



2011 Residents' Association Inc.

ABN 78 862 101 665

Unit 35, 117 Victoria Street

Potts Point NSW 2011

1 October 2022

Clr Clover Moore

Lord Mayor

Council of the City of Sydney

Sydney NSW 2000

Dear Lord Mayor,

The Kings Cross Neighbourhood Service Centre (commonly known by locals as the Neighbourhood Centre) has long been a vital City of Sydney service to the residents of all backgrounds of Potts Point and the surrounding suburbs.

The Centre, located at 50-52 Darlinghurst Road, Potts Point, used to be open during normal business hours from Monday to Friday and on Saturday mornings as well. The staff enjoyed a well-deserved reputation of treating everyone with respect and they knew the people of the area.

With the coming of the COVID crisis, the Centre closed for a long period. Then several months ago the Centre reopened but with restricted days and hours: just Tuesday 10.00am-4.30pm and Thursday 10.00am-4.30pm. Those restrictions caused much inconvenience and greatly lessened local residents' access to services.

On 10 August Carole Ferrier, the Convenor of the 2011 Residents' Association, attended the Lord Mayor's Discussion with Community Groups (via Zoom).

During the discussion Ms Ferrier raised a number of points, including:

- Potts Point/Kings Cross is the third densest locality in New South Wales.
- Due to the large number of social housing residents, homeless people and elderly people, locals rely heavily on the services provided by the Centre.
- Locals, including those from Woolloomooloo, visit the Centre to pay bills, get advice, lodge complaints and get assistance with required paperwork.
- Disadvantaged people go there to ask where they can get free food.
- Able residents use the Centre to arrange parking and other Council permits, to pay their rates, to lodge complaints for the ranger to follow up, to ask for improved street cleaning, to report illegally dumped rubbish, and to report damaged footpaths and other public spaces that need maintenance or repairs.
- Tourists drop in there for guidance, the tourist information booth which was formerly located in Springfield Mall being now closed.

Ms Ferrier pointed out that with the Centre open just two days a week these needs were not being met. She noted that due to local demand the Centre really needed to be open and staffed every weekday and, in addition, on Saturday morning in order to accommodate the needs of the many people working during the week as well as of the many visitors to the Saturday Kings Cross Markets in Fitzroy Gardens.

The Lord Mayor agreed with Ms Ferrier's observations and said that she would look into the problem.

As of Tuesday 20 September nothing has changed and the Centre's opening hours remain just the same as before: Tuesday 10.00am-4.30pm and Thursday 10.00am-4.30pm.

The 2011 Residents' Association calls upon the Lord Mayor and the City of Sydney to act upon the promise made during the Meeting and to re-establish normal business operating hours for this essential local service.

Yours faithfully,

Carole Ferrier
Convenor, 2011 Residents' Association

Paul Wagner
Secretary, 2011 Residents' Association