

# Alexandria Park Community School - Complaints Register

Last updated 30 April 2021

This is a register of complaints received by School Infrastructure NSW about Alexandria Park Community School redevelopment. A complaints register is a requirement for all State Significant Development (SSD) projects.

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
20/05/19 & 21/05/19	21/05/19	Email	Noise/vibration	Contacted site and construction managers to confirm works were within permitted hours. Responded to stakeholder to this effect and provided information on approved work hours. Also confirmed monitoring and no exceedance of vibration limits.	Closed	No
20/05/19	20/05/19	Email	Pest control	Responded to stakeholder to advise that no spider pest control will be carried out.	Closed	No
21/05/19	21/05/19	Email	Noise	Contacted site and construction managers to confirm works were within permitted hours. Responded to stakeholder to this effect and provided information on approved work hours.	Closed	No
23/05/19	24/05/19	Email	Vibration	Contacted site supervisor and project manager to confirm no exceedance and then advised stakeholder vibration	Closed	No

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				monitoring is carried out and no exceedance has been recorded		
12/06/2019	14/06/2019	Email	Vibration	Stakeholder advised that their concern was investigated and there had been a noted higher level of vibration due to work methodology, which was immediately adjusted to ensure noise and vibration levels were reduced. Also provided a noise logger location map to stakeholder.	Closed	No
19/06/2019	21/06/2019	Email	Vibration Dust	Stakeholder advised that measures to minimise construction impacts are in place, including the existing solid perimeter fence and ongoing hosing and watering down of stockpiles of materials on site to minimise dust.	Closed	No
20/06/2019	21/06/2019	Email	Work hours Vibration Dust	Stakeholder advised of approved work hours and that measures to minimise construction impacts are in place, including Vibration monitoring and the existing solid perimeter fence. Also dust minimisation through ongoing hosing and watering down of stockpiles of materials on site.	Closed	No
02/07/2019		Email	Noise, Vibration	Stakeholder advised his tenants had reported noise and vibration associated with APCS project. PM phoned stakeholder to discuss mitigation measures in place.	Closed	No

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02/07/2019	02/07/2019	Email	As above	Strata manager for above contacted SINSW re noise and vibration. SINSW provided information as above	Closed	No
05/07/2019	05/07/2019	Email	Noise and construction hours	Stakeholder advised tenant has queried noise from works on Saturday. SINSW provided approved work hours and information regarding timing of project, as requested	Closed	No
15/07/2019	15/07/2019	Email	Vibration	Stakeholder complained about levels of vibration noted and expressed concern about impacts. SINSW provided information of approved standards and ongoing site monitoring.	Closed	No
11/08/2019	16/08/2019	Email	Noise	Stakeholder complained of noise/fumes from an on-site generator. SINSW explained the use of a generator was a temporary measure, due to power issues on site.	Closed	No
19/08/2019	19/08/2019	Email	Start of work time	Stakeholder complained that works on site were starting prior to 7am. SINSW confirmed vehicles may be arriving at site, but the contractor had been advised to comply with scheduled start of work times, as per approvals.	Closed	No
26/08/2019	28/08/2019	Email	Noise and dust	Stakeholder advised that their property was in close proximity to works and complained about dust and noise from site. SINSW confirmed mitigation methods in place (i.e. site fencing and dust suppression), and that works	Closed	No

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				were being carried out in accordance with approved CEMP. SINSW also confirmed the existing fence adjacent to the stakeholder's property is taller than standard site hoarding and would not be replaced.		
23/09/2019	25/09/2019	Email	Light Spill	Stakeholder complained about brightness of a light in the site compound at night. Project team advised the light was a WHS requirement, but installed a shield on the light fixture to minimise light spill to impacted stakeholder. Stakeholder thanked SINSW for this action.	Closed	No
03/10/19	03/10/19	Email	Work hours	Stakeholder complained works had extended beyond 6pm. SINSW advised this was due to finalising a delayed concrete pour.	Closed	No
09/10/19	15/10/19	Email x 2	Light spill	Stakeholders complained about brightness of lights on the tower crane overnight. SINSW investigated and found a team member had inadvertently activated the switch that separates the tower crane lights from the aviation safety lights, so the lights were left on overnight.	Closed	No
25/10/19	25/10/19	Email	Aesthetics	Enquiry/complaint from resident regarding windows and glazing in the new school facing his apartment and lack of consultation on the new building's design. SINSW	Closed	No

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				provided information and web links to the school's publicly available architectural drawings.		
19/11/2019	04/12/19	Email	Parking/Access	Stakeholder advised a vehicles near the site had 'parked him in' and provided a photo. SINSW requested the contractor investigate and advise. The contractor investigated, but could not confirm if the vehicle was associated with anyone working on the project. They did however, reiterate to the site team at toolbox talks, driving and parking courtesy and consideration for the local community and compliance with local parking and road rules.	Closed	No
20/11/2019	24/11/2019	Phone	Pests	SINSW received a call from a stakeholder expressing concern about increased pest/vermin activity in the vicinity of the APCS construction site. Project Director advised the vermin were active as a result of the chickens being kept at the school, not resulting from construction activity. PD attempted several times to phone the stakeholder with this information and left a message as above.	Closed	No
25/11/2019	04/12/2019	Email	Trees	Stakeholder advised they had noted tree pruning when they had thought trees were protected. Stakeholder provided photos of pruned limbs. SINSW advised that while the trees were being retained, some tree pruning had been approved by the project's arborist to ensure	Closed	No

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				trees did not hit structures on the site. Stakeholder was also advised some further pruning may be required.		
04/12/2019	04/12/2019	Email	OOH works Noise	Stakeholder advised there was a loud hammering and noise from the worksite between 6am and 7am, as well as the occasional sound of materials moving. Contractor investigated and checked CCTV footage and confirmed there had been no activity on site prior to 7am. Stakeholder was advised the noise was not associated with the Alexandria Park Community School project.	Closed	No
07/12/2019	09/12/2019	Email	Light spill	Stakeholder complained about light spill from the crane lights. Investigated by contractor who advised switch for the lights had been inadvertently left on. Switch is connected to a sensor, so team didn't realise the lights had activated at dusk. Switch has now been modified so it isn't accidentally turned on in future, but it is still functional in case of emergency.	Closed	No
09/12/19	09/12/2019	Email	Light spill	Stakeholder complained about light spill from the crane lights. Investigated by contractor who advised switch for the lights had been inadvertently left on. Switch is connected to a sensor, so team didn't realise the lights had activated at dusk. Switch has now been modified so it isn't	Closed	No

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				accidentally turned on in future, but it is still functional in case of emergency.		
18/12/2019	20/12/2019	Email	Light	Stakeholder complained about brightness of lights on the construction site. Investigated with the project tea who advised that these lights are emergency lighting as required by AS/NZS3012 - Electrical installations - Construction and demolition sites and the contractor has a duty of care for safe access and egress across the site in event of an emergency, even out of hours. This information was passed on to the stakeholder.	Closed	No
21/12/2019	06/01/2020	Email	Noise	Stakeholder advised a loud buzzing noise from site at 6.30am. Complaint was investigated and CCTV reviewed and there was no one present on site prior to 7.30am, however works had started at approximately 7.40am that day.	Closed	No
07/01/2020	10/01/20	Email	Parking	Stakeholder complained that APCS construction workers were taking all available parking in the street. Stakeholder complained that APCS construction workers were taking all available parking in the street. SINSW advised the contractor would be asked to discuss parking at toolbox talks and remind the team of parking regulations and encourage the use of public transport.	Closed	No

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9/02/2020	12/02/2020	Email	Light	Stakeholder complained about brightness of lights on the construction site. Investigated with the project tea who advised that these lights are emergency lighting as required by AS/NZS3012 - Electrical installations - Construction and demolition sites and the contractor has a duty of care for safe access and egress across the site in event of an emergency, even out of hours. This information was passed on to the stakeholder.	Closed	No
20/02/2020	20/02/2020	Email	Noise	Stakeholder complained about the volume of radio/music at the construction site. SINSW advised that the Site supervisor would speak to workers to request the volume level be reduced. Further email from stakeholder the same day acknowledged the noise level had improved.	Closed	No
20/02/2020	20/02/2020	Email	Noise	Stakeholder requested site workers lower the volume of music on site early in the mornings. SINSW advised the site supervisor would speak to workers to request the volume level of music be lowered.	Closed	No
18/03/2020	18/03/2020	Email	Noise	Stakeholder complained about the noise level of music being played on site. SINSW advised the contractor would be requested to ask workers on site to lower the volume levels.	Closed	No



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19/03/2020	19/03/2020	Email	Noise	As above.	Closed	No
20/03/2020	01/04/2020	Email	Noise	Stakeholder advised a generator (?) had started before 6am and was very noisy. SINSW advised investigations had been unable to identify the source of the noise and requested the stakeholder record audio or video to assist with identification of the noise. Stakeholder provided audio and video. SINSW identified the noise associated with an unauthorised early start concrete pour on 02/04/2020.	Closed	No
27/03/2020	27/03/2020	Email	OOH works	Stakeholder advised a crane had started operating at 6.15am. Stakeholder also requested works be stopped or scaled back as they are working from home and finding it difficult. SINSW responded that works will be continuing as per schedule, but that day there had been an unauthorised early start for a concrete pour.	Closed	No
02/04/2020	02/04/2020	Email	OOH works	Stakeholder advised a crane had started operating at 6.15am. SINSW responded there had been an unauthorised early start for a concrete pour. SI advised the contractor had been spoken to.	Closed	No
2/04/2020	02/04/2020	Email	Lights	Stakeholder complained about brightness of lights on site and provided a photo of the light. SINSW advised the	Closed	No

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				lights are safety egress light which cannot be switched off however a request had been made to the contractor to adjust the angle of the lights to reduce the impact.		
6/04/2020	06/04/2020	Email	Noise	Stakeholder provided audio and video files of noise on site. SINSW advised the contractor had been asked to keep noise to a minimum but that team members were being admitted to site from 7am to reduce local impacts of them gathering on the street near the site.	Closed	No
06/04/2020	06/04/2020	Email	OOH work Noise	Stakeholder complained there had been works on Sunday and the noise levels on site were excessive. SINSW investigated and found there had been no works on Sunday. Also advised the contractor had been requested to lower volume levels on site.	Closed	No
07/04/2020	07/04/2020	Email	Noise	Stakeholder complained about noise levels from music on site. SINSW advised that there had been multiple sources of music noted on and around site (neighbours), but the contractor had been reminded to ask that volume levels be maintained at reasonable levels to minimise impact.	Closed	No
15/04/2020	15/04/2020	Email	Noise	Stakeholder complained about noise from music on site SINSW advised team will reminded to keep volume at a reasonable level.	Closed	No

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18/04/2020	21/04/2020	Email	Noisy works	Stakeholder complained about noisy works at 7.30am on Saturday. SINSW explained that works are being delivered to schedule and carried out within the approved hours or work periods.	Closed	No
18/04/2020	21/04/2020	Email	Noise	Stakeholder complained about music on site. SINSW advised the volume levels had been monitored and the noise was within acceptable limits.	Closed	No
01/05/2020	04/05/2020	Email	Noise	Stakeholder complained of constant beeping noise from the construction site. SINSW advised the machine being used has the beeper fitted as a safety mechanism and it cannot be disabled.	Closed	No
01/05/2020	01/05/2020	Phone	Extended hours	Stakeholder complained about advice that site works were being extended (in line with DEA COVID 19 order). Stakeholder was called back and the rationale for the order explained.	Closed	No
04/05/2020		Email	Extended hours	Stakeholder complained about extended work hours (in line with DEA COVID 19 order) SINSW responded to explain the rationale for the order and confirm the extended hours.	Closed	No

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5/05/2020	29/05/2020	Email	Noise	Stakeholder complained about volume level of music on site. SINSW advised that site visits had been carried out and the volume of music was considered to be within acceptable levels.	Closed	No
04/05/2020 12/05/2020	12/05/2020	Email	Noise	Stakeholder complained about volume level of music on site. SINSW advised that site visits had been carried out and the volume of music was considered to be within acceptable levels.	Closed	No
11/05/2020	11/05/2020	Phone	Parking	Stakeholder advised a vehicle was blocking the driveway of their complex. SINSW investigated and found the offending vehicle was not related to the works on the APCS site. Stakeholder was advised by return call to this effect.	Closed	No
15/05/2020	15/05/2020	Email	Lights	Stakeholder complained about bright lights on site. SINSW advised all non-essential lighting would be turned off at the end of each day. But that some lighting was an OH&S requirement and would have to remain on.	Closed	No
17/05/2020	25/05/2020	Email	Weekend works	Stakeholder complained about works on site on Sunday. SINSW advised that a notification had been distributed at the end of April with the DPE COVID 19 extended hours	Closed	No

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				works order. Notification was again provided to stakeholder by return.		
17/05/2020	25/05/2020	Email	Weekend works	Stakeholder complained about works on site on Sunday. SINSW advised that a notification had been distributed at the end of April with the DPE COVID 19 extended hours works order. Notification was again provided to stakeholder by return	Closed	No
01/06/2020	03/06/2020	Phone	Extended hours	Stakeholder complained about works on site on Sunday. SINSW phoned the stakeholder and advised that a notification had been distributed at the end of April with the DPE COVID 19 extended hours works order.	Closed	No
15/06/2020	17/06/2020	Email	Noise	Stakeholder contacted SINSW about audible music from the site. SINSW advised the site supervisor will remind the onsite crew about the volume of music at daily toolbox talks.	Closed	No
01/07/2020	02/07/2020	Email	Lights	SINSW investigated and discussed with the contractor. The direction of safety lights were altered and staff reminded to turn off non-essential task lights in the evening.	Closed	No
07/07/2020	08/7/2020					

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11/08/2020	11/08/2020	Email	Noise and lights	SINSW confirmed large generators have been removed from site and no machines are left on overnight. Lights in the school were turned off.	Closed	No
11/08/2020	17/08/2020	Email	Privacy	SINSW confirmed window screens are installed in the correct direction to reduce visibility outside the window and also reduce heat impact on the building Western sun.	Closed	No
31/08/2020	02/09/2020	Email	Noise	SINSW investigated the source of the noise and turned it off.	Closed	No
04/09/2020	04/09/2020	Email	Noise	SINSW investigated source of noise. Contractor visited site after hours and confirmed the noise was not from APCS site. Resident confirmed noise from a neighbour.	Closed	No
09/09/2020	09/09/2020	Email	Noise	SINSW confirmed mechanic testing of the school bell was taking place.	Closed	No
30/09/2020	2/10/2020	Email	Lights Left on	SINSW investigated the concern about lights left on after 6pm in a classroom and turned off.	Closed	No
12/10/2020	25/11/2020	Email	Noise	Investigated source of generator noise and addressed and turned it off.	Closed	No

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15/10/2020	16/10/2020	Email	Noise	Referred that school children making noise is a school operational issue and complainant should contact Principal.	Closed	No
15/10/2020	16/10/2020	Email	Noise	Explained that Fire Drill was important and that they were only conducted one in the time period that the complainant outlined. Explained that school operational noise from roll call and lunch time noise from children playing was unavoidable and a school operational matter.	Closed	No
15/10/2020	16/10/2020	Email	Noise	Referred that school children making noise is a school operational issue and complainant should contact Principal.	Closed	No
22/10/20	29/10/20	Email	Noise	Concern about noise coming from Music Studio from school operational noise. Neighbour introduced to Principal and had personal discussion as this is a school operational issue.	Closed	No
21/12/20	23/12/20	Email	Privacy	Strata Manager of unit block in Buckland street concerned about lack of privacy / visibility into units from double stacked demountable site offices. Windows of site office boarded up to maintain resident's privacy.	Closed	No
11/01/2021	18/01/2021	Email	Operational hours of sports oval	Referred to City of Sydney council to respond to complaint regarding hours that oval will be lit.	Closed	No
27/01/21	28/01/21	Email	Noise	Neighbour concerned about noise of a generator commencing prior to 7am and creating noise. This was investigated and found to be an air conditioning unit that had been incorrectly programmed to start at 6.00am. This was changed and was reconfigured to	Closed	No

## NSW Department of Education – School Infrastructure

start later.						
04/02/21	08/02/21	Phone	Noise	Complaint about noise of early arriving workers onto site talking loudly from 6am. Site crew advised to be considerate of neighbours in community.	Closed	No
13/02/21	16/02/21	Emails	Noise	Complaints about generator noise early in the morning. Noise monitoring installed. Ongoing emails exchanged with neighbour to investigate and determine source.  Source of noise eventually isolated and was assessed to be within acceptable noise limits. As a good will gesture, further soundproofing was installed to mitigate sound impact.	Closed	No
18/02/21	18/02/21					
19/02/21	19/02/21					
22/02/21	22/02/21					
02/03/21	03/02/21					
23/03/21	23/03/21					
25/03/21	Closed					
08/04/21	09/04/21	Email	Lights	Complaint that lights on construction site are too bright and shine into neighbours' front room and front door area. The construction team installed a baffle to the edge of the light to reduce the light spill.	Closed	No
29/04/21	30/04/21	Email	Noise	Complaint re: unidentified noise coming on overnight impacting neighbour in adjacent unit block. Investigations underway to determine source and provide resolution.	Open	No