

Submission
No 85

**INQUIRY INTO IMPACT OF THE CBD AND SOUTH EAST
LIGHT RAIL PROJECT**

Organisation: Kensington Pharmacy and Newsagency

Date Received: 13 July 2018

Partially
Confidential

NSW Parliamentary Inquiry into Sydney Light Rail

Confidentiality instructions

	Make the submission and your name public
	Make the submission public and withhold your name
X	Keeping part of the submission confidential
	Keeping the submission confidential

Details of applicant

Application type: Business

Information compiled on: 2018-06-05 21:28:19

Name: ROSA MARIA COLAGROSSI

Business Name: kensington pharmacy and newsagency

Email address:

Phone number:

Address of residence / business impacted by light rail project:

Impact of the project

How have you been impacted by the light rail construction?

in every negative, depressing way way imaginable. Physical and mental strains at work and in the home.

What do you estimate the financial damage incurred to you / your business or home as a result of the light rail construction?

As a resident, have you been supplied with or offered noise mitigation equipment or double glazing for your property?

Can you demonstrate the financial impact of the light rail construction comparing revenue/expenses to 12 months prior to commencement of SLR construction?

Yes

Do you have evidence to support your claim (invoices/tax returns/profit & loss)?

Yes

Has your mental health been impacted as a result of the project?

yes it has. The pressures on turning up for work each day and facing the long hours hoping that the bills can be paid each week. Staff numbers are kept to a minimum of 2 per shift, down from 4 staff and we are multi tasking, doing the best we can to satisfy the customers who continue to support us.

My long days such as today (was at work at 6.30am) and now 9.15pm still here, family duties once I arrive home, little time with family.

Government assistance

Have you been rejected or outright refused assistance from TfNSW?

Yes

If you were rejected, please provide details of your experience including how you were treated by TfNSW.

I was left feeling 'let down', as the representative from TfNSW was very empathetic , I was very emotional the day I met and I felt positive that there may have been financial help available. The letter I received was somewhat insensitive and just a copy and paste style of letter , probably given to most applicants. In retrospect, I felt that I had been played a fool . Not only had I bared my heart and soul to these people, myself, my bookkeeper and accountants had spent hours submitted very private accounting information, 3 or 4 years worth, pages of reports from daily computing records, till records, highlighting the customer count decline and the decrease in sales.

It was truly a slap in the face.

Despite my disappointment , I did hope that those that had faced worse hardships than I, such as losing their homes or business or health, had in fact received the assistance. At least the money had been helping those that needed it more than me. I doubt that this ever occurred.

If you are receiving rental assistance, how long did the process take to receive assistance?

General comments

Do you have any other comments you would like to make ?

Thanks to Angela and others , I continue to live in hope that somehow I can recover from the financial loss that I have suffered to this day .