

Sydney Opera House Western Renewal Project Complaints Log

As at 31 July 2022

NB: This is the last issue of the complaints log as the Concert Hall has reopened.

DATE	TIME	COMPLAINANT	ISSUE	ACTION
5 March 2020	17:33	F&B patron	Complaint about the line of the hoarding on the Upper Podium cutting off the view north from the Bennelong Restaurant	SOH CEO responded directly to the patron explaining the operational necessity for the hoarding position
9 October 2020	07:35	Bennelong Apartment resident	Complaint about vehicles standing in no stopping areas of Macquarie Street making noise	With the assistance of CCTV footage the culprit was identified and reminded of their contractual obligations regarding vehicle access to Sydney Opera House
19 November 2020	07:20	Bennelong Apartment resident	Complaint about a vehicle standing in no stopping area of Macquarie Street making noise	An audit of our vehicle booking system identified the culprit and they were reminded of their contractual obligations regarding vehicle access to Sydney Opera House
23 February 2021		Kirribilli resident	A Kirribilli resident contacted the Department of Planning to complain of noisy night works on several nights over the previous two weeks	We investigated the issue but could not find any potential source as the Concert Hall contractor has ceased running a night shift and no other works generating noise were occurring overnight. Department of Planning were advised accordingly.
2 June 2021	17:00	Bennelong Apartment Building Management	A subcontractor from the Concert Hall building site was witnessed urinating on the Bennelong Apartment building	The culprit was identified with CCTV footage and the subcontractor management notified. The worker was dismissed from site and the subcontractor manager contacted Bennelong Apartments to personally apologise.

