

Penshurst Public School Complaints Register

Last updated 31 December 2020

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

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
30/11/2020	03/12/2020 and 08/12/2020	Email	Boundary issues, landscape plan & dust	SINSW advised the boundary area in question is the responsibility of SINSW/The Department, and SINSW will keep the complainant updated as to the outcome. SINSW provided landscaping plan and confirmed Lilly Pilly planting. SINSW advised earth materials onsite are being regularly hosed down to control dust levels and that the contractor requires specific details of the alleged dust event (photos/time/date) in order to assess whether the dust at the complainant's property was caused by their works.	CLOSED	NO
25/09/2020	25/09/2020	Phone	Privacy & light impacts	Response via email. SINSW agreed that the reflective film on the window panes did not provide effective screening. SINSW replaced the reflective film with a frosted film and provided photographic evidence to the complainant. SINSW advised that the contractor would ensure that the	CLOSED	NO

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				lights are switched off before leaving site, and that a timer and sensor system will be installed in the coming weeks.		
04/09/2020	09/09/2020 15/09/2020 23/09/2020	Via contractor & email	Privacy	Response via email. SINSW advised that the design of the new school building was approved as part of the State Significant Development Application process in February, 2019. SINSW confirmed that prior to the completion of the project seven Brush Box trees will be planted along the boundary adjoining the complainant's property to provide some screening. The complainant objected to this choice of planting and following further negotiations SINSW agreed to replace with the Acmena Smithii Redhead (Lilly Pilly) shrub.	CLOSED	NO
18/08/2020	18/08/2020 and 21/08/2020	Email	Privacy	Response via email. SINSW confirmed that a reflective film would be attached to the window panes overlooking the complainant's property prior to the completion of the project. SINSW also committed to attaching temporary plastic sheeting to the window panes for the remainder of the construction phase.	CLOSED	NO
06/05/2020	07/05/2020	Phone	Visual impact	Response via phone and email. SINSW committed to investigating what planting is proposed to assist with minimising the glare from the northern façade of the new building. Phone meeting subsequently held on 22 May to	CLOSED	NO

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				further discuss most suitable planting. SINSW provided information for the resident to make their choice.		
18/03/2019	31/03/2019	Email	Construction noise	Response via email to advise that work is being conducted in accordance with the project's Conditions of Approval and that workers have been reminded to be mindful of neighbours and avoid dropping materials where possible.	CLOSED	NO
18/09/2019	20/09/2019	Email	Potential property damage	Response via email, project manager investigation and repair of property arranged	CLOSED	NO
18/09/2019	19/09/2019	Email	Potential building impacts	Investigated with site manager	CLOSED	NO
18/09/2019	19/09/2019	Email	Dust from construction site	Investigated with site manager, notified residents of dust monitoring results and existing mitigation measures	CLOSED	NO
29/08/2019	29/08/2019	Email	Potential building impacts	Responded via phone and conducted site inspection	CLOSED	NO

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10/04/2019	11/04/2019	Phone	Dust from excavation	Investigated with site manager, notified resident of dust mitigation measures	CLOSED	NO
29/03/2019	29/03/2019	Phone	Traffic concerns once project is complete	Discussed traffic management plan and increased kiss and drop area included in project	CLOSED	NO