

NEIGHBOUR PROTECTION, SITE HOUSEKEEPING & SITE MANAGEMENT POLICY

Setting the standard for safe, respectful and professionally managed construction sites.

Our Commitment to Our Neighbours

At Activates Construction, we recognise that every project takes place within an existing community, one that our family business is actively involved in. We understand that our work has the potential to affect neighbouring homes, businesses and the people who live around our sites.

Our objective is simple: to build exceptional homes while being respectful neighbours. We are committed to conducting our work safely, maintaining clean and organised sites, communicating openly, responding promptly to concerns and continually reviewing our practices to minimise disruption wherever reasonably practicable.

We ask only that any concerns or claims be assessed fairly, objectively and based on evidence, recognising that construction is a temporary process and that not every inconvenience or incident occurring near a building site is necessarily attributable to that site.

Identifying Our Team

Activates is committed to maintaining a professional and accountable presence on every project we step foot on.

Our employees are readily identifiable by their Activates branded pink uniforms and represent the values and standards of our business. They are expected to conduct themselves professionally, respectfully and in accordance with our company policies and procedures at all times.

From time to time, independent contractors, consultants, delivery drivers, utility providers and trades working within the surrounding area may also be present near or on our construction sites. These individuals may not be employees or representatives of Activates and are not necessarily operating under our direction or control.

For this reason, where concerns are raised regarding conduct, housekeeping or alleged incidents, we will first establish whether the activity relates to Activates personnel or operations before determining the appropriate course of action.

Where an issue is identified as involving an Activates employee or subcontractor engaged by us, we will investigate the matter promptly and take appropriate action where required.

Reasonably Expected Construction Impacts

Construction is, by its nature, a temporary and active process. While Activates Construction is committed to minimising disruption wherever reasonably practicable, certain impacts are an unavoidable part of carrying out lawful building works.

At Activates, we believe the best way to minimise the impact on our neighbours is to minimise the length of time they are affected. Through detailed planning, proactive scheduling and close project management, we strive to keep every project progressing efficiently without unnecessary delays. While the initial stages of construction including demolition, excavation and foundation works can be the most disruptive, neighbours can generally expect to see consistent progress once these stages are complete as the home moves through construction.

Where works are undertaken in accordance with applicable legislation, council requirements, development approvals and industry standards, neighbouring properties may reasonably experience temporary impacts including, but not limited to:

- Construction noise during approved working hours of 6:30am – 6:30pm Monday to Saturday (*Brisbane City Council*.)
- Intermittent dust associated with excavation, demolition, earthworks and material handling.
- Temporary vibration from machinery and construction activities.
- Delivery vehicles entering and exiting the site.
- Temporary reductions in available on-street parking due to deliveries, trade vehicles or approved work zones.
- Increased vehicle and pedestrian movements associated with construction.
- Temporary visual impacts associated with scaffolding, site fencing, materials and equipment.
- Occasional construction lighting during approved working hours where required for safety.
- Minor and temporary inconvenience associated with the normal progression of building works.

Activates recognises that these impacts may be inconvenient; however, the existence of temporary disruption does not, of itself, indicate negligence or give rise to liability.

Where impacts extend beyond what would reasonably be expected during construction, Activates will investigate the matter promptly and implement appropriate corrective measures where required.

We encourage neighbours to contact us directly should they have any concerns during construction. Early communication enables issues to be addressed quickly and helps maintain positive relationships throughout the build.

"We believe the best way to minimise the impact on our neighbours is to minimise the length of time they are affected."

Community & Neighbour Relations

1. Purpose

This policy outlines the measures undertaken by Activates Construction to protect neighbouring properties and the process by which third-party complaints and claims are assessed.

2. Our Commitment

Activates Construction is committed to:

- Maintaining clean, safe and organised building sites.
- Respecting neighbouring residents and businesses.
- Complying with all relevant legislation, council requirements and environmental obligations.
- Responding promptly and professionally to concerns raised by members of the public.
- Investigating all complaints fairly and objectively.

3. Site Housekeeping

Our minimum housekeeping procedures include:

- Daily removal of construction waste from public areas.
- Securing loose building materials.
- Maintaining clear pedestrian access where required.
- Regular inspection of adjoining roads, footpaths and parking areas.
- Magnetic sweeping where required, particularly following deliveries or works involving screws, nails, steel fixings or metal components.
- Immediate rectification of any hazards identified.

4. Dust Management

Construction activities naturally generate some level of dust. While dust cannot be eliminated entirely, Activates implements reasonable control measures including:

- Wetting down exposed surfaces where appropriate.
- Covering stockpiles where practical.
- Limiting unnecessary disturbance of exposed soil.
- Regular site cleaning.
- Monitoring weather conditions during high-wind events.
- Promptly cleaning excessive construction-related deposits from public areas where attributable to our activities.

Residents should expect some temporary dust during normal construction activities. The presence of dust alone does not necessarily indicate that reasonable care has not been exercised.

5. Mud and Road Cleanliness

Where vehicles enter and leave site:

- Access points will be monitored.
- Excessive tracking of soil onto public roads will be removed as soon as reasonably practicable.
- Roads adjoining the site will be inspected regularly.
- Street cleaning will be undertaken where necessary.

Temporary dirt associated with construction traffic may occur from time to time and will be managed as part of normal site operations.

6. Tyre Puncture Claims

Activates understands the inconvenience associated with tyre punctures however, the existence of a nearby construction site does not establish responsibility for damage.

Where concerns are raised, Activates will:

- investigate the circumstances;
- inspect site housekeeping records;
- inspect surrounding public areas where appropriate;
- review photographs or other available evidence; and
- determine whether there is evidence linking the damage to our operations.

Given that many established suburbs contain multiple construction sites, contractors, service vehicles and general traffic, the origin of a puncturing object often cannot be reliably determined.

Accordingly, Activates Construction cannot accept liability where there is no evidence establishing that the object originated from our site.

7. Damage to Neighbouring Property

If a neighbouring property is alleged to have been damaged, Activates Construction will:

- inspect the alleged damage;
- compare pre-construction records where available;
- assess whether the damage is consistent with construction activities;
- consult relevant consultants or insurers where required.

Where evidence establishes that Activates has caused damage, appropriate remedial action will be undertaken.

8. Parking, Deliveries & Site Access

To ensure the safety of our workers, delivery drivers, neighbouring residents and members of the public, Activates Construction respectfully requests that vehicles avoid parking directly in front of active construction sites wherever reasonably possible.

Unlike a completed property, construction access is not limited to a single driveway crossover. During various stages of construction, deliveries, cranes, concrete pumps, excavators and other plant and equipment may require access across the full frontage of the site. As a result, vehicles parked adjacent to the site may occasionally be requested to move to facilitate safe access or deliveries.

While public on-street parking remains available in accordance with local parking regulations, choosing to park immediately adjacent to an active construction site may increase the risk of inconvenience associated with construction activities. This may include temporary access restrictions, requests to relocate a vehicle during deliveries, or the potential for accidental damage despite reasonable precautions being taken.

Activates Construction takes every reasonable measure to protect neighbouring property and safely manage vehicle movements. We appreciate the cooperation and understanding of our neighbours in helping us maintain a safe working environment for everyone.

9. Complaints Process

Every complaint will be:

- acknowledged respectfully;
- investigated objectively;
- documented internally;
- responded to within a reasonable timeframe.

Where further investigation is required, the complainant will be kept informed of progress.

Claims

Activates assesses all claims based on available evidence. If you wish to make a Claim via phone or email, where possible, include:

- photographs;
- dates and times;
- location;
- invoices or quotations;
- any other supporting information.

Continuous Improvement

Activates continually reviews its housekeeping procedures and site management practices to ensure they remain consistent with industry best practice.

Ongoing Site Housekeeping

As part of our ongoing commitment to maintaining the highest standard of site safety and procedural care, Activates will continue to inspect the road frontage, footpaths and parking areas adjoining our sites and, where required, undertake magnetic sweeping to remove loose metal debris. Additional inspections and magnetic sweeping will also be carried out following deliveries or works involving fixings, metal components or other materials that may present a risk to the public.

These measures form part of our broader site housekeeping procedures and reflect our commitment to maintaining safe, clean and well-managed construction sites for our neighbours, clients and the wider community.

Issued by

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Who is Activates?

Activates is a family-owned and operated building company founded by husband and wife team, Adam and Tarah Hastie.

For us, building is personal. We create homes where families will celebrate milestones, raise children and build lasting memories. Every project reflects the care, pride and attention to detail that we would expect in our own home.

As a local Brisbane builder, we recognise that every construction site exists within an established neighbourhood. Behind every fence are families, neighbours and businesses going about their daily lives. We believe that being a good builder also means being a good neighbour.

This policy reflects our commitment to conducting ourselves with professionalism, respect, accountability and common sense while delivering exceptional homes for our clients and maintaining positive relationships within the communities in which we build.

Our Principles

Respect We respect our neighbours, their homes and their right to raise concerns.

Accountability Where our work causes damage or disruption beyond what is reasonably expected, we will take responsibility and work towards an appropriate resolution.

Evidence-Based Decisions We investigate every concern objectively and assess claims on the available evidence rather than assumption.

Professionalism We maintain documented housekeeping procedures, quality systems and continual improvement processes to uphold the standards expected of our company.

Communication We believe early, respectful communication is the best way to resolve concerns before they become disputes.

"Our name is on every home we build, and our reputation is built long after construction is complete."