

Erindale College Active Leisure Centre Pool Repairs

Frequently Asked Questions

Q: What was the problem with the pool and the tiles?

A: The tiles were cracking and lifting off the walls and floor of the main pool. Work commenced to remove the tiles in the main pool in October 2018 with the intent that the work would be completed by February 2019.

When the pool was drained and tiles removed, it became apparent that the concrete screed between the pool shell structure and the tiles had failed and this was the cause of the tile failure.

The contractor commenced removing the concrete screed to uncover the pool shell structure. This work was completed in mid-December and unfortunately revealed further issues associated with the construction and expansion joints of the pool shell structure, electrical earth bonding and water filter outlet jets.

Q. What works are being undertaken and what are the delays?

Additional investigations were conducted during late December 2018 to develop a rectification plan that would maximise the operational life of the facility. The works required include remediation of the construction and expansion joints, replacement of filter outlet jets and testing the water supply pipes, replacement of the corroded and non-compliant earth bonding system, installation of a new concrete screed and membrane, hydrostatic testing to ensure no leakage, retiling, refilling and recommissioning.

These works are expected to continue throughout Semester 1, 2019 for the pool to be returned to service for the commencement of Semester 2. When complete, it is anticipated that the rectification works will enable continued viability of the pool structure for another 20 to 25 years.

Q: Why was the closure of the pool undertaken throughout Summer?

A: The original scope of works was to commence work in October and complete the repairs by mid December 2019, which would have been in time for the Summer period. However, before work commenced, investigation revealed that repairs would take longer than anticipated, with a new completion of February 2019. As the work continued and additional issues under the tiles were identified, the timeframe has been extended until the beginning of Semester 2 2019. While all efforts are being made to complete the repairs as quickly as possible, it is important that we get the repairs right to ensure the pool stays in quality condition for many years to come.

Q: When will the pool re-open for members and the public?

A: The pool repairs are scheduled to be completed by the start of Semester 2, 2019, when the pool is expected to reopen to the public. We will keep the community up-to-date with the progress of repairs and any changes to the re-opening date.

Q: Where can I go if I want to continue swimming during the period the pool is closed?

A: Canberra has a number of indoor and outdoor swimming pools available for public use, with some southside options including the Lakeside Leisure Centre in Tuggeranong, Manuka Pool and the Phillip Swimming and Ice-Skating Centre. A full list of government and non-government pools is available at https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/198/~swimming-pools-in-canberra

Q. What are the options for enrolling my child in a learn to swim program this year?

A number of learn-to-swim programs also operate at pools across Canberra. A full list of government and non-government pools is available at https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/198/~swimming-pools-in-canberra

Q: When will Active Leisure Centre begin taking new enrolments for swimming lessons?

A: The Active Leisure Centre will advise families that initially enrolled in swimming lessons before the closure, and the wider community closer to the re-opening date regarding when they can enrol again in swimming lessons.

Q: What, if any, compensation will Active Leisure Centre provide members and pool pass holders due to the closure of the pool?

A: The Active Leisure Centre values the partnership and patronage of all its groups and users of the pool and are working with them to minimise the impact of not having access to the facility at this time. For all aquatic members, aquatic class and pool pass holders, their memberships and passes will continue to be on hold for the duration of the pool closure, and the expiry dates will be extended by the duration of the closure. Please contact the Active Leisure Centre for more information.

Q: What about swimming lessons through the Active Swim School?

A: All direct debits made after 15 October 2018 will continue to be on hold for the duration of the closure. Families on end contract expiry dates will have the expiry date extended by the duration of the pool closure. If you have any questions, please email customerservice@activelc.com.au.

Q: What about other membership package holders?

A: Please contact the Active Leisure Centre for more information on how the pool closure affects your package and how they can help.

Q: Who do I contact if I have questions about the building works, my membership etc?

A: If you have any further questions about the building works, please email ICWdirectorsoffice@act.gov.au or phone 6205 3227. For questions on your membership, please contact the Active Leisure Centre on feedback@activelc.com.au

Q: Why did it take so long to inform Active Leisure Centre members and the community that the pool repairs will now be completed by Semester 2 2019 instead of February 2019?

A: We acknowledge and apologise that the changing timeframe has been frustrating for members and the community. Unfortunately, with situations like this where further issues were identified as repairs progressed, it can be difficult to provide a definitive timeframe until all further issues have been identified, all tests have been conducted and a new plan has been developed. We will ensure to communicate changes going forward and will keep the community up-to-date regarding the progress of repairs and a re-opening date.