Item 12

Questions on Notice with Answers

1. Paddington Town Hall Renewal Works / Community Consultation

By Councillor Thompson

Question

1. In relation to the Paddington Town Hall, and related buildings and spaces, what are the buildings and venues on site, and how are they currently utilised?

2. Who are the current tenants of each building and/or venue?

3. Which spaces are directly managed by the City of Sydney, and which spaces are managed by another organisation?

4. What current leases or other agreements are in place in relation to:

   (a) Paddington (Chauvel Cinema)?

   (b) Community radio station East Side Radio?

   (c) Paddington Library?

5. Within each building or venue, which spaces are available for the public to hire or book?

6. Within each building or venue, which spaces not available for the public to hire or book? Why?

7. Is there a Plan of Management for the Paddington Town Hall or any of the spaces? If yes, where can a copy be accessed?

8. Is there a Plan of Management for the adjoining Paddington Reservoir Gardens? If yes, where can a copy be accessed?

9. Is there a site map of the Paddington Town Hall? If yes, where can a copy be accessed?

10. In the City of Sydney's current Long Term Financial Plan, there is an allocation for a 'Major Renewal' of Paddington Town Hall. What is the current funding for these works?

11. What is the breakdown of the funding for specific components of the works? If not yet determined, what is the timeline for a detailed budget to be developed?

12. What is the current timeline for the planned renewal of the site?

13. What is scope of the Major Renewal? Please include which spaces are proposed to be part of the Major Renewal, and whether upgrade or redevelopment works are proposed.

14. What is the current plan for community consultation on the Major Renewal or otherwise on the future of the site?

15. At what point in the process will community consultation begin?

16. What is the budget for the community consultation?

X113778

Answer by the Chief Executive Officer

1. The existing Paddington Town Hall building has 5 main uses which include: an Events Hall, a Library, a Cinema, and two creative tenancies.

2. The library (agreement between the City and Woollahra Council), Palace Cinemas, Radio East Side and Dream Channel.

3. Stapleton Hall is managed by the City. All other spaces are managed by other organisations.

4.

    (a)   Lease

    (b)   Lease

    (c)   Agreement with Woollahra Municipal Council

    Note there is a lease with Dream Channel

5. Stapleton Hall and Paddington Library's Quiet Pod.

6. Remaining spaces which are tenanted.

7. There is a generic plan of management for community use land available on the City's website.

8. The Paddington Reservoir Gardens plan of management is available on the City's website.

9.   Refer below.

Current Building Uses
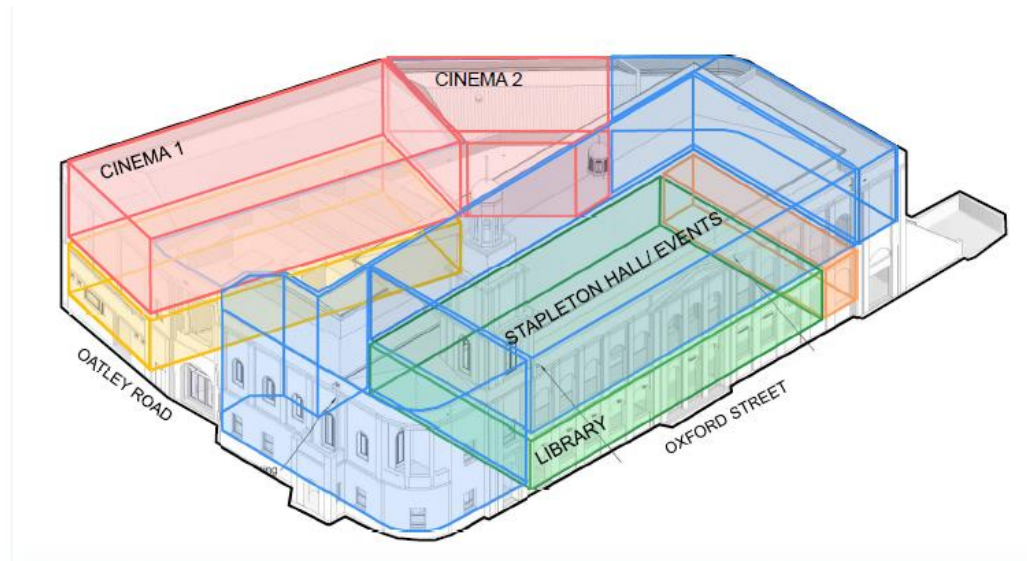
Legend:
- Dream Channel
- Radio Station
- Library
- Cinema
- Stapleton Hall / Events

CITY OF SYDNEY

10. $25,000,000.

11. A detailed budget will be submitted with the project scope report to Council.

12. Construction commencement estimated end 2026 to early 2027.

13. Whole of building renewal. The precise use for each of the spaces is to be determined as part of the scoping process.

14. A community engagement strategy is being prepared and will form part of the design process.

15. Mid-2025.

16. To be confirmed.

2. Data on Resident Queries and Complaints

By Councillor Ellsmore

Question

As of July 2024, the City has a new Customer Service Charter which contains commitments to response times (generally within 10 days) and to keeping residents informed regarding progress. The City's website also states that the City has a commitment to excellence, and encourages queries and feedback which can be provided in various ways. These include on the 24-hour telephone line, on the website or by email.

1. What data does the City of Sydney keep on the type of queries and complaints that residents or other customers make to the City?

2. Does the data include the topic of the query/complaint?

3. Are there trends in the query and complaint data, from the 2021-2024 term (i.e. the term of the last Council)?

4. Is the data analysed according to the responsible area within City administration?

5. Does the data include how many queries/complaints are referred to another agency, versus how many are dealt with internally?

6. Is the data reported in any reports? Please advise where the data is available for review.

X113783

Answer by the Chief Executive Officer

1. The City records details relevant to the contact, this will include items such as:

    - Reason for contact

    - Contact channel

    - Date of contact.

2. Yes, the data includes the reason for contact/

3. The main reasons for contact are consistent across the period of 2021 to 2024. They are:

    - To request / enquire about obtaining a parking permit.

    - To report illegal parking.

    - To book a collection / pickup.

    - To report an illegal dump.

    - To report a late or missed waste collection.

4. Yes.

5. We do not have that level of detail. The City has a 'no wrong door' procedure and Customer Service will report to other agencies on behalf of community members when they call or email.

6. Information is available via the quarterly Operational Plan reporting to Council.

    Customer Service report on the following under SD01 – Responsible governance and stewardship

    - Community service requests received – volume

    - Community service requests actioned within agreed service standards

    - Contacts via digital channels - % of total

    - Average time to answer phone - seconds

    Cleansing and Waste report on the following under SD02 – A leading environmental performer

    - Garbage bins collected on time - %

    - Recycling bins collected on-time - %

    - Garden organic bins collected on time - %

    - Bulky waste collected on time - %