

New Sydney Fish Market - Complaints Register

Date from: 1/01/2022 Date to: 31/10/2022

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	5/04/2022	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.	Closed	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.	Closed	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	29/04/2022	Email	Night works	Local resident objected to nightworks.	Noted concerns	Closed	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
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

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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	17/06/2022	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.	Clarified risk assessment pertaining to trucks reversing off the site.	Closed	No
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

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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	6/07/2022	Email	Noise	Complaint from local resident regarding noise impacts, as they work night shift and struggle to sleep during the day because of noise.	Project team acknowledged the impacts to the resident and explained some of the noise mitigation strategies being utilised. The project team also emphasized the estimated completion dates for the louder marine piling works being August 2022.	Closed	No

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13/07/2022	20/07/2022	Email	Worker behaviour	Complaint from Glebe Rowing club about an early morning incident before sunrise where punt was not keeping adequate lookout and did not have lighting. This resulted in a near miss with a row boat in the Bay.	Full investigation commenced with subcontractor. Subcontractor stated person was an employee but not on the new Sydney Fish Market site, but acknowledged full responsibility of the unsafe behaviours that led to the incident. Person was spoken to and entire nSFM team participated in tool box talk.	Closed	No
19/07/2022	20/07/2022	Email	Project Documentation	Strata Manager of 84 Wentworth Park Road emailed to advise Appendix A of the Construction Noise and Vibration Monitoring Report for May 2022 is erroneously marked DRAFT (this is a final version)	The report has been amended and uploaded to project website	Closed	No
19/07/2022	20/07/2022	Email	Notifications	Strata Manager of 84 Wentworth Park Road emailed asking why a notification was not sent for the OOTM delivery on 19 July.	The matter was investigated and it was found the notification had been drafted but not sent. Confirmation of delivery and notification sent by email 20/7.	Closed	No
20/07/2022	29/07/2022	Email	Truck movements	Follow up email from Strata Manager of 84 Wentworth Park Road regarding time of the OOTM delivery and route used to enter site. Query regarding notification for leaving site.	Investigation of the incident concluded that the delivery had arrived earlier than specified in notification, the subcontractor has been briefed about complying with the guidelines in the CPTMP.	Closed	No
20/07/2022	29/07/2022	Email	Truck movements	Strata Manager of 84 Wentworth Park Rd regarding truck movements at 9:05am on 20 July and what roads were used.	Incident investigated and confirmation that construction equipment was moved by low loader using Bridge Rd.	Closed	No
22/07/2022	28/07/2022	Email	Project Documentation	Strata Manager of 84 Wentworth Park Road emailed to advise Appendix A of the Construction Noise and Vibration Monitoring Reports for June 2022 is marked as draft.	The report has been amended and uploaded to project website	Closed	No

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22/07/2022	28/07/2022	Email	Truck movements	Strata Manager of 84 Wentworth Park Road regarding OOTM notifications and whether truck movements would be undertaken in accordance with CPTMP.	Email sent to complainant and members of the CCC confirming the notification in question for OOTM delivery was issued in line with CPTMP.	Closed	No
29/07/2022	1/08/2022	1800	Truck deliveries	Complaint from Strata Manager of 84 Wentworth Park Road regarding trucks accessing the site via Wentworth Park Road	Investigated the incident, with inconclusive outcome. Emailed complainant regarding measures to ensure compliance.	Closed	No
5/08/2022	31/08/2022	Email	Monitoring	Follow up from Strata Manager of 84 Wentworth Park Rd regarding data losses with noise monitoring equipment	Complaint escalated 21/8 and power source to monitoring equipment reviewed. Called complainant by phone to resolve the issue.	Closed	No
5/08/2022	9/08/2022	Email	Monitoring	Query from Strata Manager of 84 Wentworth Park Road regarding noise exceedance in Jan 2022	Based on info from acoustic data, explained likely explanation of the incident overlapping two monitoring periods, thus triggering the double exceedance. Follow up explanation emailed 25/8 in response to further email query.	Closed	No
8/08/2022	10/08/2022	Email	Logistics	Query from Strata Manager of 84 Wentworth Park Road regarding roads used to access site.	Investigated the incident, however unable to determine the access roads used on that occasion, emailed response to complainant.	Closed	No
9/08/2022	25/08/2022	Email	Reporting	Query from Strata Manager of 84 Wentworth Park Road about complaints process outlined in 11kV CNVMP.	Reviewed the CNVMP and found the process to be correct. Clarified the details by to with complainant.	Closed	No
21/08/2022	24/08/2022	Email	Reporting	Email from Strata Manager of 84 Wentworth Park Road regarding graphs being marked draft in noise monitoring reports.	Reports amended and uploaded to the website.	Closed	No
22/08/2022	31/8//22	1800	Logistics	Enquiry from Strata Manager of 84 Wentworth Park Road - questioning whether a truck departed site via Bridge Rd heading West.	Investigated the incident, however unable to determine the access roads used on that occasion, emailed response to complainant.	Closed	No

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30/08/2022	7/09/2022	Email	Cycle Lanes	Enquiry regarding provision of ramps for cyclists when road works are undertaken along Bridge Road.	Spoke to sub-contractors regarding the need to support cyclists when work zones are in place.	Closed	No
1/09/2022	1/09/2022	Email	Night works	Local resident regarding nightworks near Wentworth Park Rd being very noisy.	Investigated and found that the source of noisy works was not related to the project. Notified resident.	Closed	No
6/09/2022	9/09/2022	Email	Trucks	Enquiry from Strata Manager of 84 Wentworth Park Rd regarding monitoring truck volumes.	Explanation from CPTMP emailed in response.	Closed	No
7/09/2022	14/09/2022	1800	Logistics	Enquiry from Strata Manager of 84 Wentworth Park Rd regarding notification of truck arriving to site via Wentworth Park Rd.	Emailed to clarify guidelines in CPTMP and compliance of these loads regarding licences in place.	Closed	No
9/09/2022	19/09/2022	Email	Trucks	Follow up enquiry from Strata Manager of 84 Wentworth Park Rd regarding monitoring truck volumes.	Clarified processes with site team and informed of systems in place to ensure CPTMP compliance.	Closed	No
9/09/2022	14/09/2022	Email	Trucks	Complaint from resident of Wentworth Park Road regarding trucks in the area.	Followed up with site team to clarify project related trucks should not be using WPR, investigated and found no breaches but reassured resident of ongoing commitment to be mindful of local residents at all times.	Closed	No
14/09/2022	23/09/2022	Email	Logistics	Follow up enquiry from Strata Manager of 84 Wentworth Park Rd regarding notification of truck arriving to site via Wentworth Park Rd.	Clarification of compliance with CPTMP 5.13 Special Deliveries in relation to trucks accessing site via Wentworth Park Rd.	Closed	No
16/09/2022	16/09/2022	Email	Parking	Complaint from local resident regarding workers parking on local streets.	Emailed details of the Green Travel Plan and committed to continue reinforcing this message to site workers.	Closed	No
21/09/2022	23/09/2022	1800	HSC Respite	Enquiry from local resident re respite for students sitting HSC exams at Sydney Secondary College.	Emailed confirmation of application for amendment to respite hours in line with HSC exams as per 2021 exam period.	Closed	No