perceived all day.	Noise	<ul style="list-style-type: none"> <li>The construction activities of Trunk Road T2 conducted inside the tunnel area and the construction activities of TKO-LT Tunnel conducted inside the tunnel section at Kwun Tong Side are considered as one of the potential noise source of the ground borne noise nuisance.</li> <li>A valid CNP was hold and the construction activities being taken were complied with the relevant CNP.</li> <li>Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li> <li>In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide</li> </ul>	Closed
		24-March-22	Follow up complaint from the same complainant was received and he/she informed that the day time ground-borne noise nuisance had deteriorated this week.			

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Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Nature	Investigation/Mitigation Action	Status
		12-April-22	3 <sup>rd</sup> complaint from the same complainant was received again, he/ she complained that his/ her family were affected by the noise from construction site of T2 at the night-time period and felt no improvement on this issues.		regularly maintenance for PMEs. <ul style="list-style-type: none"> <li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li> <li>• According to the condition 3.d point 5 of the CNP (GW-RE1201-21, GW-RE0199-22), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received.</li> </ul>	
Complaint #N08	Portion T1	19-Oct-22	Complainant informed that the groundborne noise was heard at his/her residence (near Cha Kwo Ling Main Road) everyday, including the public holiday. Also, the complainant further informed that recently they continued to hear groundborne noise which had caused serious noise nuisance to the residents	Noise	<ul style="list-style-type: none"> <li>• A valid CNP was hold and construction activities being taken were complied with the relevant CNP</li> <li>• Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li> <li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide</li> </ul>	Closed



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					<p>regularly maintenance for PMEs.</p> <ul style="list-style-type: none"> <li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li> <li>• According to the condition 3.d point 5 of the CNP (GW-RE0997-22), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received</li> </ul>	
Complaint #N09	Portion T1	28-Oct-22	Complainant informed that the underground breaking noise was heard at her residence (near Cha Kwo Ling Main Road) after the blasting work every day.	Noise	<ul style="list-style-type: none"> <li>• A valid CNP was hold and construction activities being taken were complied with the relevant CNP</li> <li>• Blast door was fully enclosed when construction activities were carried out within tunnel area to prevent, reduce or minimize the emission of airborne noise</li> <li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs.</li> </ul>	Closed

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					<ul style="list-style-type: none"> <li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li> <li>• According to the condition 3.d point 5 of the CNP (GW-RE0997-22), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received</li> </ul>	
Complaint #N11	Portion T1 & Portion V	11th August 2023	Complainant informed that there was a noise nuisance from construction work between 8 am and 7 pm, causing an impact on the residents. -	Noise	<ul style="list-style-type: none"> <li>• A valid CNP was hold and construction activities being taken were complied with the relevant CNP</li> <li>• The contractor has taken steps to address noise concerns by implementing noise control measures such as erecting noise barriers and using a hydraulic breaker equipped with a noise muffler.</li> <li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the</li> </ul>	Closed

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					<p>less sensitive hours and provide regularly maintenance for PMEs.</p> <ul style="list-style-type: none"> <li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li> <li>• According to the condition 3.d point 5 of the CNP (GW-RE0603-23), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received</li> </ul>	
		23rd August 2023	<p>The complainant informed that there were vibrations caused by the works in CKL Tunnel on 21 August 2023. They stated that their units are temporary housing with certain risks involved and requested an explanation for the project as well as appropriate actions to be taken</p>		<ul style="list-style-type: none"> <li>• A valid CNP was hold and construction activities being taken were complied with the relevant CNP</li> <li>• The contractor has taken steps to address noise concerns by implementing noise control measures such as erecting noise barriers and using a hydraulic breaker equipped with a noise muffler.</li> <li>• In addition, the Contractor should</li> </ul>	Closed

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					still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs. <ul style="list-style-type: none"><li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li><li>• According to the condition 3.d point 5 of the CNP (GW-RE0603-23), the immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received</li></ul>	
		6th September 2023	EPD received a complaint from a resident of Cha Kwo Ling Village regarding vibrations caused by the construction works of the T2 project on 5 September 2023. The complainant stated that these vibrations are affecting House No. 78 in the village.	Noise	<ul style="list-style-type: none"><li>• A valid CNP was hold and construction activities being taken were complied with the relevant CNP</li><li>• The weekly noise monitoring and additional noise assessments have verified that the noise levels remain within the set limits. Moreover, the groundborne noise measurements</li></ul>	Closed

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					<p>data suggests that the noise levels are well within the criteria outlined in the TM.</p> <ul style="list-style-type: none"><li>• The contractor has taken steps to address noise concerns by implementing noise control measures such as erecting noise barriers and using a hydraulic breaker equipped with a noise muffler.</li><li>• In addition, the Contractor should still maintain good site practices, such as schedule noisy work to the less sensitive hours and provide regularly maintenance for PMEs.</li><li>• Contractor is recommended to continue to strictly follow the requirements in the relevant CNP and the approved CNMP.</li><li>• According to the condition 3.d point 5 of the CNP (GW-RE0973-23), the</li></ul>	

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					immediate remedial action shall be implemented in case adverse ground-borne noise impact on any noise sensitive receiver is received	