



Southwest Metro Station Upgrade Works: Marrickville, Canterbury & Lakemba Stations

Addendum to Business Management Plan

SMCSWSW4-HSE-WEC-CL-PLN-000002

Rev 0



Addendum to Business Management Plan

This addendum provides specific detail regarding the impact on businesses created by the station upgrades – Marrickville, Canterbury, and Lakemba – and the management mechanisms and mitigations to minimise business impacts. This package of work has been awarded to an unincorporated joint venture between Haslin Constructions and Stephen Edwards Constructions (HSEJV).

HSEJV has also submitted a sub-plan to the *Community Communications Strategy – Project: Sydney Metro Sydenham to Bankstown Upgrade SSI 8256 (SMCSWSWM-SMD-WEC-CL-PLN-000424)* written by Sydney Metro. The Sub-plan details the approach to the local respective communities to minimise the impacts of construction and provide a high level of satisfaction in meeting community expectations.

This addendum seeks to provide specific detail as to how business impacts will be managed and minimised, discussing key organisations and strategies and tactics to be employed through the project.

1. Marrickville

The geographic scope of the Marrickville Station upgrade is, mostly, limited to the Illawarra Road bridge and surrounds, the station precinct, and the rail alignment. The closest commercial buildings to the works are in Station Street around 20m distant where a number of commercial buildings are currently vacant with a DA pending.

The Illawarra Road shopping precinct extends along Illawarra Road to the north and to the south of the station and flows into cross streets. It is primarily a shopping and commercial area for local residents, featuring cafes, restaurants, mixed businesses, services such as beauty and hairdressers, small legal and accounting firms, and the like.

There are no schools or childcare facilities within a 250m radius of the station.

A number of medical and dental practices are present within the 250m radius, including:

- Every Smile Dental at 385 Illawarra Road
- Family Medical Centre at 385 Illawarra Road
- Feet First Podiatry Services at 316 Illawarra Road
- Eyedealeyes Optometrist, 2/20-22 Station Street
- Marrickville Physiotherapy Centre, 411-413 Illawarra Road
- Gadalla Dental Services, 346A Illawarra Road
- Hearing Australia Marrickville, 315 Illawarra Road
- JDM Family Medical Centre, 397 Illawarra Road
- Dr Man Nguyen, Dental Surgeon, 372 Illawarra Road
- Minh-Thu Nguyen, GP, 374 Illawarra Road
- Dr Mai Vansinh, Dental Surgeon, 333 Illawarra Road
- Dr Nguyen Van Vinh, Medical Acupuncturist, 315-317 Illawarra Road

These businesses were all doorknocked between 22 February and 8 March 2021. None of these businesses have equipment or business practices that are sensitive to vibration or noise.

A significant number of information-based services businesses are present within 250m of site. Notable, and within 100m of site, are:

- Marrickville Legal Centre, 338 Illawarra Road
- James Bouzios & Associates, 2/344a Illawarra Road
- MTC Australia, 334 Illawarra Road

In each case these businesses have been doorknocked between 22 February and 8 March 2021. These businesses are all in air-conditioned buildings that feature acoustic treatments to reduce outside noise.

1.1 Measures to address amenity, vehicular and pedestrian access

1.1.1 Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Marrickville station are:

- (a) Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. The information-related businesses close to the station are all in acoustically treated buildings in which even the heavy traffic of Illawarra Road is barely noticed. During initial doorknocks during February and March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment. It should also be noted that these information based businesses are only opened on weekdays, and thus experience minimal construction noise impacts.
- (b) Vibration – very few vibratory activities are planned in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed.
- (c) Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend works around the Illawarra Bridge, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during February and March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

1.1.2 Vehicular Access

Vehicular access to buildings will be maintained at all times. During the full closure/s of Station Street, vehicular access to businesses and buildings will be granted by the traffic controllers on duty. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant with the owner seeking development approval for redevelopment of the site. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available.

1.1.3 Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for pedestrian access.

1.2 Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals.

2. Canterbury

The geographic scope of the Canterbury Station upgrade is, mostly, limited to the Canterbury Road bridge and surrounds, the station precinct, and the rail alignment. Buildings that contain businesses are along Canterbury Road, and intersecting streets including Charles Street, Close Street, Broughton Street, Jeffrey Street, and Tincombe Street.

The Canterbury Road shopping precinct extends along Canterbury Road to the east and to the west of the station and flows. The area features two large supermarkets, Woolworths (2 Charles Street) and Aldi (73 Jeffrey Street). Other shops include cafes, mixed businesses, services such as beauty and hairdressers, small legal and accounting firms, and shops for hardware and house renovation materials.

There are no schools or childcare facilities within a 250m radius of the station.

Two medical and dental practices are present within the 250m radius:

- Miracle Dental Care, 2b Charles Street
- Canterbury Plaza Medical Centre, 2b Charles Street

These businesses were all doorknocked on 23 February 2021. Neither of these businesses have equipment or business practices that are sensitive to vibration or noise.

Opposite the station, across Canterbury Road, the Canterbury Hotel is a heritage building being renovated through 2021. The hotel does not offer accommodation. It is unlikely that construction noise will impact hotel operations.

Also opposite the station, Elite Funeral Directors are located at 206 Canterbury Road. This business may be noise sensitive, albeit the premises are already heavily acoustically treated.

2.1 Measures to address amenity, vehicular and pedestrian access

2.1.1 Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Canterbury station are:

- (a) Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. The medical and dental businesses close to the station are in acoustically treated buildings in which even the heavy traffic of Canterbury Road is barely noticed. During initial doorknocks, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- (b) Vibration – some vibratory activities are planned in the scope of the project, notably, rock hammering of the new lift shafts. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed.
- (c) Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend works around the Canterbury Road Bridge, there will be no impact to business' loss of amenity due to temporary barriers.

2.1.2 Vehicular Access

During initial doorknocks during February and March 2021, no businesses were identified needing mitigation measures for the Canterbury area. During the full closure of Broughton Street vehicular access to businesses and buildings will be granted by the traffic controllers on duty. If this is not possible, then it will be specifically discussed with and mitigations identified for each business owner at least 7 days in advance of the street closure. During any subsequent street closures, a similar strategy will be employed to ensure a minimal impact on local businesses. Details on the delivery routes for Woolworths and Aldi supermarkets will be sought from the respective organisations during early planning to minimise business impacts. If temporary changes to delivery routes will be required, Council will also be engaged in development of the temporary alternative route as a part of the application for a Road Occupancy Licence.

Similarly, during lane closures, impacts to local businesses will be addressed ensuring that ready vehicular access is always available.

During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for parking or vehicular access.

2.1.3 Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for pedestrian access.

2.2 Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals.

3. Lakemba

The geographic scope of the Lakemba Station upgrade is, mostly, limited to the station precinct, adjoining parking areas in The Boulevarde and in Railway Parade, and the rail alignment. Within the station precinct there are three businesses fronting the Boulevarde:

- El Chami Butchery
- Medina Convenience
- i-Tech & Phones
- Chicken Licken

Beyond the station precinct, shops and small businesses extend along both Railway Parade and The Boulevarde and along Haldon Street. The Lakemba shopping Centre services the local community, featuring cafes, restaurants, mixed businesses, services such as beauty and hairdressers, small legal and accounting firms, and the like.

There are two childcare centres and a high school within 250m of the station site:

- Holy Spirit Catholic Collage Lakemba, 39 Croydon Street (>150m from station)
- Koorana Child and Family Centre (incorporating Croydon Street Preschool), 33 Croydon Street (120m from station)
- Canterbury City Community Centre, 28 Croydon Street (child care operations currently closed due to COVID)

These organisations were identified and consulted in March 2021. No sensitivities to noise or vibration were identified during consultation noting that none are in close proximity.

Medical and related services local to the station include:

- Chapman-Davies Optometry, 44 The Boulevard
- MedPro Medical Centre, 102 Haldon Street
- Haldon Street Medical Centre, 101 Haldon Street
- Royale Medical Centre, 51 Haldon Street
- Lakemba Dental Centre, 45 Haldon Street
- BHC Medical Centre, 53 Railway Parade (this practice has a refrigerator that requires a backup generator in the advent of a power outage)

These businesses were all doorknocked in February and March 2021. None of these businesses have equipment or business practices that are sensitive to vibration or noise.

The City of Canterbury Bankstown Library is located at 62 The Boulevard. This business will be noise sensitive, albeit the premises are already heavily acoustically treated.

Also of note is the Lakemba Uniting Church on the corner of Haldon Street and The Boulevard. Lakemba Uniting Church has church services on Sundays at 9:30am and 11:30am. At these times there will be an increased sensitivity to noise but in consultation, the church secretary stated that they are not disturbed by traffic noise. The church building is double brick construction and is well acoustically insulated.

3.1 Measures to address amenity, vehicular and pedestrian access

3.1.1 Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Lakemba station are:

- (a) Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. The public library, close to the station, is in an acoustically treated building. During initial doorknocks, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- (b) Vibration – some vibratory activities are planned in the scope of the project, notably, vibratory rolling during the building of the Metro services building. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed.
- (c) Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business.

3.1.2 Vehicular Access

Vehicular access to all buildings will be maintained at all times and is not expected to be of issue during Lakemba Station upgrade works. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for parking or vehicular access.

3.1.3 Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for pedestrian access.

3.2 Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals.

4. Business Management Strategies

Sydney Metro has allocated a Community Place Manager (CPM) dedicated to Marrickville, Canterbury and Lakemba stations. The CPM will share community engagement responsibilities with the Contractor's Community Liaison Manager (CLM) during the upgrade of the station. The Place Manager will maintain relationship continuity with businesses once the scope of the Marrickville Station upgrade has been completed by HSE.

A strategy of an information-rich engagement with the community is already in place. Notifications delivered to letterboxes and to subscribed email addresses are sent monthly at minimum. Email updates to subscribed email addresses are provided between notifications as deemed appropriate. This information allows businesses prepare for any expected disruptions due to scheduled works.

Doorknocking will continue to be undertaken throughout the project at on an as-needs basis but no less regularly than 3-monthly to develop relationships with key personnel in local businesses, to understand what impacts to businesses are actually being experienced and to determine whether mitigations are possible and/or appropriate.

The Sydney Metro 1800 24-hour community information line being heavily advertised, appearing prominently on all notifications, emails, letters and signs, as well as on shade cloth on temporary fencing. During door knocking the CPM and CLM are leaving the 24-hour community information line business cards with businesses to ensure that businesses have a good understanding of how to submit queries and concerns.

Overall, the expected impacts to businesses surround Lakemba, Canterbury and Marrickville stations are expected to be low. These business management strategies have been designed to continue engagement to allow for ongoing analysis and management of business impacts.