

Bethel Mar Thoma Church Sydney
PO Box 36
BELFIELD NSW 2191

Addendum to:
Operational Plan Management
1650 The Horsley Drive, The Horsley Park NSW 2175
August 2015

DATED 3/11/17

Normal operation

Normal operation of the Church is on Sundays. The service is normally conducted between 7.30AM and 1.00PM. On normal Sundays the maximum number of people attend the service is around 250.

Parking

The Church is provided with parking area as required by Fairfield City Council including disabled parking. There will not be any parking outside the Church premises.

Neighbour Relations and Dispute Handling.

The letter included in Appendix 1 of this addendum is to be distributed by letterbox drop to all surrounding residence immediately after the commencement of the Church. The letter provides a name (Secretary of the Parish) and contact information. The secretary will be responsible for resolving the issues raised by the complainant. The letter is to be updated as appropriate to reflect any changes in the contact details.

When a complaint is received the secretary of the Parish will fill out the complaint register included in Appendix 4. Once the complaint is received the Church will respond in writing (Appendix 2) detailing the action taken to resolve the issue. If the complainant is not satisfied with the action taken by the Church, the Parish Secretary will arrange a meeting with the complainant to discuss and resolve the matter. Only if the complainant remains dissatisfied with the situation the Church is to advise the Fairfield Council of the unresolved complaint (Appendix 3).

Acoustic Monitoring.

The design and operation of the church will ensure that the noise generated at the church won't be heard from outside the Church premises.

Recommendations made in the Acoustic report are to be strictly adhered to. All activities are to be contained within buildings

Other Matters

The Church comprises of the church building, the church hall and a rectory. The main church activity is conducted on Sundays. Major special events such as Christmas and Good Friday activities are conducted on public holidays.

Special Events.

The special events on Church's calendar are detailed in table 2, Page 31 of the SEE report. The major special events are Good Friday service and Christmas Carol service. All other special events are small gatherings.

Appendix 1

SAMPLE – Letter to Adjoining Owners

**Bethel Mar Thoma Church
1650 The Horsley Drive
Horsley Park NSW 2175
(Date)**

To whom it may concern

Dear Neighbour

Contact information for Bethel Mar Thoma Church 1650 The Horsley Drive, Horsley Park.

We are writing to you a neighbour of the Bethel Mar Thoma Church 1650 The Horsley Drive, Horsley Park.

The vicar and members of the Church ensure that our church operation causes minimal disruption to you and your household and/or your business. We are operating under a consent issued by the Fairfield Council which imposes certain conditions in relation to noise, traffic and other matters. However, we recognise that complaints cannot be avoided always. Should you experience any problems arising from the operation of our Church, we would invite you to contact the Parish Secretary on the phone number given below.

The Parish Secretary can be contacted on Tel No.

Special Events.

Each year the Church celebrate special days in the Christian calendar when higher than normal church service is expected. These are Christmas and Good Friday. Also in certain rare instances, larger than normal gathering can occur at a funeral service.

The Church has in place a Plan of Management which seeks to minimise the impact of these events. In particular there will be ushers and volunteers to control seating within the church and parking of cars.

We would respectfully request your patience and understanding on these special days. However, if you do have any concerns, please feel free to contact the Parish Secretary on the number given above.

Yours Sincerely

The Secretary
Bethel Mar Thoma Church

Appendix 2

SAMPLE – Follow Up Letter to Adjoining Owners

Bethel Mar Thoma Church
1650 The Horsley Drive
Horsley Park NSW 2175
(Date)

To whom it may concern

Dear Neighbour

Contact information for Bethel Mar Thoma Church 1650 The Horsley Drive, Horsley Park.

We are writing to you a neighbour of the Bethel Mar Thoma Church 1650 The Horsley Drive, Horsley Park.

We refer to your letter dated _ / _ / _ in which you detailed a complaint against the Bethel mar Thoma Church.

We have seriously considered your complaint and advise you that the following actions can be implemented to address your complaint and mitigate any further concerns you may have.

We propose the following solutions:

Should this solution to be your satisfaction, please contact us in writing confirming your agreement with the proposed solution.

Should you still have concerns and the solution is not agreed to, again please contact us in writing so we can reconsider the complaint and arrange a formal meeting with you to discuss your concerns. If the matter remains unresolved we are happy to consult with a suitably qualified external person to help mediate the matter.

If a solution cannot be reached we will then write to the Council and ask them to intervene with a solution that is mutually agreeable.

The Church Secretary can be contacted on telephone number.....

Yours sincerely

The Secretary,
Bethel Mar Thoma Church

Appendix 3

SAMPLE – Council Notification of Complaint

Bethel Mar Thoma Church
1650 The Horsley Drive
Horsley Park NSW 2175
(Date)

The General Manager
Fairfield City Council
PO Box 21
Fairfield NSW 1860

Dear sir/Madam

Unresolved Complaint Received – Operation of Bethel Mar Thoma Church, 1650 The Horsley Drive, Horsley Park 2175.

We are writing to advise of an unresolved complaint which was recently received from one of the neighbours of our Church

We have written to the complainant with our proposed solution and they have responded stating that they are dissatisfied with the proposed solution.

We have also invited the complainant to meet with us and discuss the matter with the aim of reaching a mutually satisfactory solution. This has also not led to any resolution.

In addition, we have engaged a suitably qualified person to help mediate the matter but this has limited result and the complainant is still dissatisfied with our proposed solution.

As per our Operational Plan of Management we notify the Council of any unresolved complaints, we advise that we require Council assistance with this matter.

We attach a copy of the relevant page of our Complaint Register as well as correspondence between us and the complainant.

We will continue to implement the solutions outlined in the Complaint Register however it seems that this will be unlikely to satisfy the complainant. We have advised the complainant that the Council will be contacted.

Should you require to discuss this matter further I can be contacted on Tel.....

Yours Sincerely

Secretary
Bethel Mar Thoma Church

Appendix 4

SAMPLE – Complaint Register