

TMG Argyle Pty Ltd and
AMCO Argyle Pty Ltd

Harbour Rocks Hotel Restaurant and Bar

Community Communications Strategy

Table of Contents

1. Introduction	3
2. Key Project Stakeholders	4
3. Key Messages	5
4. Communications Protocols	6
5. Communications Tools	7
6. Draft Information Sheet	8

1. Introduction

This Community Communications Strategy has been prepared to facilitate communications between TMG Argyle Pty Ltd and AMCO Argyle Pty Ltd (the owners of the hotel), key stakeholders such as City of Sydney and the community regarding the planned refurbishment of the Harbour Rocks Hotel (including adjoining landowners, businesses and others potentially impacted by the development).

The refurbishment includes:

- Replacement of existing timber deck with new deck, balustrading and associated stairs.
- Addition of a cantilevered awning.
- Two new internal openings into the existing sandstone walls between Bays 1 and 2 and Bays 3 and 4.
- Conversion of the Suez Canal door into an accessible entrance.
- Reconfiguration of lower ground floor internal floor layout.
- Change of use of Bay 4 from office to retail/takeaway space connected with the restaurant use.
- Signage including business identification signs, menu boards, directional signage and decal signage.
- Extension to the hours of operation

While the bulk of work will be internal to the Hotel, there is potential for some impacts to be associated with noise and dust as a result of the external construction activities, as well as possible pedestrian impacts given the narrow thoroughfares in this area.

As a State significant development, consent was received from the Department of Planning and Environment for the application to proceed (SSD 8687) on 29 June 2018.

Preparation of this strategy was a condition of that consent, and this strategy must be approved by the Secretary before any work commences.

2. Key Project Stakeholders

Stakeholder	Proposed Consultation Method/s	Who responsible
Department of Planning and Environment	<ul style="list-style-type: none"> • Notification letter • Meetings (as required) during construction to address any issues arising 	Project Manager
City of Sydney	<ul style="list-style-type: none"> • Notification letter • Meetings (as required) during construction to address any issues arising 	Project Manager
Property NSW	<ul style="list-style-type: none"> • Notification letter • Meetings (as required) during construction to address any issues arising 	Project Manager
Nearby retail or other businesses and any impacted residents	<ul style="list-style-type: none"> • Information sheet (refer draft p.8) distributed to potentially impacted businesses/residents, notifying in advance of works • 24-hour toll-free telephone number and website address on any external construction hoarding • Project webpage on Hotel website updated monthly throughout construction • Meetings (as required) during construction to address any issues arising • Thank you letter distributed on works completion 	Hotel Manager and Construction Manager

Pedestrians / Tourists	<ul style="list-style-type: none"> • 24-hour toll-free telephone number and web address on any external construction hoarding • Information on the works (eg information sheet) provided within the Hotel lobby • Hotel staff briefed to answer questions on construction works 	Hotel Manager and Construction Manager
Hotel Guests/Visitors	<ul style="list-style-type: none"> • Information on the works (eg information sheet) provided within the Hotel lobby • Hotel staff briefed to answer questions on construction works 	Hotel Manager

3. Key Messages

- The Harbour Rocks Hotel will be undergoing a minor refurbishment for the benefit of its guests, patrons, tourists and the local community.
- The refurbishment will include enhanced accessibility, an upgraded covered outdoor area and improved directional signage.
- Work will commence xxx (tbc, subject to the Secretary's approval) and is expected to take around 12-14 weeks. Construction work will take place between 7am-7pm on Monday to Friday and 7am to 5pm on Saturdays. There will be no construction work on Sundays or Public Holidays.
- The work will mostly be carried out within the Hotel and every effort made to minimise any impact on neighbouring retail and other businesses.
- There will be a regularly updated webpage on the Hotel website, and any enquiries and complaints works can be directed on a 24-hour basis to the project-dedicated phone number and email, as well as a postal address.
- The Project Manager will also meet with key stakeholders where requested throughout the duration of the works, to address any issues as they arise.

4. Communications and Complaints Handling Protocols

Project Requirement	Protocol
<p>Communications protocol for receiving and responding to enquiries such as phone calls, community enquiries and complaint letters.</p>	<ul style="list-style-type: none"> • All calls and inquiries, along with responses, need to be logged onto a contact database. • The database will record names, contact details, query, and response. The Hotel Manager will manage this database. • All inquiries will be responded to within 2 days. • If the enquirer or complainant is satisfied, no further action required. • Otherwise, the Hotel Manager, together with the Construction Manager and Project Manager should offer to meet on site (where appropriate) to discuss and resolve the issue. • Where a complaint/enquiry is resolved, a final email should be sent to close the matter out. • Where a complaint or enquiry remains unresolved, the complainant should be provided with the option to escalate the matter to the Department of Planning & Environment as the consent authority, the City of Sydney Council, Property NSW, and/or Hotel Management. • Ultimately, the matter may be referred back to the consent authority, the Department of Planning and Environment. • Where required, the Hotel Manager, Construction Manager and Project Manager will work collaboratively with any authority to resolve any outstanding matters, and ensure compliance with all conditions of consent.

5. Communications Tools

The following communication tools will be used to inform key stakeholders

5.1 Key Stakeholder Briefings and meetings

Key stakeholders such as City of Sydney, Property NSW and the Department of Planning & Environment will be notified by letter about the project, prior to work commencing.

Where requested, meetings on site can be held with these – and any other key stakeholders – should issues arise during construction works.

Hotel staff will be briefed to answer questions on the works, both from hotel guests/patrons as well as passing tourists/pedestrians who might have been impacted by them. This will include directing any further enquiries/complaints to the website/telephone/email and postal address outlined below.

5.2 Project Website

A dedicated project website page will be established on the Hotel's website and updated with information on at least a monthly basis, throughout the construction period.

The project website page will also include all other relevant information required as per the conditions of consent including:

- Conditions of approval
- Relevant assessment documents

5.3 24 hour toll-free telephone number, email and postal address

Enquiries and complaints about the carrying of any works can be directed on a 24-hour basis to the project-dedicated phone number and email address; as well as a postal address to which written complaints and enquiries may be sent.

5.4 Information Sheet

A one-page Information Sheet detailing key information about the works will be developed and distributed to surrounding neighbours (predominantly retail and other businesses) prior to work commencing. The Information Sheet (refer draft at 6. below) will contain information outlining the project objectives, current status, and provide contact information such website, 24 hour toll-free telephone number, email and postal address for any enquiries or complaints.

A further Information Sheet will be distributed on project completion, thanking these neighbours for their patience.

6. Draft Information Sheet

Dear neighbour,

The Harbour Rocks Hotel will be undergoing a minor refurbishment for the benefit of our guests, patrons, tourists and the local community. This will include improving the Hotel's accessibility, provide an upgraded covered outdoor area and better directional signage.

Development Consent (SSD 8687) was received from the Department of Planning and Environment on 29 June 2018, which approved the works to proceed subject to conditions of consent. Details of the Department of Planning & Environments assessment and conditions of consent can be found at:

http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=8687

Work will commence xxx and is expected to take around 12-14 weeks. Construction will be between 7am-7pm on Monday to Friday and 7am to 5pm on Saturdays. There will be no construction works on Sundays or Public Holidays.

Construction will mostly be carried out within the Hotel with some minor external works. While the works are considered to be relatively minor, every effort will be made to minimise any impacts on our neighbours.

If you would like any further information, or need to discuss the project with us, please:

- Call the toll-free 24-hour telephone number on xxx
- Visit the project website on www.harbourrocks.com.au
- Email x
- Write to us on xxx

Thank you,

Lauren Job
HOTEL MANAGER



Sydney office

Level 9, 2 Elizabeth Plaza, North Sydney NSW 2060
PO Box 302, North Sydney NSW 2059
T 02 9955 5040

Melbourne office

Suite 101, 620 Bourke Street, Melbourne, VIC, 3000
PO Box 16215, Collins Street West VIC 8007
T 03 9005 2030

E info@kjassoc.com.au | www.kjassoc.com.au