

CONSTRUCTION RISK CHECKLIST > During-construction > Monitor Neighbouring Properties and Engage with Local Stakeholders

Good Neighbour Management Reduces Risk

Construction projects do not operate in isolation. Even a well-run project can create issues for neighbours through noise, dust, traffic, vibration, site runoff or accidental property damage.

Many disputes that escalate into complaints, council involvement or legal claims begin because neighbours feel ignored rather than because actual damage has occurred.

For this reason, neighbouring properties and local stakeholders should be considered as part of every project's risk management process.

Neighbour & Stakeholder Management Checklist

- 1. Identify neighbouring properties that may be affected.**
- 2. Photograph adjacent structures before work starts.**
- 3. Assess risks from excavation, vibration or retaining work.**
- 4. Manage dust, noise and site runoff.**
- 5. Control parking and delivery vehicle movements.**
- 6. Communicate significant works in advance.**
- 7. Provide a contact person for concerns or complaints.**
- 8. Investigate and respond promptly to issues raised.**
- 9. Keep records of communications and site inspections.**

One of the most effective ways to manage stakeholder risk is simple communication. Let affected neighbours know when major works are planned, particularly demolition, excavation, piling, concrete pours or activities likely to generate noise, dust or vibration.

Where there is a risk of damage to neighbouring property, builders should document pre-existing conditions with photographs and maintain records throughout the project. This can help avoid disputes if damage is later alleged.

Environmental controls are equally important. Dust suppression, sediment controls, waste management and careful traffic planning can significantly reduce the impact of the project on surrounding properties.

Most neighbours are understanding when they feel informed and respected. Problems usually arise when concerns are ignored or communication breaks down.

A few minutes spent engaging with neighbours before issues arise can prevent complaints, delays, strained relationships and costly disputes later. It can even generate opportunities for new work.

Good stakeholder management is not just good manners, it's good risk management and good marketing.