

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

**Organisation:** Views of Surry Hills residents (survey conducted by Ms Jenny Leong MP)

**Date Received:** 3 July 2018

---

## Views of Surry Hills residents (survey conducted by Ms Jenny Leong MP)

### 1. How would you describe the government's response to the financial and social impacts of the project on residents and businesses?

No care what so ever. Many restaurants and cafés have been forced to close down.

---

The whole thing is too much and too long.

---

Light rail does not employ Australian.

---

No communication by government with residents specifically from Devonshire Street, Surry Hills). No foot-pass(mud), no parking space for ambulance, taxi, food delivery, no visits by relatives and friends. Depression - this is the outcome. A lot of small businesses are close - disaster.

---

Poor at best. I have been to public meetings where Gladys Berejiklian has treated the crowd with utter contempt. Especially those who disagreed with or asked her questions she didn't like or understand.

---

I don't live in Surry Hills anymore, but I think the government should compensate businesses for their loss of business.

---

Useless.

---

Lack of support for small business.

---

Poor. Half-hearted attempts to promote affected businesses are inadequate. Continuous opening and closing of sections of Devonshire Street have been detrimental to residents as well.

---

The government's response has been well-planned and successfully implemented.

---

Disastrous, in a word. The section of Devonshire Street I see regularly has ruined two businesses - The Book Kitchen and a beauty salon that has been in Surry Hill for years.

---

Absolutely disgraceful

---

Appalling. As a resident I have seen no information on upcoming road closures in my area. I know business owners in the areas that are near bankruptcy due to the works.

---

The financial impacts on businesses has been great. Devonshire Street has been turned from a vibrant street with cafes and a nice place to wander to an OHS nightmare. The dust and noise is considerable. There should have been better planning so only a block was done at each final, this decreasing disturbance to the whole street, businesses and neighbourhood.

---

Has had little impact on myself. Can see how it has affected some businesses on Devonshire Street, but this is unavoidable for the greater good and benefit of having the important public transport infrastructure.

---

Per Transport Minister's TV interview, it's a private sector issue, so he has no assistance, care or contribution. I will never vote for his party, he's inhuman, he's the reason my husband hates politicians.

---

My experience with the Transport Department suggest that the government only pays lip service to the concerns of the residents. All the staff I have interactions with are polite but not able to help in a concrete manner.

---

I feel really strongly for the impact this has had on small businesses that have been impacted or forced to close as a result of the works and the total lack of compensation. It's appalling and shameful.

---

Pretty dismal. There was no concession for residents parking. With considerably reduced parking more resident parking zones should have been allocated and the yearly fee reduced or waived.

---

I don't believe the government is that interested in the impact of the project. Once it is done it will be great. In the meantime I think they are being held to ransom by the builders. One billion dollars for George Street overruns - C'mon!

---

While businesses deserve some compensation, Sydney desperately need new public transport, and the impacts of construction are inevitable. The government's response more or less reflects this.

---

Total disinterest or care, is how I would describe the Liberal Government's lame response. It is shameful how they have treated the residents and businesses of Surry Hills. I am utterly disgusted by them frankly.

---

From what I have read or heard on the news, pathetic, we are of course only the little people. Poor to say the least.

---

Terrible. On the rare occasion actual work is going on it is extremely loud. The biggest issue has to be the traffic caused by the project and all the businesses that have closed or lost significant profits from the drawn out schedule.

---

Appalling. Especially for businesses who are being ill informed and not compensated properly for their losses.

---

Disruption to Devonshire Street and Forveax intersection with Elizabeth Street has been too delayed and it would seem that NSW Departments have failed to address project timetable issues (until well past time). Have they been asleep at the wheel?

---

For (some) businesses - George Street - minimal cosmetic response. For residents - none. Impacts a lot.

---

The government did show their concerns and helped people who were impacted with financial and social difficulties in the light rail project.

---

The Government doesn't really seem to care about the loss of business due to construction or difficulties with parking for residents.

---

It's been completely inadequate. I've seen nothing as a resident and the businesses are really struggling. We are a destination suburb and you've killed it.

---

The NSW response is disgusting with inadequate compensation to businesses that have been impacted on by the light rail. Surry Hills has lost its buzz as restaurants closed/ no parking and total men is nerving and spoilt my suburb.

---

Not acceptable. Surry Hills has been destroyed for businesses. 6 months building/ construction work is now over 2 years. Many businesses in the area bankrupted and moved. Why this project has been rushed into without cost analysis. Same applies for Sydney CBD and other affected suburbs.

---

Not at all good. I have off street parking at the rear of my house on Nickson Lane that I have not had access to between Feb to late March 2018 and again 2 April until now with a possibility that access will re-open in the second week of July 2018.

---

The response has been completely inadequate. The provision of a few taxi vouchers in no way minimises the financial and social impact of the project.

---

Very poor. Incompetent. No supervision by the Government of this project.

---

Pathetic. We vote them in and then are ignored.

---

It has a massive impact. Just to manoeuvre around these obstacles is ludicrous. The amount of criss-crossing this way that way, its madness.

---

No good.

---

Woeful. We have to deal with Acciona with no support from the Government.

---

How to destroy Sydney. Very poor, don't care. A Spanish firm contract. I believe why not a Japan or Chinese firm. It will be one time, fast, reliable. Red/white tram visual eye sore near QVB beautiful building.

---

The government has consistently ignored the feedback and concerns of residents and businesses from the inception of this 'project' to today. It is unacceptable.

---

As far as I can make out many people are suffering loss with businesses closing and there seems to be little concern from the authorities. The whole area is a mess now. We have had to put up with it, too loud.

---

As I do not have a business in Surry Hills I am unable to comment on the light rail impact, but as a resident I can say the staff do an excellent job of negotiating traffic and pedestrians around a very complex and mind boggling area.

---

I have complained about many cracks in my house and dust. I was told to wait 6 months and an engineer will come and assess. I have not heard further.

---

Nothing could be adequate. So many businesses went bankrupt. Taking away the income and all the belongings saved, over many years (shop fittings, equipment etc.) No the response was not good and generous enough.

---

I am aware that local businesses and service providers have suffered greatly, and many have closed. It seems that the NSW Government is willing to accept this loss of business as an operational cost.

---

As tenant in this building its really bad for me which is just right in front and back of the building. From the beginning of the project it affects my financial and social life. Every day is the same, the noise and mess they made specifically when you're asleep at night to prepare for work.

---

Very poor effort by the NSW Government. The air has been full of dust and constant noise for 2 years.

---

No good.

---

For the life of me I do not understand why the state government gave this light rail contract to a Spanish company. I thought the Liberal Party was all about jobs and growth. Not Australian jobs apparently! The government's response to the collateral damage wrought by this project has been woeful! Businesses and livelihoods destroyed with business turnover decimated in the Devonshire Street and surrounding locality.

---

Extremely bad. The Government is not interested in community input. They have already set their agenda and are not interested in what the community have said about it. The community consultation has been a farce. It was conducted only to show due diligence, none of the suggestions were even considered.

---

We have lived on Bourke St Surry Hills for more than 30 years and have no doubt that the local amenity of Surry Hills has been severely and negatively impacted by the Light Rail. Even now, we called upon the Premier of NSW, with the Transport and Infrastructure Ministers to walk the Light Rail route, particularly through Surry Hills to witness the devastation caused by the Light Rail and the huge number of local businesses that have been forced to close. What compensation has been offered for their losses?

We were advised prior to the start of any building work, that this process would be completed section by section and instead we have been stuck with the opposite: a nightmare of incomplete sections and chaos around them. We have asked for, but have never been shown a business case that could possibly justify the enormous (and increasing) expense and disruption the Light Rail has produced to date. We made representations to Transport for NSW in 2016 pointing out that for all the rest of the Light Rail route outside of Surry Hills, there was a stop at the top and the bottom of every hill. Disability access is reportedly very important to the NSW Government. If that is true, then the Government should immediately modify the Wimbo Park site and install a platform and stop now, while construction is occurring at this site. "Future proofing" as agreed to by the NSW Government merely unfairly delays any access to Light Rail for frail and disabled people unable to walk up steep Devonshire St to reach the Ward Park Light Rail Stop We also requested sensible and necessary changes to traffic light timing and controls to improve car access from Bourke Street turning right onto Cleveland Street. No changes have occurred and this intersection remains frustrating and very dangerous. Northbound cars have a protected phase allowing turn onto Cleveland Street, and so should cars travelling south west at these traffic lights.

Although there is a staff parking area on the Wimbo Park/Olivia Gardens work site, it has not prevented Light Rail workers occupying most of the local resident parking throughout the 7am to 5pm period daily. This is yet another unfair part of the construction process.

We cannot stop the Light Rail, and so we ask that is as good as possible for the residents of Surry Hills

---

What response? All we see is PR fluff

---

Totally inadequate and lacking in respect for residents.

---

I think the government is trying to address transport issues, but I strongly recommend the government to spend more money fixing roads, particularly in the eastern suburbs.

---

I do not feel that the government has made any significant response to the huge financial and social impact the light rail project is having on residents and businesses in the Surry Hills area.

---

The government is overseeing the destruction of several small businesses in the area. To name a few, that I have discussed the matter with personally - Bar Barretto, The Book Kitchen, Vivid, Bourkeshire Interiors. These community icons have suffered dreadfully with the impact of repeated, long periods of persistent noise, street closures, dust/dirt, the unsightly mess of the streets, making the whole area unattractive/inaccessible for their customers. I've heard that many of the businesses feel that they may not be able to continue. The business owners themselves suffering from stress, anxiety and depression as a result.

From a residents perspective, we too are majorly affected by the persistent, at times unbearable noise from machinery/workers associated with the light rail project. Noise has often continued throughout the night and is coupled with light pollution from generators and yellow rotating warning lamps that shine into our bedroom. We have suffered sleep deprivation and ear infections from earplug use. At times our children have chosen to stay at their mother's, due to the sleep disruption affecting their school work.

Dust and dirt from the light rail is found throughout our home, we are often concerned about the structural impact from persistent nearby drilling.

Parking has been severely restricted and often any free spots taken up by light rail workers' vehicles. Overall, the previously picturesque area that surrounded our home has become an unsightly mess. We have taken to escaping out of the area at every opportunity, which has financial implications.

---

Devastating impact. Our house got damaged with Acciona denying any responsibility. Dust, noise, rats etc are having a very negative impact on our lives. We need help!

The government's response has been totally inadequate. Reasons for the overspend, delays and loss of amenity to the public are waived away or buried in PR speak. As a Surry Hills resident - suffering from the noise, discomfort and loss of cafes and restaurants on Devonshire and Crown Streets - I feel I'm being robbed of the pleasure of living in the suburb I once enjoyed.

---

My residence is very close to Devonshire St, where many of the road works are being done overnight, 11pm-9am, at the request of RMS. Addressing the terms of reference individually,

The overnight road works occurring regularly without notice had severe effects on the habitability of nearby residences. I attempted to contact Acciona and the member for Newtown's office regarding this on several occasions, and no significant progress was made. Whenever I spoke to Acciona myself I was told that any form of compensation was not their policy.

---

Inadequate.

1. Unacceptable response.

2. Unacceptable financial compensation.

3. Social impacts affecting health and wellbeing is unacceptable.

I think the Government has no idea about the social impact that the delay would have on the public.

---

**2. Do you think the government's financial compensation process is adequate or appropriate to address the impacts of the project? If not, what do you believe is necessary?**

No.

---

Waste of tax payer money.

---

No. At least listen to the people whose businesses they have destroyed. The attitude has been 'oh well' go and get another job.

---

I'm not sure.

---

I had no compensation and they have started jackhammering at midnight. They also did nothing when they cut my internet off for a month.

---

I believe it should be done on a case by case basis. Some businesses have been impacted more than others.

---

Yes

---

I do not know that the compensation process entailed, but businesses become part of a community and the best contribution to the life of the street and environment. A payoff cannot compensate for dead streets and empty shops.

---

I've witnessed no financial compensation to many businesses affected by this project.

---



No. The financial assistance offered to the local small businesses is pitiful in comparison to the decrease in revenue they are suffering, and saying they will provide signage so 'everyone still knows they are still open' has been a joke.

---

No! I do not know but a % of turnover should be provided.

---

More than adequate. Don't believe there should be compensation - completely illogical. If you give compensation now, then you should take away/ give back later when the streets are thriving in the future when it attracts more patronage because of the light rail services. If the businesses benefit from it in the future then businesses should compensate the government.

---

We never received any advice for compensation, due to construction work at all/odd hours, my husband was unable to sleep and as a result could not perform his job in which he dealt with explosives and heavy machinery, and had to leave the job. Where's our compensation? What about the medical bills we have due to his depression now?

---

This is as yet an untested area for me, but given my experience so far I am not hopeful that their compensation (if any) will be adequate. For example, they only offered one night of alternative accommodation when they worked without respite for 7 days and 5 nights consecutively.

---

No. I understand that there has been no compensation offered and in many cases it's too late.

---

The Book Kitchen is a good example of a thriving business that has been decimated by the works. A family that have been in business and supported Surry Hills for 15 years forced to close with no help or compensation.

---

I don't know anything about financial compensation. This is the first I've heard of it.

---

I am unaware of any financial compensation.

---

The financial compensation process is not relevant to us so we are unable to comment. It should be noted that although businesses are due adequate compensation, the majority of businesses will benefit significantly from taxpayer investment in the project.

---

I believe that the financial compensation does NOT come close. How can they repair the damage? All the valued local businesses that had existed for thirty, forty and more years have completely disappeared making Surry Hills a ghost suburb. Damn the Liberals to hell!

---

Many businesses have failed. Poor communication to residents. I lived on Parkham Street and sold property when there was major work which would have impacted the price.

---

The light rail is a great idea, but this government has no idea how this city functions. We need less cars on the road and more public transport and we need it now! The traffic and cancelled services is out of control. The government clearly hasn't planned accordingly for this project both logistically and financially. This is probably due to all the wasted money on Westconnex.

---

Cancel the project and divert the money to pfl

---

No. Higher compensation is required.

---

I have seen a number of small businesses along Devonshire Street closed down as they lost customers. Some cafes on the same street are forced to drop their prices at the time when overheads are getting higher. They are yet to get back 50 per cent of customers they used to have. They are forgotten by the government.

---

Don't know much.

---

As I am not badly impacted by the light rail project, I don't not know whether the government's financial compensation process is adequate or appropriate to address the impacts of the project. Not adequate at all. Businesses need to be compensated in full on turnover loss and future loss of business. Many businesses will suffer years of loss. Many have closed already.

---

Absolutely not! I haven't had any compensation at all. I paid a lot for my property and max on council rates...when do I see that value?

---

No!

---

Financial compensation is inadequate and not fair. Also not transparent. Very poor communication and inadequate framework to handle the negative impacts of this project for our community and businesses in these areas.

---

Again no. I'm 71 years old and live alone, unable to access my off street parking. I'm limited due to finding a parking space on the street that is close to my house. The government should provide access to rear lane outside work hours.

---

I have received no compensation to date. There has been no genuine attempt to provide financial relief whatsoever. As a result, I and fellow pensioners continue to suffer immensely. Come down hard on builder. They have created an unforgiveable mess. Surry Hills is subject to continual noise, dust and a rat plague.

---

Totally inadequate. Talk to the people and see the mess they have left residents and business in. Not a business owner but I know that they have been affected for sure by talking to them, some have suffered miserably.

Nothing.

---

No. Please see attached corresponding about damage to our house. In addition we were only offered one solution to recognised ventilation impacts which unfortunately was very ugly.

---

Not adequate for such long time. Every time I am in the city CBD, no workers or one or two. Maybe they work at night. Maybe it is the Spanish way.

---

No. Some form of compensation for residents.

---

While I am not familiar with the government's compensation process, it should provide sufficient funds to help offset impacts experience by businesses, and residents costs.

---

No. They need to listen and take note of those affected and act on the obvious problems. They should make adequate payments to those who have lost livelihoods, and if it costs, that is their problem.

---

There were no impacts or penalties rewards for "hard work" from business to rail - rail to businesses.

---

Totally inadequate. Independent valuers to circulate past and future losses.

---

More information as to when my house will be checked and fixed.

---

Money to enable people to buy a new business.

---

I cannot comment but I am greatly concerned by the huge reduction in local business footfall and by the number of businesses that have closed.

---

I never heard of any compensation by them or real-estate agent about it. It's just recently they sent us memo about the schedule of heavy machinery that will create noise and to compensate us that they will temporary accommodation on the said days, but we have to pay upfront and they will refund the bill. Why they can't do it during the day when all the residents are at work.

---

Inadequate. My hairdresser on Devonshire Street advised me he will be closing due to poor trading and attributes this to the light rail works.

---

Shops in this area...business is not like before.

---

From what I have read in the press, I understand the financial compensation has not been commensurate with business turnover and profitability lost, that is if one even qualifies for compensation. Compensation should be based on annual turnover and profitability for the 12 months prior to project commencement multiplied by the number of years duration of the project until completion.

---

The continuous delays have impacted badly on residents. I have not seen any information about compensation for residents, only businesses. Many businesses have closed down because customers could not access them with the construction that went on for months and months. I feel very sad for those people who have lost livelihoods.

---

From public information I doubt that NSW Government has been fair or reasonable. All businesses and residents along the route should have been offered support (both financial and emotional) to help them to cope with this destructive experience. Businesses have suffered severe losses and these should be covered by NSW Government.

---

Homes and businesses should be well insulated from the long-term noise of trams passing. The Government has failed in its duty to provide adequate and fair support.

---

Not effective at all. I was told the works near my place would be completed in October 2017 so I went traveling to avoid noise and disruption. Came back in November and work was way behind. After chasing them, got a finish date of July 2018. Sick of the noise and disruption, I moved out of Surry Hills in April! Visited on the June long weekend and the works are not going to be finished in July.

---

We are not aware of gov't response to the financial impact on businesses. We note the late and totally inadequate addition of limited signage to businesses in Devonshire Street whose access was hidden or affected. Without doubt, businesses should be compensated for lack of patronage.

---

I think the government should compensate everyone that's impacted by the roadworks, particularly being forced to sell their homes, a compensation equal to or greater than market price of their properties.

---

We have never been offered any financial compensations. When we had a horrendous night of no sleep, we called the light rail complaints line to ask to be put up in a hotel during night work outside our home. We were told that this was not offered as the noise was not high level or considered disruptive.

---

No, the government's financial compensation process is inadequate. The businesses that are suffering loss of patronage/profits need to be better compensated. Their livelihoods are at stake.

---

As stated above, Acciona said that compensation was not their policy outside of isolated cases. In reality, they rendered nearby residences unliveable for extended periods of time. My local

member's office had no success talking with them. No other body could compel them to do anything, so there effectively was no process for obtaining effective compensation.

---

Further to this, the standards which Acciona used to judge when compensation was due to resident were unreasonably high. On maybe 2 occasions over 2 years we received letters offering alternate accommodation. In fact, extremely loud road works occurred overnight almost weekly for the entire period. I believe that the government should have made it mandatory for compensation to be provided to local residents, as we have no way short of joint legal action of compelling Acciona to care about us.

---

Since the start we have been compensated \$200. Property valuation has dropped 10-20% since the start-residents compensation required.

---

Health and wellbeing-daily disturbances, noise, dust, vibrations i.e. dust in house more regular cleaning required, sleep interrupted, vibration monitoring done no report given back, damage to property inside and out.

---

Consultation is needed and compensation given.

---

### **3. How effective has the government's communication been with residents and businesses regarding project delays and financial compensation?**

I have only received a letter in the mail.

---

Not good

---

Hate 24/7

---

It's been virtually non-existent. The powers that be are laughing at the mugs (us the people) while patting themselves on the back for a supposed job well done.

---

Letters to advise of work have been sent and received.

---

I have had friends businesses close down or lost 70% of their business. I've also lost my footpath to even walk out of my house.

---

Very ineffective.

---

Not effective. The only communication I can recall is from ALTRAC/Acciona. There are only so many time you can hear about noise affects before it becomes white noise.

---

It has been very effective. It provides a good example of how to plan and implement a successful communications strategy.

---

Not at all. The government has a stand at the Crown Street markets each month. It is manned by different people each time, who are very pleasant but who can offer no real information about the project.

---

No explanations for the delay.

---

Slim to none.

---

Not very well. The traffic issues have been well communicated but project delays and compensation information has been communicated via newspapers, radios and TV. No direct communication.

---

Haven't seen much in regard to timelines. Just wish it would happen quicker so public can use. But can understand how these major projects can take a long time and have delays.

---

We have not heard anything from the government, not the construction company when they shut off our power, water. No one sent any notification, we just had to deal with no electricity or water. Why now would anyone tell us that we didn't have to go through that or receive compensation. My husband doesn't even trust that any good will come from completing this form.

---

Scant at best and often information is generalised and imprecise. E.g.: I was told that there will be utility works from Crown Street to South Dowling over 5 nights when it turns out to be precisely under my bedroom on one particular night. If there was precise information I could have made arrangements for that night.

---

Virtually non-existent and my question is what do the workman actually do? I see long delays and little progress, it shouldn't take this amount of time to put lines in down one road "Devonshire Street". When I go past I just see the workman standing around doing very little.

---

Very poor. I really don't know what's going on.

---

I have received no information regarding delays or compensation.  
Quite reasonable considering the secrecy by which Acciona appear to operate.

---

As a resident of fifty-four years in Surry Hills, what communication? There has been too little. There was much so called "interest" before this wretched project began. I was one of the many

who attended that community meeting with Ms Berejiklian to voice our "opposition" and that fell on deaf ears.

---

Have not heard one word about financial compensation for residents. I may be only a doll tenant, but we have all been equally impacted, mentally, socially, health wide and financially.

---

Extremely poor. Generally find out in the paper. Government good at lip service only. From my perspective, non-existent. Maybe one letter has been received.

---

Terrible.

---

There have been regular newsletters to my home address but they are classic good news items.

---

No particular effort to explain delays measures being taken to better resource public service who are supposedly monitoring these things to be cost-effective in the public interest.

---

Too little too late for some businesses. Letters to residents were just describing future work. Not much.

---

Being a resident of Surry Hills, I am quite happy with the government's communication. It is because I am kept posted of the development of the light rail project by leaflets sent to my mailbox on regular intervals and when necessary.

---

Apart from some media coverage, communication is poor. The planning and budget don't seem to be done very well. Always blaming others for delays.

---

Once again inadequate. I'm a supporter of the project but it's taken way too long and there's no end in sight. We've had no visibility to what the whole area will look like i.e.: street art, greenery, outdoor seating, fixed roads, pavements, community fares to bring people back to the area, to support our businesses.

---

Many protests and comments have been ignored. Gladys was non-negotiable on the appalling decision to use Devonshire Street and to not provide adequate stops so locals could use it. It's just a thoroughfare.

---

It is very ineffective. You need to follow them up all the time. But still there is no compensation year to date whatsoever.

---

I have never been given information on any available compensation. I believe that if I can't use my rear land car park I should be compensated.

---

Totally ineffective and inadequate. The concerns of residents have been totally disregarded. The impact on invalids and pensioners like myself has been debilitating and I feel there has been no genuine attempt to speak to residents.

---

Poor.

---

About as good as the then transport Minister at a public meeting to discuss the project and the first thing said was that the route was non-negotiable.

---

Not much have heard fuck-all about monies, impact etc. Would have liked to hear about end date, digging times, general things about the project.

---

Not too good.

---

No. Information has been provided about delays. The only information we receive is about the works.

---

I don't have a business but feel sorry for them. The destruction on Devonshire Street, George Street, etc. No winning for Surry Hill residents.

---

Not good. Project details are often incorrect and there is no compensation.

---

There has been none so completely ineffective.

---

Ok with notification of the road closures etc. But not with financial compensation. In the beginning the way it was sold to us was positive but now it is negative - dirty, a tip, backpackers employed to direct traffic hopelessly and too much time with nothing happening.

---

Comprehensive and intuitive.

---

Too much 'spin' from government. No one believes the spin when you see the delays and blow out in costing.

---

Fair. I would like more information on when and how I will be compensated for the damage to my house.

---

Not very.

---

I have not heard or received any information about financial compensation.

---



Poor and they only act when the residents start complaining and sue for compensation.

---

What communication? All we have received is brochures on how amazing it will be when its finished. They (the workers) are still digging up the streets. Many places have no tracks laid.

---

Not good. We can't sleep almost every day. Lots of dust, noise, things start shaking in my unit sometimes. Always sleepless nights, I got sinus dust make it worse. I get itchy eyes, mouth, ears.

---

Government communication has been pathetic, spasmodic and has just comprised spin by speechwriters telling us how wonderful it will be if it ever gets completed. There is never any comment on the likely cost of fares not how traffic flow in the locality will be impacted by 60 metre long rail cars which will no doubt have priority. The height of stupidity is having the light rail crossing South Dowling Street at road level! It is going to be a nightmare!

---

Any information provided was usually at the last minute. I am vision impaired so have had to rely on my neighbours to tell me what's going on. The leaflets just say the same things again and again but don't explain how long construction will continue, only what happening for the next few days. Just feels constant. I am blind so I have had to totally avoid the area because it's too dangerous.

---

Appalling generic newsletters often present a fait accompli rather than serious options to modify plans.

---

Tokenism and box ticking rather than true community consultation have been the cornerstone of Government approach.

---

The loss of amenity has been devastating. Cannot walk down the street safely with uneven surfaces and constant changes in route not to mention control-freak backpackers with Stop/Go signs telling is aggressively what to do in the daytime when after-hours the pedestrians work it out perfectly well by themselves.

---

Information received regarding delays is virtually useless for powerless residents. We are unaware of what financial compensation has been offered or paid.

---

The government needs to make it more clear about the completion time for their projects, including delay times.

---

We get newsletters through the post however they state that work is complete, when it clearly is not.

---

Very inadequate. Local residents have no idea how late the project is running and therefore cannot plan for important milestones.

---

The lack of notice given to residents regarding timing has been a major problem. Continuous road works involving jackhammering and other loud noises have made it impossible for nearby residents to sleep. Especially during the investigation stage of the light rail, these were done with no notice given to residents, waking people randomly in the middle of the night and resulting in at least my inability to function the following day due to lack of sleep. This made it impossible to plan ahead and arrange alternate accommodation.

---

Not effective. No communication on delays and unsatisfactory communication on financial compensation.

---

Poor - An email every week or fortnight to advise of works really isn't sufficient to advise residents.

---

#### **4. Do you have any other comments about the impacts of the light rail project on your community?**

Complete waste of time and money.

---

Fix it

---

Light rail working

---

I would love to see the workers who are employed to build the light rail actually build it. Its hundreds of millions of dollars over budget and at this stage at least a year over due, yet the employees are standing around doing nothing.

---

No. Except, I think and hope light rail goes down on Anzac Parade to La Perouse as there is no train line and it makes sense to go all the way down.

---

The noise levels at 2.00 am are ridiculous! Let me sleep! Jackhammers at midnight till 7.00 am.

---

Help the small businesses, working families. You have destroyed lots of good businesses that made but contributions to the community.

---

The project should have been managed by the government. Outsourcing to a multinational has meant that the increased cost, delay and disruption is not met with proper accountability. The negative impact of this is ongoing.

---

There are always short terms impacts in constructing any significant project. However, for this project the impacts have been moderate and well managed. Representatives of the Greens Party have been active in Surry Hills in recent months trying to create resentment to the light rail project however most people in Surry Hills recognise that they can't let the Green undermine a good public transport project.

---

It is horrific to me that those beautiful old trees on Anzac Parade were cut down - a terrible act of vandalism. More will go as a result of the rebuilding of the sports ground. The train service should have gone up Oxford Street which is very wide. It is also bad that a small park and a perfectly good block of flats were decimated in order to push the project through. As for the excrescence that is the Tibby Cotter Bridge...

---

It's been a huge mistake from the beginning. It has always been driven by developers and the government should be taken to court over it.

---

Currently it is devastating my community, mum and dad businesses forced to close, increased traffic due to road closures, noise and dust, closed sidewalks and no idea when it will end or what is next!

---

I doubt whether this project was needed. I do think the Central to Circular Quay portion was required but the extension to Randwick was not.

---

It's great to see these major implementation projects occurring. Great for the future of Sydney. Would love more of these initiatives in my and other communities. Great idea.

---

The officials enjoyed the time on the television promoting the light rail. Now that it's a failure, no one has said anything, because "you all" don't care as long as it's not in front of your house, which was once a home. Now we have a rat infestation, on which the Sydney Council doesn't care, ARE YOU GOING TO NOT CARE?

---

I was told by TfNSW and Acciona that the guidelines and "protocol" they are operating under allows for night works to continue till 5.00 am. Given that normal day work commences from 6.00 am I am floored that a "protocol" can be formed that only allows for one hour of uninterrupted sleep for residents. It shows total disregard for the health of residents.

---

Compensation is due or help to re-establish business that has been forced to close and massive rent reductions for businesses struggling to keep going. Its detrimental to the life and soul of this unique village.

---

It impacts me where I live and also where I work, Prince of Wales Hospital. The traffic to and from work is a disaster and the bus routes have been poorly thought through.

---

The Devonshire Street section most affects me - and every business and resident in it. It seems to be taking forever to get it finished. Progress is being made but it is taking far too long.

---

1. Long overdue investment in public transport.
  2. No time for nimbys.
  3. Stop the political point scoring!
- 

Public transport should be public, not run by private business.

---

Far too many negative impacts to write here. The way these digs have made my suburb of Surry Hills into this sleep enclave for the rich. I believe that was what the Liberals intended all along - to kill off Surry Hills vibrant alive nature and what is with all the white blonde women that stand around holding signs gossiping/ Why can't black southern European or Asian women be doing their jobs. What's up with that rubbish? Don't get me started!

---

I live on Devonshire Street facing the light rails construction. My balcony is covered with thick dust as is inside, not acceptable for a person with one lung.

---

Caused huge disruption. Poor planning. Rushed job. Over budget. No consultation and yet they set up the odd stand to say they are doing it.

---

Terrible traffic and businesses closing. That has been the major impact for me. This city cannot handle any more cars. Driving between 3-7 pm, forget about it. And with the amount of cancelled services, it doesn't leave many options. I see this government as selfish and greedy. They never think about what is in the best interest of the people. Not to mention our environmental impact and laws is truly embarrassing. Thank goodness for people like Jenny Leong.

---

I believe the end result will be of benefit to the community but the cost to local business has been too great.

---

1. I have seen the Kings Cross pavement, the Oxford Street pavement and the Pitt Street mall exercises over the past 20 years. No excuse for not planning for delays. Repairing itself at public expense.

2. Why no light rail station near Bourke Street, the gap between Ward Park and Moore Park means some of us will stick to buses. Tibby Cotter Bridge is a classic example of wasted money on wrong creation.

---

I have to vacuum at least one a day. Had to buy Dyson Animal when the work started. I am a pensioner and took a loan from Centrelink for that. The noise and dust are unbearable, In the evenings there are more rats then resident around the building.

---

Too long the project. The streets are very dirty.

---

I think the light rail project is carried out in our community so far so good as I have met and heard angry complaints around my neighbourhood.

---

No parking for additional services. E.g.: taxis, grocery deliveries, patient transport services. Difficulty with street and building access for emergency services. No parking permits for carers or home helpers.

---

The noise, dust, disruption has taken its toll. I'm sick a lot and the dust doesn't help. Why can't you finish a total stretch at a time and ensure our businesses are compensated. People don't come anymore because you don't know where to park, what's open etc. My car tyres have been impacted due to the road state - its awful. The end result need to make sure we remain a destination not just a light rail street.

---

Light rail has split Surry Hills in two, closed many loved and popular restaurants e.g.: Book Kitchen/ Devonshire. There is only one stop at Ward's Park. I am handicapped and it is impossible to use as planned.

---

My thriving business which I built since 2013 is ruined. There is no compensation whatsoever, also the livelihood of the community is compromised. We have no idea when the project will finish. Also the beautiful design precinct between Crown and Bourke Street and Devonshire Street is destroyed. It is not going to come back.

---

During the Easter long weekend work on Bourke Street was 24 hours. Someone from the light rail offered \$200 for me to stay in a hotel during the night works. However there is no hotel within 50 km of Surry Hills that is only \$200 per night.

---

I have suffered greatly from this project. I feel that my personal safety, ability to access the street and connection to my community has been destroyed. I have survived many hardships in my life and am in a physically vulnerable state and this project has had a grave impact on my quality of life, made worse by inadequate communication and a failure to provide compensation.

---

Why didn't they do work section by section? Government and builders equally to blame at great cost to taxpayer.

---

They could have done much better.

---

Starting digging up the road on a Sunday morning at 6:50 am is rude. It shows the government has no respect for Surry Hills residents at all. Working 24/7 7 days a week. Its madness, sick of it, fed up Surry Hills resident.

---

No

---

At least now there seems to be some progress but why was it necessary to close so much of Devonshire Street so early and not do anything to it.

---

Surry Hills have a very good bus service but since rail construction well! How many trees have been killed. It is like war, it breaks my heart to see on way to Kensington, Randwick, Devonshire Street etc. The residents will not use Moore Park (except skateboarding) on Fitzroy Street. Bus have cut down Circular Quay, by half, just central. We did have such a good service once.

---

Dirty, moist and a massive pain the ass. Hurry up and finish it! Tell workers to be quiet and mindful of residents.

---

It has ruined the community vibe and atmosphere along the construction route - Devonshire Street into Moore Park west. As a dog owner our park has been impacted while the tunnel has been dug and continues to hamper use if this vital green space. Also noting impact to Ward Park. I also note this construction in the Moore Park west has closely followed the impact of building the ridiculous and unnecessary pedestrian bridge over the ANZAC.

---

It is dividing Surry Hills. The south is the downside with many stops, with an air of depression. 120 north side looks more upbeat and attracts more people. This is one community not two communities. The pavements are dangerous where they been badly patched.

---

If businesses are affected by the light rail it would be a good idea to compensate them.

---

As a tenant on Devonshire Street in the public housing of Northcott Estate, parking for taxis and delivery trucks has been designated on Steal Street. This is not adequate. Steal Street is narrow and short. So it might help if the car park at Northcott be shared with tenants on Devonshire Street.

---

Room on development on nightlife, people, cooed festivities around CBS and surrounding suburbs. Television and Western Sydney and Belvoir Street Theatre.

---

Light rail project was doomed from the start. The only winners are the contractors and consultants.

---

Please look after all the businesses who had to close down. How did these people manage to survive?

---

I believe that the decision to run light rail down Devonshire Street is motivated by a long term intention to privatise and redevelop the Northcott Housing estate. I feel that rather than providing better transport for residents and the city's population, development is the main driver behind transport infrastructure investment.

---

The whole project looks like a waste of resources. Why did we not just buy a fleet of small inner-city buses, job done. Additional driving jobs, no damage to the street, and safer. Perhaps because the new jobs would be unionised.

---

It makes my life miserable as a resident and tax payer since they start this project. Maybe for others they will benefit from this but not for me.

---

My health due to dust and constant noise has been compromised. The government hired a Spanish company for the work that works in my building (280 Elizabeth Street) and they just joke about the delays as I have heard them in the lift and they stand around smoking all day.

---

Very difficult to do shopping, especially when we have lots of shopping, most of the time taxis don't have access to come closer to our place like before.

---

As a resident I am furious about the Devonshire St route. We were told at the first public meeting at North Sydney Boys by the then Transport minister and now Premier that the route was decided and was not negotiable. It should have run up Wentworth Ave, Oxford St, Flinders St, Anzac Pde! I am furious about all the trees in Devonshire St being lost, let alone Anzac Pde and Alison Rd. The promised sapling replacements will take generations to grow if they survive.

For years now we have been denied access to our local roads, endured huge earth carrying vehicles thundering up and down Bourke St, noise and dust. For far too long all resident motorists have had to negotiate rat-runs of narrow alleys and lanes to gain access to our homes and off street parking. In a nutshell this bloody project has destroyed the amenity of our suburb and there is no end in sight. I am certain about one thing and that is I will do everything in my power to ensure that Gladys Berajiklian's government is banished into oblivion at the earliest opportunity. Her infrastructure projects continue to be a litany of disasters and I cannot wait to celebrate her political demise!

---

A lot of people have been complaining, especially the aged and people with disability. They have been saying there should be two stops, not just one. For someone with vision impairment, it's a long walk (10-15min) to the proposed stop. We have suggested another stop at Olivia Park, but they are not interested. This so called consultation is rubbish; the experts have already decided and the community are just being told, not consulted. Building of the rail is causing a lot of problems on Devonshire St & lower Elizabeth St for pedestrians, it's confusing and it is full of mud when it rains.

---

We travel frequently across Devonshire Street both by car and on foot and the constantly altered routes are frustrating, time-consuming and at times dangerous (e.g. the now popular vehicle exit from Rainford St to Bourke St, with poor visibility of the pedestrian and cycle paths)

The now-much-used vehicle route south along Bourke St to turn right into Cleveland St is also dangerous and at times causes lengthy delays; a protected traffic signal phase should be installed. The reduction in parking spaces around the Olivia Gardens worksite and extended area

contributes to the frustration of residents, visitors and parents at the 500-pupil Bourke Street Public School.

Much grief has been caused by the permanent closure of popular and respected restaurants, cafes and businesses along Devonshire Street as a result of restricted access and much-lessened visibility. As well as the disastrous outcome for businesses, these closures have definitely negatively impacted the local amenity of Surry Hills for residents.

A Light Rail Stop should be installed now at the future-proofed Olivia Gardens/Wimbo Park site in order to prevent future disruption and to provide some compensation to residents. Once bus services are reduced, this additional stop is vital for the less-able of all ages living in the Eastern part of Surry Hills who will be especially intimidated by the steep climb to Ward Park (one of the highest points in Surry Hills) or the long trek to the next stop on the other side of Moore Park.

The visual desecration in and around Devonshire Street, particularly at the Olivia Gardens worksite, is not to be dismissed lightly. The end does not justify the means, especially for local residents who see little benefit from the Light Rail and who have to live in the area over the protracted time for the project to be completed

---

Please can they hurry up and get it over with.

---

The community is destroyed. The impacts are all negative. This has destroyed the livelihoods of numerous businesses in and around the route. People just stay clear because of the works.

Our thriving community is dead. Locals are tired of the works and mess. Dirt, noise and delays. "

---

If you call impact meaning antisocial working hours, and weekend work.