

New Sydney Fish Markets - Complaints Register

Last updated March 2021

Date of complaint	Date of response	Method of complainant	Nature of complaint	INSW response	Complaint status	Is this complaint an emergency
23/09/20	23/09/20	1800 number	Dust	Discussed stakeholder's concerns by phone. Site team were aware and actively mitigating dust blowing from site using water to dampen areas and cleaning dirt as required. Made commitment to continue actively mitigating dust as much as possible.	Closed	No
25/09/20	25/09/20	1800 number	Dust	Discussed stakeholder's concerns by phone. Site team limited work on site due to heavy winds, and mitigated work being completed using measures such as wet sawing and dampening areas. Discussed further measures that could be implemented in the future to minimise dust blowing from the site, including the movement of site gates. Advised that the gate locations were required due to traffic flow, but considerations of further mitigations will be ongoing.	Closed	No

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26/10/20	27/10/20	Email	Noise	Stakeholder raised concern with noise levels experienced during her HSC examination that occurred on Friday 23 October. Site team responded noting have been working with the college prior to and during the HSC examinations period to understand noise levels from the site at the college and any possible impacts to students. Followed up with the college to check any changes in approach to noise management that may be needed.	Closed	No
02/11/20	02/11/20	Email	Noise	Stakeholder raised concern with noise levels being experienced near an HSC exam location. Site team immediately stopped works in the noted area, then reviewed the work schedule and identified an alternate demolition process that could be implemented to the end of the exam period (12 November 2020). This will allow work to progress slowly while limiting the use of the hammer during HSC exam times. The stakeholder was updated with this change of approach and advised to contact the team again if any further changes were necessary.	Closed	No
30/11/20	01/12/20	Email	Noise	Stakeholder raised concern with upcoming nightworks after experiencing increased noise and vehicle fumes from vehicles idling nearby her building. Site team were informed of the stakeholder's concerns and confirmed all plant and vehicles involved in the upcoming nightworks	Closed	No

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				<p>will be told to turn off their engines when they are not in use and the majority of vehicles will be parked and kept within the site compound. In general work, vehicles and plant associated with the NSFMs works are required to come into site and complete their work, unless work is being completed outside of the site. The team have reiterated to vehicle and plant drivers entering and exiting the site to ensure they minimise idling vehicles wherever possible.</p>		
08/12/20	09/12/20	Phone	Noise	<p>Stakeholder raised concern with noise levels experienced overnight and during the day from site. Site team clarified no works were being completed overnight outside of 2/3 December which was previously notified, meaning the nightworks concern related to another team completing road works. Site team confirmed there have been no breaches of noise levels under the project's consent conditions but noted the noise concerns and advised the stakeholder of the mitigation measures on site.</p> <p>[Complaint also raised directly with DPIE who asked for further information to close out on their end. Details of complaint and mitigation measures provide to DPIE 08/01/21]</p>	Closed	No

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11/12/20	14/12/20	Email	Noise & Dust	Stakeholder raised concern with noise and dust levels experienced from site and suggested hoarding was not sufficient to limit noise and needed to be higher and thicker. Site team advised if noise complaints referred to nightworks the project has not completed works outside of notified periods and to contact alternate parties. Site team confirmed there have been no breaches of noise or dust levels under the project's consent conditions but noted the concerns and advised the stakeholder of the noise and dust mitigation measures on site. Team advised that although site hoarding does act to minimise sound travel it is primarily installed for safety.	Closed	No
12/01/21	12/01/21	Email	Noise and behaviour of workers	Stakeholder raised concerns regarding nightworks and overly noisy workers. Site team advised nightworks were not completed as part of the NSFM Early Works Program. Investigation confirmed works were completed by Transport for NSW delivery partner, VBA, as part of roadworks to repair concrete and asphalt on Bridge Road. Stakeholder was advised of this and provided with direct contact details for the project team delivering the works. VBA was also shared details of the complaint.	Closed	No
29/01/21	05/01/21	Email	Dust	Stakeholder contacted DPIE to relay concerns about consistently high dust levels from site. DPIE requested evidence of mitigation measures to manage dust. Site	Closed	No

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				team provided a detailed response addressing all mitigation measures in place to manage dust impacts. This included class A hoarding, material stockpiles, scheduling of truck movement to manage stockpiles, limited site entry and exit points and hoses, water blasters and sprinklers used wash down equipment and dampen surfaces.		
08/02/21	09/02/21	Phone	Noise	<p>Stakeholder raised concerns about loud drilling on Saturday 6 February between 12-2pm and requested further confirmation that 'noisy works' were within SSD approved conditions.</p> <p>Site team confirmed that all works carried out during this period were in line with approved conditions and did not exceed noise limits. Site team acknowledged that they would take into consideration further works scheduled on Saturdays, keeping in mind neighbouring residents.</p>	Closed	No
01/03/2021	03/03/21	Email	Noise	<p>Stakeholder asked further question regarding noise generated on Saturday 6 February.</p> <p>Site team provided additional information about the difference between rock breaking, hammering and pulverising.</p>	Closed	No

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				<p>This matter was also raised during the early works February Community Consultative Committee (CCC), where a stata representative indicated that the previous response had not been satisfactory.</p> <p>Following the CCC meeting, INSW determined that vibratory removal would be restricted to noisy work conditions until further clarification had been provided by DPIE.</p>		
12/03/2021	16/03/2021	Email	Noise	<p>Stakeholder provided a video clip of the site crane from Thursday 4 March requesting further information on what work it was doing, what the noise from site was caused by, and what the highest noise level recorded that day was.</p> <p>The site team and INSW reviewed video footage as well as the site CCTV camera and no crane movement or activity was identified during the specified hours. Further to this the site team confirmed that the highest noise reading on Thursday 4 March was 68dB.</p>	Closed	No
30/03/2021		Phone	Night works	Stakeholder enquired about noise generated from nearby night works on Bridge Rd carried out on Friday 26 March.	Open	No