

# Lindfield Learning Village Stage 2 Complaints Register

Last updated 7 July 2022

This is a register of complaints received by School Infrastructure NSW about the Lindfield Learning Village Stage 2 upgrade since the State Significant Development application was granted (SSD-8114). A complaints register is a requirement for all SSD projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
27/11/2020	07/12/2020	Email	Pedestrian safety	Council and TfNSW require an assessment of pedestrian traffic volume to warrant a pedestrian crossing. Stakeholder advised to raise the request with Council.	Closed	No
13/12/2020	17/12/2020	Email & Phone	Visual Amenity	Acknowledgement of complaint. Advised that further investigations required.	Open	No
14/12/2020	23/12/2020	Email	Construction and traffic management, safety and amenity	Highlighted approved working hours as well as key points of the construction management plan in place.  Redundant infrastructure and temporary pedestrian crossing removed.	Closed	No
14/12/2020	17/12/2020	Email	Traffic management	Traffic management arrangements have been reviewed.	Closed	No

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15/12/2020	23/12/2020	Email	Safety and amenity	Workers reminded to adhere to all safety measures and be mindful of nearby residents.	Closed	No
18/12/2020	14/01/2021	Email	Noise	Noise monitoring results assessed, and no anomalies found on specified date and time.	Closed	No
03/01/2021	03/01/2021	Verbal	Noise	Work halted immediately.	Closed	No
14/01/2021	18/01/2021	Email	Parking	Vehicles removed. Additional signage installed at Tubbs View and Shout Ridge. Workers reminded about parking protocols.	Closed	No
14/01/2021	18/01/2021	Email	Parking	Vehicles removed. Additional signage installed at Tubbs View and Shout Ridge. Workers reminded about parking protocols.	Closed	No
15/01/2021	18/01/2021	Email	Visual amenity	Light timers set in rooms facing residential properties to ensure no light spill.	Closed	No
27/01/2021	28/01/2021	Email	Visual amenity	As previous mitigation measures were not effective in addressing light spill, on-site security will ensure lights are switched of at the end of each day.	Closed	No

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02/02/2021	03/02/2021	Phone	Visual amenity	Advice provided of new mitigation measures in place to reduce light spill and provided an update on review of the plant installation, including timeframes required to undertake this review process.	Closed	No
04/02/2021	05/02/2021	Email	Noise	All workers reminded of noise protocols when working near neighbouring residential areas.	Closed	No
17/02/2021	26/02/2021	Email	Asbestos works	<p>Advice provided that upcoming removal of bonded asbestos will be from the southern section of the site (in a non-operational part of the school).</p> <p>Further to this, SINSW advised that the removal of asbestos containing material is monitored by independent occupational hygienist, in strict accordance with all applicable legislation, regulations, policies and guidelines.</p>	Closed	No
22/02/2021	26/02/2021	Email	Noise	Worker using power tools prior to 7:00am reminded of approved work hours. Further to this, a whole of site reminder was issued to all workers regarding correct start times.	Closed	No
26/02/2021	02/03/2021	Email	Traffic management	Site team spoke to workers responsible for transporting machinery to reiterate traffic management protocols. SINSW confirmed with stakeholder that a traffic controller	Closed	No

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				would be present at all times when carrying out this work along Dunstan Grove.		
08/03/2021	23/03/2021	Email	Catchment area	Stakeholder expressed concern about the catchment area for Lindfield Learning Village and nearby Lindfield Public School. A response was provided to the stakeholder by the Director Educational Learning.	Closed.	No.
11/03/2021	22/03/2021	Email	Noise and visual amenity	Ongoing matter of light spill from site and noise from plant operation. Project team committed to investigating why this matter was occurring, and to see if timers could be re-set to operate for a shorter period of time.	Closed.	No.
29/03/2021	30/03/2021	Phone & email	Noise	The stakeholder indicated the school air conditioning had been running 24/7, for six days straight. The issue was investigated as a matter of priority. Upon investigation an error was identified in the system causing the plant to run non-stop. The issue was rectified.	Closed.	No.
01/04/2021	06/04/2021	Email	Construction vehicles and waste	Stakeholder noted dirt on the road near a site entry/ exit point on Dunstan Grove and requested road be cleaned. Site team engaged street sweepers to clear dirt from road.	Closed.	No.
09/04/2021	14/04/2021	Email	Noise	Stakeholder noted concern about noise generated from street sweepers operating from 7:30pm until 9:00pm on	Closed	No.

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				Friday 9 April. Requested the work take place within approved work hours. Street sweeper operators were instructed to work during approved construction hours only. Further to this a rumble grid was installed to reduce any mud/debris leaving site. Team also instructed to wash down truck tyres before exiting site.		
13/04/2021	14/04/2021	Email	Noise	Stakeholder expressed frustration about streetsweepers operating between 7:30pm - 9:00pm on Friday 9 April, and again on Saturday afternoon. Street sweeper operators were instructed to work approved construction hours only. Further to this a rumble grid was installed to reduce any mud/debris leaving site. Team also instructed to wash down truck tyres before exiting site.	Closed.	No.
26/04/2021	28/04/2021	Email	Visual amenity	Stakeholder noted an issue with the emergency light operating 24/7. In response, the team disconnected the light sensor to mitigate the issue. The team will investigate a long-term solution to avoid this issue in the future.	Closed.	No.
26/05/2021	02/06/2021	Phone call/ Email	Construction vehicles and waste	Stakeholder expressed frustration at the state of the road due to dirt on the road near a site entry/ exit point on Dunstan Grove. Site team implemented a number of mitigations to improve conditions, including use of a street sweeper.	Closed.	No.

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02/06/2021	03/06/2021	Email	Construction vehicles and waste	Ku-ring-gai Council contact SINSW on behalf of a resident who complained to Council in May about the state of the road due to dirt on the road near a site entry/ exit point on Dunstan Grove. Site team had implemented a number of mitigations to improve conditions, including use of a street sweeper.	Closed.	No.
03/06/2021	03/06/2021	Phone call	Noise and construction waste	Stakeholder expressed frustration at the noise generated by the street sweeper, which was being used during approved working hours. Stakeholder raised concerns regarding the actions of a worker hosing construction waste into a local creek. Confirmed with the stakeholder that no waste was being washed into the creek, which was in fact a stormwater outlet.	Closed.	No.
03/06/2021	15/06/2021	Email/ Phone call	Construction waste	Stakeholder raised concerns regarding the actions of a worker hosing construction waste into a local creek. Confirmed with the stakeholder that no waste was being washed into the creek, which was in fact a stormwater outlet.	Closed.	No.
24/06/2021	30/06/2021	Email	Visual Amenity	Stakeholder noted the playground lighting operating 24/7. Project team advised that the lighting is sensor activated, and the sensor is sensitive. The lighting was turned off in	Closed	No.

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				the interim, with an override 'off' switch being installed for the school to manage.		
24/06/2021	01/07/2021	Email/ phone call	Noise	Stakeholder complained about noise generated from a construction activity occurring outside of approved working hours. Project team confirmed that a subcontractor entered site illegally to remove a piece of equipment. Project team have tool boxed their workforce to remind them of their obligation to work within approved construction hours and to be mindful of neighbours and keep noise to a minimum if arriving or leaving outside of these hours.	Closed.	N/A
30/06/2021	01/07/2021	Email	Noise	Stakeholder complained about noise occurring onsite prior to 7:00am. Project team confirmed no work was undertaken prior to 7:00am, however a gate was opened with a drop bolt that dragged across the ground generating a noise. The project team has fixed this issue.	Closed.	N/A
July 2021				No complaints received during the month of July.	N/A	N/A
23/08/2021	25/08/2021	Email	Visual amenity	Stakeholder noted the top floor lights had been on continuously for a week and requested they be turned off. The contractor was informed and the lights were turned off.	Closed.	N/A

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06/09/2021	06/09/2021	Email	Visual amenity	Stakeholder noted the lights within the play structure on the southern side of the site had been on continuously for several days. The project team investigated and confirmed the lights were off.	Closed.	N/A
10/09/2021	17/09/2021	Email	Noise	Stakeholder reported noise disturbance from the roof plant overnight. The project team confirmed that commissioning works had taken place between 5pm and 9pm on the date in question, however no works or plant operation occurred overnight.	Closed.	N/A
05/10/2021	07/10/2021	Email	Noise and visual amenity	Stakeholder reported noise disturbance from the roof plant and disturbance from lights in the late evening. The contact details of the school administration team were provided to the stakeholder, as the facility has been completed and handed over.	Closed	N/A
November 2021				No complaints received during the month of November.		
December 2021				No complaints received during the month of December.		
January 2022				No complaints received during the month of January.		



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February 2022				No complaints received during the month of February.		
March 2022				No complaints received during the month of March.		
April 2022				No complaints received during the month of April.		
May 2022				No complaints received during the month of May.		
June 2022				No complaints received during the month of June.		