

ATLASSIAN BUILDING CENTRAL - COMPLAINTS RESOLUTION REGISTER

#	Date received	Time received	Parties involved (redacted)	Comments	Outcome
#1	11/07/2022	11:03am	Community member	Seeking clarity on the works being undertaken at the old parcels office and how materials will be reused.	Provided clarity on the works being undertaken to reconstruct the old parcels office as part of the Conservation Management Plan and advised building elements with high heritage significance, like the timber structure, will be incorporated into the refurbishment. Other materials of moderate to little significance are being donated to a salvage centre to be recycled.
#2	1/09/2023	2:19pm	Community member	Requesting signage to be installed at the Southbound exit of Central about the DST closure. He said signage was only installed at the Northern end.	Additional signs were put in place in consultation with TfNSW.
#3	13/01/2023	9:36am	Community member	Enquiring about communications issued about the Devonshire Street Tunnel closure.	TfNSW put notifications up around the station of the upcoming closure and it was posted on the TfNSW social media and information pages. Notifications will also be posted on the Atlassian website moving forward.
#4	17/11/2022	3:23pm	Director of Preincts - UTS	Indicated interest in the Community Construction Working Group.	Acknowledgement of email, noting this is the only EOI received for the working group and advising more detail of a working group would be provided should additional interest be received.
	21/11/2022	2:10pm	Director of Preincts - UTS	Enquiring about restricted access to DST.	Provided information about the next closure and what signage will be in place to help the community to identify detours.
#5	3/01/2023	8:36am	Community member	Complaint about placement of detour signage for DST closure.	Additional signage was placed at the Southern Concourse the same day.
#6	18/11/2024	5:18pm	City of Sydney Council (on behalf of community)	Council received a resident complaint about noise associated with concrete pouring starting at 6am, noting conditions of consent indicate construction hours are approved from 7am. Requested a response within 24hrs.	The construction team conducted initial investigations the following morning and confirmed no concrete pouring occurred on the 12th of November. A concrete pour was scheduled for 19 Nov with the first truck arriving to site at 7:15am. However due to weather, this concrete pour did not go ahead. The team has asked if Council could confirm the above dates to investigate further. No response was received from Council.