

New Sydney Fish Market - Complaints Register

Date from: 1/01/2022 Date to: 30/06/2022

Date of complaint	Date of response	Method	Nature of Complaint	Complaint Description	Project Response	Status	Emergency complaint?
11/01/2022	12/01/2022	Email	Noise	Local resident concerned about noise of marine piling combined with night works activities, impact worse due to working from home during covid.	Discussed with stakeholder by phone to explain the program of works and what is expected over the coming months.	Closed	No
11/01/2022	2/02/2022	1800 number	Noise and Vibration	Strata manager of 84 Wentworth Park Rd concerned about vibration and noise from the marine piling.	Emailed the complainant with information about the background, CNVMP compliance and timeframe of the piling work.	Closed	No
13/01/2022	14/01/2022	Email	Noise	Local resident concerned about noise from marine piling and impact on residents working from home.	Emailed the complainant with information about the background and timeframe of the piling work.	Closed	No
14/01/2022	21/01/2022	Email	Construction Impacts	Strata manager of 84 Wentworth Park Rd concerned about materials from the road works impinging on their property.	Rectified the encroachment of materials and emailed resident to confirm.	Closed	No
14/01/2022	28/01/2022	Email	Noise	Resident of 84 Wentworth Park Rd concerned about extended noise impacts with both daytime and nighttime works as well as early morning deliveries. The Resident noted disruptions to sleep and challenges of working from home.	Emailed complainant to confirm work has not exceeded approved levels in CNVMP, and explained mitigation measures in place. Works schedule reviewed to reduce impact of nightworks to local residents where possible.	Closed	No
24/01/2022	27/01/2022	Email	Dust	Local resident concerned about tyres leaving mud tracks when exiting the worksite.	Emailed complainant with details of protocols for washing down of vehicles leaving site and additional street sweeping in place.	Closed	No

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26/01/2022	9/02/2022	Email	Noise	Local resident concerned about the intrusive nature of works, noting morning, afternoon and evening works as well as query regarding approved operating hours and equipment being used.	Reviewed night works noise monitoring and methodology/equipment usage, also reinforced importance of noise management with site team. Emailed complainant with summary of actions taken.	Closed	No
28/01/2022	3/02/2022	Email	Work hours	Strata manager of 84 Wentworth Park Rd enquiry regarding work hours and why site gates would be open at 6:30am.	Emailed complainant explaining that access is allowed for site staff before work commences.	Closed	No
2/02/2022	4/02/2022	Email	Noise	Strata manager of 84 Wentworth Park Rd concerned regarding the noise from night works activities.	Revised the night works noise monitoring and methodology/equipment usage, reinforced importance of noise management with site team. Emailed complainant with summary of actions taken.	Closed	No
2/02/2022	4/02/2022	Email	Night works	Strata manager of 84 Wentworth Park Rd regarding scheduling of night works. Ongoing correspondence.	Emailed the complainant with information about the background, CNVMP compliance and scheduling of work.	Closed	No
7/02/2022	8/02/2022	Email	Noise	Local resident concerned about noise from piling activities and challenges of working from home as well as impact on local high school students.	Emailed the complainant with information about the background, the CNVMP and timeframe of the piling work.	Closed	No
7/02/2022	15/02/2022	Via DPE	Site Incident	Complaint re incident on Bridge Rd with site traffic controllers.	Investigated the incident with staff and responded with findings.	Closed	No
8/02/2022	10/02/2022	Email	Noise	Local resident concerned about noise from piling activities. Follow up emails received.	Emailed the complainant with information about the background, CNVMP compliance and timeframe of the piling work.	Closed	No
17/02/2022	23/02/2022	Email	Noise	Local resident concerned about noise from piling activities.	Emailed the complainant with information about the background, CNVMP compliance and timeframe of the piling work.	Closed	No

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24/03/2022	7/04/2022	Email	Parking	Strata Manager of 84 Wentworth Park Road regarding project workers parking in the vicinity.	Emailed details of the Green Travel Plan and committed to continue reinforcing this message to site workers.	Closed	No
25/03/2022	25/03/2022	Email	Reporting	Strata Manager of 84 Wentworth Park Rd regarding incorrect construction hours annotated in July 2021 Noise and Vibration Report and all subsequent reports.	Error noted, notation made in March report fixing the mistake and specifying updated hours supersede previous reports.	Closed	No
25/03/2022	25/03/2022	1800 call	Noise	Complaint from local resident regarding noise of marine piling.	Explained why marine piling is happening and the respite/mitigation measures in place.	Closed	No
24/03/2022		Email	Pedestrian	Complaint from local resident who uses Glebe Foreshore walk. Concerned about pedestrian safety and wants traffic lights where the foreshore walk meets Bridge Rd.	Referred to Transport for NSW for their response.	Open	No
27/03/2022	4/04/2022	Email	Reporting	Strata Manager of 84 Wentworth Park Rd regarding noise monitoring data and exclusion due to inclement weather.	Checked with environmental consultants regarding specified exclusion and confirmed it was due to weather at the time.	Closed	No
28/03/2022	29/03/2022	Email	Damage	Strata Manager of 84 Wentworth Park Rd regarding damage to the grass verge from unidentified vehicle (not confirmed if project impact).	Project team went ahead and fixed the trip hazard.	Closed	No
30/03/2022	6/05/2022	Email	Traffic	Strata Manager of 84 Wentworth Park Rd regarding vehicle movements arriving at and exiting site.	Information emailed regarding the impact of contaminated materials on logistics into and off site, with City of Sydney exemptions in place.	Closed	No
30/03/2022	30/03/2022	1800 call	Noise	Complaint from local resident regarding noise of marine piling and the impacts of it when working from home.	Spoke to the complainant and explained why marine piling is happening and the respite and mitigation measures in place, emailed link to more info.	Closed	No

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1/04/2022	6/04/2022	Email	Hoarding	Enquiry from strata manager of 84 Wentworth Park Rd regarding the hoarding used at site. Follow up received 6/4 regarding hoarding on gates.	Initial email clarification of what hoarding is being used on site. Follow up enquiries mean this is ongoing.	Open	No
4/04/2022	11/04/2022	Email	Truck deliveries	Follow up by strata manager of 84 Wentworth Park Rd, regarding complaint from Oct 2021 regarding truck delivery using wrong route.	Looked into incident, confirmed that truck used incorrect access route and assured complainant that chain of responsibility training has been undertaken to avoid future issues.	Closed	No
12/04/2022	20/04/2022	Email	Construction Impacts	Enquiry from strata manager of 84 Wentworth Park Rd regarding restoration of the footpath on Bellevue St.	Details of the schedule for restoration of the paths emailed.	Closed	No
26/04/2022	25/05/2022	Email	Vibration	Enquiry from strata manager of 29 Cook St, Glebe regarding concern about vibration from marine piling.	This concern was investigated by noise and vibration consultants. Due to the distance of the building from the piling activity there will be no impacts. Emailed response.	Closed	No
29/04/2022		Email	Night works	Local resident objected to nightworks.		Open	No
6/05/2022	6/05/2022	Email	Truck deliveries	Local resident complaint about trucks parked in Wentworth Park Rd and unloading at night.	Investigated and confirmed the unloading was not related to project. Acknowledged concerns about trucks parked in the local area. Toolbox talk and reminder to sub-contractors about guidelines of traffic mgt plan.	Closed	No

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9/05/2022	20/05/2022	Email	Truck deliveries	Follow up by strata manager of 84 Wentworth Park Rd, regarding complaint from March 2022 regarding truck deliveries to site.	Clarified by email the conditions of consent relevant to truck movements, the risk assessments undertaken, and the conditional approval obtained from City of Sydney for trucks reversing onto/off the site.	Closed	No
10/05/2022	11/05/2022	Email	Truck deliveries	Complaint from strata manager of 84 Wentworth Park Rd regarding OOTM delivery.	Investigated and found truck delivery was outside TMP hours, working with sub-contractor to avoid recurrence. Explanation provided at CCC meeting 11/5.	Closed	No
11/05/2022	12/05/2022	Email	Noise	Complaint from local resident regarding impact of piling noise as working from home.	Emailed the complainant with information about the background and timeframe of the piling work.	Closed	No
11/05/2022	12/05/2022	Email	Noise	Complaint from local resident regarding impact of piling noise as working from home.	Emailed the complainant with information about the background and timeframe of the piling work.	Closed	No
17/05/2022	23/05/2022	Email	Vehicles	Complaint from resident of Wentworth Park Road regarding trucks in the area.	As this resident has complained about this issue previously, an email sent to further explain measures taken to address and offer to meet with them and discuss concerns.	Closed	No
25/05/2022	30/05/2022	Email	Reporting	Complaint from strata manager of 84 Wentworth Park Rd regarding incorrect version of CNVMP referenced in the April noise monitoring report.	Emailed complainant to let them know that the report has been amended with correct version of CNVMP and uploaded to website.	Closed	No
30/05/2022		Email	Truck deliveries	Follow up email from strata manager of 84 Wentworth Park Rd, regarding complaints from 30 March & 9 May 2022 regarding truck deliveries to site.		Open	No

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30/05/2022	8/06/2022	Email	Notification	Query from the strata manager of 84 Wentworth Park Rd about info contained in a community notificatoin about the 11kv power upgrade	This information will be clarified at the next Community Consultative Committee and also at the community information Webinar on 15th June.	Closed	No
1/06/2022	8/06/2022	Email	Dust	Complaint from strata manager of 84 Wentworth Park Rd regarding uncovered dirt piles on site.	Email regarding dust suppression measures on site, and confirmed with team that protocols were in place on that occasion. Also confirmed no exceedence on air monitoring data.	Closed	No
16/06/2022	28/06/2022	Email	Noise Monitoring	Query from local property owner regarding noise monitoring methodology and background noise measurements.	Followed up with acoustic consultants and provided email response regarding NMLs approved in the SSDA.	Closed	No
22/06/2022	28/06/2022	Email	Noise and Vibration	Complaint from retail store owner at 84 Wentworth Park Road regarding construction noise and vibration impacting customer behaviour in store.	An email response to the retail store's director acknowledging their noise and vibration experiences as a close prproject neighbour. Email also explained the notification process of these works and suggested ways to improve communication between the project and retail store for better outcomes in future.	Closed	No
22/06/2022	23/06/2022	Email	Construction impacts	Complaint from local resident about the site amenities structure erected on the site of Sydney Secondary College. Resident notes impact on views and lack of community consultation.	An email response to the resident explaining the purpose of the structure, timeline for its existence and the community consultation that was undertaken prior to it being constructed.	Closed	No
30/06/2022		Email	Noise	Complaint from local resident regarding noise impacts, as they work night shift and struggle to sleep during the day because of noise.		Open	No