

## Item 12

### Questions on Notice

#### 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?

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## **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.

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