

WILLOUGHBY ROAD SHADE STRUCTURES

Frequently Asked Questions

Q: What will happen to the existing umbrellas?

A: When Council replaces the existing umbrellas for those businesses who have opted in, the old umbrellas will be either taken away or returned to the business operator.

Q: Why umbrellas? Were other design options explored?

A: Council explored several options for shade structures on Willoughby Road, including retractable awnings and polycarbonate roofing. In the end, umbrellas were deemed the best choice because they are cost-effective and can withstand heavy winds and high temperatures. We wanted an option that would keep patrons comfortable in all weather conditions.

Q: When does Council plan to install the umbrellas?

A: Council expects to install the replacement umbrellas in June 2024.

Q: Can I still provide feedback on the proposed umbrellas?

A: You can provide feedback until 7 August 2023. Visit <https://yoursay.northsydney.nsw.gov.au/willoughby-road-shade-structures>

Q: How will Council ensure any dust and noise doesn't disrupt my business?

A: Council aims to minimise any disruption to businesses while we install the umbrellas. During the construction period, we will give businesses a direct contact at Council who they can reach out to with any concerns.

Q: Why is Council spending money on these umbrellas when they will only benefit a select number of businesses?

A: This project is in response to community concern about the poor appearance of some of the umbrellas in front of businesses on Willoughby Road. Many umbrellas are nearing the end of their life and are ready to be replaced. Crows Nest's main street is a popular 'Eat Street' destination with heavy foot traffic. We believe the proposed style of the replacement umbrellas will add to the appeal and village atmosphere of Willoughby Road.

Q: Will heaters, walls and light fittings be installed by Council as well?

A: No, Council will only be replacing the umbrellas (base, pole and canopy). Any add-ons are up to each individual business. We will seek a list of available add-ons from the umbrella supplier.

Q: This project is part of the Willoughby Road Streetscape Upgrade (Stage 2). Where is that up to?

In late August 2023, Council will begin undergrounding powerlines and doing stormwater drainage works on Willoughby Road. These works will be completed in stages outside of trading hours to ensure the lowest possible impact to businesses. Construction will halt over the Christmas and New Year period. We will then restart the works in January, with the umbrella installation expected to take place in June 2024.