

Date of complaint	Complainant	Nature of complaint	Response	Complaint status
18/10/2018	Walsh Bay Precinct Management Association (PMA)	Non-compliance with conditions of consent relating to the Communications Strategy and Construction Pedestrian Management Plan.	Infrastructure NSW investigated the concerns and it was confirmed that conditions of consent were adhered too. On 13 November, Infrastructure NSW briefed the precinct association communications and pedestrian management arrangements during the construction period.	Closed
26/11/2018	Client who has engaged local business and venue for upcoming wedding	Concern about the impacts that construction and associated hoardings would have on upcoming wedding day in October 2019. Stakeholder was unaware of Walsh Bay Arts Precinct project and the impact this would have on their wedding. Infrastructure NSW clarified that the information included in the stakeholder's complaint letter was in reference to previous 2017/2018 Walsh Bay refurbishment works.	Infrastructure NSW clarified details and timelines for the current Walsh Bay Arts Precinct works and advised that hoarding would be in place for duration of construction works - until completion in 2020. Infrastructure NSW advised the stakeholder to contact wedding venue to discuss potential impacts to their wedding day.	Closed and response issued to complainant
27/11/2018	Pottinger Street Resident	Use of Pottinger Street Bridge to access project – resident believed the bridge would be used sparingly. Furthermore, machinery movement along bridge left debris on road.	RCC investigated the concern on 27/11/2018, and cleaned debris off road as soon as the complaint was received. Furthermore, a non-conformance was issued to the relevant contractor. A site toolbox / meeting was held with RCC and relevant contractor to ensure this does not occur again and the correct procedure is used moving forward. RCC can confirm the Pottinger Street bridge will be used sparingly to delivery machinery to Level 1. All future deliveries will occur on the bridge and not on Pottinger Street.	Closed and response issued to complainant
4/12/2018	Client who has engaged local business and venue for upcoming wedding	Concern about the impacts that construction and associated hoardings would have on upcoming wedding day in October 2019. Stakeholder was unaware of Walsh Bay Arts Precinct project and the impact this would have on their wedding.	Infrastructure NSW explained Walsh Bay Arts Precinct began in September 2018. Infrastructure NSW clarified details and timelines for the current Walsh Bay Arts Precinct works and advised that hoarding would be in place for duration of construction works - until completion in 2020. Also advised that external scaffolding could be erected. Infrastructure NSW advised the stakeholder to contact wedding venue to discuss potential impacts to their wedding day.	Closed and response issued to complainant

11/12/2018	Client who has engaged local business and venue for upcoming wedding	Concern about the impacts that construction and associated hoardings would have on upcoming wedding day in April 2019. Stakeholder was informed by venue that there would be no visual impacts from construction works. After visiting site, they have found there is a visual impact from the hoarding.	Infrastructure NSW clarified details and timelines for the current Walsh Bay Arts Precinct works and advised that hoarding would be in place for duration of construction works - until completion in 2020. Also advised that external scaffolding could be erected. Infrastructure NSW advised the stakeholder to contact wedding venue to discuss potential impacts to their wedding day.	Closed and responses issued to complainant
7/1/2019	Relative of client who has engaged local business and venue for upcoming wedding	Concern about the impacts that construction and associated hoardings would have on upcoming wedding day in April 2019. Stakeholder was informed by venue that there would be no visual impacts from construction works. After visiting site, they have found there is a visual impact from the hoarding.	Infrastructure NSW clarified details and timelines for the current Walsh Bay Arts Precinct works and advised that hoarding would be in place for duration of construction works - until completion in 2020. Also advised that external scaffolding could be erected. Infrastructure NSW advised to contact at later date for update on construction.	Closed and response issued to complainant
16/1/2019	Relative of client who has engaged local business and venue for upcoming wedding	Concern about the impacts that construction and associated hoardings would have on upcoming wedding day in April 2019. Stakeholder was informed by venue that there would be no visual impacts from construction works. After visiting site, they have found there is a visual impact from the hoarding.	Infrastructure NSW clarified details and timelines for the current Walsh Bay Arts Precinct works and advised that hoarding would be in place for duration of construction works - until completion in 2020. Also advised that no external scaffolding will be erected on date of wedding. Infrastructure NSW advised to contact at later date for update on construction.	Closed and response issued to complainant
25/1/2019	Pier 6/7 resident	Resident made numerous calls to enquiries 1800 line, however did not receive any call backs from project team. Resident also expressed that level of project information provided through updates is not adequate.	Infrastructure NSW investigated the issue and found there was a technical issue. The issue has been rectified. Infrastructure NSW noted feedback.	Closed and response issued to complainant
27/2/2019	Community member	Concern about no information regarding the project, project need and project cost on hoarding at Wharf 4/5 and Pier 2/3.	Infrastructure NSW noted feedback and advised all project information is on the website.	Closed and response issued to complainant
26/3/2019	Walsh Bay Precinct Management	Safety concern regarding broken glass found on pedestrian footpath. Glass was from a broken window within the construction area.	Richard Crookes Constructions investigated the issue and have put in place a number of corrective and preventative measures including a buffer/exclusion zone to works carried out near windows and ensuring that the buffer/exclusion	Closed and response issued to PMA

	Association (PMA)		zones are communicated in site toolbox talks and site inductions.	
15/7/2019	Walsh Bay Precinct Management Association (PMA)	Complaint regarding temporary lights inside Wharf 4/5 shining into nearby apartments over the weekend.	Richard Crookes Constructions investigated the issue and turned off the lights after work the following Saturday was complete.	Closed and response issued to PMA
22/7/2019	Walsh Bay Precinct Management Association (PMA)	Follow up regarding temporary lights inside Wharf 4/5 shining into nearby apartments over the weekend.	Richard Crookes Constructions investigated the issue and re-orientated the lights away from the window and fixed the timing mechanism.	Closed and response issued to PMA
9/10/2019	Local resident	Complaint regarding worker behaviour.	Richard Crookes Constructions investigated the issue and addressed with site personnel.	Closed
6/11/2019	Local worker	Complaint regarding noisy work.	Richard Crookes Constructions investigated the issue and advised works are expected to be complete.	Closed and response issued to stakeholder
22/1/2020	Local worker	Complaint regarding noisy work and rocking motions experienced in Shore Studios.	Richard Crookes Constructions (RCC) investigated the issue and advised of demolition works occurring at Pier 2/3, the equipment being used and how it is certified for use. RCC also provided stakeholder with timeframes for work that could result in noise impacts.	Closed and response issued to stakeholder
7/4/2020	Local resident	Complaint regarding extension of work hours on-site introduced in line with Environmental Planning and Assessment (COVID-19 Development – Construction Work Days) Order 2020	Infrastructure NSW noted feedback and advised no high impact activities will be carried out during these extended work hours.	Closed and response issued to stakeholder
22/4/2020	Local resident	Complaint regarding the timing of concrete drilling work occurring at Wharf 4/5.	Infrastructure NSW investigated the issue and advised works are part of the critical Wharf 4/5 substructure works.	Closed and response issued to stakeholder
20/6/2020	Local resident	Complaint regarding chain sawing occurring at Wharf 4/5.	Infrastructure NSW investigated the issue and advised works are part of the critical Wharf 4/5 substructure works and noise monitoring reported no exceedances. Richard Crookes Constructions have committed to starting any future chain sawing on Saturdays after 8am.	Closed and response issued to stakeholder

14/12/2020	Local resident	Precinct manager relayed complaint from local resident to project team regarding noisy works at Wharf 4/5 on Saturday morning.	Infrastructure NSW investigated the issue and advised works are part of the Wharf 4/5 substructure works. Infrastructure NSW advised works were carried out during approved working hours and had to be carried out in the morning due to tide movements. Infrastructure NSW advised works are expected to continue for another week.	Closed and response issued to stakeholder
15/12/2020	Local resident	Complaint regarding transparent material used for outdoor platform at the Bar at the end of the Wharf.	Infrastructure NSW investigated the issue and advised rectification options are being explored.	Closed and response issued to stakeholder