

New Sydney Fish Markets - Complaints Register

Last updated December 2020

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
26/10/20	27/10/20	Email	Noise	Stakeholder raised concern with noise levels experienced during her HSC examination that occurred on Friday 23	Closed	No

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				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.		
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 will be told to turn off their engines when they are not in use and the majority of vehicles will be parked and kept	Closed	No

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				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.		
08/12/20	09/12/20	Phone	Noise	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.	Closed	No
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	Closed	No

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				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.		